

# Appendix 1



This form should be completed and forwarded to:

**London Borough of Tower Hamlets,  
Licensing Section, Mulberry Place (AH), PO BOX 55739, 5 Clove Crescent, London E14 1BY**

**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 ...Pc Mark Perry 1748CE Borough Licensing Officer 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**

Postal address of premises or club premises, or if none, ordnance survey map reference or description Oktoberfest, Millwall Park Isle of Dogs	
Post town <b>Tower Hamlets</b>	Post code (if known) E14 3BA

Name of premises licence holder or club holding club premises certificate (if known) **World Wide Festival UK Ltd**

Number of premises licence or club premises certificate (if known) **26767**

**Part 2 - Applicant details**

Please tick  yes

I am

- 1) an interested party (please complete (A) or (B) below) 
  - a) a person living in the vicinity of the premises
  - b) a body representing persons living in the vicinity of the premises
  - c) a person involved in business in the vicinity of the premises
  - d) a body representing persons involved in business in the vicinity of the premises
  
- 2) a responsible authority (please complete (C) below)  Y
  
- 3) a member of the club to which this application relates (please complete (A) below)

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

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

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

<b>Surname</b>	<b>First names</b>
<input type="text"/>	<input type="text"/>

I am 18 years old or over Please tick  yes

<b>Current postal address if different from premises address</b>	<input type="text"/>
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<b>Post Town</b>	<input type="text"/>	<b>Postcode</b>	<input type="text"/>
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<b>Daytime contact telephone number</b>	<input type="text"/>
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<b>E-mail address (optional)</b>	<input type="text"/>
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(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

<b>Name and address:</b> Pc Mark Perry 1748HT Licensing Officer Central East Licensing Stoke Newington Police Station Stoke Newington High Street London N1 8DS
Telephone number (if any) <input type="text"/>
E-mail (optional) <input type="text"/>



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

Please tick one or more boxes

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

**Please provide as much information as possible to support the application** (please read guidance note 2).

Central East Police Licensing seek the review and revocation of the premises license of Oktoberfest, located in Milwall Park E14. This review is sought on the grounds of preventing crime and disorder, public nuisance and due to concerns over public safety.

The current premises license for Oktoberfest has been in operation since January 2017, previously it operated under several Time Limited Licenses.

Oktoberfest is a German beer festival, that attracts up to 2400 people over two weekends in October. The event is held in a large tent with bars, benches and tables located inside.

While initially the audience may have been made up with a mix of people, with some attending to experience a German Oktoberfest, however over time the audience has changed and now is comprised mostly of people who just come to get drunk. This is due to the nature of the event in that unlike other events or nights out where alcohol forms part of the experience, at this event drinking alcohol and getting drunk appears to be the main reason most people now attend.

This has resulted in high levels of alcohol related crime and disorder, which can be seen in the incident logs of the security company and the crimes reported to Police. Over the two Thursday, Friday, Saturdays, and Sundays the Oktoberfest operated in 2019 the following incidents were recorded by security in their logs:

**RECORDED INCIDENTS** (Each is a separate incident involving 1 or more people)

Incidents of Beer Thrown – 28

Incidents of Fighting / Aggressive Behaviour – 21

Incidents of Code Red / Amber / White – 17

Incidents of Tables Benches Collapsing or People on Tables – 19

Number of Intoxicated people – 65

Ambulance / Police Called – 6

Incidents of Urination – 7

Injuries – 12

Jumping the Fence – 2

Please see appendix 1 for the security logs which I will refer to in my evidence.

With the obvious risk of drunken crime and disorder and public nuisance we have asked for Oktoberfest management to keep logs of all the people they refuse supply alcohol to. Despite repeated requests for these records to be kept, this has not been done. They have failed to demonstrate that they are not serving people who are drunk, we believe this is because they are selling alcohol to people who are drunk. This is borne out in the number of alcohol related crime and disorder incidents that have occurred at Oktoberfest, and observations from responsible authority staff who visited the event.

