



Alcohol and Entertainment Licensing Sub-Committee

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 a 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**

1 Apologies for absence and clarification of alternate members

2 Declarations of Interests

Members are invited to declare at this stage of the meeting, the nature and existence of any relevant disclosable pecuniary or personal interests in the items on this agenda and to specify the item(s) to which they relate.

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 - 38

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.

4 Exclusion of the Press & Public

Part of the consideration of Agenda Item 3 above may involve the disclosure of information classified as exempt under Paragraph 2 of Part 1 Schedule 12A of the Local Government Act 1972, namely: "Information which is likely to reveal the identity of an individual".

Members will therefore be asked to agree to the exclusion of the press and public at the relevant stage when considering the representations being made

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LICENSING ACT 2003

Application for the Review a Premises Licence

Name of Applicant:	Member of the Public
Name & Address of Premises:	OVO Arena, Engineers Way, Wembley, HA9 0AA
Applicants Agent:	Matthew Phipps – TLT Solicitors.com

1. Application

The application is for the review of a premises licence held by AEG Facilities (UK) Ltd. The premises are known as OVO Arena, Engineers Way, Wembley, HA9 0AA.

2. Grounds for Review

The grounds for review are the Prevention of Crime & Disorder, Public Safety and the Protection of Children from Harm.

The applicant alleges assault and threats of violence against himself and a minor by security staff.

3. Relevant Representations

Representations have been received from members of the public.

4. Background

These premises are currently licensed for Regulated Entertainment, Late Night Refreshment the sale of alcohol and to remain open 24hrs a day Monday to Sunday.

The Designated Premises Supervisor is Mr John Drury.

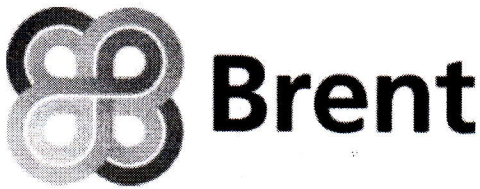
The steps the Committee may take are:

- To modify, remove or add conditions
- To exclude the sale of alcohol or other licensable activity
- Remove the Designated Premises Supervisor
- Suspend the licence for up to 3 months.
- Revoke the licence

5. Associated Papers

- A. Review Application
- B. Public Reps
- C. Current Licence
- D. OS Map

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APPLICATION FOR A REVIEW OF A PREMISES LICENCE OR CLUB PREMISES CERTIFICATE

Application for the review of a premises licence or club premises certificate under the Licensing Act 2003

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form. If you are completing this form by hand please write legibly in **block capitals**. In all cases ensure that your answers are inside the boxes and written in **black ink**. Use additional sheets if necessary. You may wish to keep a copy of the completed form for your records.

I, [REDACTED]

..... [insert name of applicant] apply for the review of a premises licence under section 51 / apply for the review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises described in Part 1 below (delete as applicable).

Part 1 – Premises or club premises details

Name and postal address of premises or, if none, ordnance survey map reference or description	
OVO WEMBLEY ARENA ENGINEERS WAY LONDON	
Post Town	Post Code (if known)
LONDON	HA9 0AA
Name of premises licence holder or club holding club premises certificate (if known)	
Number of premises licence or club premises certificate (if known)	

Part 2 - Applicant details

I am

Please tick Yes

- 1) An individual, body or business which is not a responsible authority
(Please read guidance note 1 and complete (A) or (B) below)
- 2) a responsible authority (please complete (C) below)
- 3) a member of the club to which this application relates (please complete (A) below)

(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Please tick

Mr Mrs Miss Ms Other title
(for example, Rev)

Surname

First names

Please tick Yes

I am 18 years old or over

Current postal address
if different from
premises address

Post Town

Postcode

Daytime contact telephone number

E-mail address (optional)

(B) DETAILS OF OTHER APPLICANT

Name and address
Telephone number (if any)
E-mail address (optional)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address
Telephone number (if any)
E-mail address (optional)

This application to review relates to the following licensing objective(s)

Please tick one or more boxes

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>
<input type="checkbox"/>
<input checked="" type="checkbox"/>

Please state the ground(s) for review (please read guidance note 2)

PLEASE SEE ATTACHMENT

Please provide as much information as possible to support the application (please read guidance note 3)

PLEASE SEE ATTACHMENT

Please tick ✓ Yes

Have you made an application for review relating to this premises before?

If yes, please state the date of that application

Day

Month

Year

--	--	--	--	--	--	--	--

If you have made representations relating to this premises before, please state what they were and when you made them

Checklist


Please tick ✓ Yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate
- I understand that if I do not comply with the above requirements my application will be rejected

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

Part 3 – Signatures (please read guidance note 4)

Signature of applicant or applicant’s solicitor or other duly authorised agent (see guidance note 5). If signing on behalf of the applicant please state in what capacity.

Signature 

Date 6/2/23

Capacity THE APPLICANT

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 6)	
Post town	Post code
Telephone number	
If you would prefer us to correspond with you by e-mail your e-mail address (optional)	

Data Protection: The London Borough of Brent will use this information for the purposes of The Licensing Act 2003 and related purposes. Any member of the public may examine the application form on request. Further information can be found at www.brent.gov.uk/privacy

You are providing your information to Brent Council, contact details business.licence@brent.gov.uk. The Council’s Data Protection Officer can be contacted via dpo@brent.gov.uk, or 020 8937 1402.
Your information is collected for the purpose of processing your licence application as required to fulfil the council’s duties under the following legislation, statutory or contractual requirement or obligation.

Legislation
Licensing Act 2003

Context
For the processing of licensing applications and the prevention of fraud

The information may be shared with the Metropolitan Police, London Fire Brigade and teams within Brent Council, as statutory consultees, the Home Office to ascertain the right to work and HM Revenue and Customs, at their request, to identify potential fraud. The information shall be retained until the licence is surrendered and shall be processed in adherence to your legal rights, including but not limited to the right to withdraw consent, right to copies of your information and right to be forgotten. You have a right to lodge a complaint with the Information Commissioner’s Office

Notes for Guidance

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.

