



Alcohol and Entertainment Licensing Sub-Committee – 2nd Supplementary

Tuesday 28 March 2023 at 10.00 am

This will be held as an online virtual meeting

Membership:

Members

Councillors:

Ahmed (Chair)
Long (Vice-Chair)
Bajwa

Substitute Members

Councillors:

Chohan, Chappell, Collymore, Ethapemi, Georgiou,
Mahmood, Rubin

For further information contact: Devbai Bhanji, Governance Assistant
Tel: 020 8937 6841; Email: devbai.bhanji@brent.gov.uk

For electronic copies of minutes, reports and agendas, and to be alerted when the minutes of this meeting have been published visit:

www.brent.gov.uk/committees

The press and public will be welcome to attend the open parts of this meeting by following the proceedings via the webcast available [HERE](#)

Notes for Members - Declarations of Interest:

If a Member is aware they have a Disclosable Pecuniary Interest* in an item of business, they must declare its existence and nature at the start of the meeting or when it becomes apparent and must leave the room without participating in discussion of the item.

If a Member is aware they have a Personal Interest** in an item of business, they must declare its existence and nature at the start of the meeting or when it becomes apparent.

If the Personal Interest is also significant enough to affect your judgement of a public interest and either it affects a financial position or relates to a regulatory matter then after disclosing the interest to the meeting the Member must leave the room without participating in discussion of the item, except that they may first make representations, answer questions or give evidence relating to the matter, provided that the public are allowed to attend the meeting for those purposes.

***Disclosable Pecuniary Interests:**

- (a) **Employment, etc.** - Any employment, office, trade, profession or vocation carried on for profit gain.
- (b) **Sponsorship** - Any payment or other financial benefit in respect of expenses in carrying out duties as a member, or of election; including from a trade union.
- (c) **Contracts** - Any current contract for goods, services or works, between the Councillors or their partner (or a body in which one has a beneficial interest) and the council.
- (d) **Land** - Any beneficial interest in land which is within the council's area.
- (e) **Licences** - Any licence to occupy land in the council's area for a month or longer.
- (f) **Corporate tenancies** - Any tenancy between the council and a body in which the Councillor or their partner have a beneficial interest.
- (g) **Securities** - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

****Personal Interests:**

The business relates to or affects:

- (a) Anybody of which you are a member or in a position of general control or management, and:
 - To which you are appointed by the council;
 - which exercises functions of a public nature;
 - which is directed is to charitable purposes;
 - whose principal purposes include the influence of public opinion or policy (including a political party or trade union).
- (b) The interests of a person from whom you have received gifts or hospitality of at least £50 as a member in the municipal year;

or

A decision in relation to that business might reasonably be regarded as affecting the well-being or financial position of:

- You yourself;
- a member of your family or your friend or any person with whom you have a close association or any person or body who is the subject of a registrable personal interest.

Agenda

Introductions, if appropriate.

Item	Page
3 Application for the Review a Premises Licence by Member of the Public for the premises known as OVO Arena, Engineers Way, Wembley, HA9 0AA, pursuant to the provisions of the Licensing Act 2003	1 - 64

Members are asked to note that part of the representations to be considered in relation to the above application may involve the disclosure of exempt information (as detailed in 4 below). If required, the Sub Committee will therefore be asked to exclude the press and public from the meeting whilst these representations are considered.

Date of the next meeting: Wednesday 29 March 2023



Please remember to ***SWITCH OFF*** your mobile phone during the meeting.

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IN THE MATTER OF A LICENSING ACT 2003 REVIEW

B E T W E E N:

[REDACTED]

Applicant

and

AEG Facilities (UK) Ltd

Respondent

WITNESS STATEMENT OF [REDACTED]

1. I am [REDACTED], I am a school boy and keen concert goer. I am fortunate enough to share a passion of music with my father and so have been to a number of concerts. For instance I was at the Gary Numan show when he played Wembley Arena last year, I have been on the Roger Taylor (of Queen) solo tour, and was excited to see Roger at this show by "The Darkness" watching his son Rufus on drums. I have seen "The Darkness" before play large outdoor festivals such as the "Godiva Festival", and have seen other bands such as "The Stranglers", and "Supergrass" play similar events. I have also seen cover bands play smaller venues.

The Event

2. I was at OVO Arena Wembley on Saturday, February 04, 2023, with my father, and we had tickets for seats:

-Section S3, Row O, Seat(s) 34 - 35, (2 Ticket(s))
-Event: Black Stone Cherry & The Darkness
3. Initially we were seated uneventfully, watched the Danko Jones band, and the preparation of the stage area for "The Darkness". I went on my own downstairs a few times, to buy diet coke, having to return as they didn't take cash, so he went back with a card, and to visit the toilet.
4. Occasionally, during the darkness show I stood up in excitement and danced a little.
5. The steward who was wearing vest number 7 [REDACTED] ("Steward 7 [REDACTED]"), when I was coming back from buying my diet coke, asked me if the drink was for him. I simply said that it was mine.
6. During later songs in the Darkness set, the Steward 7 [REDACTED] shone his flashlight at me, and used a hand movement to indicate for me to sit down. My father told me to ignore him, so I did.
7. Steward 7 [REDACTED] came up to me later, and tapped me on the shoulder and told me sit down loudly.
8. He came up later and shouted aggressively at my father. I replied "in the words of Justin Hawkins "fuck off"".
9. I then went to the toilet, I was stopped at the bottom of the stairs (the stairs below our seats). Several members of the OVO Arena Security Team stopped me, and told me that they wanted to have a chat with me.
10. They tried to ask my age. I told them that was personal information. They replied "*if that's how you want to play it. we can play it that way*". They then held me against my will, and prevented me from going back to my seat and up to my father. They physically had hold of my T-shirt ((footage 1 -son at the bottom of stairs - 00:00:05)) Please also see a screenshot of this, Tab AJ1. They said "start walking or we'll drag you down" ((footage 1 - son at bottom

of stairs - (00:00:40)). I was nervous and anxious held on to the railing ((footage 1 -son at the bottom of stairs 00:00:48))

11. I told the OVO Arena Security Team that I cannot come down unless my father comes with me. They said you are coming down whether your father comes or not. I repeated I cannot come down unless my father comes with me. And this exchange was repeated.
12. They said: *"We are not afraid to drag you down the stairs, you are coming with us whether your father does or not."* The OVO Arena Security Team were annoyed and angry. They said *"look we are not here to have a conversation about it"* ((footage 1 - son at bottom of stairs - (00:00:53)) . I replied by saying: *"but you told me we were going to have a chat a minute ago."*
13. When my father gave me the signal to go and they escorted me down the stairs and took me to the main concourse next to the refreshment stalls. During moving down the stairs they also took hold of me physically by the T Shirt.
14. In the concourse I was surrounded by a lot of Arena Security staff, say 3 or 4. I was very scared. I was very worried about my blue top which I thought was still at my seat. I was being held against my will and separated from my father. They interrogated me and got me to reveal my age.
15. When they received info from their radios that they had my father downstairs, they took me to my father. I remember in the conversation between my father and the lady and man, in the corner at the bottom of the stairs, my father saying *"we are all here to have a good time, we are all here to be happy."*
16. On leaving, one of the security was laughing saying, *"smile your on camera"*, so I turned round and waved at her. (Footage 3 - 00:06:46)

Statement of truth

The contents of this statement are true to the best of my knowledge and belief.

Signed:



Date:

23/3/23

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IN THE MATTER OF A LICENSING ACT 2003 REVIEW

B E T W E E N:

[REDACTED]

Applicant

and

AEG Facilities (UK) Ltd

Respondent

WITNESS STATEMENT OF [REDACTED]

1. I am [REDACTED], I am a professional Computer Scientist, with an MSc with Distinction in Computing, and a 37 year career. I have worked in senior roles for many of the largest tech companies in the world, including: HP, Rockwell, Thales, BT, CGI, e.tc. I have lived and worked around the world. I have also worked freelance on projects for the FCA, Boots, Network Rail, TNT, Boeing, etc. In addition, I have had security clearance to work on 'classified' projects for the MOD.
2. My concert going experience is very broad and taken place over a good number of years. It includes Suzi Quatro in my early teens, Rush in my mid-teens, and thousands of shows in many arenas around the world including all over the UK, USA, Italy, etc. I have seen the good, the bad, and the ugly of concert experiences in a wide range of venues. I am very capable of identifying what is unusual about the security at the OVO Arena and what is unusual about what happened to my son, [REDACTED] and me on 4 February 2023.

The Event

3. I was at OVO Arena Wembley on Saturday, February 04, 2023, and had tickets for 2 seats, one for [REDACTED] and one for me:
 - Section S3, Row O, Seat(s) 34 - 35, (2 Ticket(s))
 - Event: Black Stone Cherry & The Darkness
4. Initially, we were seated uneventfully, watched the first band, and the preparation of the stage area for "The Darkness". [REDACTED], went on his own downstairs a few times, to buy diet coke, having to return as they didn't take cash. So he went back with a card, and to visit the loo. I did not drink alcohol at all at the event or on the day at all, as I am a recovering cancer victim, who has a smaller bladder than normal after surgery, and its simply not practical for me to drink any liquids in this kind of environment, plus I had [REDACTED] with me.
5. I was aware of a Steward wearing vest number 7 [REDACTED] ("Steward 7 [REDACTED]") being completely "over the top" with other customers, so much so that other customers were screaming "big head", "arrogant tosser", and other similar messages at him. Please see the photo of the said Steward at Tab BJ1. He was clearly acting well above and beyond any normal actions of an event steward. He was taking exception to anyone moving about enjoying the show, the people around who occasionally got up to exclaim, dance or participate. I was trying to concentrate on the show and would occasionally get to me feet at an exciting part and stand and clap.
6. Later on during the "The Darkness" performance, I noticed this same steward losing his temper, and failing to get adults to take any attention of his anti-fun agenda, he started bullying other children. I saw on a few occasions him screaming at little kids to sit down and stay still. Including kids who were so tiny as to be no possible impact on the view of those behind them when simply standing in front of their seats. Due to these actions of Steward 7 [REDACTED], I took a few photos of him, as I was going to complain afterwards and I wanted to be able to identify him. Presumably, he noticed this and decided to pick me out for attention.

