



Brent

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

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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]