



GBG Land Based Responsible Gambling Group Minutes

10 September 2024

Attendees:

Stuart Green (Game Nation)	Howard Gant (Boomerang)
Andrew Mason (Betsmart Consulting)	Andrew Ludlow (Boomerang)
Lauren Noble (Buzz Bingo)	Brian Jamson (Roadchef)
Stacey Irvine (Merkur)	Steve Sharp, GBG
Andrea Rushworth (Crown)	Charlotte Meller, GBG
Steve Brownlow (Blueprint)	Peter Hannibal, GBG

Apologies: Pieter Remmers, Martin Beard, Tracy Baitup, Elizabeth Speed, Caroline Bates, Graham Glanfield

Item 1 Actions from the June 2004 Meeting of the Group

1. The notes were agreed with some actions picked up on the agenda. Additionally PR provided an email update on his actions from the November meeting
 - a) European accreditation schemes for premises/machines: Germany started with a G4 certification based on G4 Code of Practice and Audit Checklist, but this is no longer independent. Spain has developed a very simple e-learning and low-cost slot machine certification scheme set by COFAR (a nonprofit organisation of gaming industry groups and professionals in Spain. Development work is underway to make G4 certification applicable for single site machines – hoping to test in Italy and Spain next year.
 - b) Whilst casinos in Holland carry out regular customer surveys, they do not share that information.

Item 2 Gambling Act Review (GAR) updates

2. DCMS: CM recapped on the fact that DCMS officials are still bringing Baroness Twycross up to speed on the GAR, with the Party conference recess further impacting progress. At the time of writing she had only met with the Commission. GBG met with DCMS officials the day after this meeting to discuss cashless/GMTS.
3. GMTS: Trade associations are working together on the pre consultation GMTS engagement from the Commission (*post meeting note*: a joint request to push back the response date has been sent to the Commission). As it stands the raft of proposals apply to all B machines, and to other Categories if on a hybrid machine, and will also

apply to legacy machines. The proposals were discussed in detail at the GBG Machines Group recently, but additional comments are welcomed, especially about the likely impact in terms of legacy machines/ 2007+ machines which could not support the requisite software changes. **ACTION: Send comments on the GMTS to CM/PH**

4. Ombudsman: CM talked through the latest draft of the Ombudsman (presentation attached) which was sent to DCMS officials post-election but there has been no further progress as it is included with the rest of the GAR issues for the Minister to consider.
5. The Group made the following observations on the current draft:
 - Operators may need to consider including a clause in their contracts with third party suppliers about providing evidence/information in a timely manner (which would dovetail in with the proposed Ombudsman timescales)
 - The other SE schemes need to be listed, not just GAMSTOP
 - When the Ombudsman goes live it would be beneficial to have standardised materials/messaging that everyone uses – which can be incorporated into rules ®s/T&Cs/customer communications. Noted that Boomerang will be able to assist in incorporating information on to its systems.
6. A question was raised about the volume of ADR disputes. *Post meeting note*: some of the ADRs publish the numbers of complaints including:
 - [IBAs figures](#) 2022/23
 - [Pegasus figures](#) 2015- 2023
 - [Blexr](#)
 - [ECogra](#) 2022/23

Item 3 GBG's Responsible Gambling Charter

7. Boomerang are keen to work with Members to consider opportunities to further technological advancements in support of the industry, dovetailing that in with the principles of the GBG Responsible Gambling Charter, particularly around the principles of Innovation and CSR. **ACTION: AL/HG to advise how to progress this work.**

Item 4 Local Authority Activity

IOL:

8. We continue to have regular articles in the IOL quarterly magazine which goes to all Licensing Officers – thanks to Crown for the last piece, with GBG Exec featuring in the next edition. **Action : Members interested in featuring in the IOL magazine should contact Charlotte.**

9. We are also very pleased that Link Integrated and Boomerang are participating in this year's IOL National Training Event and demonstrating StaffGuard and SmartHub respectively at the GBG session on the 14 November.

10. We have started discussions with IOL about revising the inspection checklists that LAs use. HG expressed an interest in being involved if that work progresses.

LA visits:

11. A few members had received LA visits recently (and one also had a GC visit to the same premises indicating lack of communication between the national/local regulator).

12. It was noted that the Premises Register held by the Commission continues to be inaccurate although the Commission has recently asked operators for information about their premises, despite the fact this information should be supplied by the LAs.

LA Policy Statements:

13. Consultations seen to date have been fairly top level as LAs appear to be waiting for the GAR proposals to be implemented before making more substantial changes to their Policies.

Item 5 AOB

14. PH advised that GBG is in discussion with Karen Cooke (Swan Events) regarding exhibiting at a land-based event in Manchester in April next year.

15. The recent correspondence from GC about single point of contact, self-regulation assessments and premises information was noted, with concerns expressed about the volume of work expected in short timescales and the impact of people being on leave.

16. Noted that some Members were in discussion with Synthesia about potential training opportunities following their recent presentation about AI training packages.

Date of next meeting: Tuesday 3 December 11- 12.30 (Teams) but we will reconvene earlier if there are any GAR developments.