7. At various points of "The Darkness" performance, [REDACTED], my son, a child aged 13, got very excited. Seeing his favourite band, he waved his arms around, he sung the lyrics, stood up in exclamation occasionally, and generally behaved exactly as I would expect an excited child seeing their favourite band to behave. Later on, in "The Darkness" performance, [REDACTED] got up and danced a little, far from being the only one doing so, but being a child an easier target for Steward 7 [REDACTED] to bully than the adults who were ignoring him.
8. I had been concentrating on the show. At some point [REDACTED] told me that Steward 7 [REDACTED] had told him off. I hadn't noticed the telling off myself, but since [REDACTED] was next to me and I had already seen the behaviour of the Steward, I told [REDACTED] to ignore him.
9. [REDACTED] went to the loo. I had done nothing at all which could be regarded as poor behaviour. On [REDACTED] way to the loo he was stopped by OVO Arena Staff, on the flat section near the entrance to our section, below our seats, where I could see him, but he was too far away for me to know what was being said.
10. The show had moved on and "The Darkness" were in their last song or two. By this point in the show 80% of the audience in the seated sections of the arena had stood up and started dancing in front of their seats. I joined them, yes, I stood up for the final song or two of "The Darkness" waving my arms around like everyone else.
11. I was waving at [REDACTED] to return to his seat, because at that point I didn't realise how serious the threats being made to him by the staff were. I thought he would, at worst, get a telling off, and be allowed to return to his seat, to his belongings, and to his responsible adult. But no, the OVO Arena Staff were aggressively telling him that they wanted him to go back downstairs, or they were going to "drag him down" them.
12. During the last song or two by "The Darkness" Steward 7 [REDACTED] came up to the side of the row I was in. He had clearly lost his cool. But 80% of the audience were standing in front of their seats his actions seemed hilarious, and he had several heated exchanges with other audience members who thought he was out of control.
13. Steward 7 [REDACTED] was saying stuff from the end of the row, I have no idea what, the music was too loud. Then he came right up to me in the middle of my row, and again he was saying stuff, I have no idea what, the music was too loud. My thought at this point was I would wait for the song to finish and then I would engage with him as I would be able to hear him. It seemed pointless to spoil my enjoyment of the last song of a band I had paid a lot of money to see, to humour a Steward that I already knew was out of control and had no idea how to act reasonably, when I couldn't hear him anyway.
14. At this point, [REDACTED] who was still on the flat section near the entrance to our section, below our seats, where I could see him, but he was too far away for me to know what was being said; was still being aggressively threatened by other members of OVO Arena staff, although I didn't know this at the time.
15. I was at this point standing in front of my seat, like the majority of the audience, Steward 7 [REDACTED] then took hold of me around the waist and started physically aggressively pushing and shoving me. At no point had I been threatening, said anything, or done anything, which

could be regarded as remotely a problem except for standing up, like 80% of the audience. I was shocked, I had not expected this escalation. I pushed him firmly away with the back of my hands. I could have easily used more force, but I was very restrained. Talking to the people behind me, I don't think they had noticed him grabbing my waist and the pushing and shoving, and had only noticed when I pushed him away, but other people had seen the full thing and many people went out of their way to show support to A [REDACTED] and myself.

16. Steward 7 [REDACTED] went downstairs, and clearly raised the alarm, as lots of OVO Arena staff assembled next to [REDACTED] who was below me on the flat section, at the bottom of the stairs from our seats, as can be seen in the 'Footage 1 son at the bottom of the stairs'. One of the OVO Arena Staff came next to me, and told an obvious pack of lies including: "they only want to speak to you downstairs, don't worry they will let you back to your seat". They had clearly thought better than to threaten an adult with being dragged downstairs.
17. The lengthy talk from the OVO Arena staff member next to me then finished, this must have been after the last Darkness song or I would not have been able to hear him. I realised that [REDACTED] (who was still at the bottom of the stairs from our seats) had been detained against his will, for a significant period, so I had to get up to go and find out what was happening to [REDACTED]. The staff wanted us downstairs, I indicated to [REDACTED] to go downstairs. I stayed perfectly nice throughout, saying "have a nice day" to Steward 7 [REDACTED] who was clearly enraged, and full of "red mist".
18. As soon as I was on the stairs, a member of OVO Arena Staff started goading me, saying: "you won't be coming back", presumably designed to elicit an aggressive response which they were filming. As obviously that would come as a shock to any customer who had been told at their seat "they only want to speak to you downstairs, don't worry they will let you back to your seat". Maybe this works for youngsters who have had a few beers, and gives them an excuse to act like this. Not me, I remained perfectly calm and polite.
19. At the bottom of the stairs, I was on my own [REDACTED] had been taken by security to the main downstairs concourse where soda and snacks are sold, and was held against his will away from me for a period. Having now seen the CCTV, it must be at least 2 minutes that [REDACTED] was detained away from me. However, no CCTV has been provided of this period when [REDACTED] was with the OVO Arena Staff in the main concourse area where drinks and snacks are sold.
20. It is a condition on the premises licence that "CCTV cameras shall cover each of the entrances of the premises and shall operate on the concourses (to cover the bars)". Not having this CCTV being a clear breach of the premises licence. No such footage of us at these places has been released as a response to my Subject Access Request ("SAR"), and we were definitely at such places earlier in the night when [REDACTED] bought some band merchandise, we entered the premises, walked around, etc.
21. On the CCTV footage, [REDACTED] returns, and mysteriously the body worn CCTV footage resumes with him next to me. It was still fairly noisy, and other customers were coming past us saying to [REDACTED]: "don't worry we saw it all, you did nothing wrong", etc.

22. At the bottom of the stairs in the corner, two members of the OVO Arena Staff, both dressed in non-security related clothing i.e. not wearing black jackets that had 'security' marked on them spoke to me. They seemed to be the OVO Arena leadership and were clearly discussing matters. One was female wearing an ID badge with the name [REDACTED] The other was presumably the male head of security, but as stated, he was in formal civilian clothes. There was nothing to identify him as staff, or his role, other than his radio, and that all the Arena staff would do as he said. I went over and asked politely who was in charge, and could I have a chat.
23. Then started an outrageous double act. Where they both claimed to be more senior than each other. Neither was prepared to engage in a simple one on one conversation. Both said mutually exclusive things and contradicted each other.

Footage 3 - CCTV Transcript Extract

24. Below is an extract of what I can make out from the CCTV footage provided:

Rough transcript of audio from this time:
(Question marks where the video audio is not clear)

[REDACTED] – Do you have a supervisor?

Security Guard - ?

[REDACTED] Left my jacket at my seat

[REDACTED] – I've got it here (*I brought it down with me, as [REDACTED] had been separated from me and his seat, and his belongings, and had been detained, threatened, and brought down from the bottom of the seating stairs, top of stairs down to the ground floor*)

[REDACTED] – You see the problem is he pushed me first and there are about ten thousand witnesses

Security Guard ? - ?

[REDACTED] – Yes well

[REDACTED] - ?

[REDACTED] - ?

[REDACTED] Don't worry the thing is ?

[REDACTED] – let's see what Justin says about this (Justin the singer in The Darkness)

Security Officer ? – go this way for us please

Passing Public – I hope you guys get to stay

Passing Public - ?

Passing Public – don't worry we saw it all, you did nothing wrong

■■■■ – Thank you so much we really appreciate it

Security Guard ? – Don't get involved

■■■■ - ? supervisor ? you see that guy there in the jacket? (I am referring to the presumed head of security who was at the top of the stairs talking to the steward who had assaulted me)

■■■■ ? supervisor ?

Lady with body cam – Do us a favour, please go behind the stairs, please no no, guys lets go to the corner, come sir

■■■■ moves towards presumed head of security? ■■■■ follows

Lady with body cam – Mate just use the other side please, I am not going to lie, when he came down as well, he was that close to his face, he did stop before he came down (this is a complete distortion of events, I had only said "have a nice day" and had moved my head a little closer, so he could hear me, simply due to the noise in the venue, I did nothing at all wrong)

■■■■ - ?

Presumed head of security – We can check Camera C ! (why didn't they then?)

■■■■ – he pushed me first, I pushed him back, self defence, he should be getting nicked for assault

Presumed head of security – that would mean ? assault ? six of one and half a dozen of the other

■■■■ – not only that, we have thousands of witnesses there

■■■■ – we saw him (bullying other children) thousands of witnesses

■■■■ – bullying kids

■■■■ – I couldn't hear what he was saying, it was the last song of The Darkness, everybody else was standing as well, ???

Presumed head of security – So everyone was standing up but he chose you?

■■■■ – Correct, yes, yes, yes, yes

Presumed head of security – So all the people were standing up and he came to see you and bully you? One hundred percent ?

██████ – yes

Presumed head of security – why?

██████ because he had already picked on him (meaning ██████)

?

?

?

Presumed head of security – You're the only people who got picked on ?

██████ – No, he has been arguing with other people for standing up as well

██████ ???? out of control ???

██████ – we like to go with the majority sir, and if people are complaining...

██████ – Who am I speaking to? (i.e. can I deal with one person at a time please?)

██████ – Don't smile at me, what I'm trying to say is people behind you were complaining and that's why...

