

## GENERAL RISK ASSESSMENT

## Betfred - C4

Location: 86C QUEEN STREET, MORLEY, LEEDS, LS27 9BP

<b>Title :</b> LARA	<b>Date of Assessment :</b> 05/02/2018	<b>Risk Assessor :</b> David Milnes
<b>Risk Assessment Reference :</b> 1258 MORLEY	<b>People involved in making this assessment :</b> David Milnes, Mark Griffiths	
<b>Task/ Process :</b> Licencing Local Area Risk Assessment	<b>People at Risk :</b> Employees, Contractors, Members of the Public, New and Expectant Mothers, Children & Young Persons, Visitors	

**Hazard : Local Area - Bus stops 300 yards from the premises** Potential for people under the age of 18 and vulnerable people to enter the premises.

**Control Measures:**

1. System: CV -: Think 21 age verification procedure in place
2. System: FO-: Self Exclusion Procedure.
3. System: CD-FO-CV-: Online Social Compliance Guide, Quarterly Area Manager Audits, Monthly Compliance Audits and Staff Training.
4. Design: CD- CV-: Clear line of sight to front entrance, side door entrance is visible from counter and locked at dusk, Think 21 posters displayed, good external lighting.
5. Design: CD-FO-CV-: All gaming machines in clear vision.
6. Physical: CD-: Mag-lock on front door, time release safe,
7. Physical: CV-: Gamble Aware branded graphics reduce view in to premises.

**Hazard : Local Area - School Children of all ages pass by en-route to school** School children could attempt to enter the premises.

**Control Measures:**

1. System: CD-CV-: Think 21 age verification procedure in place, including testing by external company, and internal. Social Responsibility Reporting mechanism in place, Quarterly Area Manager Audits, Monthly Compliance Shop Audit and staff training.
2. Design: CV-: Clear line of sight to front entrance ,side door entrance is visible from counter and locked at dusk, Think 21 posters displayed in shop, and at both entrances
3. Physical: CD-: Mag-lock on front door and side door, Think 21 posters displayed.

**Hazard : Local Area – HIGH SCHOOL Mount St Marys 1.5 miles away from premises.** School children could attempt to enter the premises.

**Control Measures:**

1. System: CV-: Think 21 age verification procedure in place, Social Responsibility Reporting mechanism in place, Quarterly Area Manager Audits, Monthly Compliance Shop Audit and staff training, staff aware of uniforms worn by both schools and Collages in the area.
2. Design: CV-: Clear line of sight to front entrance, side door entrance is visible from counter and locked at dusk, Think 21 posters displayed,
3. Physical: CD-: Mag-lock on front door and side door. Think 21 posters displayed.

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<p><b>Hazard : Morley Newlands Academy 2.7 miles away. Asquith Primary School 2.9 miles away.</b> School children and college students under the age of 18 could attempt to enter the premises.</p>
<p><b>Control Measures:</b></p>
<p>1. System: CV-: Think 21 age verification procedure in place, Social Responsibility Reporting mechanism in place, Quarterly Area Manager Audits, Monthly Compliance Shop Audit and staff training, staff aware of uniforms worn by both schools and Collages in the area.</p>
<p>2. Design: CV-: Clear line of sight to front entrance, side door entrance is visible from counter and locked at dusk, Think 21 posters displayed,</p>
<p>3. Physical: CV-: Mag-lock on front door, branded graphics reduce view in to premises, Think 21 posters displayed.</p>
<p><b>Hazard : Local Area – Premises located on main High Street, in close proximity to local shops and supermarket</b> Customers could use money intended for other purposes such as shopping or paying bills.</p>
<p><b>Control Measures:</b></p>
<p>1. System: CD-FO-CV-: Think 21 age verification procedure in place, Self-Exclusion Procedure, Online Social Compliance Guide, Quarterly Area Manager Audits, Monthly Compliance Audits, note checks, staff training, and no single manning in the evening.</p>
<p>2. Design: CD- FO-CV-: Clear line of sight to front entrance, side door entrance is visible from counter and locked at dusk, all gaming machines in clear vision, Think 21 posters displayed,</p>
<p>3. Physical: CD-FO-CV-: Game Aware branded graphics displayed at entrance, premises located in low crime area,</p>
<p><b>Hazard : Gambling Operations – Increased betting over the counter</b> Financial hardship, distress, violence, aggression or property damage.</p>
<p><b>Control Measures:</b></p>
<p>1. System: CD-FO-CV-: Policies &amp; Procedures Manual, Quarterly Area Manager Audits, Monthly Compliance Shop Audit and staff training, safe gambling information displayed, Self-Exclusion Procedure.</p>
<p>2. Design: CD- FO-CV-: Clear line of sight to front entrance, side door entrance is visible from counter and locked at dusk, all gaming machines in clear vision, Think 21 posters displayed, safe haven and dedicated emergency telephone.</p>
<p>3. Physical: CD-FO-CV-: Mag-lock on front door, branded graphics reduce view in to premises, premises located in low crime area,</p>
<p><b>Hazard : Gambling Operations – Breaches of security, including robbery, violence and aggression against staff</b> Potential fatality, serious injury or financial loss.</p>
<p><b>Control Measures:</b></p>
<p>1. System: CD-FO-CV-: Policies &amp; Procedures in Security Manual, staff training, regular monitoring of security procedures, no staff under 18 years of age, cash control procedures identified, Fixed Odds Betting Terminals emptied in the evenings whilst no customers are in the premises, with doors locked.</p>
<p>2. Design: CD-FO-CV-: Clear line of sight to front entrance, Mag-lock fitted to front door, side door entrance is visible from counter and locked at dusk, safe haven and dedicated emergency telephone, high counter, lockable door to counter.</p>
<p>3. Physical: CD-FO-CV-: Time Lock Safe with combination access, Mag-lock fitted to front door, side door entrance is visible from counter and locked at dusk, safe haven and dedicated emergency telephone, high counter, lockable door to counter and panic alarm behind counter.</p>

