



GBG Land Based Responsible Gambling Group Minutes

1 November 2023

Attendees

Graham Glanfield (Game Nation)	Steve Brownlow (Blueprint)
Jo Craig (Pokerface Consultancy)	Martin Beard (Novomatic)
Paul Monkman (Luxury Leisure)	Amanda Rushworth (Crown Leisure)
Marieanne Carmody Weir (Blueprint)	Steve Sharp, GBG
Andrea MacQueen (Inseinc)	Charlotte Meller, GBG
Peter Remmers (Assissa)	Peter Hannibal, GBG
Sam Moore (Buzz Bingo)	

Apologies: Elizabeth Speed, Ian Shreeve, Heidi Hards, Brian Jamson, Stuart Green, Amanda Kiernan, Caroline Bates

Item 1 Actions from the July meeting of the Group

1. The notes were agreed with actions picked up on the agenda. Updates were provided on:
 - a. Visit to Gordon Moody facilities –anyone interested to contact Charlotte as the visit is taking place in 2024.
 - b. Ongoing concerns regarding the draft updated YGAM Safer Gambling online training, GBG is in dialogue with YGAM over some of the content.
 - c. Will provide feedback at the next meeting on discussions between the MSAs and Betsmart Consulting re Customer Interaction training.

Item 2 DCMS presentation on the Statutory Levy (presentation attached)

2. Talked through the attached presentation and the concerns raised to date:
 - a. The proposed 0.4% for betting shops and B2Bs.
 - b. Need to understand more about the oversight process for any funding allocated to the Commission to “support GC’s capacity”
 - c. Proposed timescales for rate reviews
 - d. Will also need to provide evidence to support why 0.1% is appropriate for AGCs/FECs/Bingo

Item 3 GBG’s Responsible Gambling Charter Benchmarking Exercise (presentation attached)

3. The Group considered the feedback from the responses to questions that were sent to GBG Members over the summer to see how the Principles in the GBG’s Responsible Gambling Charter is being met and where it would be beneficial to share good practice.
4. Agreed that some changes to the wording of Principles 1 & 2 to reflect what’s in place within Member organisations (i.e., not all have formal corporate RG policies but do carry information on websites and in venues, and that not all have named dedicated RG Officer -but that role falls within a variety of job titles and teams). **ACTION: CM to circulate a draft for comment.**
5. The Group questioned whether customers having a formal role in the evaluation process for staff training and in shaping RG measures would generate relevant outputs.

6. PR stated that casinos in Holland had collected customer feedback on the Customer Interaction processes. **ACTION: PR to find out if any information is available to circulate.**
7. Agreed to share round examples in relation to approaches to support employees who develop gambling problems **ACTION: CM**
8. Based on the responses to date from Members it was agreed that Members have committed to and are meeting the Principles.
9. The Group do not want ongoing monitoring to be draconian and would look to self-police and raise any concerns via this Group.
10. The RG Charter will remain under continual review especially in light of forthcoming Government responses to current consultations.

Item 4 Engagement with Local Authorities

11. Members were updated on the partnership working with the Institute of Licensing – articles in IOL publications, speaking slots at IOL conferences including 2 sessions at the national training event in November.
12. GBG and IOL are inviting LAs to attend bespoke session for licensing officers on the Thursday of ICE. Further information will be shared with Members about the GBG's Land Based Hub at ICE in the next few weeks.

Item 5 Future Agenda Items /AOB

13. Agreed it would be useful to continue to look at the Charter's Principles in more detail at future meetings, in particular Training (including a RG Course for B2Bs); and to discuss Innovation and Development

Date of next meeting: Tuesday 27 February 11- 12.30 (Teams)

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

- Tuesday 4 June
- Tuesday 10 September
- Tuesday 3 December