Presumed head of security – He was just doing his job by asking you to sit down, he said you got aggressive and swore at him (this is a fishing expedition, of trying for any possible excuse they can for their behaviour)

██████ – I have not sworn at anyone, I have not sworn at anybody

Presumed head of security – That's what he said it's a question of your story and his story (so why didn't he check the cameras as he previously mentioned)

██████ – So, he has pushed me, I pushed him, that's all that's gone on, and before that he was completely out of control

Presumed head of security – I've worked with that man for years, well we've never had any issues with him, and now you're telling me he's a bully, ??? (we now know from Arena evidence that the steward has only worked approximately 30 shifts at the Venue, so presumed head of security is contrary to "Code of Conduct for SIA licence holders" which include "Act with honesty and integrity".)

██████ – Someone else was complaining about him standing ???

██████ – Why are you laughing at me? I’m the one who has the say of whether you stay or go. Don’t laugh at me.

██████ – I’m not allowed to smile now?

██████ – You were not you were laughing

██████ - ??? **not sure** I’m just trying to be happy?

Lady with body cam – Sorry sir, go round the other way, go round the other way

██████ – I’m not allowed to be happy now?

Presumed head of security – We want you to be happy, but we cannot let you go back there can we?

██████ - ??

██████s - ??

Presumed head of security – We either throw them out or we let them go back. If you want to stay we will have to move you. Do you want to stay?

██████ – How old is... (meaning ██████, as ██████ is too young for standing area)

Presumed head of security – he’s thirteen

██████ and **Presumed head of security** - ? cannot go in standing area he is too young

Presumed head of security – if you want to go in a seated area?

???

???

???

Presumed head of security – is that fair enough ?

██████ – I’ve been assaulted

██████ ??

Presumed head of security – Well I’ve been assaulted. We are going round in circles here aren’t we? Do you want to be seated or not?

???

Presumed head of security- that's what I was explaining

??

??

Presumed head of security – You know what I've had enough of him doing my head in

██████ - ?????? Fair enough, he can go

Lady with body cam – Make your way out then guys for us

Presumed head of security – I offered ??

Lady with body cam – Guys can you start moving please?

? – smile for the camera *laughs*

? – see you

25. We were, as per the transcript above, asked to make our way out and leave the premises as the presumed head of security said that he had, had enough of me “doing his head in”. We were then escorted through the fire exit doors next to us. Subsequently, this meant we didn't get to see the Black Stone Cherry part of the double bill show.
26. The above transcript also makes clear that there are no clear lines of management at the premises. I was not certain who of the two individuals in plain clothes was in charge and at one time, they were arguing amongst each other.
27. My complaint of assault to the OVO Arena Staff was not listened to impartially, again contrary to the draft “Code of Conduct for SIA Licence Holders” which includes to “Act with fairness and impartiality at work”. In addition my reporting of an assault was not logged by the Arena staff, which is a condition of their premises licence, so they are in clear breach of the condition on their premises licence.
28. Upon exiting the venue, ██████ and I, went straight to the nearest police we could find outside the venue and reported the assault.

Subject Access Requests

29. I have made SARs for both ██████ and myself; this chronology of events is as set out in my correspondence with the operator on 22 March 2023, found at Tab BJ2. I would observe that in relation to the information I was sent in the response to my SAR, that there is no footage of me at my seat showing the actual assault on me. Nor has any CCTV been provided showing me at my seat, that would also show that other concertgoers were up on their feet. Nor any footage which would be captured by cameras that move, and would not be expected to always pick up individual events, but should be able to confirm where ██████

and I were at relevant times. I believe from the above transcript that when the presumed head of security states that "We can check Camera C", this would cover this area.

30. In addition, none of the CCTV they are obliged to have, as a condition of their licence has been provided. The gap between videos where [REDACTED] is missing in the concourse is suspicious, and the claim by the Arena that they have no CCTV of [REDACTED] during his time on the concourse is suspicious. In a conversation with [REDACTED] of the Met police he indicated to me that they do have cameras on the seats, but they move around, so cannot be guaranteed to always capture any specific event. However, if these cameras do exist the Arena should have some footage from them of us on the day, which they have not released, which is again a breach of various laws.
31. At the time of writing, I am still yet to receive a response to [REDACTED]'s SAR. This is the reason that my lawyer has sought an adjournment for the case. I am aware from the CCTV footage that has been released, that they do have CCTV footage of [REDACTED], this is "footage 1 - son at bottom of stairs". [REDACTED] was detained for around 2 minutes in the main concourse where drinks and snacks are sold, which as per their premises licence conditions, should be covered. This CCTV has not been provided and so they are clearly in breach of their premises licence. Without this information, our case is severely prejudiced and we are unable to have a fair hearing. Neither have they released the footage of [REDACTED] or myself entering and leaving the premises, which they obliged to have as a condition of their licence.
32. I am aware from the other supporting representation to this review application, that again CCTV had not been disclosed to that individual by the Arena in the timeframes mandated by legislation.
33. A premises licence condition for the OVO Arena states: Condition 3j. BS13200 (Spectator Facilities) "The CCTV system shall be capable of obtaining clear facial recognition images and a clear head and shoulder image of every person entering or leaving the premises." No CCTV footage of me of this standard has been provided. This is a breach of the premises licence condition.
34. As part of the Arena's response to my SAR. I did receive a copy of the "Ejection Report", this can also be found in the Arena's internal investigation report. It clearly states: *"Steward reported that he asked a male to sit down. Five minutes later him and his dad were standing again people behind him were complaining. He asked him again to sit down and the father pushed him."* This is not what happened at all, I was at my seat, and my son was being detained and threatened at the top of the stairs (bottom of the stairs from the seating), where I could see him but we were a distance apart.
35. The body worn camera audio also corroborates my version of events at the bottom of the stairs when I was speaking with the presumed head of security. It also shows we were offered other seats, and were only asked to leave when I said I would not be happy, as I had been assaulted. We were not asked to leave for any other reason than I stuck to my assault complaint, perfectly reasonably in the circumstances.

Review of CCTV Footage That Has Been Provided

36. "Footage 1 - son at bottom of stairs", shows a member of the OVO Arena Staff putting their "hands on" my son, a child. Gripping his clothing to prevent him returning to his father. This footage captures the end of a longer period when my son was detained and threatened at this location. You can see from the footage that he was gripping the rail in fear, as he was anxious and waiting for me. He was prevented from returning to me, but most alarming is the fact that you can hear on the audio them saying: *"start walking or we'll drag you down"* "footage 1 - son at bottom of stairs - (00:00:40). In my mind, this is just bullying and intimidation of a young boy. In addition, this audio confirms what I have said throughout this process was the nature of the conversations they had with [REDACTED].
37. It is also evident that the OVO Arena Security Staff do not have on display their SIA badges. The SIA conditions confirm that security must wear their licence where it can be seen at all times when engaging in designated licensable activity. The fact that they are not wearing badges is also a breach of Section 9 of the Private Security Industry Act 2001, something that is the case here. Significant numbers of OVO Arena Security Staff are shown in various videos not wearing the mandated ID.
38. In addition, Condition 7 of the Arena premises licence states: "In addition any member of staff who is carrying out a security role shall be SIA licensed by that Authority and shall wear clothing that can be clearly and easily identified on CCTV". Again, there has been a breach of their premises licence condition, as the presumed head of security that stated we were "doing his head in", was not dressed correctly.
39. Clearly, there is not enough CCTV coverage in the venue and this should be addressed immediately. I would then not have this issue that I can not evidence the assault that took place on me. It is also highly relevant in these times with issues such as the recent O2 Brixton Academy deaths. It is paramount that there should be CCTV coverage of all areas. Not just the fraction of the areas that must be covered under the premises licence conditions.

Other Breaches of Conditions on the Premises Licence

40. There is the following condition in relation to keeping an incident/control log:
- "An incident/control log shall be kept at the premises, and made available for inspection on request to an authorised officer of Brent Council or the Police, which will record the following:
- a. all crimes reported to the venue;
 - b. all ejections of patrons;
 - c. any complaints received;
 - d. any incidents of disorder;
 - e. all seizures of drugs or offensive weapons;

f. any faults in the CCTV system or searching equipment or scanning equipment;

g. any refusal of the sale of alcohol any visit by a relevant authority or emergency service”

41. The video footage clearly confirms me stating that I had been assaulted. However, no such incident/control log has been released as part of my SAR.

Police Response

42. I feel that the Police have not carried out a full and thorough investigation into my assault. I have been told that the investigation was closed due to:

-“Scotland Yard’s crime assessment policy of giving up investigating minor crimes if gathering evidence means spending more than 20 minutes watching CCTV” which means that any similar events will never be investigated by the police, and the arena can abuse that to continue behaving in such a manner.

-Police told me that the arena had said there was no video evidence of the key 20 minutes of these events.

43. From the evidence provided by the Arena the ‘Police Correspondence’ only shows a small extract of the email trail. It has not been confirmed what footage has been sent to the Police and whether it differs from what they have disclosed.

44. My correspondence with the Police on 21 March 2023, Tab BJ3, when referring to a third party Trip Advisor post stating “Don’t go here unless you want to get assaulted by security!!!” Tab BJ4. [REDACTED] of the Met police confirms that: “I have mentioned all this to the council and made the OIC in your report aware. We are working with the council to resolve this issue.” For completeness I have provided the correspondence I have had with the Police, please see Tab BJ5.

Indeed, I am very disappointed that the Police did not submit a representation themselves to the review, but am hopeful that after further investigations, they will take action. On reviewing the video “Police enter - talk to steward”, it would seem that no notes were taken in a notebook and indeed the Police did not view any CCTV at all at this stage. Police have taken no action to track down witnesses, and have many more ways of doing that available to them than I have available to me.

