

Draft – Conditions attached to Premises Licence of the Wembley Park Theatre

1. A Venue Management plan will be prepared in advance of each event to take place at the venue and presented to the council no later than ten working days prior to the commencement of each event / show. This will include:
 - a. Contractor / Suppliers
 - b. Audience Management and Security Operation
 - c. Venue Safety Plan to include
 - i. Medical Provision
 - ii. Food and Refreshment,
 - iii. Waste Disposal,
 - iv. Security and Stewarding
 - v. Search Policy
 - vi. Fire Management
 - vii. Noise Management
 - viii. Responsible Alcohol Retailing
 - ix. Suitable and Sufficient Event Specific Risk Assessments
 - x. Emergency Procedures
 - xi. Traffic Management
 - xii. Event Safety Management Structure
 - xiii. Detailed Event Overview
 - xiv. Site Layout Overview
 - xv. Communication / Command and Control Arrangements
 - xvi. Drugs and Alcohol Policy
 - xvii. Fire Precautions and Equipment
 - xviii. Sanitary Accommodation
 - xix. Provisions for Persons with Access Requirements or Special Needs
 - xx. Noise at Work
 - xxi. Event Inspection
 - xxii. Emergency Procedures
 - xxiii. Production Schedule
 - xxiv. Media / Publicity Arrangements
 - d. Venue uses including layouts, locations of bars and capacity calculations
2. Suitable and sufficient Risk Assessments must be carried out prior to any production produced at the venue, which are both comprehensive and relevant to the event. Such Risk Assessments will be kept in the Venue Management Office and made available for inspection by the Responsible Authorities.
3. The Premises Licence Holder will ensure that each Event Management Plan will include suitable and sufficient security measures and the Event Management Plan will detail the qualification, deployment and training of the security and stewarding team which will comprise spectator safety qualified staff positioned in safety critical locations based on a risk assessment process. The security and stewarding plan will take account of the need to support safety policies and procedures such as pre-opening checks and contingency plans.
4. First Aid and Medical Provision facilities will be to the satisfaction of the London Borough of Brent Public Safety Team.
5. An auditable system will be used to record the number of customers on the venue whenever it is open for licensable activities.
6. All temporary or special structures shall possess adequate strength and stability, both in event operation and in construction and their assembly shall be carried out in accordance with plans, calculations and specifications drawn up by a competent designer. Structural suitability and sign off shall be agreed by the event organiser and the premises licence holder. Details of these structures shall be submitted to the London Borough of Brent's Public Safety Team prior to the commencement of construction and assembly of such structures.
7. The occupancy shall be restricted to 1,500 persons in the premises excluding performers and staff. The Premises Licence Holder shall ensure that there are

appropriate management controls to ensure that the occupancy figure is not exceeded at any time.

8. Admission to the auditorium shall be by ticket only.
9. Admission to the venue shall be through the approved entrances. The entrances shall be manned by security / FOH staff who will security check everyone before entry granted.
10. Adequate procedures must be implemented to ensure overcrowding (such as that which may cause injury through crushing) does not occur in any part of the premises.
11. The licence holder shall determine the occupant capacity of the premises on the basis of documented risk assessment(s).
 - a. The risk assessment(s) must take into account all relevant factors including space, audience density, means of access and egress, toilet provision, load-bearing capacity of floors, ventilation, etc and must be reviewed regularly, and if circumstances change.
 - b. Where necessary separate occupancy levels must be set for different parts of the premises, and when necessary for different premises layouts and different types of events.
 - c. Measures must be put in place and documented to ensure that the capacity is not exceeded at any time.
 - d. All documentation pertaining to the proposed figure must be kept on the premises and must be available immediately on request to any authorised officer of the Licensing Authority or a constable.
 - e. The premises licence holder shall regularly review, update and amend any risk assessments particularly following any changes to the layout or operation of the venue. Such reviews etc shall be fully documented and form an integral part of the risk assessment.
12. A CCTV system shall be installed at the entrance and bars on the premises.
 - a. The CCTV system shall be maintained in working condition and record the premises 24 hours every day.
 - b. Recordings to be retained for a minimum of 31 days and be made available to the Police or officers of the Council upon request and be of evidential quality.
 - c. The equipment MUST have a suitable export method i.e. CD/DVD/USB facility so that the Police and officers of the Council can make an evidential copy of the data they require.
 - d. This data should be in the native file format to ensure that no image quality is lost when making the copy.
 - e. If this format is non standard (i.e. manufacturers proprietary), then the licence holder shall within 14 days of being requested supply the replay software to ensure that the video on the CD can be replayed by the Police and officers of the Council on a standard computer.
 - f. Copies MUST be made available to the police and officers of the Council upon request.
 - g. Staff working at the premises will be trained in the use of the equipment and a log will be kept to verify this.
 - h. Cameras on the entrances must capture full frame shots of the heads and shoulders of ALL people entering the premises, i.e. capable of identification.
 - i. There shall be signs displayed in the customer area to advise that CCTV is in operation.
 - j. Should the CCTV become non-functional this will be reported immediately to the Licensing Authority.
13. The Licensee to keep a written record of all staff authorised to sell alcohol, the record to contain the full name, home address, date of birth and national insurance number of each person so authorised. The staff record to be kept on

the licensed premises and made available for inspection by the Licensing Officer, Trading Standards or the Police.