The security companies own records have shown the numerous incidents of people fighting, throwing beer glasses, urination in the tent, and other incidents of disorder.

This is also supported by the visits to Oktoberfest from Police and Tower Hamlets Council Officials.

Below is a Police report of a drunken fight that occurred at Oktoberfest on 11<sup>th</sup> October 2019 Crime report 4230890/19 refers:

*On Friday 11th October 2019 at approximately 10:40pm the victim 3 made a phone call to police as a large group of males who had started a fight at the Oktoberfest Event in Millwall Park E14. This fight broke out as the victim tried to talk with one of*

*the suspects to warn him about his behaviour in the event. This led to suspect starting a fight with members of security and the group that he was with joining in. The second victim was a bystander in this situation who got involved and ended up unconscious due to a punch off from the suspect. Victim 1 was punched in the nose, which in turn became swollen and bloody.*

*This group quickly left the event and went to the opposite side of Millwall Park. Upon police arrival the informant pointed out a large group standing on the opposite side of the park as the group involved and whilst walking towards the group, they made off from police. Security stated that they had a very similar issue with this group last year and now know not to let them back into the event.*

*Suspects are described a Large group of white males in their twenty's also with a couple of females who were also in their twenty's. All injured parties seen by LAS on scene and advised to go to hospital.*

Friday 4<sup>th</sup> October 2019, Police dealt with the following incident, crime report 4232564/19 refers:

*At approximately 10:30pm, the victim and his girlfriend were in the tent for Oktoberfest, They noticed a male walk past them and at the time thought nothing of this. A few seconds later, a member of the security team approached the victim. The next thing he knew, the whole tent was kicking off with everyone pushing and shoving. He heard the security call a code back and everyone from within the tent was dispersed.*

*When outside the tent everything had calmed down the victim and his girlfriend were standing outside the tent. She saw a male wearing a high-vis jacket (part of the steward team) charge towards the victim and hit him, he then went back into the tent.*

*Victim has suffered GBH injuries as a result of this punch. His injuries are a fracture of the Zygomatic complex which we understand to be the jaw/cheekbone which required open reduction and fixation. The Victim has been left with a large scar and staples across the top of his head.*

*Police made contact with the Event Manager of Oktoberfest who is completely unaware of this incident . The security company have assisted Police enquiries and are only aware of one (1) incident that occurred on the night. The incident log of the event details a disturbance inside the venue which led to a Code Black being called by security. Shortly after this Code Black a person was punched and knocked unconscious and security staff provided first aid until an ambulance attended. This assault was captured on Body Worn Video from First line however this incident is not the same as this report.*

*The officer investigating states that "Having watched all of the available footage, not at any point do I see a male matching the description of the Suspect. I believe this is because the incident happened in an area of the park without any CCTV."*

One of the concerning things about this incident is that there were two people who were knocked unconscious that night and security did not know about one of them.

A report from Kathy Driver from Tower Hamlets Licensing on her visit to Oktoberfest on the 5<sup>th</sup> October 2019 is below:

*We are in the process of sending them a formal letter following visit on Saturday, however despite my request for refusal logs being requested on Saturday of which I got shown blank ones. The ones provided have clearly been written up after the event rather than on site, of which the validity can be questioned.*

*These were my observations from Saturday night for your info:*

*Informed full to capacity, two emergency exits were sealed closed, one either side of the tent.*

*There were no records of refusal kept at the bar, they had blank documents but none completed. Was then informed they were informing the SIA at the bar to then record over the radio to event control. Having looked at the records of security they were all mixed in with other records to get clear view of how bars operate. (There was suggestion of recording bar issues separately but I have requested to view all logs this week in prep for next week.) Noted that no conditions on the licence to record logs.*

*Saw drunk customers in first aid area, would like to see 1st Aid logs.*

*A number of drunk customers inside the premises.*

*Bars closed on time, however still purchasing the full beer tankards, considering they only have half an hour to drink up think smaller measures at the end needs to be considered or to finish the sale of alcohol earlier. Males were seen downing beer on exit and being permitted by security to do so, leaving the question of someone leaving being highly intoxicated.*