Security Industry Association (“SIA”)

45. I feel that I have been totally let down by the SIA as a body. I have been unable to register a formal complaint with them. Please see Tab BJ6 for the response that I received when I used their webform on their website to complain that their website would not allow me to register issues with SIA licence holders. It just states that I should contact the Police or Crimestoppers.

Witnesses

46. I asked on social media channels for witnesses to come forward to support me in this matter. I have had two supporting witnesses who confirmed the aggressive nature of Steward 7. However, only one was willing to support me formally and the other asked not to be named. It is hoped at the time of writing that [REDACTED] will provide a formal witness statement. I believe there would undoubtedly have been more witnesses if the Arena had policies in place to correctly deal with incidents and speak to witnesses at the time. Similarly, if the Police had become involved, as this is basic policing, witnesses would be far more receptive to respond to them, rather than to me, a stranger they do not know on social media.

47. Comments from [REDACTED] can be seen below, please see Tab BJ7:

- "I mainly remember your son standing and having a great time until that security guy aggressively telling him to sit down"

- "I do remember him (the Steward) saying that he'd been hit as I walked past and (I) said it was disgusting behaviour, he thought I was saying in support of him and asked if I saw him pushed and I said to him no, his behaviour was disgusting. I was there with my husband and 9yr old son, was quite vocal at my disgust at your treatment."

- "I wanted to do more at the time but was reluctant as I had my child there. The way the security were behaving that night I don't think would have made any difference anyway unfortunately."

Comment on the Internal Investigation Report

48. There are very many discrepancies with what was stated in this report, compared to what actually happened, many are covered above and so I will not cover them again. However for clarity, I will cover the below that have not been addressed.

49. Stated in the Executive Summary: *"At no point has a complaint been made by Mr J directly to the Venue"*. This is incorrect, I complained of assault directly to the two most senior people on-site at the time, but was asked to leave before they took my details. I did contact the police immediately. Upon doing subsequent research as to whether others had been treated similarly, from the Trip Advisor post, it was apparent that reaching out to the Arena would be a waste of time. The above is also validated in Report 2 that states: *"..we tried to resolve the situation and hoping to appease the gentleman offered him seats in better locations and we would investigate the alleged assault"*.

50. Stated in the Executive Summary: *"Investigators can find no evidence that Mr. J's son was threatened or that there was and breach of safeguarding requirements"*. As a civilian I have no powers of investigation, as stated, I tried on social media to reach out and did find witnesses to support me. Only the police are able to undertake this type of investigation, which I am hoping they are now going to do. Additionally, we now have video where Arena security are clearly audibly threatening to drag [REDACTED] down the stairs.

51. Stated in Report Conclusions: *"Mr S has worked approximately 30 shifts at the Venue."* This is contrary to the presumed head of security stating and covered in the transcript above that: *"I've worked with that man for years"*.
52. Stated in Report 3: *"As a result, myself and the response team made our way up the stairs into S3 and as we entered the bay there was somebody stood at the bottom of the stairs and the steward informed me that it was son and as we looked up the father was stood in front of the seat in the bay dancing"*. This Report stating that I was standing. This is in contrast to Report 4 that states: *"..the man's son de his way to the bottom of the stairs to watch the show, we then asked the boy to step outside so we could have a word with him, which he refused, meanwhile his dad is sitting in the seat watching what is going on and not moving."* You will note the clear discrepancies here, casting doubts on the Arena's version of events.
53. Stated in Report 5: *"The gentleman was extremely rude to anyone who was trying to find a solution, he was agitated, abusive and would not accept any solution offered."* The CCTV of me shows that this is clearly not the case and that I am very calm considering what has happened to my me.
54. Stated in Report 3: *"I told them that there night at the venue was finished and asked them to walk out after more abuse and swearing they did but while doing this the son thought it was best to put his middle finger up at everyone"*. This is not true and contrary to the CCTV footage shown in Footage 3 (00:06:46), whereby you can clearly hear the security person say smile to the camera and then giggle, with [REDACTED] then turning round and waving. Again, confirming that the Arena's version of the events is simply not true.
55. I am aware from the night and it is shown in the footage, that OVO Arena Security are all connected by radios. Yet, no recordings of the radio traffic have been provided, something I believe would have been a useful tool if it had been disclosed.

Summary

56. I have been assaulted by Steward 7 [REDACTED], who pushed and pulled me aggressively and then in self defence I pushed him back. Something that had it happened a number of months earlier would have put me in hospital with serious injuries, as I was recovering from surgery for a long time, and casual observers, and assailants, would not have known.
57. My son, a 13 year old boy was detained twice, against his will, away from his father. Once at the bottom of the stairs below our seats, when he was threatened with being dragged down (the stairs)" multiple times and once in the main concourse. This raises huge concerns in relation to the safeguarding of children within the premises. Detained for what? The only thing the Arena claim he did was stand up, something that is routine at rock concerts.
58. The Arena has failed to respond fully to my SAR and currently I have no response to my son's. In particular with the gaps in their CCTV.
59. There are breaches of the premises licence conditions, relating to: CCTV, SIA infringements, non-reporting.

60. SIA conditions have been breached and contrary to Section 9 of the Private Security Industry Act 2001.
61. The Management Team handling my assault were woeful, arguing amongst themselves and then just deciding to ask me to leave.
62. The Internal Investigation Report and the reports of the operatives, in many areas are simply not true, often contradictory, easily disproven by video evidence, casting doubt again on the management of the premises and their version of events.

Statement of truth

The contents of this statement are true to the best of my knowledge and belief.

Signed:



Date: 24/3/23

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Tab AJ1

Page 21

at bottom of stairs (1)



00000-0
2023/02/04 21



Search



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14 March 2023

FAO: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

By email only: [REDACTED]

Dear Mr J [REDACTED]

Data Subject Access Request

Thank you for your email of 10 March 2023 timed at 19:00. This letter responds only to the contents of your email relating to your son's subject access request (**SAR**). It does not respond substantively to the allegations and claims made in your email of 10 March 2023 save that they are denied. For the avoidance of doubt, it is denied that we threatened violence against your son or that we committed fraud or criminal harassment.

You initially made a request for data relating to your son on the basis that you "*hold parental responsibility for him, and so this request is for both of us*". In our letter from [REDACTED] to you dated 23 February 2023 we explained that as your son is over 12 years of age and is mature enough to understand his rights then a request for his data should either come from him or he should authorise you to make the request on his behalf. We provided you with our form "*Request Made on Behalf of a Data Subject Form*" for completion to help evidence your authority to make a request on behalf of your son. Your request for your son's data based on holding parental responsibility did not therefore start any time limit for compliance with a SAR.

On 2 March 2023 we received from the venue your son's identification document and a Data Request Form dated 27 February 2023. The data requested in this form is in identical terms to that requested under the SAR made by you personally. For example, it asks for "Any notes of complaints I made on 04.02.23" which is a reference to a complaint made by you. The Data Request Form also contains your personal email address and telephone number and does not give this information for your son. It is apparent that you were involved in the completion of the Data Request Form including deciding on what data was requested.

On 6 March 2023 we sent a letter to your son by special delivery post relating to the request. Your email of 10 March 2023 is headed "Re your letter to my son dated 6 March" and the contents of your email indicate that you know the contents of our letter to your son. Your email of 10 March 2023 also states "I wrote the original subject access letter on 5th Feb, it was posted on the 6th Feb, and I can prove it arrived at your organisation on the 7th Feb." This is indicative that the request for your son's data came from you, rather than from your son, and this carried over into the Data Request Form.

ASM GLOBAL EUROPE

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

+44 (0)161 950 5000
asmglobal.com

United Kingdom

Page 25

The right of access to data belongs to the child rather than the parent. A child may exercise the right to access his personal data on their own behalf if they are competent to do so. Competence is assessed depending on the level of understanding of the child. It is generally reasonable to consider that a person aged 12 or over (as your son is) can exercise their data protection rights. However, a child is not considered to be competent where they are acting against their own best interests.

We have never communicated with your son (other than sending our letter of 6 March 2023) and he has never contacted or spoken to us. It is reasonable in these circumstances for us to make some checks about his competence particularly given your involvement with his SAR as set out above and given that you, rather than your son, responded to our letter of 6 March 2023. We also require your son's authority to send his personal data to your email address. In this respect, where an individual makes a SAR personal data is to be sent to that individual, unless they authorise otherwise. We refer you to the ICO's detailed guidance on SARs for further information (<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/right-of-access/>).

Given the above we suggest that the best and quickest way of proceeding is for us to have a short call with your son (with you also in attendance if you wish) to ensure he understands his rights and that he has authorised you to receive his personal data or else for him to provide his personal email address so that we can send the data to him. In that case it would then be your son's choice whether he wanted to share that data with you.

I look forward to hearing from you.

Yours sincerely,

██████████
Senior Legal Counsel (Europe)
For and on behalf of AEG Facilities (UK) Limited t/a as ASM Global, operator of OVO Arena Wembley
M: ██████████

Without Prejudice

Response to ASM

Factual Account of Dates - [REDACTED]

Exchange	Date	Status
SAR letter written	5 Feb 2023	
SAR letter sent	6 Feb 2023	Proof available
SAR letter arrived at ASM	7 Feb 2023	Proof available
Data Request Form from ASM arrived	27 Feb 2023	
Data Request Form Completed For Sending with ID	27 Feb 2023	
Data Request Form Sent	28 Feb 2023	Proof available
Data Request Form arrived at ASM	1 Mar 2023	Proof available
Non working attempt to handover files by ASM	09 Mar 2023	
Successful handover of files by ASM	10 Mar 2023	

Factual Account of Dates - [REDACTED]

Exchange	Date	Status
SAR letter written by parent	5 Feb 2023	
SAR letter sent	6 Feb 2023	Proof available
SAR letter arrived at Arena	7 Feb 2023	Proof available
"Request Made on Behalf of Data Subject" Form arrived from Arena	27 Feb 2023	
"Request Made on Behalf of Data Subject" Form ignored, and replied with Data Request Form completed by A [REDACTED] instead with ID - written	27 Feb 2023	
posted	28 Feb 2023	Proof available
delivered	1 Mar 2023	Proof available
Letter to A [REDACTED] from Arena demanding phone call posted	6 Mar 2023	
Letter to A [REDACTED] from Arena demanding phone call arrived	7 Mar 2023	
Reply by parent on behalf of A [REDACTED] by email	10 Mar 2023	
Reply by Arena repeating demand for phone call by email	14 Mar 2023	

Please see above tables showing the correspondence that we have had with you.

