



## GBG NEWSLETTER - 9TH JUNE 2023

### White Paper - timetable updates

As indicated in the White Paper, DCMS will be taking the lead on some of the bigger picture consultations expected this summer with the Commission leading on other more technical consultations.

We understand from contacts within DCMS that the drafting of these condocs is at different stages and so they may not all be published at the same time. Ministers are supportive of a less constrained land-based industry and that needs to be reflected in the drafting, especially those areas where the Commission is leading. The intention is still to publish before summer recess (20<sup>th</sup> July).

We also understand that there is still concern within the Department about cashless pilots and we will continue to work with other trade bodies to provide robust proposals.

### Feedback from meeting with Lord Don Foster

This week Peter met with the Vice Chair of the APPG on Gambling Related Harm to discuss the White Paper proposals:

- Lord Foster thought all changes could be made via secondary legislation and /or the Commission's powers. This is contrary to White Paper some issues require primary legislation.
- He was keen to know more about how multi-cat machine games worked on a single terminal and to understand how industry proposals for cashless would impact older machines and Age Verification.
- They also discussed sandbox testing, the levy and the ombudsman proposals.
- Lord Foster asked what was "missing from the WP" – and he offered to help raise the issue of the Triennial Review which the WP is silent on.
- Peter talked through the flaws in the PHE OHID research into gambling related harms and Lord Foster apologised for repeating the inaccurate 409 suicide figures in the [House of Lords in May](#) after the White Paper was published. He expressed frustration with the absence of a problem gambling severity scale.

## Buzz article in the Institute of Licensing's Link Magazine

Great to see another GBG member feature in this quarter's IOL magazine. You can read about customer engagement at Buzz, in "[Why winning the jackpot is just part of the Buzz](#)" kindly written by Simon Reynolds on pages 10 & 11. There's also an article on the White Paper on pages 8 & 9 by Kerry Simpkin – Head of Licensing at Westminster Council.

As part of the GBG's partnership with the IOL we can contribute an article for each LINK magazine looking at different aspects of the land-based sector – if you are interested and willing to feature in the next edition please get in touch with

[charlotte@gamblingbusinessgroup.co.uk](mailto:charlotte@gamblingbusinessgroup.co.uk)

## GBG's MSA Group Completes GamCare's Gambling Interactions Training

As part of their commitment to improve customer interactions further the Senior Operational Teams from Roadchef, Welcome Break, MOTO and Inspired along with Peter attended GamCare's detailed training seminar focused on improving customer interactions this week. We will be providing feedback to GamCare and exploring opportunities to partner with them on other courses.

## Samaritans and GamCare Suicide Awareness Course for the Gambling Industry eLearning

Members may wish to share details of this [free e learning course](#) with their customer facing staff. GBG Exec have completed it and found the course to clearly and concisely cover how to:

- Recognise the signs of crisis and suicidality in customers
- Provide basic emotional support
- Signpost customers to further help when needed
- Manager their own emotional health when dealing with challenging customer interactions

## GBG Website Members' Area

The notes from GBG Group meetings held this year are now available in the Members' area of the website.

Please contact [amanda@gamblingbusinessgroup.co.uk](mailto:amanda@gamblingbusinessgroup.co.uk) if you don't already have access to the Members' area.