

# 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.

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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.

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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.