



GBG Risk, Safety and Security Group Notes & Actions

9 June 2026

Item 1 Schemelink

1. Picking up on the discussion at the last meeting about secure systems to share information with operators about customers who may be causing ASB, or stealing, the Group heard from Steve Davies who runs [Schemelink](#).
2. Established in 2006 it is the UK's longest-standing data sharing and messaging service for schemes like Pubwatch, Shopwatch, and Businesswatch. It enables fast, secure communication and data sharing, making it easier to manage the daily operations of crime reduction initiatives efficiently and effectively. It is used widely by businesses, police, councils, and BIDs.
3. It is fully compliant with GDPR regulations, prioritising the secure handling of personal data. Access is denied unless users have signed up to the required GDPR agreements.
4. Key features include:
 - WhatsApp-style live chat system
 - Banned/excluded persons gallery with traceable watermarking
 - Instant push alert notifications with 'High Alert' mode
 - Anonymous contact gateway allows communication with individuals without revealing your contact details.
 - Network Radio Software (DigiTalk) for audio communication (can also supply low cost radio handsets loaded with Schemelink Digtalk that has much better performance/features/range than traditional radios, ask for details)
 - Capture & instant upload/sharing of video
 - Watch list for persons of interest with secure watermarking
 - Ban request and breach recording management
 - GDPR-compliant data protection management
 - Crime reporting and crime number requests direct to police
 - File sharing, fast login with PIN and biometric authentication
 - Voting/decision-making system (for deciding to ban someone for example)
 - Data sharing across schemes and groups
 - Compatible with Apple, Android, and PC desktop devices

5. The scheme is free o set up with annual membership at £35.99 /yr but there are discounts the more members in a scheme.
6. The Group raised some questions:
 - The system can also process Subject Access Requests.
 - Whilst none of the Schemelink clients are currently using Facial Recognition, Schemelink could be adapted to incorporate it.
 - Members noted that there had not been involved in an active Betwatch for a number of years.

Item 2 Pubwatch for gambling operators

7. Schemelink is used by many local Pubwatch schemes to share information about those customers that have been banned and to alert members to issues as they arise. The documents developed by the National Pubwatch scheme have been shared with GBG and could be easily adapted to be used in a “Gamblewatch”.
8. Discussed whether the banning information from a local scheme could be shared more widely. For example if a customer is banned from one premises bellowing to an operator, they are banned from all of their premises. Broadening out a scheme would increase the volume of information and potentially make it less manageable.
9. We are keen to set up a pilot Gamblewatch and are considering doing so in Portsmouth.

ACTION: Contact Charlotte if you are interested in being involved in a pilot scheme.

Item 3 Persons of Interest

10. PH explained that the casino sector was currently considering 5 different categories of persons of interest (one being self excluders) and working through the GDPR and lawful bases issues. PH suggested that we wait to see how that progresses and take the lessons learned from the casino sector and see what can be adapted for the rest of land based in due course.

Item 4 Claims update

11. PH provided a broad update on the latest developments following a recent meeting held under legal privilege. Knights LLP are now representing @10 operators dealing with claims from the same individual.

Item 5 Update on actions arising from March meeting

12. All actions completed except:

- CM thanked members for the information submitted about crimes/trends etc which were passed on to Emma Hart after the last meeting and whilst chasers have been sent there is still no update on her actions.
- Noted that no one had been able to find the old template of the ABB crime reports.
- CM thanked those who had responded to the Dept of Business request for input about health and safety challenges and relationship with the HSE.

Item 6 AOB

- None of the LBO members were familiar with National Security Alerts sent out by the Betting and Gaming Council.
- KH asked whether the changes to the changes to the legal matrix for retail crimes in the Policing and Crime Act applies to gambling premises or only to retail shops. **Action: CM find out.**

Attendees:

Andrea Rushworth (Crown)	Alex Bristow (Evoke)
Neil McCartney (Crown)	Charlene Sumner (Evoke)
Darren Smith (Boyles)	Karen Hagland (Entain)
Amos Davies (Inspired)	Brian Jamson (Roadchef)
Daniel Chadaway (Stonegate)	Nigel Davies (GeWeTe)
Lee Morton (Light & Wonder)	Peter Hannibal (GBG)
Sarah Hill (Evoke)	Steve Sharp (GBG)
Laura Lovell (Evoke)	Charlotte Meller (GBG)

Apologies:, Mark Peters