



## **GBG Land Based Responsible Gambling Group Minutes**

**24 February 2026**

Attendees:

Andrea Rushworth (Crown)	Brian Jamson (Roadchef)
Neil McCartney (Crown)	Caroline Bates (Roadchef)
Heidi Hards (Buzz Bingo)	Steve Sharp (GBG)
Debbie Bollard (Hough & Bollard)	Charlotte Meller (GBG)
Ian Ruddock (Paddy Power)	

Apologies: Peter Hannibal. Andrew Ludlow, Jax Dunkley, Tony Lister, Darren Russell, Ian Shreeve, Elizabeth Speed, Martin Beard

### **Item 1 GC Fees Consultation**

1. GBG will be responding with general comments but Members are strongly encouraged to submit their own responses having calculated what the potential increases in fees would be for their respective businesses (see [Annexes](#) to find impact on your organisation.) Closing date end of March.

### **Item 2 The increasing role of Local Authority Public Health**

2. As set out in the [Pride in Place Strategy](#), Government will introduce the concept of cumulative impact assessments (CIAs) “when Parliamentary time allows.” This will be done in lieu of Government revisiting “aim to permit”, which many MPs and LAs are calling for.
3. DCMS is engaging with the Ministry for Housing and Communities and Local Government (MHCLG) to find a suitable legislative vehicle.
4. It is likely that Local Authority Public Health teams would be made a responsible authority to enable their contributions to the evidence base needed for a CIA (this would replicate the approach taken under the Licensing Act 2003).
5. If that happens then Public Health would be able to make representations on applications (as they have done to varying success to date even though they are not currently responsible authorities).

6. GBG will be responding to Wolverhampton's 4 year Gambling Harm Reduction Strategy [Adult Consultation - Gambling Harm Reduction Strategy - City of Wolverhampton Council - Citizen Space](#) but Members with premises in the city will also wish to consider responding especially as one of the measures of success is a:

*“Reduction in the number of licensed gambling premises in densely populated areas, particularly within cumulative impact zones and near vulnerable communities or areas of deprivation, measured against a defined baseline.”*

7. LA Public health teams will soon be able to access grants from the Statutory Levy to strengthen capacity councils' capacity to tackle gambling related harm

### **Item 3: Licensing Authority activity:**

8. Noted that there may be an increase in LA inspection activity between now and the end of March before LAs have to submit their annual returns to the Commission setting out how many visits they have undertaken. Members confirmed they had received a few visits.
9. DB advised that a recent [AGC application in Tower Hamlets](#) had been granted, citing the need for a evidence based decision.. *“The Sub-Committee's decision must be based on the evidence before it. The Sub-Committee had before it substantial evidence from the applicant as to how they would meet the licensing objectives. The evidence against grant was simply not present; the representations did no more than make general assertions as to how the licensing objectives would not be met.”*
10. CM reminded the Group that the GBG is involved in IoL gambling conference at the [ARE Expo 28/29 April](#), including a tour around the exhibition.
11. Members to contact CM if they are willing to work on an article for IoL publications.

### **Item 4: Persistent/scam complaints**

12. The recent GBG Board discussed that there was a pattern of consumers breaching SE, stating the operator had not met their obligations and claiming compensation. GBG intends to hold a wider discussion about this soon.

13. The Group noted that a similar pattern in relation to H&S (compensation claims about trips and slips) – typically using AI generated letters which often incorrectly citing H&S legislation.

14. Another operator reported an increase in the numbers of subject access requests – at corporate and premises level - which were taking up time and resources.

#### **Item 5 Player Safety Code update**

15. GBG continues to progress a standard for facial recognition and standardised points of interaction for high-risk customers (the latter has been impacted by delays to GMTS). We will share further details as soon as possible.

#### **Item 6: GBG's Responsible Gambling Charter**

16. Positive feedback to last year's light touch monitoring exercise on how GBG Members are meeting the Principles with discussions held with some Members to explore how they could meet the Principles.

#### **Meeting dates for 2026 (by Teams) 1100 – 1230**

Tues 2 June

Tues 8 September

Tues 1 December

Note: if there are no agenda items to discuss we consider cancelling the meeting