To address your various points:

1 I didn't need to mention that "if it is evident that this is in the best interests of the child" applies in the first SAR request for A■■■■, for that to apply. My position is that the original SAR letter was a valid request for A■■■■. Indeed, there is no specific wording in the Act which is mandated. Given that there will be a licensing hearing discussing issues including treatment of A■■■■ it is common sense that all appropriate information is made available before then, and it's certainly in the best interests of A■■■■ to prevent further problems of the kind again.

2 The Act does not require either of us to provide ID, etc. Therefore, we should not have to provide ID to you. Please confirm where it states it is a requirement to provide the same.

3 Re "This is indicative that the request for your son's data came from you" denied and irrelevant.

4 Re "We also require your son's authority to send his personal data to your email address" you already have it in his signed form. There is no law against family email addresses or phone numbers, no requirement not to use them.

Further issues:

In both my and ■■■■■'s case you have failed to meet the one calendar month deadline demanded by the DPA. Conclusions are either or both of:

A – ■■■■■

Or

B – Your admin is incompetent and not able to meet the requirements of the law, in which case you are not a "fit and proper" organisation to hold a venue licence.

My refusal to allow you to speak to A■■■■ is completely non-negotiable. If it would assist, and in the spirit of compromise, I would be able to ask my solicitor to provide a letter confirming that he has spoken to A■■■■, and confirmed with A■■■■ that he is happy that I represent him in all matters. Please do let me know if you require this.

My solicitor has written to the Licensing Authority to adjourn the hearing, in the "public interest", until the information requested for A■■■■ arrives, and we have had sufficient time to study it.

Yours faithfully,

■■■■■

**Re: Wembley arena**

1 message

To: [REDACTED]

Tue, Mar 21, 2023 at 4:47 PM

thanks

On Tue, Mar 21, 2023 at 4:40 PM [REDACTED] wrote:

Good afternoon.

Sorry for the late reply. I have mentioned all this to the council and made the OIC in your report aware. We are working with the council to resolve this issue.

Kind regards

[REDACTED]

From: [REDACTED]**Sent:** 20 March 2023 20:54**To:** [REDACTED]**Subject:** Wembley arena

[https://www.tripadvisor.co.uk/Profile/\[REDACTED\]](https://www.tripadvisor.co.uk/Profile/[REDACTED])

What does the arena's security logs say about this?

Regards

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2 1

Do not go here unless you want to get assaulted by security!!!

Review of The SSE Arena, Wembley



Reviewed 26 June 2022

via mobile

Kicked out and assaulted for no reason whatsoever.

I paid £200 for 2 tickets for the 10th June.

It's now 16 days and 6 emails later trying to get hold of someone who actually wants to help me but it seems like they are not interested which leads me to believe this kind of stuff happens all the time.

I have urged them in multiple emails to check the CCTV footage so they can see I done nothing wrong whatsoever one of the security team threw me outside and refused me entry whilst laughing in my face. After that I was physically assaulted by 4 members of the security team they nearly broke my thumb as you can see in the picture below.

I do not understand how they think they can get away with this.

Please anybody who wishes to see a concert here just wait for a proper venue like Wembley stadium or the O2, I have never experienced something quite as bad as this in my whole life.

You should be ashamed of yourself.

Date of experience: June 2022



Ask [redacted] about The SSE Arena, Wembley

Thank danharley15

This review is the subjective opinion of a Tripadvisor member and not of Tripadvisor LLC. Tripadvisor performs checks on reviews.

[See all 1,266 reviews](#)

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Tab BJ5



Your Metropolitan Police Reference Number: [REDACTED] PLEASE DO NOT REPLY TO THIS EMAIL.

1 message

NoReplyCrime@met.police.uk <NoReplyCrime@met.police.uk>

Mon, Feb 6, 2023 at 10:19 AM

To: [REDACTED]



Thank you for contacting the Metropolitan Police Service to report your crime.

Your crime reference number is [REDACTED]

All crimes reported to the Metropolitan Police Service are investigated based on the information available at the time the report was made to us. Your report will be assessed for opportunities for further lines of enquiry. On completion of the initial investigation and crime assessment, we will write to you and explain what happens next. Should we need to call you, it is likely to appear on your phone as a 'withheld number'.

The Metropolitan Police stands against any form of discrimination and all victims have a right to be treated with empathy, fairness, dignity and respect. Police actions are governed by the Victims' Code of Practice which sets out your right to receive support, information and appropriate contact throughout an investigation and the criminal justice system. For more information www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime

Please ensure you seek medical treatment for any injuries you may have received. It is also important to keep a record of any injuries by photographing them when they are new and developing (for example, it can take a few hours/days for bruising to become apparent). You may be contacted by a scenes of crime officer to assess if there are any forensic traces (fingerprints, foot prints or body fluids) that may have been left behind by the person responsible. If you are waiting for a scenes of crime officer to attend, please try not to disturb anything that they may need to examine. If you are unsure, please contact us by calling 101.

When a vehicle has been used in crime we will record this on the Police National Computer; this allows us to circulate the vehicle to patrolling officers and via the Automatic Number Plate Recognition database that will search for the vehicle via a network of static roadside cameras, and cameras attached to some police vehicles.

If you have any more information that you feel could aid our investigation, such as CCTV, forensic opportunities, or any information that could assist us to identify those responsible, please contact us at www.met.police.uk/contact-us

Alternatively, you can phone our Crime Management Services department on 020 8284 5100. Please be aware that lines are open Monday to Friday between 8am and 6pm and due to call volumes, there may be a call queue.

The following links may be of assistance:

Victim Support is an independent charity, who are free to contact should you need help, support or advice on coming to terms with your experience:

- www.victimsupport.org.uk
- London Victim Support: 0808 168 9291 (8am - 9pm, Mon to Fri, 9am - 5pm Sat)
- Victim Supportline: 0808 168 9111 (24hrs)

To assist us in the identification of recovered property we recommend registering serial numbers and any other identifying references found on your valuables / mobile devices:

- For your valuables and mobile devices at www.immobilise.com
- For your Bicycle at www.bikeregister.com

Crime Prevention Advice and what happens next:

- www.met.police.uk/cp/crime-prevention
- www.met.police.uk/advice/advice-and-information/acr/after-you-report-a-crime

Neighbourhood Watch. For information or to join your local Neighbourhood Watch scheme:

- www.ourwatch.org.uk

Thank you once again for reporting this crime to us.

Metropolitan Police

**Update on your Metropolitan Police Crime Reference number - [REDACTED]**

1 message

Mon, Feb 6, 2023
at 3:07 PM

To: [REDACTED]

*****PLEASE DO NOT REPLY TO THIS EMAIL. OUR MAILBOX CANNOT RECEIVE EMAILS DIRECTLY FROM MEMBERS OF THE PUBLIC. AS SUCH, SHOULD YOU WISH TO RESPOND TO THIS EMAIL, YOU WILL NEED TO VISIT THE FOLLOWING LINK TO RE-SUBMIT THE REPLY*****

<https://www.met.police.uk/contact/af/contact-us/>

Dear Mr J [REDACTED],

We are sorry to hear that you have been the victim of crime and will be working hard to catch those responsible. What you tell us can also help us in investigating other cases - identifying links between different crimes and making sure police and other agencies know where crime is happening, so that we can take action to prevent other people from becoming victims. In your case, there appear to be opportunities for further investigation so we have sent it to the local police station that covers the area where your crime happened for further local assessment. A local investigator should contact you soon.

Please note that due to the varied nature of a police officer's job – such as working different shifts and dealing with emergencies - it may be a few days before they are able to get in touch with you. If you have not been contacted within 7 days of receiving this letter, or if you have any questions in the meantime, you can contact us by visiting our website: www.met.police.uk/contact-us

If you need practical or emotional support or advice to help you cope and recover from your experience, the independent London Victim and Witness Service (LVWS) can help. You can email them on LVWS@victimsupport.org.uk or get in touch through the online form on their website www.londonvws.org.uk/. You can also call LVWS on 0808 168 9291 (8am-8pm Mon to Fri, 9am-5pm Sat) or speak to the national 24hr helpline on 0808 1689 111.

We follow the Code of Practice for Victims of Crime, a set of guidelines which is designed to make sure victims of crime are given the best advice and support from the moment they report a crime to the sentencing of an offender. You can find out more about this at www.met.police.uk/victimsupport

To help us improve, you may be contacted by us, the Mayor's Office for Policing & Crime (MOPAC) or a company they appoint to ask questions about the service you received. The MPS/MOPAC are sharing your information with this research company in its role as a public authority to improve the experience of victims. You will be asked for your

consent to give feedback. What we learn helps us ensure we are providing the best service. Your identifiable information will only be stored for a maximum of three years.

Thank you for your cooperation as we work to solve this case.

