Premises Local Area Risk Assessment (PLARA)

LADBROKES CORAL GROUP

Region & Area	MD11	**Shop Code & Address**	8/10 Unicorn Hill, Redditch, B97 4QR
Local Regulatory Authority	Redditch Borough Council		
Date of Assessment	31.01.2018		
Names and Positions of Persons Contributing to the Risk Assessment	**Colleague Name**	**Job Title**	**Signature**
	Neil Amos	RSI	
Work activity being assessed	This risk assessment is comprised of four sections which address safety of our colleagues in the workplace, as well as ensuring we fulfil our obligations under our licencing objectives; - **Section 1: Shop and Local Area Profile** - reviews general profile or the shop, including its incident history as well as the local community and crime statistics to assess whether the shop is at greater risk of incidents - **Section 2: Security Assessment** - reviews general work activities in a Ladbrokes or Coral shop at different times throughout the working day to assess the risk of work related violence, aggression and conflict to colleagues and customers - **Section 3: Threat to Licencing Objectives** - considers local area risks and hazards / controls posed by the physical design of the shop on meeting our licencing objectives obligations - **Section 4: Licencing Conditions Restrictions** - considers any licencing conditions which affect the control measures in the shop		
Overall Risk Rating of shop Following completion of risk assessment, record the risk rating by combining the Risk Ratings of Sections 2 & 3 (i.e. Risk Rating = 2b)		**Single Scheduling Restrictions** Following the completion of the risk assessment, record details of any single scheduling restrictions imposed on the shop as per Section 4 & Appendix B	

Additional Control Measures / Actions Following the risk assessment, record summary of any additional control measures / actions which must be implemented	**By Who**	**By When**

Section 1: Shop and Local Area Profile

This section of the assessment should be completed by the assessor taking into account relevant local crime statistics (anti-social behaviour, criminal damage, drugs, robbery, theft from person, violence and sexual offences), local community, shop incident history and local management knowledge of the area. This information should be used throughout sections 2 and 3 of this risk assessment when determining a risk rating for the shop.

Category	Information
Shop Profile Record details of the current shop layout, including position of counter, CCTV coverage, blind spots, etc which may impact on the risk profile of the shop	The shop is a large unit housed in a run of terraced commercial properties in the town centre of Redditch.
Shop Incident History Record details of relevant significant incidents reported over the last three year for the shop. Highlight any significant concerns which have not been adequately addressed through control measures	

Existing Control Measures Mark all control measures that apply with an X All colleagues must read the shop operating procedures (SOP's), work instruction notes (WIN) and management guidance on safety (MGOS) which provide instruction on how to work safe and secure in the shop.						
		StaffGuard		Portable Panic Alarm (shop only)		Machine block
		CCTV		Portable Panic Alarm (individual)		Safe haven (door opens outwards)
		Duress code (alarm panel)		Magnetic lock (front door)		Money belt
		Counter screen		Magnetic lock (toilet)		Smoke cloak
		Single scheduling restrictions		Personal distress alarm		Mosquito alarm
		Other (please specify):				

Local Area Profile Record detail of other businesses and services within the local community which may impact on the risk profile of the shop i.e. schools, pubs, drug clinics, etc	- Traditional high street location. - Located in the centre of town in the main shopping district - Train and bus stations - Numerous pubs, bars and restaurants - Competitor LBO's - High school and college

Local crime statistics
Record the crime rank, indicating the highest likely crimes in the area.

These statistics are taken from the UK Crime Stats website (http://www.ukcrimestats.com)

Note: these statistics should be used for indicatory purposes, but must be used in conjunction with all other evidence.