*Found the security were responsive however was concerned when a number of security were running from entrance area through the crowd to get to front of stage to deal with something but noticed that this enticed the crowd to jump on benches to see what was happening, could not identify the urgency of the matter.*

*Security did appear to be challenged with the number of incidents being called which suggests there was lack of security staff.*

*Saw male urinating up changing room building who had come out of Oktoberfest towards gate (Stebondale Street) (23:02) No SIA in this position. Male refused entry at Island Gardens for intoxication whilst we were there, BTP (British Transport Police) called to fight at Mudchute station.*

*No signage on exit directing towards stations.*

*22:40 could not see any encouragement to leave the premises.*

*Appeared to be lack of security on exit via Island Gardens side.*

*On leaving the site a lone drunk female seen hugging a lamppost in lederhosen – Manchester Rd.*

*From the time I was present around 9:20 to 23:00pm I heard no traditional music being played, only disco music which gives sense that the event is not traditional Bavarian music led but party/disco atmosphere.*

What this report clearly shows is that this is an event that cannot control its customers who are allowed to get drunk, resulting in fights not only at the venue but also at local train stations. That despite having over 50 SIA security staff on duty they could not cope with the number of incidents they had to deal with. Its shows a lack of care for its customers when a female is so drunk she has to hold on to a lamppost for support is allowed to leave the venue without assistance from any staff there. It is very fortunate that being in such a vulnerable state she was not the victim of a serious crime.

It shows a venue that was not following the conditions of its license by recording the times it refused to sell alcohol. We say what this report shows is that customers come to get drunk then take part and watch fights taking place.

In a debrief meeting Transport for London reported that DLR staff had problems with intoxicated customers, who they would not allow in the station, who would then

become abusive to staff.

These incidents have happened despite there being up to 62 SIA security staff on duty. From the security logs from both weekends in 2019 it is clear that despite the vast number of security on duty and the hard work of both the security and event managers that this event causes numerous incidents of alcohol related crime and disorder. We say this is due to the nature of Oktoberfest and that no number of SIA security staff or conditions on the licence can mitigate these risks.

Tower Hamlets is not the only borough to suffer from high levels of alcohol related crime and disorder due to Oktoberfest. Indeed the London Borough of Haringey refused the same Oktoberfest company a licence last year following Police Objections that included evidence of a drunken fight that was reported in the Sun Newspaper, please see the attached link:

<https://www.thesun.co.uk/news/7552106/oktoberfest-london-fight-chaos-as-mass-brawl-breaks-out-with-drinkers-throwing-benches-at-boozy-event/>

From watching the video and looking at the many reports from Oktoberfest 2019's own security logs of fights taking place, beer being thrown, tables collapsing and people suffering injuries it is clear that this event in no way uphold or promotes the licensing objectives of preventing crime and disorder, public nuisance or public safety.

Tower Hamlets Police Licensing have worked with the managers of Oktoberfest to try to improve the situation. For the 2019 Oktoberfest there were two planning meetings that took place prior to the event that included all responsible authorities. There were five versions of the Event Management Plan, the last version was submitted on Sat 21st September when Oktoberfest opened on the 3rd of October. The reason the final plan was submitted so late was due in part due to haggling over things like the number of security and welfare officers.

While changes to plans are to be expected as an event evolves to have so many plans with the last agreed so late in the day makes it a chaotic process that puts an excessive burden on the relevant authorities.

During this exhaustive and intensive planning process we have asked for increased security, CCTV cameras, and the provision welfare officers in an effort to solve the problems. We have worked with partner agencies and Oktoberfest management to find solutions that work, yet despite the hard work of the event management and security teams the problems have not been solved. The same issues we have shown in this review happen year after year, and in the opinion of the Police are caused by the event itself and the audience it attracts. We believe that there are no measures that can be implemented that will stop the crime and disorder.