Yours sincerely,

Crime Assessment Team

Crime Management Services

For further Information or Support:	For practical and emotional support after a crime	www.londonvws.org.uk/
	What to expect from the Criminal Justice System and Available Support	www.london.gov.uk/sites/default/files/victim_information_leaflet.pdf
	To update this crime or for further information about the investigation	www.met.police.uk/contact-us
	You can request a copy of your report, by contacting the Information Rights Unit	Tel: 020 7161 3500 www.met.police.uk/request
	To find out about policing in your local area	www.met.police.uk/your-area
	For useful crime prevention advice	www.met.police.uk/crimeprevention
	To help prevent mobile phone crime, please register your handset	www.immobilise.com
	To tell us what you think and help us improve	www.londonvoice.org.uk/myvoice



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Victim Information.pdf
225K

**Re: Ovo Arena**

1 message

To: [Redacted]

Mon, Feb 6, 2023 at 8:00 PM

Hi,

Find enclosed some notes I drafted, a scan of the notepaper the officer gave me on the day, and a photo of steward 2 [Redacted]

Thanks

On Mon, Feb 6, 2023 at 7:47 PM <[Redacted]> wrote:

Good evening Mr J [Redacted]

Thank you for taking my call this evening and giving up your time to discuss the issue that you had with the Ovo arena on the 04/02/2023.

As discussed this is my contact email address. I will be looking into the report and previous allegations made against the venue.

I will contact you shortly with the name of the OIC (Officer In Charge) of the report regarding the assault allegation.

Kind regards

**BRENT Licensing****North West Command Unit****Metropolitan Police**

☎ Met Phone: [Redacted]

In an emergency, always dial 999

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3 attachments



wembley arena staff photo.jpg
3470K



bj met police details re wembley.pdf
144K



2 police 060223.pdf
300K



Re: Ovo Arena
1 message

 >
To: 

Mon, Feb 6, 2023 at 8:02 PM

I got the Stewards number wrong there, its on his tunic. Sorry

On Mon, Feb 6, 2023 at 8:00 PM [REDACTED] > wrote:
Hi,

Find enclosed some notes I drafted, a scan of the notepaper the officer gave me on the day, and a photo of steward
2 [REDACTED]

Thanks

On Mon, Feb 6, 2023 at 7:47 PM <[REDACTED]> wrote:

Good evening Mr J [REDACTED]

Thank you for taking my call this evening and giving up your time to discuss the issue that you had with the Ovo arena on the 04/02/2023.

As discussed this is my contact email address. I will be looking into the report and previous allegations made against the venue.

I will contact you shortly with the name of the OIC (Officer In Charge) of the report regarding the assault allegation.

Kind regards



[REDACTED]

[REDACTED]

BRENT Licensing

North West Command Unit

Metropolitan Police

☎ Met Phone [REDACTED]

In an emergency, always dial 999

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**Re: Ovo Arena**

1 message

brian johnson

Mon, Feb 20, 2023 at 6:36 PM

To:

Hi,

For info another Met Officer rang tonight. I think the name was PC H? He said he has just been appointed investigating officer, strange as I thought one had already been assigned?

I seem to have spoken to 5 or 6 officers now? Is this normal?

Do you know if the CCTV captured any of this?

Thanks

On Mon, Feb 6, 2023 at 7:47 PM wrote:

Good evening Mr J

Thank you for taking my call this evening and giving up your time to discuss the issue that you had with the Ovo arena on the 04/02/2023.

As discussed this is my contact email address. I will be looking into the report and previous allegations made against the venue.

I will contact you shortly with the name of the OIC (Officer In Charge) of the report regarding the assault allegation.

Kind regards

**BRENT Licensing****North West Command Unit****Metropolitan Police**

Met Phone:

In an emergency, always dial 999

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Page 43

with other personnel. While reasonable precautions have been taken to ensure no viruses are present in this email, its security and that of any attachments cannot be guaranteed.



RE: [REDACTED] - Assault

1 message

To: [REDACTED]

Mon, Feb 20, 2023 at 8:14 PM

Good evening sir,

I have sent a data protection request to the venue to obtain CCTV.

I will update you when I hear back from them.

Kind regards



[REDACTED] ERPT A – North West BCU

Wembley Police Station, 603 Harrow Road, Wembley, Middlesex, HA0 2HH Web: www.met.police.uk [REDACTED]

From: [REDACTED]

Sent: 20 February 2023 19:38

To: [REDACTED]

Subject: Re: [REDACTED] - Assault

Hi,

Last photo of Steward, so before assault, is 21:05.

I was outside at 21:23, and talking to Met officers just after.

So, the incidents upstairs, and then later downstairs at the bottom of the stairwell, happened between those times.

23 minus 05 = 18, so below your 20-minute threshold.

Incidents with my son were where people coming up from stairs are visible in front of where our seats were.

Hope this helps.

Page 45

Regards

On Mon, Feb 20, 2023 at 7:04 PM <[REDACTED]> wrote:

Good evening,

As discussed can you please furnish me with a smaller time frame in which this incident has taken place.

On the report at the moment it states that this has taken place between 1900 – 2120. I need to give a better window to the arena for them to be able to look into.

Our crime assessment principals are as follows:

When the exact time of the offence is not known and an extended period of CCTV is available. The CCTV time frame which would need to be viewed, to see if the offence is captured, is to be no longer than 20 minutes. If the CCTV footage which would need to be viewed is longer than 20 minutes the crime should be assessed out.

What this means is that sadly if the timeframe cannot be narrowed then this report would likely be closed. This is obviously on the premise that we could not narrow this timeframe down.

I will await a closer timeframe from you and once this has been received I will make contact with the Arena to find out if they have relevant CCTV covering your seating area.

The positive is that we have the area in which you were seated so know where to look if CCTV is available.

I await your reply.

Thank you

Kind regards



[REDACTED] ERPT A – North West BCU

Wembley Police Station, 603 Harrow Road, Wembley, Middlesex, HA0 2HH Web: www.met.police.uk Email: [REDACTED]

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image001.jpg
7K




Re Wembley Arena Licensing Issues

1 message

[Redacted] > Tue, Mar 7, 2023 at 3:25 AM
To: Business Licence [Redacted] >, [Redacted] >, [Redacted] >

Find note enclosed

Regards

 re licence review 070323.pdf
187K



Re Wembley Arena Licensing Issues, Second note of today

1 message

Tue, Mar 7, 2023 at 12:05 PM

To: Business Licence

Find enclosed second note of the day

Regards

2 attachments

 re licence review 070323 2nd note.pdf
266K

 letter from wembley arrived 070323.pdf
696K

**Re Wembley Arena Cameras**

1 message

Fri, Mar 10, 2023 at 11:07 PM

To: [REDACTED]
[REDACTED]

To make you aware the Arena have responded to the subject access request I made. They have not yet responded to the request from my son, and from me on his behalf.

In their response to me they have only released body worn camera footage, and a little footage outside the venue.

I queried that and they claim no other footage inside the venue of us at all that day.

Given what I know about their CCTV control room from other sources, and our chat where you said that the seats were covered, but the cameras move so it would not be certain that any particular incident would be captured, it seems unlikely to me that they have no footage of us at any other point inside the venue.

If you know that they do have cameras covering the seats, and the merch stall etc, then I invite you to speak up now, as they seem to be committing fraud here, and as a police officer you obviously have certain obligations.

Anything I can help with please let me know.

Regards

**Re: Re crime reference number [REDACTED]**

1 message

Sat, Mar 11, 2023 at 2:12 PM

To: [REDACTED]

Cc: [REDACTED]

I would add that the video I have shows two security guards putting their "hands on" my son, a child, as we were already leaving peacefully, after the very first request for us to leave. [REDACTED] had done nothing wrong. "hands on" of course being specifically against the SIA rules in such a case. And its also good old fashioned assault too. Please accept this email as a complaint of assault against those two security guards.

Video also shows none of the security guards wearing ID and therefore they are all guilty of a criminal offence under Section 9 of the Private Security Industry Act 2001

Regards

On Sat, Mar 11, 2023 at 5:16 AM [REDACTED] wrote:

Hi,

Re crime reference number [REDACTED]

I have now seen the Arena's version of events that night, as they have released some information as a result of subject access request under the data protection act.

Their "ejection report" claims that my son and myself were together when the main incident occurred. This is not what happened at all, I was at my seat, and my son was being detained and threatened at the top of the stairs, where I could see him but we were far apart.

So, to prove the arena are lying all that would be needed would be anyone that night who saw our locations, myself at my seat, and my son near the top of the stairs, when there was clearly something going on. Which should be just about anyone in that section of the arena. Or any camera shots for an extended period of time.

We don't need to find someone who saw the detail of the Steward assaulting me 1st before I pushed him away. We don't need to find someone who heard the detail of what was said to my son. Although what the arena have provided as a result of the subject access request shows that arena's "ticketing report" system tracks the email of the mobile phone that each seat was allocated to, and only those phones permitted access to the venue. And therefore, using that system, it's quite easy to get the contact details per seat. That system would make it easy to track down the people with seats near to where my son was, and people in seats surrounding me.

But we don't even need to do that, we only need to find anyone who saw that we were far apart.

I was there I know the Steward lied to police that night. I know that any supposedly independent witness the venue provided to the police was also lying.

I also have body worn camera footage, provided as a result of the subject access request, when we were at the bottom of the stairs, where other audience members were passing us saying don't worry we saw it all you did nothing wrong to us. Completely unprompted random members of the audience going by.

That body worn camera audio also corroborates my version of events at the bottom of the stairs. It also shows we were offered other seats, and were only asked to leave when I said I would not be happy as I had been assaulted. We were not asked to leave for any other reason than I stuck to my assault complaint, perfectly reasonably in the circumstances.

So, I don't think this is a simple assault where "Scotland Yard's crime assessment policy of giving up investigating minor crimes if gathering evidence means spending more than 20 minutes watching CCTV" etc is appropriate. The arena have lied to the police. They have provided a fraudulent witness.

There is also the issue that the amount of CCTV they have released, in response to the subject access request, does not seem credible. And it seems likely that

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

As the arena is not providing other parties information they are under a legal duty to disclose in the hope that they will have less chances in any licensing hearing, and the arena will improve their own chances and “make a gain”.