Please return the completed form and any accompanying documents to the following address with a copy to the premises licence holder / Club that the application relates to:-

Licensing Department
Brent Council
Brent Civic Centre
Engineers Way
Wembley
HA9 0FJ

☎ 020 8937 5359

Email: business.licence@brent.gov.uk

Please follow the instructions in the checklist to submit the relevant copies to the responsible authorities. Contact details shown below:

Chief Officer of Police
Brent Licensing Department
Fifth Floor
Brent Civic Centre
Engineers Way
Wembley
HA9 0FJ

Tel: 020 8733 3206

North West Area 1
London Fire Brigade
169 Union Street
London
SE1 0LL

Tel: 020 8555 1200 x38778

Trading Standards
Fifth Floor
Brent Civic Centre
Engineers Way
Wembley
HA9 0FJ

Tel: 020 8937 5555

Environmental Health
Fifth Floor
Brent Civic Centre
Engineers Way
Wembley
HA9 0FJ

Tel: 020 8937 5252

Children's Services
Brent Civic Centre
Engineers Way
Wembley
HA9 0FJ

Licensing Authority
Fifth Floor
Brent Civic Centre
Engineers Way
Wembley
HA9 0FJ
Tel: 020 8937 5359

Area Planning Service
Brent Civic Centre
Engineers Way
Wembley
HA9 0FJ

Tel: 020 8937 5210

Public Safety Team
Fifth Floor
Brent Civic Centre
Engineers Way
Wembley
HA9 0FJ

Tel: 020 8937 5359

DAAT
Public Health Directorate
Wembley Centre for Health and
Care
116 Chaplin Road
Wembley
HA0 4UZ

Home Office Immigration Enforcement
Alcohol Licensing Team
Lunar House
40 Wellesley Road
Croydon
CR9 2BY

05 January 2023



Hi,

Request a licence is reviewed OVO Arena Wembley entertainment licence.

Request a licence is reviewed OVO Arena Wembley alcohol sales licence.

Report significant child protection issues at OVO Arena Wembley.

I was at OVO Arena Wembley on Saturday, February 04, 2023, and had tickets for seats:

- Section S3, Row O, Seat(s) 34 - 35, (2 Ticket(s))
- Event: Black Stone Cherry & The Darkness

I reported being assaulted by Wembley Arena staff to Met police officers outside the venue on Saturday. I am following up with a formal written crime report with the police.

I have a photo of Wembley arena Steward who was wearing vest number 786 who assaulted me. Please let me know if you would like a copy.

Threats of extreme violence were made to my son, a child, by that Steward and other Wembley Arena staff. (Some of which my son had not yet told me about when I spoke to the police outside the venue).

Re the Children and Social Work Act and the publication of the revised statutory guidance Working Together 2018 both of which set out what is expected of organisations, individually and jointly, to safeguard and promote the welfare of children, the way Arena staff separated a young boy from his parent, refused to let him return for his belongings, or to the adult he trusted, openly threatened multiple times to “we will drag you down the stairs” when he had been no threat, and had in fact done nothing wrong at all, **I think you need to invoke the relevant child protection mechanisms by bringing this incident to the attention of the “Safeguarding Children in Brent” organisation**, and their lead representatives:

- Chief Executive, London Borough of Brent
- Accountable Officer, North West London (NWL) CCG
- Chief Superintendent, North West Basic Command Unit (BCU)
- Commander, Metropolitan Police (Brent, Harrow and Barnet)

The child in question may not be a resident of the area, but that venue has significant numbers of children visiting regularly and its clearly important that those children are treated in a safe way.

I was stone cold sober, it was clear that the staff were acting maliciously, I took great care with my words and actions despite obvious attempts at goading and provocation. I have been

to thousands of similar events, at that and other arenas. I know Wembley arena has a bad reputation, but this experience first-hand has been traumatic.

Initially we were seated uneventfully, watched the first band, and the preparation of the stage area for “The Darkness”. ██████ my son, 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 was aware of Steward wearing vest number 786 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. 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 seated...

Later on during “The Darkness” performance I noticed this 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 the Steward 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.

At various points of “The Darkness” performance ██████ my son, a child, got very excited, seeing his favourite band, so 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, ██████ got up and danced a little, far from being the only one doing so, but being a child an easier target for the Steward to bully than the adults who were ignoring him.

I had been seated throughout and concentrating on the show. At some point ██████ told me that Steward wearing vest number 786 had told him off. I hadn’t noticed the telling off myself, but since ██████ was next to me and I had already seen the behaviour of the Steward I told ██████ to ignore him.

██████ went to the loo. Again at this point I was still seated and had done nothing at all which could be regarded as poor behaviour. On ██████ return from the loo he was stopped by Wembley arena staff, on the flat section near the entrance to our section, where I could see him, but he was too far away for me to know what was being said.

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.

I was waving at ██████ 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 they were aggressively telling him that they wanted him to go back downstairs, or they were going to physically drag him down.

So, during the last song or two by “The Darkness” Steward wearing vest number 786 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.

He was saying stuff, I have no idea what, the music was too loud. Then he came right up to me, 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 anyways.

At this point [REDACTED] was still being aggressively threatened by other members of Wembley arena staff, although I didn’t know this at the time. He apparently quoted “The Darkness” lyrics to them which include appropriate swear words... yes he used the very lyrics that were being sung on stage.

I was at this point standing in front of my seat, like the majority of the audience, Steward wearing vest number 786 then took hold of me around the waist and stated 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 and hurt him, 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 myself and [REDACTED]

Steward 786 went downstairs, and clearly raised the alarm, as lots of Arena staff assembled next to [REDACTED]. One of them came next to me, and told an obvious pack of lies “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 me with being dragged downstairs, as they didn’t fancy the risks of taking on an adult.

The song had finished, and I realised that [REDACTED] was being detained against his will, so I had to get up to go and find out what was happening to [REDACTED]. The staff wanted us downstairs, I told [REDACTED] to come downstairs. I stayed perfectly nice throughout, saying “have a nice day” to Steward wearing vest number 786 as I passed him, clearly enraged.

As soon as we were on the stairs the Arena staff started goading us “you’ll never be allowed back in” repeatedly, like the Munchkins in the Wizard of Oz, presumably designed to elicit an aggressive response which they were filming. 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.

So, we ended up at the bottom of the stairs, the chap who had earlier lied “they only want to speak to you downstairs, don’t worry they will let you back to your seat” to me was next to us.