There are far too many people allowed to get drunk, who then engage in violence and disorder, or who make themselves vulnerable to allow this event to continue. In the opinion of the Police it is by sheer good fortune that there has not been a more serious incident take place.

Unfortunately, it not just Oktoberfest 2019 that has seen so much alcohol related crime and disorder. We will supply additional evidence showing that the same pattern of drunken fights and behaviour has been happening for the last few years.

This is an event that cannot be allowed to continue to operate in Tower Hamlets due to the risk involved and we therefore ask that the licence is revoked.





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

**Please tick ? yes**  
N

If yes please state the date of that application

Day	Month	Year

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

No

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 Y

I understand that if I do not comply with the above requirements my application will be rejected Y

**IT IS AN OFFENCE, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION**

**Part 3 – Signatures** (please read guidance note 3)

**Signature of applicant or applicant’s solicitor or other duly authorised agent** (please read guidance note 4). **If signing on behalf of the applicant please state in what capacity.**

Signature PC Mark Perry 1748HT.....Police Licensing Officer

.....  
Date: 2 March 2020

.....  
Capacity Police Licensing Officer

<b>Contact name (where not previously given) and address for correspondence associated with this application</b> (please read guidance note 5)	
<b>Post town</b>	<b>Post code</b>
<b>Telephone number (if any)</b>	
<b>If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)</b>	

WO Fabio + James

- 1 Steve Colurn
- 2 Kevin Lucas
- 3 Jack Arun

Gold - VIP Recl - Carpet

FIRSTLINE SECURITY LTD

Date: 31/01/19	<b>Firstline Security Ejection and Walk-Out Log</b>						
Day: Thursday	Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
Security Manager: Ross Needs		PI	Potential Intoxication	THE	Theft	AS	Assault
		DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
		AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

Time	Location	Description of Person Use Identity Code & M or F										Incident Details (Summary)		Report Y/N	Report Number	Incident Code	Initial DS MGT	
17:28	Numbers	1	2	3	4	5	6	7	M	F	In 72 Out 0							
18:47	Numbers	1	2	3	4	5	6	7	M	F	In 32 Out 22							
19:20	Numbers	1	2	3	4	5	6	7	M	F	In 517 Out 42							
19:48	Floors	1	2	3	4	5	6	7	M	F	No T-Roll							
20:05	Numbers	1	2	3	4	5	6	7	M	F	IN 598 OUT 92		Total	506				
20:05	DANCE FLOOR	1	2	3	4	5	6	7	M	F	CHAMPAGNE flute thrown		N	N/A	AGG	SF	RN	
		1	2	3	4	5	6	7	M	F	onto dance floor.							
		1	2	3	4	5	6	7	M	F	No suspect found.							
20:46	Tent	①	2	3	4	5	6	7	Ⓜ	F	Throwing Beer		N	N	EWO	KL	RN	
20:47	Stage	1	2	3	4	5	6	7	M	F	KT - ASliced to burn		N	N		Roll	RN	
		1	2	3	4	5	6	7	M	F	base down							
20:58	Exit	①	2	3	4	5	6	7	M	Ⓜ	Intox - 3 friends		N	N	PI	CM	RN	
		1	2	3	4	5	6	7	M	F	walked her out							
21:00	Centre Tent	①	2	3	4	5	6	7	Ⓜ	F	WO-PI - Assessment Needed		N	N	PI	cm	RN	
		1	2	3	4	5	6	7	M	F	male was with friends							
		1	2	3	4	5	6	7	M	F	whom took male home							

The IC codes are: IC1 - White European IC2 - Dark European IC3 - Afro-Caribbean IC4 - Asian (in the British sense - i.e. Indian, Bangladeshi or Pakistani) IC5 - Oriental IC6 - Arab/North African IC0 - Unknown ethnicity Some forces use IC7 as unknown ethnicity.

