



Minutes of MSA Group Meeting

(Machines Operation, Security and Compliance issues)

19 August 2024

Inseinc Offices, Burton on Trent

Attendees:

Andrea MacQueen, Roz Sage, Josh Holt, Martin Quinn, Amos Davis - Inspired
 Maria Thompson, Jade Gerrard – MOTO
 Tracy Baitup, Brian Jamson, Caroline Bates – Roadchef
 Dave Newman – Welcome Break
 Howard Gant – Boomerang Digital
 Simon Penrose - Blueprint Ops
 Peter Hannibal, Charlotte Meller, Stephen Sharp – GBG

Apologies:

Shakiila Neill, Lee Jefferson, Nick Jackson

	Item	Action
1	Peter thanked the Inspired Team for kindly providing the venue and hospitality for today. Minutes & Actions from last meeting. There were no matters to bring forward from the last meeting that are not on today’s agenda.	
2	Gambling Act Review: a) <u>DCMS</u> Seeking an update on new Minister and next steps on review at catch up with DCMS officials 21 August. r. <i>Post meeting note:</i> GBG invited to DCMS round table with trade on 27 August. b) <u>Cashless</u> PH provided an update on the key challenges identified during the GBG’s cashless forum in July. This information has been shared with the Cross Industry Cashless Group seeking agreement on the next steps, including issues to raise with DCMS	<p style="text-align: center;">Any questions for the DCMS Gambling Team to be forwarded to Pete</p>

	<p>relating to Statutory Instruments if they proceed with cashless. Looking at 3- 5 years for this to be effectively implemented.</p> <p>c) <u>GMTS</u> GC is running a pre consultation exercise until 30 Sept, seeking views on proposed changes, as set out in the GBG Newsletter of 13 August. Noted that there as an increasing focus on sessional data , and that all the proposed changes will have a huge impact on independents who cannot afford the requisite technology.</p>	<p>Members to feed in GMTS concerns to PH for 4th Sept GBG Machines meeting</p>
3	<p>Gambling Survey for Great Britain:</p> <ul style="list-style-type: none"> • DCMS have acknowledged that it is flawed but will not necessarily do anything about it • GBG engaging with Dan Waugh and a wider industry group looking at this. • Regulus Partners working with an analyst to evaluate and articulate the errors in the data. 	<p>Members to flag misreporting especially in local media, to PH/CM</p>
4	<p>MSA CI/SE proposals:</p> <ul style="list-style-type: none"> • HG provided an update on the work on CI and how the information would be recorded on Smart Hub and how the proposed Customer Database could be searched and filtered. • He also explained the timescales and process for testing and going live using Welcome Break info initially. Hoping to have app in place by end Sept. • Discussed the next steps around data sharing with Re:Sure & Spectranet. • Presentation attached. 	<p>HG to: Circulate flow chart & project plan & Change date of next update to MSAs</p>
5	<p>Other areas for closer working: <u>Complaints:</u></p> <ul style="list-style-type: none"> • CM shared the contents of the current draft Code of Conduct for the Ombudsman – this is now with DCMS/Minister for consideration & next steps. • All operators will need to consider how they manage complaints/staff training (to include SR complaints) as this progresses towards implementation 	

	<p>and could be an area for the MSAs to work together on.</p> <ul style="list-style-type: none"> • Presentation attached. <p><u>AML:</u></p> <ul style="list-style-type: none"> • Following a proposal from AM it was agreed that it would be useful to have broad framework that all were working to when considering POCA and source of funds (not just money washing). • It was something that was raised in the MSA inspections last year and would be useful to have additional measures in place for future inspections. 	<p>GBG to facilitate the drafting of steps by this group</p>
6	<p>Safer Gambling /CSR initiatives:</p> <p><u>Training:</u> Roadchef continuing to work with Betsmart on proposals for onsite and e learning training. Waiting to forward until the CI work is completed. WB/Moto all using internal training.</p> <p><u>Ask for Angela</u> Going well in Roadchef and been used a few a times</p> <p><u>Martyn's Law</u> Everyone as prepared as can be for now – waiting on next steps with the Bill.</p>	<p>Sign up to alerts from https://www.protectuk.police.uk/ if not already done so</p>
7	<p>Manufacturer issues arising including any updates:</p> <p>Nothing to report beyond some cases of fake notes.</p>	
8	<p>Regulation:</p> <ul style="list-style-type: none"> - All allocated a (different) single point of contact as part of GC pilot. Not had cause to utilise the contacts yet. - First proper quarterly returns will be submitted by end of September. Questions have been streamlined. - No LA visits since the last meeting. - Noted that LA Policies are generally having light touch reviews whilst all the GA changes are pending. 	
9	<p>AOB. Date of Next Meeting:</p> <p>Mon 18 November (11 – 12.30 by Teams)</p>	