Two people were in the corner and seemed to be the Arena leadership and were clearly discussing matters. One was female wearing a “Head of Front of House” ID badge. The other was clearly the male head of security but was in formal civilian clothes 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.

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. It was still fairly noisy, and other customers were coming past us saying to ██████ “don’t worry we saw it all, you did nothing wrong”.

So, I was dealing with a double-act. It would have made a good comedy show. They were both trying to goad me, and provoke some naughty reaction. They were not doing what any well trained person in those kinds of role should be doing, de-escalating, trying to be gentle, finding some common ground. Instead, I had the female wearing a “Head of Front of House” ID badge saying “I have seen you smile, don’t you smile, I have the say of whether you should stay or go, don’t you dare smile”.

I complained that I had been assaulted by Steward wearing vest number 786. I was told by the male head of security (in formal civilian clothes nothing to identify him as staff, or his role) that he had known that man for years and nobody had ever complained about him before. He asked who he should believe, me a stranger, or someone who he has worked with for years.

Frankly this line of response was hilarious as there is no way at all that Steward wearing vest number 786 has been doing that job for years. Anyone acting the way he did night after night would inevitably get complained about, or taken on directly by audience members, within a few nights. So in my view another in a long line of lies told that night and contrary to “Code of Conduct for SIA licence holders” which include “Act with honesty and integrity”.

My complaint of assault was not listened to impartially, again contrary to “Code of Conduct for SIA licence holders” which include “Act with fairness and impartiality at work”.

They debated what to do with us, all the time trying to goad us, presumably to have a clearer reason for throwing us out. They discussed letting us into the flat standing area, but since ██████ is too young they discounted that. They discussed putting us in rubbish seats towards the back, then putting us in great seats near the front, alternately, clear attempt to play with our emotions and elicit a naughty response.

I hadn’t done anything wrong, other than stand for the last few songs of a great band in front of my seat like the majority of customers, which I did after Steward wearing vest number 786 had already decided to single us out for special treatment. ██████ was a child who behaved impeccably for a child of that age, especially given the extreme provocation they had given, given how scared he was I will defend him from any allegations all day and every day, there isn’t a court in the land that would find either of us guilty of anything.

After their long debate I was asked “if we put you in another seat will you be happy”, I said I didn’t know which seats they had in mind, and “I have been assaulted I am clearly not going to be happy”... at which point the male head of security (in formal civilian clothes nothing to

identify him as staff, or his role) said “you know what I don’t like this man” and he asked us to leave. We left through the fire exit doors next to us. We didn’t get to see the Black Stone Cherry part of the double bill show.

We immediately found police outside and reported the assault. The officers were perfectly professional, explained that they would need to hear the other side of the story, they would go and try and see if any video evidence was available. All perfectly fair enough, except maybe that the show was still in progress, and given that an assault had taken place it would have been easy enough for police to go to where we had been seated and ask around for any witnesses, although I understand this would be challenging in a big concert venue. But if this is the standard of conduct inside that arena then plain clothes police should be inside there witnessing this stuff going on, and gathering evidence.

So:

- I have been physically assaulted by a member of arena staff that I can identify with photos. Somebody that is probably not an SIA licence holder? And so in clear breach of the laws, licences, and rules for running entertainment and alcohol sales venues. If he is an SIA licence holder then he broke multiple of the relevant rules, including no ID shown.
- My son a young boy was separated from his belongings, held against his will away from his parent, threatened with extreme violence. Again by people who are probably not SIA licence holders? And so in clear breach of the laws, licences, and rules for running entertainment and alcohol sales venues. If they are SIA licence holders then they broke multiple of the relevant rules, including no ID shown.
- Steward 786 has been allowed to operate well beyond his training, competence, or legal authority, and in clear breach of the law. As other customers were shouting at him “big headed and on a power trip”, and they were correct.
- There are serious child safeguarding concerns here, about the way the Arena are operating with children in the building. Statutory guidance on inter-agency working to safeguard and promote the welfare of children should be used here, and I would appreciate if you could look at this aspect with some urgency.
- Multiple violations of licence conditions, entertainment licence, alcohol licensing, SIA licensing.
- Arena allowed multiple staff to make threats of serious violence against my young son, it seems to be their standard tactic when asking children to leave.
- Arena staff lied to me about multiple issues in contravention of the code of convention for SIA licence holders.
- Senior Arena staff downstairs failed to act with “fairness and impartiality”. Failed to record, note, take any action whatsoever when presented with clear allegations of serious wrongdoing.
- Arena staff failed to de-escalate any aspect of these events, and on the contrary were goading at multiple points to try and provoke a reaction.
- Man acting as head of security who is not wearing any ID in clear contravention of SIA licensing rules.

Arena accusations against us seem to be:

1 That a young boy jumped up and down, danced, and stood up from time to time, in excitement at seeing his favourite band. Far from unusual or exceptional behaviour in

such events, in my long experience of such events. Kids are usually treated with humour and respect by other audience members and staff alike at such events.

2 That I stood up for the last song or two by “The Darkness” like approx. 80% of the rest of the audience did.

3 That I smiled (I kid you not) from “Head of Front of House” lady.

4 That head of security doesn’t like me because I declined to say I was happy.

I have a few thoughts on things which could be added to licence conditions for this venue, including:

- Clear obligation to record any allegations of assault, threatening behaviour, etc made by the public about their staff, and to record and report the total number, regardless of whether the issues are proven or not to the licensing authorities regularly.
- Clear obligation for ALL STAFF to wear ID badges publicly visible.
- Obligation once any allegation of assault, threatening behaviour, etc is made by the public, whether issues are proven or not, at the time, then all CCTV, camera shots, staff worn devices, audio, written records, etc to be preserved and kept, to be made available to any party to the allegation as appropriate under data protection laws over time. Not to be overwritten in the following days events.

Please consider these additional clauses.