Total x4  
10 challenges  
25. all pass ID

Date: 3/10/19	<b>Firstline Security Ejection and Walk-Out Log</b>						
Day: Thursday	Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
Security Manager: Ross Needs		PI	Potential Intoxication	THE	Theft	AS	Assault
		DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
		AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

WO = well fair

Time	Location	Description of Person Use Identity Code & M or F								Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial		
		1	2	3	4	5	6	7	M					F	DS	MGT
21:04	Front	1	2	3	4	5	6	7	M	F	In 660 Out 175	Total	485			
21:23	Dance floor	①	2	3	4	5	6	7	Ⓜ	F	male ejected for	N				
		1	2	3	4	5	6	7	M	F	Throwing drink across	N	N/A	AGG	Jack	RN
		1	2	3	4	5	6	7	M	F	He Dance floor + friend					
21:54	Bar	①	2	3	4	5	6	7	Ⓜ	F	Intox male refused ejection	N	NA	PI	Borna	RN
		1	2	3	4	5	6	7	M	F	Entry					
22:00	Front Door	1	2	3	4	5	6	7	M	F	No entry					
22:01	Front door	1	2	3	4	5	6	7	M	F	In 694 Out 275	Total	719			
22:10	middle tent	1	2	3	4	5	6	7	M	F	Vapping in tent	W	N	NA	Calum	RN
22:11	Station	①	2	3	4	5	6	7	Ⓜ	F	Intox + Aggress Refused	N	N	PI/AGG	Ross	RN
22:16	Ladies loos	①	2	3	4	5	6	7	M	Ⓜ	Distressed female, WO checked	N		WO	WO	RD
		1	2	3	4	5	6	7	M	F	and all good					
22:32	Bar	1	2	3	4	5	6	7	M	F	clear					
		1	2	3	4	5	6	7	M	F						
		1	2	3	4	5	6	7	M	F						

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1 James + Tina  
2 Fabio + Carla  
3 Ben + Asham  
4

2 response  
1 Steve + Calum  
2 Kevin + Angus  
3 Debbie + Lucas

11 127  
131



# Firstline Security Ejection and Walk-Out Log

Date: 4/10/19  
Day: Friday  
Security Manager: Ross Needs

Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
	PI	Potential Intoxication	THE	Theft	AS	Assault
	DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
	AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

CD = Cuff Deployed ID = ID checks at front door PD = Prohibited Goods

Time	Location	Description of Person Use Identity Code & M or F										Incident Details (Summary)		Report Y/N	Report Number	Incident Code	Initial	
		1	2	3	4	5	6	7	M	F	DS	MGT						
17:19	Front Door	1	2	3	4	5	6	7	M	F	X4 ID checks All good	N	NA	NA	CN	RN		
17:39	Front Door	1	2	3	4	5	6	7	M	F	<del>IC1</del> In 145							
17:57	Front Door	1	2	3	4	5	6	7	M	F	X1 ID check All good	N	NA	NA	RS	RN		
18:19	Front Door	1	2	3	4	5	6	7	M	F	X1 IC3 X2 IC4 did not	N	NA	NA	RS	RN		
		1	2	3	4	5	6	7	M	F	Off as was not allowed food							
18:35	Front Door	1	2	3	4	5	6	7	M	F	In 341 cut 11	Total	330					
18:43	Front Door	1	2	3	4	5	6	7	M	F	X3 ID checks All good	N	NA	NA	JA	RN		
18:43	VIP toilets	1	2	3	4	5	6	7	M	F	4 males - searched as all into toilet together nothing found	N	NA	PD	SF	RN		
18:45	Front Door	1	2	3	4	5	6	7	M	F	X5 ID checks All good							
18:46	Front Door	1	2	3	4	5	6	7	M	F	X1 ID All good							
18:57	Front Door	1	2	3	4	5	6	7	M	F	X6 All good							
19:02	Front Door	1	2	3	4	5	6	7	M	F	X3 All good							
19:04	F.D	1	2	3	4	5	6	7	M	F	X3 All good							
19:09	Male Toilets	1	2	3	4	5	6	7	M	F	green shirt, shorts, Brown underwear, brown shorts	N	N	AGG	CN	RN		
19:11	Male Toilets	1	2	3	4	5	6	7	M	F	brown shorts, brown underwear, brown shorts male shirt, no tie + red shirt deployed male removed. 11/10/19 beer + aggression.	N	N	AGG	CN	RN		

