

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:

A black rectangular box redacting the signature.

Date: 24/3/23