I don’t know who in the licensing authority liaises with the Security Industry Authority regarding the suitability of individuals for such work? I would like to provide them with feedback re the individuals I came across on the night, including obvious stuff like a head of security with no ID visible, if you could provide their contact details? There is also clearly a cultural element here where all of the staff in that venue are clearly operating far far away from the legal and regulatory constraints which should apply, hence my call for a review of the licensing of this venue. A standard tactic, from multiple members of staff, of telling a young boy that they are going to drag you down the stairs is simply not an acceptable way of dealing with a child **EVEN IF THE CHILD HAD BEEN MISBEHAVING** this is not an acceptable approach, ██████ of course had not been misbehaving so this is straightforward threats of violence with menaces, harassment, and so on, pick any number of laws they are breaking. **Given that they actively separated a child from his parent, detained the child against his will, and went onto to subject that child to abuse I ask that their licence to admit children into the venue is immediately withdrawn.**

Many people working for the Arena behaved appallingly that night, including their most senior leaders there. This simply cannot be allowed to continue. Please use your licensing powers to do something!

For information I have made "Subject access request under the Data Protection Act" against the Arena to obtain copies of any of the audio and video they hold of the night. I would recommend you use your powers to do the same.

I will be pursuing ticket refunds via the card I bought them with.

Anything I can help with please let me know. It is common knowledge that this arena has a poor reputation, the events of Saturday make it all a little personal for me.

Regards,

[REDACTED]

7 March 2023



Hi,

Re Premises Licence Review OVO Arena Wembley

Please note that we have had none of the information we asked for in my, and my son's, "subject access request" under the data protection act from Wembley Arena or their operators ASM Global Europe. The law provides them with one calendar month to provide this, and they have not done so.

In my view this is

"Fraud by failing to disclose information
A person is in breach of this section if he—
(a) dishonestly fails to disclose to another person information which he is under a legal duty to disclose, and
(b) intends, by failing to disclose the information—
(i) to make a gain for himself or another, or
(ii) to cause loss to another or to expose another to a risk of loss."

As delays to providing this information, or not providing it at all, the arena will certainly be reducing my chances of making effective preparation for my position at any licencing hearing, and stand to improve their chances of a more favourable licencing decision outcome.

I also understand that Wembley Arena and their operators ASM Global Europe have failed to answer subject access requests under the data protection act made by other people trying to make representation to the licensing process, and criminal allegations against the arena, this is also fraud, and the council and the police should address it as such. Indeed, long times to respond, or not responding at all, seem to be their standard approach.

Fraud is clearly a very serious matter, and I would ask that the issue of whether the arena operators are "fit and proper people" to hold such licences when they are acting in this way is considered in any licensing hearing. I also ask that I am allowed proper time to study whatever they deliver, if they deliver late, or if they try only partial disclosure initially, before any hearing is called, this would seem only proper conduct of justice in the hearing. I suggest similar courtesy is extended to anyone else trying to make representations to the licensing process, and that the hearing is delayed until they are happy that their subject access request(s) have been answered correctly, and they have had time to consider whatever is delivered.

If the Arena and ASM claim they have been trying their best but simply could not produce the information requested in the subject access request quickly enough, then the obvious point is that the law expects them to turn requests around in one calendar month, if their admin and systems are not setup to deliver this expectation then their admin and systems are not good enough, and really they lack basic competences to comply with the law and should not be given licences to run an arena. "The Prevention of Crime" being a clear licensing objective, and failure to comply with the data protection act being a crime, this is very much a matter to be considered by the licensing process.

The council may also like to consider reporting these criminal matters to the police.

Regards,

A solid black rectangular redaction box covering the signature area.

7 March 2023



Hi,

Re Premises Licence Review OVO Arena Wembley

Further to my earlier note today. Find enclosed a copy of a letter from ASM which arrived today. More obvious delaying tactics from them. And worse than the issues I mentioned in my earlier note, they are now, in my view, harassing my son. Harassment being both a criminal and civil matter.

The arena have already threatened violence against my son. This letter being further abuse and harassment in my view.

They are now demanding that he provide a separate email and phone number to the rest of his family, and that they interrogate him as they feel they are some kind of arbiter of whether his understanding of his rights is sufficient. They have no rights whatsoever to take this approach. Its abuse of a lot of laws. They have had a valid subject access request under the data protection act, they are not permitted by any laws to take this approach. Indeed, they have had valid requests from both me, on my sons behalf, and from my son himself.

Guidance from the Information Commissioners Office includes:

- “You may allow the parent or guardian to exercise the child’s rights on their behalf if the child authorises this, or if it is evident that this is in the best interests of the child”
- If they claim that my son is not competent then “If you are satisfied that the child is not competent and the request is from a person with parental responsibility for the child, then it is usually appropriate to let the holder of parental responsibility exercise the child’s rights on their behalf.” (they had had request from both my son, and myself)
- “If the request is from a child and you are confident that the child can understand their rights, you should usually respond directly to the child.”

So, whether any determination, by anybody, that my son is competent or not, understands his rights or not, makes no difference, it’s a pointless exercise to “confirm you understand your rights”, they have had valid requests from both my son, and myself. If my son were found to not understand his rights then I can exercise them, and have already done so. If my son were found to understand his rights then they already have a valid request from him.

Wembley and ASM have been supplied with contact details both myself and my son are happy with. They have no scope to go on this mission lawfully, its fraud and its harassment.

They have already committed fraud by

“Fraud by failing to disclose information

A person is in breach of this section if he—

(a) dishonestly fails to disclose to another person information which he is under a legal duty to disclose, and

(b) intends, by failing to disclose the information—

(i) to make a gain for himself or another, or

(ii) to cause loss to another or to expose another to a risk of loss.”

The council may also like to consider reporting these criminal matters to the police, lets start with Fraud, move onto Harassment, do I have to list them all out?

Given the traumatic events my son has already suffered at the hands of ASM they chances of me allowing them to take this approach are minimal.

Regards,

A solid black rectangular box used to redact the sender's name and signature.



6 March 2023



By Special Delivery

Dear [REDACTED]

**Event on 4 February 2023 at OVO Arena, Wembley
Data Request Form**

I am writing to you following the General Manager [REDACTED] previous letter addressed to your father, dated 23 February 2023, and the signed *Data Request Form* dated 27 February 2023 from you, which was received by ASM Global's legal team on 2 March 2023. Going forwards, to enable us to receive correspondence as quickly as possible, please send communications electronically, via email to: legal@eu.asmglobal.com if you can.