The IC codes are: IC1 - White European IC2 - Dark European IC3 - Afro-Caribbean IC4 - Asian (in the British sense - i.e. Indian, Bangladeshi or Pakistani) IC5 - Oriental  
IC6 - Arab/North African IC7 - Unknown ethnicity Some forces use IC7 as unknown ethnicity.  
GC184 version 7 December 2018

Date: 4/1/19

## Firstline Security Ejection and Walk-Out Log

Day: Friday	Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
Security Manager: Ross Needs		PI	Potential Intoxication	THE	Theft	AS	Assault
		DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
		AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

CD - Cops Deployed    ID = ID Checks    PD = potential drugs/search

Time	Location	Description of Person Use Identity Code & M or F								Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial		
		1	2	3	4	5	6	7	(M)					F	DS	MGT
19:14	Front Door	①	2	3	4	5	6	7	(M)	F	Intox - Refused	N	NA	REF	JM	RN
19:20	FD	1	2	3	4	5	6	7	M	F	In 093 Out 23		Total 670			
19:24	FD	①	2	3	4	5	6	7	(M)	F	Blue jeans + blue top	N	NA	REF	JA	RN
19:39	FD	1	2	3	4	5	6	7	M	F	x2 All good					
19:40	FD	1	2	3	4	5	6	7	M	F	x8 All good					
19:41	Intox	1	2	3	4	5	6	7	M	F	x4 people all through bench	N	NA			
		1	2	3	4	5	6	7	M	F	Trous removed bench					
19:55	FD	1	2	3	4	5	6	7	M	F	x2 All good					
20:12	Tent	1	2	3	4	5	6	7	M	F	x3 Ben Pe Callaps					
20:36	Tent	①	2	3	4	5	6	7	(M)	F	WO - PI - One Walk out denied		NA	PI	WO	RN
20:38	Numbers	1	2	3	4	5	6	7	M	F	In 976 Out 77 Total		899			
20:59	Loose	①	2	3	4	5	6	7	(M)	F	PI - WO					
21:12	FD	1	2	3	4	5	6	7	M	F	x3 ID All good					
21:22	FO	1	2	3	4	5	6	7	M	F	In 1044 Out 155		Total 889			
21:45	Tent	1	2	3	④	5	6	7	(M)	F	Smoking in tent	N	NA	EWO	JA	RN
21:46	Tent	①	2	3	4	5	6	7	(M)	F	Throwing beer					

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 - Arab/North African IC6 - Unknown ethnicity Some forces use IC7 as unknown ethnicity.

10-X41

Date: 4/10/19	<b>Firstline Security Ejection and Walk-Out Log</b>						
Day: Friday	Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
Security Manager: Ross Needs		PI	Potential Intoxication	THE	Theft	AS	Assault
		DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
		AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

