

**Lordsdale Littlehampton Limited, - Cassino Slots, 50 High Street,  
Littlehampton, West Sussex, PO21 1SP**

**OPERATIONAL AND SECURITY MANAGEMENT PLAN  
2026**

**Background**

Lordsdale Littlehampton Limited are an independent operator of both Adult Gaming Centres and Betting premises. It is a family owned business with the owners being very hands on operators visiting their sites on regular occasions during the week. Lordsdale holds an operating licence issued by the Gambling Commission and trades other premises within the region. There have been no complaints of nuisance or crime and disorder at any of these other sites which all trade alongside a mixed use of operations. They have experienced trained staff in all premises.

Staff do not remain behind a counter but operate on the shop floor and interact with customers. Lordsdale have in place operating policies and procedures which promote the licensing objectives which include protecting the vulnerable. No person under 18 is allowed to enter the premises. Those visiting the premises will be monitored and looked after by staff who work on the shop floor, as opposed to behind a screen, and all staff are trained to be both aware of vulnerable people and other social needs.

**Documents**

Lordsdale in operating these premises will have in place a Local Area Risk Assessment which will be amended from time to time and all operational and security measures in the Local Area Risk Assessment will be complied with. The current Risk assessment is attached and deals with operational and security matters and has been approved. This is in practice the Operational and Security Plan.

**Operational**

All staff will be provided with a copy of this Operational and Security Management Plan. All members of the management team will have full training with regards to the management plan. Refresher training will be held with all management members every 12 months.

No alcohol is permitted on the premises.

Notices will be displayed with regard to the proof of age scheme and no alcohol .The proof of age scheme shall be operated at the premises where any person who appears to be under age, and who has not previously provided satisfactory proof to the contrary, is challenged at the point of entry.

Entry will be controlled by staff at all times.

Staff will monitor and observe customers and have measures in place to protect the local amenities. Staff will also monitor the area immediately outside the premises and assist customers who need transport information.

### **Security Measures**

The premises shall install and maintain a comprehensive CCTV system, which shall continually record whilst the premises are open. All recordings shall be stored for a minimum period of 28 days. Viewing of recordings shall be made available upon the request of Police or an authorised officer of the Licensing Authority, subject to data protection legislative requirements.

Notices shall be prominently displayed within the premises stating that CCTV is in operation.

The premises will also keep an incident log and record any incidents , refusals of entry or other relevant issues.

All other measures set out in the Local Area Risk Assessment will be complied with.

### **Review and Monitoring:**

The O&SMP will be reviewed on an annual basis or sooner if required. Any changes in operations, management or licensing conditions will be reflected in this updated plan.

The measures outlined above, Lordsdale is committed to operating responsibly, maintaining good relations with neighbours and ensuring the venue contributes positively to the local area.