Thank you for completing the declaration on the Data Request Form and for providing a copy of your identification. However, I have noticed that the phone number and email address on your Form are the same as those provided on your father's Form.

As you have now submitted a data request for yourself, please provide your personal phone number and email address. It is important that we have your personal email address so that we can send you the information which you have requested as easily as possible and in a secure format. You can do this by emailing the legal inbox at the address above. This is because the data is personal to you and we need to ensure that it is being dealt with as you wish.

If you do not have a personal email address, then please let me know as soon as possible. I will then arrange to speak with you on the phone to confirm that you understand your rights in relation to the data we hold about you and check that you are happy to authorise us sending the information you have requested to your father via email, as his email address has been provided. Alternatively, you can call me on the mobile number below at a time that suits you.

I look forward to hearing from you.

Yours sincerely,

P.P.

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



ASM GLOBAL EUROPE

Manchester Arena
Victoria Station
Manchester
M3 1AR
United Kingdom

+44 (0)161 950 5000
asmglobal.com

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From:
Date: Fri, Mar 10, 2023 at 7:00 PM
Subject: Re your letter to my son dated 6 March
To: eu.asmglobal.com

Without Prejudice

Re your letter to my son dated 6 March.

Let me remind you the guidance from the Information Commissioners Office includes:

- “You may allow the parent or guardian to exercise the child’s rights on their behalf if the child authorises this, or if it is evident that this is in the best interests of the child”
- “If you are satisfied that the child is not competent and the request is from a person with parental responsibility for the child, then it is usually appropriate to let the holder of parental responsibility exercise the child’s rights on their behalf.”
- “If the request is from a child and you are confident that the child can understand their rights, you should usually respond directly to the child.”

So, whether any determination, by anybody, that my son is competent or not, understands his rights or not, makes no difference, it’s a pointless exercise to “confirm you understand your rights”, you have had valid requests from both my son, and myself. If my son were found to not understand his rights then I can exercise them, and have already done so. If my son were found to understand his rights then you already have a valid request from him.

Nothing in the guidance or the law allows you to do anything about the contact details my son has provided. Your fishing expedition to try and speak to him is not valid under any law.

Given that the organisation you represent has already threatened violence against my son, and he is upset about those incidents, I don’t think there is a court in the land that would support your attempts to speak to him.

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.

You had one calendar month from then to provide the information requested, anything else is a simple breach of the law. You diversionary and provably wrong account of the dates is hilarious and irrelevant.

You are also committing fraud...

“Fraud by failing to disclose information

A person is in breach of this section if he—

(a)dishonestly fails to disclose to another person information which he is under a legal duty to disclose, and

(b)intends, by failing to disclose the information—

(i)to make a gain for himself or another, or

(ii)to cause loss to another or to expose another to a risk of loss.”

As you hope to delay other parties getting information you are under a legal duty to disclose in the hope that they will have less time to prepare for any licensing hearing, and improve your own chances and “make a gain”.

Given that your organisation has already threatened violence against my son, and that letter in my view is also inappropriate, multiple incidents is criminal harassment in my view. I would prefer if you stopped breaking so many laws.

Please respond the subject access request correctly.

Regards

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I attended an event at the OVO Arena on Saturday 29 October 2022 to watch Boxing.

I was sat in the arena with no issues having present conversations with the security staff and customers

I went to the bar to purchase a pint of lager.

My leather coat was left in my seat being watched by other customers.

I went through the double doors to the toilets. My first visit to the toilet since being in the arena.

I was then accosted by a group security staffs and pushed back into the dark corner.

I was then grabbed and my purse was taken and searched by the security officer before she had asked to do so and before I could give consent.

There was no drugs/paraphernalia found and I had no idea why any behaviour I'd displayed that night would lead to a suspicion of drug taking and no allegations were made on the night.

When the female officer returned my leather coat later, she confirmed that I was not drunk. I had been ejected because of what I had said. You cannot detain or reject anybody for that reason.

The other female security officer performed a body search using her palms instead of the back of her hands as you are trained and she sexually assaulted me by molesting my breasts.

I immediately complained of sexual assault. I was then illegally detained. I was not given any reason whatsoever for my detention.

It is outwith your Security Industry Authority (SIA) licence. This is the one part of SIA training that is paramount of your requirements acting as SIA officer within your licence.

I was detained for an extensive period of time. I had explained I am disabled and I have stitches.

I asked why I was being detained again. Security could not give me an answer. I therefore said I was going to the toilet and they refused to tell me where the disabled toilets were.

I proceeded to walk towards where the toilets would be located. They continued to surround me while I was in the toilet and directly outside the cubicle door.

When I exited the toilet, I was again surrounded and detained without any verbal instruction, I was grabbed and pushed out of the fire exit door.

None of the security officers displaying their security badges, which is a SIA requirement.

There was a team of three security officers waiting for me. They confirmed they had been told that I was drunk. This was immediately confirmed by the female officer to the point above (I was not drunk).

I have applied to OVO Arena for a Subject Access Request (SAR) per the Data Protection Act. In response, OVO Arena have said that I was witnessed on CCTV taking drugs in my seat. I also accused of making racial abuse.

They said this was captured on CCTV and security had removed me from my seat all of which was fraudulent, misrepresentation and professional deformation.

To date, the OVO arena have not disclosed CCTV or any other evidence I requested and as required by my SAR.

I have worked as a Security Officer at the OVO arena. The venue staff are not fit for purpose. It was so unsafe and chaotic that I told my friend that I would never worked in the venue again.

I have since spoke to the venue manager, he does not receive or review hands on incidents, which is standard event practice.

I have since reviewed the venue manager and he does not appear to have any relevant SKATE (Skills, Knowledge, Attitude, Training, and Experience) to hold a position as a venue manager.

I have seen licence review application reference 27301 against OVO Wembley Arena and confirm that I am in support of this case as I also feel this business has fallen short of the Crime and Disorder and Public Safety licensing objectives.

I can confirm that I am prepared to attend any subsequent licensing hearing to provide my evidence in person.