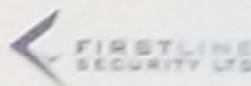
TB - Throwing Beer

Time	Location	Description of Person Use Identity Code & M or F		Incident Details (Summary)		Report Y/N	Report Number	Incident Code	Initial DS MGT	
21:52	Tent	①	2 3 4 5 6 7	M F	Throwing Beer	N	NA	PI	JA	RN
22:02	Tent	①	2 3 4 5 6 7	M F	Intox - handed over to inhouse WO	N	NA	PI	JM	RN
22:02	FO	1	2 3 4 5 6 7	M F	Code Amber (ladies)					
22:11	ladies	①	2 3 4 5 6 7	M F	x24 Intox	N	NA	EWO	AD	RN
22:24	Tent	①	2 3 4 5 6 7	M F	x4 males on tables	N	NA	PI	ACN	RN
22:27	FD	1	2 3 4 5 6 7	M F	In 1057 Out 339 Total 718					
22:37	Tent	①	2 3 4 5 6 7	M F	Throwing Beer	N	NA	TB	CN	RN
22:50	Tent	①	2 3 4 5 6 7	M F	Intox - handed to WO	N	NA	PI	FM	RN
22:52	Tent	①	2 3 4 5 6 7	M F	x2 PI	N	NA	PI	WO	RN
23:03	Tent	①	2 3 4 5 6 7	M F	Intox agreed to leave pushed security officer, so was detained				All on Angus Body Cam (29)	
		1	2 3 4 5 6 7	M F						
		1	2 3 4 5 6 7	M F						
		1	2 3 4 5 6 7	M F						
		1	2 3 4 5 6 7	M F						

The IC codes are: IC1 - White European IC2 - Dark European IC3 - Afro-Caribbean IC4 - Asian (in the British sense - i.e. Indian, Bangladeshi or Pakistani) IC5 - Oriental  
 IC6 - Arab/North African IC0 - Unknown ethnicity Some forces use IC7 as unknown ethnicity.

WO  
 1 Charlie + Tia  
 2 Fabio + James  
 3 Rich + Ben

Response  
 1 Calum + Steve + Dawn + Carlo  
 2 Jack + Angus  
 3 Debbie + Lucas



Date: 5/10/19	<b>Firstline Security Ejection and Walk-Out Log</b>						
Day: Saturday	Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
Security Manager: Ross Needs		PI	Potential Intoxication	THE	Theft	AS	Assault
		DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
	AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied	

NO = Welfare Officer / Issue FD = front door

Time	Location	Description of Person Use Identity Code & M or F	Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial DS	Initial MGT
11:06	FD	1 2 3 4 5 6 7 M F	Doors open	/	/	/	/	/
11:28	FD	1 2 3 4 5 6 7 M F	x2 ID checks - All good	/	/	/	/	/
11:37	FD	1 2 3 4 5 6 7 M F	x7 ID checks - All good	/	/	/	/	/
11:37	FD	1 2 3 4 5 6 7 M F	x8 ID checks - All good	/	/	/	/	/
11:38	FD	1 2 3 4 5 6 7 M F	x2 ID checks - All good	/	/	/	/	/
11:47	FD	1 2 3 4 5 6 7 M F	n281 Out O Total	/	/	/	/	/
12:13	FD	1 2 3 4 5 6 7 M F	x3 ID checks All good	/	/	/	/	/
12:18	FD	1 2 3 4 5 6 7 M F	x2 ID checks All good	/	/	/	/	/
12:22	FD	1 2 3 4 5 6 7 M F	x4 ID checks All good	/	/	/	/	/
12:23	FD	1 2 3 4 5 6 7 M F	x2 ID checks All good	/	/	/	/	/
12:27	FD	1 2 3 4 5 6 7 M F	x2 ID checks All good	/	/	/	/	/
12:29	FD	1 2 3 4 5 6 7 M F	x2 ID checks All good	/	/	/	/	/
12:37	FD	1 2 3 4 5 6 7 M F	x2 ID checks All good	/	/	/	/	/
12:38	YOB	1 2 3 4 5 6 7 M F	WO x1 female hand dash 100 to get a phone	N	NA	WO	TD	RN
12:19	FD	1 2 3 4 5 6 7 M F	x7 ID checks All good	/	/	/	/	/

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 IC6 - Arab/North African IC7 - Unknown ethnicity Some forces use IC7 as unknown ethnicity.

