



GBG Land Based Responsible Gambling Group Minutes

3 December 2024

Attendees:

Stuart Green (Game Nation)	Howard Gant (Boomerang)
Andrew Mason (Betsmart Consulting)	Graham Glanfield (Game Nation)
Lauren Noble (Buzz Bingo)	Steve Sharp, GBG
Martin Beard (Novomatic)	Charlotte Meller, GBG
Andrea Rushworth (Crown)	Peter Hannibal, GBG
Elizabeth Speed (Novomatic)	

Apologies: Paul Monkman

Item 1 Actions from the September 2004 Meeting of the Group

1. The notes were agreed with some actions picked up on the agenda.

Item 2 Gambling Act Review (GAR) updates

Statutory Levy:

- CM summarised the key points in the [DCMS' response](#) and stated that both Dame Caroline Dinenage (Chair of CMS Committee) and DCMS Shadow Secretary of State Stuart Andrew had both expressed concern about the increased levy levels, when they spoke at the recent Bacta event.
- It was noted that jobs were being cut at GamCare and other third sector/charity organisations were in a precarious position over the uncertainty of funding beyond April next year.
- DCMS is aware of the impact of the ongoing delays in the rest of GAR, but there is no confirmed timetable for the other proposals, and it is unclear whether they will progress the proposals without further change.

GMTS:

- The Commission convened a trade body meeting to discuss potential ways of engaging with the sector when the formal GMTS consultation is published (at some point after ICE). The Commission is keen to speak to as many groups/subgroups as possible both during the 12 week consultation period and after when they are analysing the feedback. They are happy to meet in person and via Teams and to undertake site visits to understand the implications.

- The Commission has requested to formally use data that was provided to DCMS for the 80/20 consultation, however there is an agreement in place for that data only to be used for the DCMS consultation. Discussions are ongoing.
- **Action: GBG to engage with the cross industry group regarding a formal request to the Commission asking for their evidence of why the GMTS proposals are required and what they are expected to achieve.**

GSGB:

- Still no response from Andrew Rhodes to a GBG letter expressing concern about the flaws in the data and the fact it is still being quoted (including in recent statements about the levy).
- The Commission has agreed to a meeting with industry to discuss the GSGB data vs actual participation data from operators but no date has been set.
- One of the GBG's sessions at the recent Institute of Licensing (IOL) conference focused on the GSGB and those licensing officers present were concerned and requested a summary, so we are working on a piece for the next IOL publication.

Item 3 GC's correspondence about AGC compliance

2. The Commission recently wrote to AGC operators advising them of Customer Interaction and AML compliance issues identified in recent assessments, flagging actions for completion and advising of further compliance and follow up assessments and education workshops in 2025. Tim Miller also covered this in his [Bacta convention speech](#).
3. The Group discussed their different experiences of GC compliance visits. Some key points to note:
 - If you have a good RA and risk management process, follow it and act on it then it makes it hard for GC to challenge.
 - Consider how you handle genuine human error (i.e. provide feedback to the staff involved and record what was done e.g. training offered etc),
 - Work with GC on addressing any issues (improves the relationship).
 - Set realistic timescales for any improvement plans.
 - Have clear documented processes/procedures ("Don't tell me, show me").

Item 4 Amusement and Retail Entertainment Expo

4. PH advised that the GBG intends to exhibit at this Manchester event in April next year <https://areexpo.co.uk/>. Further information will be shared as the programme for the exhibition (and conference) are developed. **Action Members to get in touch if they**

are interested in either exhibiting or running a workshop and to suggest topics for workshops.

Item 5 GBG's Responsible Gambling Charter

5. The IOL has agreed to endorse the GBG's Charter and we are liaising over the wording and associated publicity.
6. We also need to consider how best to monitor how Members' are meeting the Charter's principles. For the Charter to add value to Members and GBG and to mean something to LAs we need to have a process in place.
7. Betsmart Consulting talked through some basic principles for consideration:
 - should be free or low priced for members
 - should be based primarily on self-certification
 - should be subject to spot checks / verification by GBG (or approved third-party)
 - should require operator senior management ownership, review / approval
 - should be based on 6 monthly / annual timing
 - should include positive publicity element
 - should require registering self-assessment result with GBG
 - should not be onerous for GBG member or GBG administration
 - should have functionality to capture individual venue input and centralised compliance management input

as well as some suggestions for where it could be developed further down the line:

- could cover only charter contents and/or venue relevant LCCP contents and/or LA licence contents
- could include section specifically on Local Authority Risk Assessment content and perceived quality
- could provide additional positive evidence during regulatory enquiries
- could include local authority links where appropriate (possible endorsement by?)
- could adopt similar practises to Betwatch, [Pubwatch](#) (see [Schemelink?](#)) or [Best Bar None](#)
- could include third-party involvement / support (e.g. Gordon Moody, IoL etc)
- could have assessment elements added to secret shopper / age testing process

Action :Members to provide feedback on the initial principles /put forward other ideas.

8. To note that it would be possible for the Charter to be added to SmartHub where GBG Members' are using it.

Item 6 Local Authority Activity

- The sessions at the recent IOL conference were well received.
- No recent LA visits noted by Members.
- GBG responded to Hammersmith & Fulham's recent policy statement consultation where it proposed introducing cumulative impact areas.

Item 7 AOB

9. PH advised that Serve Legal had developed a proposal for undertaking self exclusion audits, but there appeared to be little appetite at this time. **Action: Members interested in seeing the proposal to contact CM.**

10. Suggested topics for next year to include the GAR, GMTS proposals and the RG Charter.

Meeting dates for 2025 (by Teams) 1100 – 1230

- Tues 25th February
- Tues 3rd June
- Tues 9th September
- Tues 2 December

Please note that after each meeting we will send out the invite to the next meeting.