6 March 2023

London Borough of Brent

Premises Licence

Part A

This Premises Licence was granted by Brent Council, Licensing Authority for the area of the Borough of Brent under the Licensing Act 2003

Original grant date: 01 August 2017
Current issue date: 10 February 2022



Authorised signatory

Premises licence number: 223724255

Part 1 – Premises Details

Postal address of premises, or if none, ordinance survey map reference or description

OVO Arena
Engineers Way, Wembley, Brent, HA9 0AA

Where the licence is time limited the dates

Licensable activities authorised by the licence

Section A: Plays
Section B: Films
Section C: Indoor sporting events
Section D: Boxing and other entertainment

Section E: Live music
Section F: Recorded music
Section G: Performances of dance
Section H: Anything of a similar description to that falling within (E), (F) or (G)
Section I: Provision of late night refreshment: Indoors
Section J: Sale of alcohol: Both

The times the licence authorises the carrying out of licensable activities

Section A: Plays		
Day	Start Time	End Time
Monday	00:01	00:00
Tuesday	00:01	00:00
Wednesday	00:01	00:00
Thursday	00:01	00:00
Friday	00:01	00:00
Saturday	00:01	00:00
Sunday	00:01	00:00

Section B: Films		
Day	Start Time	End Time
Monday	00:01	00:00
Tuesday	00:01	00:00
Wednesday	00:01	00:00
Thursday	00:01	00:00
Friday	00:01	00:00
Saturday	00:01	00:00
Sunday	00:01	00:00

Section C: Indoor sporting events		
Day	Start Time	End Time
Monday	00:01	00:00
Tuesday	00:01	00:00
Wednesday	00:01	00:00
Thursday	00:01	00:00
Friday	00:01	00:00
Saturday	00:01	00:00
Sunday	00:01	00:00

Section D: Boxing or wrestling entertainment		
Day	Start Time	End Time
Monday	00:01	00:00
Tuesday	00:01	00:00
Wednesday	00:01	00:00
Thursday	00:01	00:00

Friday	00:01	00:00
Saturday	00:01	00:00
Sunday	00:01	00:00

Section E: Live music

Day	Start Time	End Time
Monday	00:01	00:00
Tuesday	00:01	00:00
Wednesday	00:01	00:00
Thursday	00:01	00:00
Friday	00:01	00:00
Saturday	00:01	00:00
Sunday	00:01	00:00

Section F: Recorded music

Day	Start Time	End Time
Monday	00:01	00:00
Tuesday	00:01	00:00
Wednesday	00:01	00:00
Thursday	00:01	00:00
Friday	00:01	00:00
Saturday	00:01	00:00
Sunday	00:01	00:00

Please see attached

Section G: Performances of dance

Day	Start Time	End Time
Monday	00:01	00:00
Tuesday	00:01	00:00
Wednesday	00:01	00:00
Thursday	00:01	00:00
Friday	00:01	00:00
Saturday	00:01	00:00
Sunday	00:01	00:00

Please see attached

Section H: Anything of a similar description to that falling within (E), (F) or (G)

Day	Start Time	End Time
Monday	00:01	00:00
Tuesday	00:01	00:00
Wednesday	00:01	00:00
Thursday	00:01	00:00
Friday	00:01	00:00
Saturday	00:01	00:00
Sunday	00:01	00:00

Section I: Provision of Late Night Refreshments:Indoors

Day	Start Time	End Time
Monday	23:00	05:00
Tuesday	23:00	05:00
Wednesday	23:00	05:00
Thursday	23:00	05:00
Friday	23:00	05:00
Saturday	23:00	05:00
Sunday	23:00	05:00

Section J: Sale or Supply of Alcohol: Both

Day	Start Time	End Time
Monday	00:01	00:00
Tuesday	00:01	00:00
Wednesday	00:01	00:00
Thursday	00:01	00:00
Friday	00:01	00:00
Saturday	00:01	00:00
Sunday	00:01	00:00

The opening hours of the premises

Day	Start Time	End Time
Monday	00:01	00:00
Tuesday	00:01	00:00
Wednesday	00:01	00:00
Thursday	00:01	00:00
Friday	00:01	00:00
Saturday	00:01	00:00
Sunday	00:01	00:00

Where the licence authorises supplies of alcohol whether these are on and/or off supplies

Both

Part 2

Name, (registered) address, telephone number and email (where relevant) of holder of the premises licence

AEG Facilities (UK) Ltd
Manchester Arena Hunts Bank, Manchester, M3 1AR

[REDACTED]

Registered number of holder, for example company number, charity number (where applicable)

Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol

Mr John Drury
[REDACTED]

Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises the supply of alcohol

Licence Number: [REDACTED]
Issuing authority: [REDACTED]

Annex 1 – Mandatory conditions

No Irresponsible Drinks Promotions

(1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—

1. (a) games or other activities which require or encourage,

or are designed to require or encourage, individuals to— (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or (ii) drink as much alcohol as possible (whether within a time limit or otherwise);

(b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;

(c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;

(d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;

(e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).

Free Water

The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.

Age Verification Policy

(1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.

(2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

(3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—

(a) a holographic mark, or

(b) an ultraviolet feature.

Small Measures to be Available

The responsible person must ensure that—

(a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—

(i) beer or cider: ½ pint;

(ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and

(iii) still wine in a glass: 125 ml;

(b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and

(c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available

Minimum Price of Alcohol

1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

2. For the purposes of the condition set out in paragraph 1—

(a)—duty|| is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;

(b)—permitted price|| is the price found by applying the formula—

$$P = D + (D \times V)$$

where—

(i) P is the permitted price,

(ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and

(iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

(c)—relevant person|| means, in relation to premises in respect of which there is in force a premises licence—

(i) the holder of the premises licence,

(ii) the designated premises supervisor (if any) in respect of such a licence, or

(iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;

(d) —relevant person|| means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

(e)—valued added tax|| means value added tax charged in accordance with the Value Added Tax Act 1994.

3. Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.

4.(1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day (—the first day||) would be different from the permitted price on the next day (—the second day||) as a result of a change to the rate of duty or value added tax.

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

Requirement for a DPS

(1) No supply of alcohol may be made under the premises licence-

(a) at a time when there is no designated premises supervisor in respect of the premises licence, or

(b) at a time when the designated premises supervisor does not hold a personal licence or their personal licence is suspended.

(2) Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.