- a. The Licensee to ensure that each member of staff authorised to sell alcohol has received adequate training on the law with regard to age restricted products and that this has been properly documented and training records kept. The training record to be kept on the licensed premises and made available for inspection by the Licensing Officer, Trading Standards or the Police.
 - b. The Licensee to ensure that each member of staff authorised to sell alcohol is fully aware of his / her responsibilities in relation to verifying a customer's age and is able to effectively question purchasers and check evidence of proof of age.
 - c. The Licensee to ensure that each member of staff authorised to sell alcohol is sufficiently capable and confident to confront and challenge under - 25s attempting to purchase alcohol.
 - d. The licensee to keep a register of refused sales of all age-restricted products (Refusals Register).
 - e. The Refusals Register to contain details of time and date, description of the attempting purchaser, description of the age restricted products they attempted to purchase, reason why the sale was refused and the name/signature of the sales person refusing the sale.
 - f. The Refusals Register to be examined on a regular basis by the Licensee and date and time of each examination to be endorsed in the Register.
 - g. The Refusals Register to be kept on the licensed premises and made available for inspection by the Licensing Officer, Trading Standards or the Police.
 - h. A Personal Licence Holder, Premises Licence Holder, or the DPS to be present at the premises at all times during licensing hours.
 - i. Documented delegation of authorisations to sell alcohol shall be maintained at the premises and shall be available on request by an authorised officer of the Licensing Authority or the Police.
14. Where there is reasonable suspicion that drugs, defined as Class A, B or C controlled substances under the Misuse of Drugs Act, or weapons are being carried, the premises licence holder shall ensure that the outer clothing, pockets and bags of those entering the premises are searched by door security personnel. In any event where controlled substances or weapons are found, the premises licence holder shall ensure that the designated premises supervisor or nominated person shall immediately inform the Police.
- a. The premises licence holder shall ensure that a clearly visible notice will be placed on the premises advising those attending, that the Police will be informed if anyone is found in possession of controlled substances or weapons.
 - b. The premises licence holder shall ensure that documented security arrangements are implemented at the premises to discourage the sale and consumption of controlled substances. Security arrangements shall include having a member of staff regularly check toilet areas, the date and times of all checks to be recorded for that purpose and to be produced upon request to an authorised officer of the Licensing Authority or a constable. Signage shall also be placed in the toilet areas advising patrons that checks are conducted regularly.
 - c. Door supervisors, shall be used to vet customers and maintain public order. The vetting process must include implementation of the premises' proof of age policy.
15. The premises licence holder shall ensure that the following details for each door supervisor, are contemporaneously entered into a bound register kept for that purpose:
- a. Full name

- b. SIA Certificate number and or badge number, or registration number of any accreditation scheme approved by the SIA.
 - c. The time they began their duty
 - d. The time they completed their duty.
- 16. This register is to be kept at the premises at all times and shall be so maintained as to enable an authorised officer of the Licensing Authority or a constable to establish the particulars of all door stewards engaged at the premises during the period of not less than 28 days prior to the request and shall be open to inspection by authorised officers of the Licensing Authority or the Police upon request.
- 17. The premises licence holder shall ensure that all door supervisors on duty at the premises wear a current identification badge, issued by the Security Industry Authority or under any accreditation scheme recognised by the Security Industry Authority, in a conspicuous position to the front of their upper body.
- 18. The Premises Licence Holder shall ensure that an "Incident report register" is kept in which full details of all incidents are recorded.
 - a. This shall be completed as soon as possible and in any case no later than the close of business on the day of the incident.
 - b. The time and date when the report was completed, and by whom, is to form part of the entry.
 - c. The register is to be kept on the premises at all times and shall be produced to an authorised officer of the Licensing Authority or the Police when required.
- 19. Where queuing is allowed outside of a premises door supervisors shall maintain an orderly queue of patrons.
- 20. Door supervisors shall be provided at the premises.
 - a. All door supervisors shall be capable of communicating instantly with one another by way of radio or other simultaneous system of communication.
 - b. The premises licence holder shall ensure that a documented search policy is implemented at the premises.
 - i. Any searches shall only be conducted by same sex.
 - ii. Staff training is to be given in the correct procedures and records are to be kept on site.
 - iii. All documentation shall be produced to an authorised officer of the Licensing Authority or the Police upon request.
 - c. Drugs and weapons seized will be placed in a locked receptacle set aside for this purpose.
 - i. The means for securing or unlocking the receptacle will be retained by the premises licence holder or the designated premises supervisor or in their absence any other responsible person.
 - ii. A record shall be made of the seizure, the time, date and by whom, and to whom the items were handed on to.
 - iii. Such a record to be produced to an authorised officer of the Licensing Authority or the Police upon request.
 - iv. The premises licence holder shall make suitable arrangements with the Police for the collection of any seized items.
- 21. The premises licence holder shall provide training for all staff to ensure that they are familiar with all means of ingress and egress and the appropriate procedures in case of any emergencies that require an immediate evacuation of the premises. A record of the training shall be maintained and shall be available upon request by an authorised officer of the Licensing Authority or the Police.
 - a. Predetermined arrangements shall be made for alerting staff in the event of any emergency. These arrangements shall be of such a nature as to not alarm the public.
 - b. All employees or persons involved in the organisation and control of events shall have allotted to them specified duties to be performed in the