Crime Type	Rank	Additional information
Anti-Social Behaviour	99.641	
Burglary	92.197	
Criminal Damage & Arson	98.681	
Drug Crimes	98.232	
Possession of Weapons	99.604	
Robbery	98.437	
Theft from the person	99.097	
Violent crime	99.725	

Local Policing Priorities & Local Authority Gambling Policy (if applicable) If available, record the local police priorities for the area. Local Authority gambling policies can be found on google drive	No local policing priorities listed on West Mercia Police website. The Licencing Authority recognises that properly regulated gambling contributes to the growth of the City's local economy. The Council will also liaise with the Gambling Commission. A further objective under the Act is to protect children and other vulnerable people from being harmed or exploited by gambling, and all applications have to be determined with the due consideration of the objectives under the Act.
Local Management Knowledge Record details of management knowledge of the local area and any incidents or potential threats which may affect the risk profile of the shop	Crime stats would indicate a high crime area, however analysing reported incidents as previous LBO and nearby L2355 demonstrate that they experience very few issues, non which are serious.

Section 2: Security Assessment

The purpose of this section of the assessment is to determine the overall risk rating of the premises in terms of workplace violence and aggression. After completing the questions below, add up the total risk score, then refer to the Security Risk Matrix to calculate the overall shop risk rating and minimum control measures which should be in put place to protect the welfare of colleagues and customers;

Potential threats A threat is any activity / working condition that may cause provide exposure to violence and aggression	**Likelihood** Based on the history and local profile of the shop, what is the likelihood that this threat will occur			**Evidence to support decision** Record details which support the decision you have made regarding the likelihood of this occurring, including any relevant shop incidents, local area profile or local crime information
Actual or threat of violence against colleagues and/or customers whilst opening or closing of the shop	Low (1)	Med (2)	High (3)	
Actual or threat of violence against colleagues and/or customers during general shop operations	Low (1)	Med (2)	High (3)	
Actual or threat of violence against colleagues and/or customers during a robbery or security incident	Low (1)	Med (3)	High (5)	
Actual or threat of violence against colleagues and/or customers during movement of all cash in shop (i.e. general cash handling or paying out a customer)	Low (1)	Med (2)	High (3)	
Actual or threat of violence against colleagues and/or customers while emptying gaming machines and SSBTs	Low (1)	Med (2)	High (3)	

Actual or threat of violence against colleagues in relation to performing duties requiring cash in transit (i.e. banking or shop transfer)	Low (1)	Med (3)	High (5)	
Actual or threat of violence against colleagues in relation to age verification requests as part of the Think 21 initiative and customer interaction as part of our Responsible Gambling obligations	Low (1)	Med (2)	High (3)	
Actual or threat of violence against colleagues during floor walking activities and interactions	Low (1)	Med (2)	High (3)	
Any further specific threats of violence identified in the shop (make comments as necessary)				
Total Points Accumulated in Section 2: (Add up points in brackets above)				
Overall Risk Rating: (Refer to Appendix A: Security Risk Rating)				

Any additional actions required that is not listed risk matrix	By Who	By When

Section 3: Threats to Licencing Objectives

This section of the assessment evaluates any specific risks to each of the three licencing objectives. It considers not just local area risks but also the potential threats and controls posed by the physical design of the shop. After completing each of the questions related to the specific licencing objective, determine the likelihood of the threat to the licencing objective. The overall risk rating to the licencing objectives is the equivalent of the highest risk rating identified in the assessment (i.e. if shop scored 'high' on a single question in section 3, it scored 'high' in its overall risk rating for this section and gets a 'c' rating)

Licencing Objective	**Potential Threat** We have listed the most common threats plus space for you to capture any further shop specific threats identified	**Frequency** (Daily, Weekly, Monthly or less frequent)	**Existing Control Measures** Please record of any existing control measures in place to minimise risk to the shop's licence	**Likelihood** Based on the identified threats, rate the likelihood the shop will be exposed against this licencing objectives		
Protecting children and other vulnerable persons from being harmed or exploited by gambling	Underage gambling (refusal of service)		To ensure the "under-18" law is complied with at all times Ladbrokes Coral Group operates a Think 21 Policy which requires that all customers who appear to be under the age of 21 are approached and their age verified by the production of the appropriate valid ID document, before they have the chance to gamble. Ladbrokes Coral Group has an Interaction policy where colleagues are required to recognise behavioural/physical triggers which may lead them to believe that a customer is showing signs of developing a gambling problem. Colleagues should facilitate an interaction at the earliest opportunity in accordance with the interaction policy.	Low (a)	Med (b)	High (c)
	Intoxicated customers (either drugs or alcohol), leading to a refusal of service					
	Problem Gamblers (self-exclusions, RG alerts, etc)					