<b>Hazard : Gambling Operations – Increased betting on gaming machines</b> Financial hardship, distress, violence, aggression or property damage.
<b>Control Measures:</b>
1. System: FO-CV-: Think 21 age verification procedure in place, customer interaction training for all staff, and logged. Manager loaded credit from behind counter, membership to allow customers to track spending.
2. Design: FO-CV-: Gaming machines are in full view of staff, maximum pf 4 B2 gaming machines on premises, mandatory and voluntary spend and time limits.
3. Physical: FO-CV-: Gamble Aware Notices are displayed at the entrance to and in various locations throughout the premises.
<b>Hazard : Gambling Operations – Single Manning of the premises</b> Potential for violence and aggression leading to fatality, serious injury or financial loss.
<b>Control Measures:</b>
1. System: CD-CV-: Policies & Procedures in Security Manual, Lone Working Policy in place, staff training, regular monitoring of security procedures, no staff under 18 years of age.
2. Design: CD-CV-: Clear line of sight to front entrance, Mag-lock fitted to front door, side door entrance is visible from counter and locked at dusk, safe haven and dedicated emergency telephone, high counter, lockable door to counter.
3. Physical: CD-FO-CV-: Time Lock Safe with combination access, Mag-lock fitted to front door, side door entrance is visible from counter and locked at dusk, safe haven and dedicated emergency telephone, high counter, lockable door to counter and panic alarm behind counter.
<b>Hazard : Gambling Operations – Money / Cash Laundering</b> Use of counterfeit notes or disposal of proceeds of crime.
<b>Control Measures:</b>
1. Physical: CD-: Gaming Machines are designed to reject forged money, UV Note Checking equipment used.images used to identify offenders.
2. Systems: CD-: Avoiding customer fraud policy held within Security Manual, Social Responsibility Reporting Mechanism and Money Laundering Policy in place, staff training.
3. Design: CD-: Suitable lighting levels allow good scrutiny of notes, feel of notes.
<b>Hazard : Premises Design – Access to premises via High Street</b> Lack of access control.
<b>Control Measures:</b>
1. System: CD-FO-CV-: Think 21 age verification procedure in place, Self-Exclusion Procedure, Online Social Compliance Guide, Quarterly Area Manager Audits, Monthly Compliance Shop Audits, staff training.
2. Design: CD- FO-CV-: Clear line of sight to front entrance, side door entrance is visible from counter and locked at dusk, all gaming machines in clear vision, Think 21 posters displayed, Gamble Aware branded graphics displayed in windows to reduce view in to premises.
3. Physical: CD-FO-CV-: Mag-lock on front door, time release safe, premises located in a low crime area,
<b>Hazard : Licence Objectives – Single manning of the premises</b> Potential for young persons to enter the premises to gamble unchallenged, self excluded customers to enter the premises, restricted opportunity to interact with customers displaying problem behaviours, potential for PoCA suspicious activity to go unnoticed
<b>Control Measures:</b>

1. Social responsibility posters and leaflets available in shop, Think 21 and U18 signage at entrance door
2. All staff are aware of the lone working policy and briefed and signed in the security manual
3. Underage gambling procedure in place, staff training in social responsibility and Poca, online social compliance guide, monthly shop compliance audits, Quarterly area manager audits. Compliance refreshers every 6 weeks
4. Clear line of sight to front entrance, all gambling machines in clear view from the counter, mag lock fitted to entrance door, side door entrance visible from counter and locked at dusk, CCTV, lockable door to counter, PA system in place with voice over, door chime installed on front door
5. BOPC alerts indicate time on device and cash inserted, BOPC machine disabling facility, Note pad to record incident for later action
6. Police station within 0.3 miles of the premises.

**Documents Associated with this Risk Assessment:**

**Review Date :** 05/02/2019

**Reviewer :** David Milnes

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