- event of emergencies. Such duties shall aim at the avoidance of panic and the safe evacuation of the premises where necessary.
22. Arrangements must be in place to ensure that all parts of the premises that members of the public may use, whether this be regularly or only in case of emergency are suitably illuminated (this includes internal and external areas, for example such as corridors, lobbies, emergency exits, car parks, etc).
 23. Any special effects or mechanical installations shall be arranged and stored so as to minimise any risk to the safety of those using the premises.
 24. Adequate numbers of qualified first aiders must be employed on the premises at all times that the premises are open to the public. The venue will also provide first aid facilities commensurate with the type of production and customers expected.
 25. Items of glass wear (such as bottles) shall not be permitted in the event site with the exception of bottles of wine and champagne sold or supplied for consumption whilst seated and watching a performance.
 26. The following toilet provisions shall be provided within the venue in accordance with the recommended numbers as designated in the Event Safety Guide. Based on 1,500 people, with a 60/40 female/ male split:
 - a. Women x 900 - 37 female toilets (1 toilet per 24) / 20 basins (1 basin per 45)
 - b. Men x 600 - 4 WC's (1 WC per 150) / 13 urinals (1 urinal per 46) / 6 basins (1 basin per 100)
 - c. 2 additional toilets will be provided for the use of wheelchair users.
 - d. All toilets shall be provided with the appropriate hand washing facilities.
 - e. Additional toilets shall be provided in the back stage and office areas.
 27. Where the premises, or parts of the premises are hired out to third parties or used by events promoters, the premises licence holder must ensure that the licence conditions and licensing objectives are not compromised.
 28. No accumulation of combustible rubbish, dirt, surplus material or stored goods shall be permitted to remain in any part of the premises except in an appropriate place and of such quantities so as not to cause a nuisance, obstruction or other safety hazard.
 29. The licence holder shall ensure that adequate measures are in place to remove litter or waste arising from their customers and to prevent such litter from accumulating in the immediate vicinity of their premises. In particular, where necessary the premises licence holder shall ensure that adequate measures are in place to provide customers with sufficient receptacles for the depositing of waste materials such as food wrappings, drinks containers, smoking related litter, etc.
 30. Activities relating to the on site disposal (including placing into external receptacles) and collection of refuse, bottles and recyclable materials shall only take place between 07:00 and 23:00hrs.
 31. All regulated activities including amplified music to cease at 02:00hours Monday to Sunday unless agreed otherwise and a written extension is permitted by the Local Authority. Where the licensee seeks to extend these activities the Local Authority will be informed no later than ten working days in advance of the event.
 32. Where necessary, the premises Licence Holder / Designated Premises Supervisor shall appoint a suitably qualified and experienced noise control consultant to prepare a Noise Management Plan (NMP) that shall be submitted to the Licensing Authority.
 33. Where necessary, a letter or information flyer shall be sent to residential premises, in the vicinity of the venue, (e.g. within 100m of closest boundary of the event) advising of the details of the production including rehearsals/sound check and start and finish times, as well as providing a dedicated telephone number where further information and or complaints concerning noise. The telephone complaints line shall be made available during licensable activities taking place. A copy of this shall be provided to the Local Authority.

34. Clear and legible signage will be placed in all areas inside and outside the premises visible to members of the public requesting them to respect the neighbours and to leave quietly.
35. SIA security staff and FOH staff to monitor and remind patrons where necessary to leave the site quietly.
36. All security staff will prevent the admission of persons who are displaying signs of drunkenness, drug abuse or general disorderly behaviour.
37. In the event of an emergency, the any sound systems will be overridden by a separate Voice Announcement System which will be used to provide safety announcements to persons attending the production.
38. The Premises Licenses Holder shall comply with any reasonable instructions given by the appropriate Local Authority that seek to promote the four licensing objectives.