Door Supervisors and Security Staff to be Licensed by the SIA (when required)

Where the licence includes a condition that at specified times one or more individuals must be at the premises to carry out a security activity, each individual must be licensed by the Security Industry Authority, with the following exceptions:

a) premises where the premises licence authorises plays or films

b) any occasion mentioned in paragraph 8(3)(b) or (c) of Schedule 2 to the Private Security Industry Act 2001 (premises being used exclusively by a club with a club premises certificate, under a temporary event notice authorising plays or films or under a gaming licence), or

c) any occasion within paragraph 8(3)(d) of Schedule 2 to the Private Security Industry Act 2001

Film Classification When required

(i) The admission of children to the exhibition of any film must be restricted in accordance with the recommendation of the designated film classification body unless section (ii) applies.

(ii) Where the licensing authority notifies the holder of the licence that this subsection applies the admission of children must be restricted in accordance with any recommendation made by the licensing authority.

In this section-

"children" means persons aged under 18; and

"film classification body" means the person or persons designated as the authority

under section 4 of the Video Recordings Act 1984 (c. 39) (authority to determine suitability of video works for classification).

Annex 2 – Conditions consistent with the operating schedule

1 The Premises Licence Holder (acting by the DPS or his nominated deputy) will invite the Police, Health and Safety and

Licensing Authority Officer ("the Authorities") on a bi-monthly basis to a meeting to discuss forthcoming Events at the Arena and any issues relating to the licensing objectives and will provide them with a copy of any relevant risk assessments a minimum of 10 working days before the Event. In exceptional circumstances, (for example where strenuous efforts to obtain the necessary information from the promoters have been made but the promoters have been tardy in providing such information to the Premises Licence Holder, or where the event is a last-minute booking), the Authorities will accept a reduction in this timescale.

2 The Premises Licence Holder (acting by the DPS or his nominated deputy) will ensure that a copy of any Event Synopsis issued pursuant to the Operations Manual in relation to an Event at the Arena, is sent to the Authorities for their consideration a minimum of 10 working days before the Event. In exceptional circumstances, (some examples of which are given in condition 1), the Authorities will accept a reduction in this timescale.

3 The Premises Licence Holder (acting by the DPS or nominated deputy) shall follow the recommendations where applicable, in the publications set out in this condition (and any updated versions, where appropriate), in relation to Events, so far as it is reasonably practicable and appropriate to do so.

- a. The Purple Guide to Health, Safety and Welfare at Music and Other
- b. The "A" Guide issued by the National Arenas Association
- c. Managing Crowds Safely (2nd edition, 2000) ISBN 978 0 7176 1834
- d. Risk assessment: A brief guide to controlling risks in the workplace (2014 and Case Studies on Risk Management
- e. The Association of British Theatre Technicians, The Chartered Institute of Environmental Health, The District Surveyors Association and The Institute of Licensing's "Technical Standards for Places of Entertainment" (2015) ISBN 1904031838;
- f. BS 9999: 2017 (Fire safety in the design, management and use of buildings. Code of practice);
- g. BS 5839 (fire detection, fire alarm systems and buildings) and
- h. BS 5266 (emergency lighting systems);
- i. Crowded Places Guidance June 2017
- j. BS 13200 (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.

4 The Premises Licence Holder (acting by its DPS, nominated deputy and operational staff) shall ensure that:

- a. Exits are not obstructed (including by curtains, hangings or temporary decorations), and accessible via non-slippery and even surfaces, free of trip hazards and clearly identified.
- b. The socket outlets (or other power supplies used for DJ equipment, band equipment and other portable equipment) that are accessible to performers, staff or the public shall be suitably protected by a residual current device (RCD having a rated residual operating current not exceeding 30 milliamps).
- c. Where chairs and tables are provided, internal gangways are kept unobstructed.
- d. Temporary electrical wiring and distribution systems are not provided by it without notification to the licensing authority at least 10 days before commencement of the work and/or prior inspection by a suitable qualified electrician. In exceptional circumstances, (some examples of which are given in condition 1), the Authorities will accept a reduction in this timescale.

5 The maximum number of persons permitted on the Premises (not including staff) shall not exceed the maximum arena bowl seating capacity plus standing capacity (subject always to risk assessment) based on calculations of .3/.4/.5 m² average, for the Arena floor.

6 The Premises Licence Holder (acting by the DPS or his nominated deputy) agree that when an Event is planned at the Premises to run after 24:00 (00:00), it will give specific consideration during its planning process as to whether a time should be specified after which entry or re-entry to the Event will not be permitted.

7 There shall be a minimum of 1:200 stewards at Events to assist patrons generally and to assist in the promotion of the Licensing Objectives. 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. The number of SIA licensed staff will be between 3 and 81 depending on (amongst other factors) the nature of the Event; demographics; capacities and/or event intelligence. A risk assessment must be carried out prior to every Event in order to determine this and shall be made available to the Police and authorised officers from Brent Council upon request. The risk assessment shall be kept for a

minimum period of 12 months post Event but may then be destroyed at the Premises Licence Holder"s choice.