	Other identified threats (please specify):					
Preventing gambling from being a source of crime or disorder or being used to support crime	Fraudsters		Ladbrokes Coral Group has a fraudsters database of all known fraudsters. Furthermore colleagues receive training in identifying commonly used fraud techniques. Ladbrokes Coral Group operates a policy to cover the Proceeds of Crime Act 2002 where colleagues receive training on how to recognise and report any incidents of money laundering or betting with the proceeds of crime. Ladbrokes Coral Group has a system in place where colleagues are alerted to potential instances of money laundering through screen messages via the fixed odds betting terminals. All incidents are reported to the Security team for payment to be authorised.	Low (a)	Med (b)	High (c)
	Stained notes					
	Anti-money laundering alerts					
	Actual robberies (within last 3 years)					
	Other identified threats (please specify):					

Ensuring that gambling is conducted in a fair and open way	Customer complaints		To ensure that gambling is conducted in a fair and open way, Ladbrokes Coral Group has a detailed set of rules and conditions that is on display in every shop. Ladbrokes Coral Group also has a complaints process as set out in the complaints and disputes policy, which is split into three stages. The complaint will be dealt at shop level first before it is escalated to the customer services team. If a satisfactory outcome is not agreed the customer can take their complaint to the Independent Betting Adjudication Service (IBAS) for an independent dispute resolution.	Low (a)	Med (b)	High (c)
	Other identified threats (please specify):	Less Frequent				
Overall Highest Threat Level Identified: Take the highest rating from the three licencing objectives above and note in the box provided. For example if highest rating is 'low' then overall rating is 'low' and gets an 'a' rating.						

Based on the threats identified to each of the licencing objectives, please any specific shop actions required to minimise threat to the shop's licence, as required.

Action Required	By Who	By When

Section 4: Licencing Conditions Restrictions

This section should be used to capture any restrictions imposed by the local authority as part of the conditions of the shop licence.

Category	Yes/No	Details
Is there any licencing conditions that affect single scheduling?		
Is there any physical changes to the premises required by the shop licence? (i.e. counter screen, mosquito alarm, etc)		
Is there any further conditions imposed on the shop licence? (i.e. doorman, trading hours restrictions, etc)		

Appendix A: Security Risk Matrix

After completing Section 2 of the risk assessment, use the below risk matrix to determine the overall security risk rating of the shop. The table also details the minimum control measures that should be put in place based on this rating.

Risk Rating	Total Score	Minimum control measures in place
4	25 - 28	- As lower, medium & higher risk, plus the following: - Counter screen - Banking collection service - Safe haven should be considered - No access to cash-in box in FOBTs / SSBTs during trading - Shop to be reviewed by HSSE steer co
3	19 - 24	- As lower and medium risk, plus the following: - Counter screen - Lockable counter door - Banking collection service should be considered
2	14 - 18	- As lower risk, plus the following: - Magnetic or key lockable customer toilets - Mag lock (front door)
1	8 - 13	- StaffGuard - CCTV - Time lock safes w/ time delay insert - Money belts

Appendix B: Single Scheduling Restrictions Matrix

After completing sections 2 and 3, use the below table to determine any additional single scheduling restriction for the premises.

Overall Risk Profile	Overall Risk Category	Single scheduling restrictions
Heightened	4c, 4b, 3c	- No single scheduling permitted at any time of day
Higher	4a, 3b, 2c	- No single scheduling permitted from 2:30pm onwards
Medium	3a, 2b, 1c	- No single scheduling permitted from 7pm onwards
Lower	1a, 1b, 2a	- No single schedule restrictions required