If I can help in any way please let me know.

Regards

**Further Comments Re crime reference number [REDACTED]**

1 message

Fri, Mar 17, 2023 at 9:44 AM

To: [REDACTED]

Hi,

Further Comments Re crime reference number [REDACTED]

I have been looking at the existing Premises Licence for Wembley Arena.

I note conditions it includes:

"The CCTV system shall be capable of obtaining clear facial recognition images and a clear head and shoulder image of every person entering or leaving the premises." No such CCTV footage released as part of my subject access request, so it appears to be either Fraud by failing to disclose, or they are in breach of their licence, or both.

"CCTV (of current Home Office Guidance standards) shall be maintained in a good working condition and recordings shall be kept for 31 days and shall be made available to Police and authorised Officers from Brent Council. This must comply with the Data Protection Act including signage." And "CCTV cameras shall cover each of the entrances of the premises and shall operate on the concourses (to cover the bars)." No such CCTV footage released as part of my subject access request, so it appears to be either Fraud by failing to disclose, or they are in breach of their licence, or both.

"An incident/control log shall be kept at the premises, and made available for inspection on request to an authorised officer of Brent Council or the Police, which will record the following:

- a. all crimes reported to the venue
- b. all ejections of patrons;
- c. any complaints received;
- d. any incidents of disorder
- e. all seizures of drugs or offensive weapons
- f. any faults in the CCTV system or searching equipment or scanning equipment
- g. any refusal of the sale of alcohol any visit by a relevant authority or emergency service"

I have video which clearly shows me reporting an incident of assault to the venue. No such incident/control log released as part of my subject access request. It seems likely they did not record that report of assault in their log? so it appears to be either Fraud by failing to disclose, or they are in breach of their licence, or both.

Regards



Wembley arena
1 message

[Redacted]
To: [Redacted]

Mon, Mar 20, 2023 at 8:54 PM

[https://www.tripadvisor.co.uk/Profile/\[Redacted\]](https://www.tripadvisor.co.uk/Profile/[Redacted])

What does the arena's security logs say about this?

Regards

■

**Re: Wembley arena**

1 message

Tue, Mar 21, 2023 at 4:47 PM

To: [REDACTED]

thanks

On Tue, Mar 21, 2023 at 4:40 PM <[REDACTED]> wrote:

Good afternoon.

Sorry for the late reply. I have mentioned all this to the council and made the OIC in your report aware. We are working with the council to resolve this issue.

Kind regards

[REDACTED]

From: [REDACTED]
Sent: 20 March 2023 20:54
To: [REDACTED]
Subject: Wembley arena

[https://www.tripadvisor.co.uk/Profile/\[REDACTED\]](https://www.tripadvisor.co.uk/Profile/[REDACTED])

What does the arena's security logs say about this?

Regards

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Re "footage 1 - son at bottom of stairs" recently released

1 message

Wed, Mar 22, 2023 at 9:51 AM

To: [REDACTED]

Hi,

Sorry to email so often.

Re "footage 1 - son at bottom of stairs" recently released. Even though it's just a short snippet.

The way the security guard is holding [REDACTED] at the top of the stairs is upsetting. Clear "hands on" physically restraining him. Preventing him returning to his parent.

Audio of "if you dont come with me you will get dragged down".

The absolute bullies. What was his big crime? Standing up to watch a band? Like the entire audience does when Metallica walk on stage.

Really disgusting that they get away with this stuff.

Where is the video when they took him to the main corridor downstairs, and separated him from me? no doubt missing due to similar or worse.

All "hands on" incidents are supposed to be written up, and reviewed by supervisors. I doubt they wrote up that "hands on" incident. They are simply not allowed to act in this way, and they are not following the basic rules or laws.

Anyone else doing what that security guard is doing would get arrested.

No ID again, guilty of a criminal offence under Section 9 of the Private Security Industry Act 2001

Get them reported to SIA too.

Regards



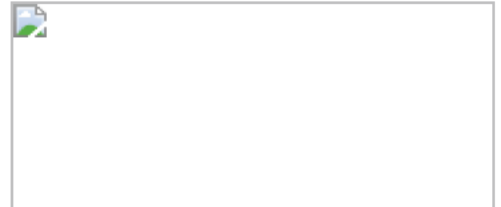
Response to your service request

1 message

SIA Notifications

Mon, Mar 6, 2023 at 8:15 PM

To:



Reference Number: SR Number: S

Dear ,

Response to your service request

Thank you for contacting us

If you think that a crime has been committed you will need to contact the police in the first instance. You can also contact Crimestoppers anonymously by calling 0800 555 111 or you can complete our online notification form with your information.

<https://www.services.sia.homeoffice.gov.uk/Pages/Report-Illegal-Activity.aspx>

We advise you to do this on a PC or Laptop as our online system will not work on an Mobile Phone or Tablet.

Any information you provide us with will be passed on to our intelligence team who will assess this against the Private Security Industry Act 2001. We will then initiate any actions or investigations that we feel are necessary and that fall within our powers. We are however unable to report back on any action we may take.

If you have any further enquiries

For further information and answers to frequently asked questions please go to www.gov.uk/sia

Yours Sincerely

Security Industry Authority

For further information about the SIA follow us on Twitter (SIAuk) or find us on Facebook (Security Industry Authority).

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This page is intentionally left blank



Lives in Ipswich, Suffolk

12 Mar 2023, 07:44

You sent

Hi, even if you only saw that the main incident happened when I was at my seat, and my son was at the top of the stairs, that would help, as arenas version is that we were both next to each other?

Enter



Hi, I'm trying to think back to what I remember, as I mainly remember your son standing and having a great time until that security guy aggressively telling him to sit down. I don't think I saw anything at the top of the stairs but I do remember your son coming back to his seat followed shortly after by that guy and a couple of other security people.

Enter

You can now call each other and see information such as Active Status and when you've read messages.

You sent

I was assaulted at my seat, I pushed the steward back. At the same time other staff were holding my son at the top of the stairs and threatening him with violence.

Enter

You sent

Really anything you can remember at all would be useful

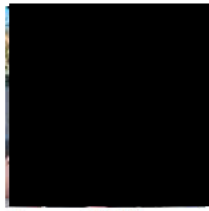
Enter

You sent

Or anyone you were with

Enter





Omg. Did he push you back into your seat? I do remember him saying that he'd been hit as I walked past and said it was disgusting behaviour, he thought I was saying in support of him and asked if I saw him pushed and I said to him no, his behaviour was disgusting. I was there with my husband and 9yr old son, was quite vocal at my disgust at your treatment.

Enter



My husband and son are still asleep at the moment but I'll ask them what they remember when they get up

Enter

You sent

Well if you are prepared to give statements it will blow Wembleys version of events out of the water

Enter



Yes absolutely

Enter

You sent

Thanks

Enter



No problem. I wanted to do more at the time but was reluctant as I had my child there. The way the security were behaving that night I don't think would have made any difference anyway unfortunately.

Enter

You sent

Ok let me have your contact details? I will talk to my lawyer on Monday re how to handle.

Enter

You sent

Stewart grabbed me by the waste and aggressively shook me.

Enter

You sent

I then pushed him away.

Enter

You sent

They don't know but I had surgery a while before and what he did could have put me in hospital

Enter

You sent

But the worst bit is grown men working for the arena threatening a child with violence

Enter

You sent

And help appreciated

Enter

You sent

Any help I meant

Enter

You sent

Thanks

Enter



Of course, my phone number is [REDACTED]. The security guard had no reason to put his hands on you or your son. I had no idea about the threats but that is absolutely disgusting. Anything I can do to help. I hope you find people that saw more than I did to help your case.

Enter

You sent

Ok let me talk to my lawyer

Enter

You sent

My details are [REDACTED]

Enter

You sent

[REDACTED]
Enter

You sent

What is your email?

Enter

[REDACTED]

Enter

You sent

What you have said you saw already will help a lot

Enter

You sent

Many thanks

Enter

[REDACTED]

You're welcome 😊

Enter

You sent

Ask anyone else who was there if they would help too?

Enter

12 Mar 2023, 16:36

You sent

Did your husband see anything?

Enter

13 Mar 2023, 20:37

You sent

hi, just spoken to my lawyer, and sent you an email explaining. hope thats ok. anything I can help with then please let me know. Thanks

Enter

13 Mar 2023, 21:05

You sent

the statement is for a licence review we have asked for with brent council for the arena, since they were so badly out of control on that day

Enter



Hi, just to let you know that I've seen your message and emails. I'll try to get something over to you in the next few days, hope that's okay.

Enter

You sent

thats great, your husband is welcome to do the same

Enter

You sent

their behaviour downstairs was very bad too

Enter

You sent

and for me grown men threatening children with violence are just scum

Enter



Unfortunately I think he was paying more attention to the show. He says he remembered your son standing up and being told to sit down and then being escorted out but not much else.

Enter

You sent

I may not be able to prove everything but I am going to make a stand and see how far I can get

Enter

You sent

any help welcome

Enter



Original message:

and for me grown men threatening children with violence are just scum



Totally agree was absolutely disgusting behaviour. It's worth trying something, if it saves another family going through the same thing.

Enter

You sent

exactly

Enter

You sent

thanks

Enter

Thurs 16:40

You sent

How are you doing? Had a chance to start drafting email yet ? Cheers

Enter

Sat 18:26

You sent

Hi, is everything ok?