- 8 The Noise Council Code of Practice for Environmental Noise Monitoring at Concerts is to be used for target levels at existing noise sensitive premises.
- 9 The Noise Council Code of Practice for Environmental Noise Monitoring at Concerts is to be used for target levels at existing noise sensitive premises.
- 10 Reasonable efforts should be made by the Premises Licence Holder (DPS, nominated deputy and its staff) to ensure that engines of vehicles loading in and out of the service yard are switched off whilst waiting to enter the covered service yard, to minimise disturbance to nearby residents in compliance with the Operations Manual guidelines.
- 11 Sound measurements of a minimum of the following basic measurements LAeq and LAmax levels should be taken in the Auditorium over 15 minute periods throughout the entire Event. This information should be made available to Environmental Health upon request within a reasonable period of time.
- 12 No noise from entertainment to be audible in the nearest existing noise sensitive premises after 23:00.
- 13 Internal noise conditions will be imposed by the Premises Licence Holder (acting by the DPS or nominated deputy) and Environmental Health should be informed of the levels set.
- 14 Any member of staff who is carrying out a licensable role (under the Private Security Act) shall be SIA licensed by that Authority and shall wear clothing that can be clearly and easily identified on CCTV.
- 15 A register/log containing the names, badge number, dates & times of duty of security staff and any incidents that occur shall be kept and made available to the Police and Licensing Authority.
- 16 Notices summarising the licensee"s policy on admission and searching shall be placed at each entrance.
- 17 Notices clearly explaining the licensee"s drugs and weapons policy shall be displayed at the entrance and at suitable places throughout the premises.
- 18 Toilets accessible to the public shall be checked every one hour for the use of drugs and other illegal activities.
- 19 A toilet check list shall be displayed on the wall in all toilets accessible by the public. Staff shall use these checklists to record their name and certify the time of the check. Checklists are to be replaced daily and old checklists must be retained (for a month post Event) and made available for inspection by the Police and authorised officers from Brent Council (if requested within that month"s period).
- 20 Customers shall not be permitted to take open glass containers outside the premises as defined on the plan submitted to and approved by the Licensing Authority.
- 21 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.
- 22 CCTV cameras shall cover each of the entrances of the premises and shall operate on the concourses (to cover the bars).
- 23 The locks and flush latches on the exit doors shall be unlocked and kept free from fastenings other than push bars or pads whilst the public are on the premises.
- 24 Notices asking customers to leave quietly shall be conspicuously displayed at all exits.
- 25 A telephone complaints line and customer services email address are to operate so that anyone who feels unduly disturbed by the noise can register a complaint.
- 26 The Premises Licence Holder (acting by the DPS or nominated deputy and/or by its Catering Management) shall adopt and operate a "Challenge 25" policy at all times.
- 27 Any staff directly involved in selling alcohol for retail to consumers and staff who provide training (including managers) shall undergo regular training relating to the responsible sale of alcohol (including the basic tenets of the Licensing Act 2003) at least every 12 months. The training shall be documented and signed off by the member of staff receiving the training. This training log shall be regularly reviewed by the DPS and shall be kept on the premises and be made available for inspection by police and relevant authorities upon request.
- 28 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

29 A personal licence holder shall be present on the premises and supervise the sale of alcohol throughout the permitted hours for the sale of alcohol.

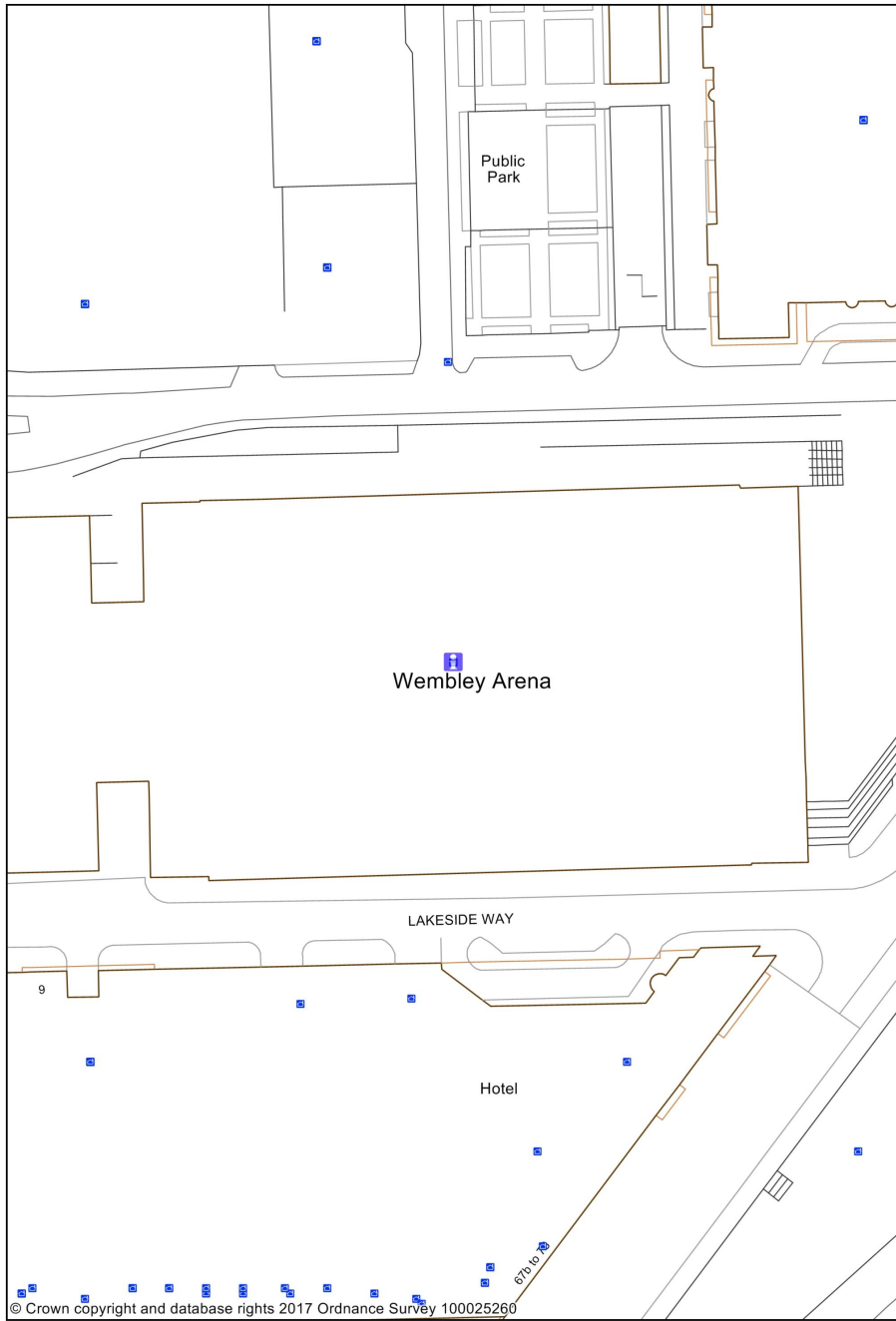
30 A copy of the Premises Licence Summary including the hours which the licensable activities are permitted shall be visible from outside of the main entrance to the Premises so that members of the public passing by can read it.

Annex 3 – Conditions attached after a hearing by the licensing authority

Annex 4 – Plans

See attached

Arena OS Map



1:1000

0 0.01 0.02 kilometres



Brent

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IN THE MATTER OF A LICENSING ACT 2003 REVIEW

BETWEEN:

[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 █ 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 █ 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 █ 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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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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