



MSA Group

(Machines Operation, Security and Compliance issues)

Monday 4 December 2023

Simon Penrose (Blueprint)	Craig Taylor (Inseinc)
Nick Jackson (Welcome Break)	Andrea McQueen (Inseinc)
Brian Jameson (Roadchef)	Roz Sage (Inseinc)
Caroline Bates (Roadchef)	Maria Thompson (Moto)
Tracy Baitup (Roadchef)	Jade Gerrard (Moto)
Andy Green (Roadchef)	Charlotte Meller (GBG)
Martin Quinn (Inseinc)	Peter Hannibal (GBG)
Joshua Holt (Inseinc)	

Apologies: Stephanie Bickers, Shakila Neill, Lee Jefferson, Amos Davis

Item		Action
1	<p>Minutes and Actions from 11 September 2023 meeting</p> <p>Outstanding Actions:</p> <p><u>Point 3</u> AG to advise if a vehicle of interest was logged in relation to those involved in using Hungarian forints.</p> <p><u>Point 6</u> MT to pick up the outstanding issue of circulating the details of the BACTA Customer interaction training that MOTO have used</p>	<p>AG</p> <p>MT</p>
2	<p>Machine Security & Fraud Issues since last meeting</p> <p>CT advised that there had been examples of note fishing in pubs on the South Coast – and advised colleagues to be alert.</p> <p>Noted that due to the number of offences the court case involving the individual who had targeted MSAs with an angle grinder, had been postponed until January 2024.</p>	
3	<p>Manufacturer issues arising including any updates</p> <p>There were no specific manufacturer issues to report.</p>	
4	<p>White Paper</p> <ul style="list-style-type: none"> <u>Statutory Levy (deadline 14 Dec)</u> <p>GBG will be sharing a draft response to the levy consultation – particularly seeking evidence to support or oppose the proposed percentages (especially 0.4% for manufacturers).</p>	

	<p>MSAs advised that currently the voluntary contributions are made on the previous year's GGY, not forecast GGY, although a pledge can be made in relation to the year ahead.</p> <p>Concern expressed about how and where the monies will allocated and that services such as Gordon Moody will lose out if the funds go to NHS and GC.</p> <ul style="list-style-type: none"> • <u>Ombudsman</u> Noted that anonymised comments from the recent GBG Ombudsman session had been shared with BGC and DCMS - still keen to get views on the financial levels for land based complaints in scope. • <u>GMTS</u> Following a discussion at GBG's Machines Group last week - some questions have been sent to manufacturers for input in to the GC's proposed changes to the Gaming Machines Technical Standards. 	
5	<p>Customer interaction updates</p> <ul style="list-style-type: none"> • <u>Audio messaging</u> Noted that an AGC chain had introduced their own audio messaging playing every hour – adapting the safer gambling messages on their machines. <p>The recently updated IGRG socially responsible code for advertising is a useful resource – paras 22 (examples from other jurisdictions) & 45 (guidelines for radio messaging) in particular</p> <p><i>Para 22</i> In terms of carrying an educational message, there is clear merit in having at least a degree of commonality. Some gambling operators already have their own messaging and will wish to continue with it. For those that do not there is limited evidence, certainly in Britain, of what form of words is most effective.</p> <p>However, in order to provide some guidance, the Gambling Commission listed the following in its consultation paper Gambling Advertisements and impact on responsible gambling (January 2007) as examples of messaging that had been used in other jurisdictions:</p> <ul style="list-style-type: none"> • Don't let the game play you • Gaming – more than a game • Bet with your head, but not above it • If it's no longer fun walk away • Have fun, but play it safe • If you play with real dollars, play with real sense 	SN to provide details re BACTA training

	<ul style="list-style-type: none"> • Winners know when to stop • Know your limit and play within it • Please play responsibly • Gamble for fun, not to win. <p>RADIO - MESSAGING Para 45 Radio advertising raises slightly different practical issues to television advertising. However, the Industry Code makes it a requirement for advertisers to include (i) a brief safer gambling message of the kind described in paragraph 22 above.; or (ii) a voiceover at the end which will refer listeners to www.gambleaware.org</p> <p><u>Safeguarding policy/training</u> Noted that safeguarding training is part of all staff training in MSA and that those working in the AGCs are trained that the term vulnerable encompasses a wide range of issues, not just those susceptible to problem gambling.</p> <p><u>Ask for Angela</u> Noted that Roadchef have rolled this out to all their MSAs and staff trained accordingly (stickers and dedicated safe space area to take anyone who Asks for Angela) – and they are monitoring how often it is used - few to date.,</p> <p>Ask for Angela is an initiative designed to give people who are in a vulnerable position a way to ask for help in businesses eg by asking a member of staff, scanning a QR code, ordering a special item from the online ordering app, etc. A key part of Ask For Angela is that members of staff know what to do in these situations and there are a number of free resources that can support venues to put Ask for Angela in place, including staff workbooks, downloadable posters, and advice for managers.</p>	
6	<p>Regulation – <u>GC Account management</u> Noted that no response was received to GBG correspondence earlier in the year about having a single point of contact /account manager for the MSAs. GBG to ask for an update on the Commission’s account management project.</p> <p><u>LA visits</u> Monmouthshire visited Roadchef site in Magor but looked at everything except the AGC but said they would be back with a colleague to do so.</p>	GBG

	Noted that LAs may look to undertake some premises visits in the final quarter to avoid reporting zero inspections on their annual LA returns.	
7	GBG's Land Based Hub at ICE GBG will be hosting a range of experts on Tuesday/Wednesday for members and non-members to speak to with a programme for LAs on the Thursday morning.	

Date of meetings in 2024 all Mondays 11 12.30

19 February, 20 May, 19 August, 18 November