Enter

Mon 22:22

You sent

<https://www.kilburntimes.co.uk/news/23399432.wembley-arena-licence-reviewed-assault-claims/>



Enter

11:42

You sent

Are you going to be able to come up with an email? Or have you decided against for some reason? Thanks

OVO Arena - Proposed Additional Conditions

General

1. All Staff to wear ID badges (or relevant SIA Badge) that is publicly visible at all times (not under jackets), to include photo, name, job role. Management are to conduct comprehensive and frequent checks throughout the duration of every event to ensure the ID badges (or relevant SIA Badge) are on display at all times. These checks to be formally recorded in a log and signed off by the said manager at the end of the event and not emailed in the following day.
2. The Premises Licence Holder and/or DPS to adopt a clear 'Event Security Management Plan' that clearly sets out the chain of command when any incident occurs. The 'Event Security Management Plan' is to be agreed by the Met Police. The Plan is to be kept on the premises and made available for inspection on request to an authorised officer of Brent Council or the Police. This plan is to be reviewed by the Premises Licence Holder and DPS every 12 months. All Stewards and Security Staff are to be trained on the 'Event Security Management Plan' upon induction with refresher training taking place every 6 months. This training is to be formally recorded in writing and made available for inspection on request to an authorised officer of Brent Council or the Police.
3. The Premises Licence Holder and/or DPS to ensure that all incident reports are completed on the day of the event by all members of staff involved in the incident and not emailed in the following day.
4. The Premises Licence Holder and/or DPS to ensure that for each event there is a designated list of all members of the 'Operations Team'. This list to be kept on the premises and made available for inspection on request to an authorised officer of Brent Council or the Police and retained for at least 6 months after the event.
5. All members of the 'Operation Team' to complete and or refresh online safeguarding training as well as training of the 'Arena Child Welfare Policy'. This training is to be formally recorded in writing and made available for inspection on request to an authorised officer of Brent Council or the Police.
6. The Premises Licence Holder and/or DPS to ensure that there is an appointed safe guarding officer on duty at every event where children are admitted. A safe guarding officer must have relevant experience of working with children and to have 'Qualified Teacher Status'. Where over 50% of attendees are children at an event, then a second safe guarding officer will be employed.
7. The venue must record details of any allegations of assault, threats of violence, etc made by members of the public about their staff when it is made. To include the details of the member of the public making the complaint, when, where, etc , and witnesses who were sitting around the incident in all directions. These details to be held for a minimum of 6 months.
8. The venue must report any allegations of assault or threatening behaviour, by their staff, to the Police within 2 working days.
9. The venue must upon receipt of any allegation of assault, threatening behaviour, etc made by the public, whether issues are proven or not, at the time, then all CCTV, camera shots, staff worn devices, audio, written records, are to be preserved and kept, to be made available to any party to the allegation as appropriate under data protection laws overtime. This material to be held for a minimum of 30 days.
10. All Arena staff are to be specifically banned from touching or restraining children, except in self-defence or the child is in imminent danger, without first consulting with the safe guarding officer.

CCTV & Security Radio

11. The premises shall install and maintain a digital colour CCTV system at all times the Arena is open to members of the public. All public areas of the licensed premises, including all seating areas, stairwells, public galleries, concourses, including all public entry and exit points shall be covered by this CCTV system (Excluding Toilets). CCTV shall continually record whilst the premises are open to the public and the recording shall be kept available and unedited for a minimum of 30 days with the date and time stamping. The standard of the CCTV footage should be as per Home Office Guidance.

OVO Arena - Proposed Additional Conditions

12. A staff member who is conversant with the operation of the CCTV system shall be present on the premises at all times when they are open to the public and must be able to produce / download / burn CCTV images upon request by an authorised officer of Brent Council or the Police. Any footage must be in a format so it can be played back on a standard personal computer or standard DVD player. Where the recording is on a removable medium (i.e., compact disc, flash card etc.), a secure storage system to store those recording mediums shall be provided.
13. The CCTV system is to be fitted with security functions to prevent recordings being tampered with, i.e., password protected. Checks (that will be formally recorded) are to be undertaken on the day of any event and prior to the event commencing, to ensure that the CCTV is saving correctly and that the Time Stamp (Year/Month/Date/Time) is accurate.
14. The premises shall install and maintain a system which records all security radio channels at all times the Arena is open to members of the public. Recordings of the radio traffic on the radio system shall be kept available and unedited for a minimum of 30 days. A staff member who is conversant with the operation of the radio system shall be present on the premises at all times when they are open to the public and must be able to produce / download / burn sound recordings upon request by an authorised officer of Brent Council or the Police. Any sound recordings must be available for download in a format so it can be played back on a standard personal computer or standard DVD player. Where the recording is on a removable medium (i.e., compact disc, flash card etc.), a secure storage system to store those recording mediums shall be provided.
15. An audit that the CCTV systems, and the system which records all security radio channels, shall be carried out every 6 months by a qualified independent Audio Video Forensics expert. Random samples of recordings of previous events will be looked at to ensure that they are being recorded correctly.

Stewarding & Security

16. The Premises Licence Holder and/or DPS is to ensure all Stewards are to be trained to the relevant standard and are to be employed for 'stewarding' purposes only. The roles and duties will be set out in a written "Arena Stewarding Policy" that is to be agreed by the Met Police. The Policy is to be made available for inspection on request to an authorised officer of Brent Council or the Police. This Policy is to be reviewed by the Premises Licence Holder and DPS every 12 months. All Stewards are to be trained on the 'Arena Stewarding Policy' upon induction with refresher training taking place every 6 months. This training is to be formally recorded in writing and made available for inspection on request to an authorised officer of Brent Council or the Police.
17. The Premises Licence Holder and/or DPS is to ensure that the roles and duties of Security Staff (all will be SIA trained and qualified) will be set out in a written "Arena Security Staff Policy" that is to be agreed by the Met Police. The Policy is to be made available for inspection on request to an authorised officer of Brent Council or the Police. This Policy is to be reviewed by the Premises Licence Holder and DPS every 12 months. All Security Staff are to be trained on the "Arena Security Staff Policy" upon induction with refresher training taking place every 6 months. This training is to be formally recorded in writing and made available for inspection on request to an authorised officer of Brent Council or the Police.
18. All Security Staff, that must be SIA trained and qualified, must wear 'body worn cameras' with both an audio and visual capability.

Child Welfare

19. All children to be given a "child wristband" on admission, so that they are clearly visible as children.
20. The Premises Licence Holder and/or DPS will comply with the written guidance for protecting children from harm issued by Brent Council, Department of Social Services.
21. The Premises Licence Holder and/or DPS shall have a risk assessment to identify an adequate number of suitable adult supervisors to provide care for unaccompanied children/young persons, including at times of an emergency incident or evacuation.

OVO Arena - Proposed Additional Conditions

22. The Premises Licence Holder and/or DPS shall have a 'Children & Young Persons Welfare Policy', separate from their 'Safeguarding Policy'. This policy to include procedures for dealing with distressed, lost, separated children/young persons. The Policy is to be kept on the premises and made available for inspection on request to an authorised officer of Brent Council or the Police. This Policy is to be reviewed by the Premises Licence Holder and DPS, and the safe guarding officer every 12 months. All staff and volunteers are to be trained on the Policy upon induction with refresher training taking place every 6 months. This training is to be formally recorded in writing and made available for inspection on request to an authorised officer of Brent Council or the Police.
23. The Premises Licence Holder and/or DPS shall have a 'Safeguarding Policy'. The Policy is to be kept on the premises and made available for inspection on request to an authorised officer of Brent Council or the Police. This Policy is to be reviewed by the Premises Licence Holder and DPS every 12 months. All staff and volunteers are to be trained on the Policy upon induction with refresher training taking place every 6 months. This training is to be formally recorded in writing and made available for inspection on request to an authorised officer of Brent Council or the Police.
24. For music concerts and music events, children under the age of 16 will only be able to be seated in 'family zones'. All children under the age of 16 in the 'family zones' are to be accompanied by an adult.

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VOICE RECORDING

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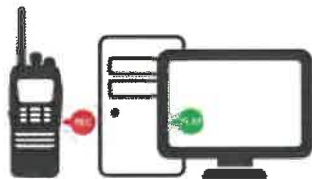
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**MOST COST EFFECTIVE
VOICE RECORD SOLUTION**



**MULTIPLE CHANNELS
BOTH LOCAL & WIDE AREAS**



**DETAILED LOGGING
CHANNEL ID, TIME, DATE...**



SIMPLE PLAYBACK

Get in Touch

Download Brochure

VOICE RECORDING

Two Way Radio App

RADIO TO RADIO VOICE RECORDING

The R2R Recording solution allows network administrators to record, log, and playback any calls on two way radio networks, for both Radio-to Radio and Phone-to-Radio conversations.

The Radio-to-Radio Voice Recording Solution, R2R, records and logs thousands of hours of voice traffic generated across a DMR radio system. This intelligent recording system provides an intuitive web based graphical interface to record local, or wide area voice traffic in either .mp3 or .wav formats.

WEB-INTERFACE

Via the administrator interface, all call recordings can be easily located and categorised by channel name and sorted by date. Files can be downloaded in .mp3 or .wav format to be played back, and saved for future consultation, or exported to external devices.

R2R Recording enables you to track, download, save, and revisit what's most important to your organisation.

BENEFITS

- Customer service assurance by reviewing taken response actions to client requests
- Improved training material with real-life situations
- Minimise legal liability with the ability to replay the recordings of situations of interest
- Increased accountability by reviewing the response of specific workers, or talkgroups
- Enhanced audit trails with audio data of radio-to-radio and phone-to-radio communications

Arrange a Free Trial

Meadowhall Video Case Study Flagship Application Case...



OUR VISION: TO BE TRUSTED TO
DEVELOP & DELIVER BETTER VALUE
FOR OUR CLIENTS.



Established in 1987 DCRS, are a leading UK Authorised Motorola Solutions Platinum Elite Specialist, specialising in the Supply, Hire, and Maintenance of MOTOTRBO™ Two-Way Radio Communication Systems and Applications.

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