



## GBG Land Based Responsible Gambling Group Minutes

**27 February 20204**

Attendees:

Graham Glanfield (Game Nation)	Steve Brownlow ( Blueprint)
Ashley Molloy (Game Nation)	Marieanne Carmody Weir (Blueprint)
Stuart Green (Game Nation)	Martin Beard (Novomatic )
Brian Jamson (Roadchef)	Amanda Rushworth (Crown Leisure)
Andrea MacQueen (Inseinc)	Steve Sharp, GBG
Peter Remmers (Assissa)	Charlotte Meller, GBG
Chloe Millington (Buzz Bingo)	Peter Hannibal, GBG

Apologies: Elizabeth Speed, Heidi Hards, Caroline Bates, Paul Monkman, Joanna Craig, Nigel Harvey

### Item 1 Actions from the November 2023 meeting of the Group

1. The notes were agreed with actions picked up on the agenda with one outstanding.
  - a. Casinos in Holland had collected customer feedback on the Customer Interaction processes. **ACTION: PR to find out if any information is available to circulate.**

### Item 2 GBG's Strategy for 2024

2. PH and CM talked through the GBG Strategy which was launched at ICE. All the GBG Groups will contribute to the Goal and Strategic Aims with this Group playing a key role in taking forward two of the Aims namely:
  - *Aim 1:* To lead on raising Corporate Social Responsibility across the land-based sector and demonstrate how gambling premises can contribute to the wellbeing of communities and society
  - *Aim 3:* To be the industry point of contact for local regulators

### Item 3 GBG's Responsible Gambling Charter Benchmarking Exercise (*updated draft attached*)

3. The draft discussed at the meeting reflected the changes discussed at the last meeting namely amendments to wording of Principles 1 & 2 i.e., not all operators have formal corporate RG policies but do carry information on websites and in venues, and that not all have named dedicated RG Officer – with the role being part of a variety of job titles and teams.

4. CM talked through other proposed amendments to the Charter:
  - a. A shorter introduction
  - b. Clarity as to which Principles applied to B2C, B2B and non-licensed GBG members
  - c. A proposed additional Principle (8) which supports GBG's Strategic Aim 1 (above) and suggests wider CSR issues that B2C operators could consider having in place, if not already

**ACTION: CM to update the Charter with comments received before and after the meeting and circulate again for further feedback.**

5. The RG Charter will remain under continual review especially in light of forthcoming Government responses to current White Paper consultations.

#### **Item 4 Group Discussions**

##### RG Charter Principle (3) RG Staff Training

6. The Group discussed the pros and cons of E learning, hosted webinars & face to face training. It was noted that more e learning had been used during COVID and that there hadn't been a return to as much F2F training as previously.
7. Whilst E learning enables an operator to have smaller modules which can be updated more regularly and it is easier for record keeping and to evidence what training staff have done, nothing was regarded as effective as face-to-face training for particular topics such as customer interaction.
8. Examples of approaches to blending E learning and face to face training included:
  - a. overlaying E learning with 121 sessions on areas where the member of staff has failed a particular module.
  - b. using external trainers for F2F SR training to provide a different viewpoint and understanding from in house online training.
  - c. using AI to make training more interactive with avatars to role play scenarios.

**ACTION: SG to share details with CM (done)**

9. PH advised that GamCare have recently split their training and accreditation arm from the Charity ([GamCare Learning](#)) and will be developing sector specific modules and more bespoke training but that the costs are likely to be higher.
10. **ACTION: Members to share details of external trainers/companies that they have used and found effective.**

##### RG Charter Principle ( 7) Innovation & Development

11. The group discussed whether there could be benefit in having a kitemark or recognition scheme to demonstrate that high street gambling premises are reputable. [Best Bar](#)

[None](#) is an example of a successful and beneficial scheme in the alcohol world. **ACTION CM to ascertain the costs of BBN accreditation.**

12. PR advised that other European countries were facing similar political and reputational challenges and have considered accreditation schemes. For example there was an independently accredited scheme for slot machines in MSAs, cafes and other single sites in Germany but costs were prohibitive. **ACTION: PR to provide feedback on a similar project that CIRSA is currently considering.**

#### **Item 5 Local Authority Activity**

13. The LA session at ICE was very successful and GBG and the Institute of Licensing (IOL) are meeting to discuss further opportunities to improve LA understanding and knowledge of how high street gambling premises operate.
14. Noted that the LAs will be submitting their annual returns on LA inspection activity to the Gambling Commission in April so there may be some increased activity by LAs in March, if they have not undertaken any visits this year to date. A couple of Members advised they had LA visits recently.
15. LA Policy Statements are due for renewal in January 2025, with LAs consulting at some point this year. However the Commission has advised LAs that its statutory Guidance to Licensing Authorities (GLA) will not be updated with the relevant White Papers changes in time for LAs to consult on their Policy Statements LAs at ICE said they are likely to undertaking a shorter consultation ahead of January 2025, and then a further review when the updated GLA is published.
16. **ACTION: Members to flag any anomalies in LA Policy Statements to GBG who will be tracking consultations.**
17. Members with premises in London may be interested in this Greater London Authority's resource - [GLA – London Datahub](#)

**Date of next meeting:** Tuesday 4 June 11- 12.30 (Teams)

Dates for rest of 2024: (all 11-12.30 by Teams)

- Tuesday 10 September
- Tuesday 3 December