Date: 08/10/19  
 Day: Saturday  
 Security Manager: Ross Needs

# Firstline Security Ejection and Walk-Out Log

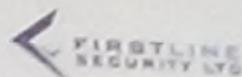
Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
	PI	Potential Intoxication	THE	Theft	AS	Assault
	DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
	AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

TG = Throwing Glasses FD - Front door WO - Welfare Officer/Issue

Time	Location	Description of Person Use Identity Code & M or F										Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial	
		1	2	3	4	5	6	7	M	F	DS					MGT	
12:43	FD	1	2	3	4	5	6	7	M	F	In 561 Out 1	Total 560					
2:43	FD	1	2	3	4	5	6	7	M	F	x2 ID check - All good						
12:45	FD	1	2	3	4	5	6	7	M	F	x4 ID checks - All good						
13:14	Man Stg	1	2	3	4	5	6	7	M	F	Throwing Glasses -	N	NA	TG			
		1	2	3	4	5	6	7	M	F	warnings given						
13:23	FD	1	2	3	4	5	6	7	M	F	x2 ID checks - All good						
13:32	FD	1	2	3	4	5	6	7	M	F	In 658 Out 7 = 651						
13:33	FD	1	2	3	4	5	6	7	M	F	x4 ID checks - All given						
13:40	mud stok	1	2	3	4	5	6	7	M	F	Grey Bottom + Black jacket talking to children	N	NA	DOC	LR	RM	
14:21	FD	1	2	3	4	5	6	7	M	F	In 727 Out 15	Total 712					
14:21	Tent	1	2	3	4	5	6	7	M	F	TG	N	NA	TG/EWO	AW	R	
14:23	UP WOODS	1	2	3	4	5	6	7	M	F	Code Red x2 <sup>throwing beer and</sup> wiping	N	NA	AGG	JHAN	R	
14:30	Tent	1	2	3	4	5	6	7	M	F	Throwing Glasses Beer	N	NA	TG/EWO	CM	R	
14:49	Police	1	2	3	4	5	6	7	M	F	Police on scene						
15:33	FD	1	2	3	4	5	6	7	M	F	x2 ID - All good	N	NA				
15:00	Tent	1	2	3	4	5	6	7	M	F	x9 males intox	N	NA	IP	LF		

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Night Session



# Firstline Security Ejection and Walk-Out Log

Date: 5/10/19

Day: Saturday

Security Manager: Ross Needs

Incident Code:

FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
PI	Potential Intoxication	THE	Theft	AS	Assault
DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

FD - Front Doors

Time	Location	Description of Person Use Identity Code & M or F										Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial			
		1	2	3	4	5	6	7	M	F	D5					MGT			
17:35	FD											M	F	Door open					
17:43	FD											M	F	In 352					
18:04	FD											M	F	In 315					
18:08	FD											M	F	X4 ID checks - All good					
18:35	FD											M	F	In 318 + 977 out 1 total 1294					
18:52	Tent	①										M	F	fake ticket					
18:56	FD											M	F	In 2197 + 559					
19:05	FD											M	F	X4 ID checked - All good					
19:11	FD											M	F	In 2256 + 639					
20:11	FD											M	F	X4 ID checks, All good					
20:16	FD											M	F	X6 ID All good					
20:18	FD											M	F	X3 ID All good					
20:18	FD											M	F	In 2552 + 709 out 60 = 3261					
20:51	Tent	①										M	F	Inbox, taken to in house welfare Male fell off bench Woman + medic Brought back.	N	NA	FAA	SF	RA
20:55	Bench	①										M	F						

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IC6 - Arab/North African IC0 - Unknown ethnicity Some forces use IC7 as unknown ethnicity.

Date: 5/10/19	<b>Firstline Security Ejection and Walk-Out Log</b>						
Day: SATURDAY	Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
Security Manager:		PI	Potential Intoxication	THE	Theft	AS	Assault
		DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
		AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

OT - ON TABLES

Time	Location	Description of Person Use Identity Code & M or F		Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial DS	Initial MGT
20:55	Tent	1	2 3 4 5 6 7	(M) F on tables	N	NA	OT	CN	RN
21:03	Tent	1	2 3 4 5 6 7	(M) F on tables	N	NA	OT	ES	RN
21:04	Tent	1	2 3 4 5 6 7	(M) F on tables	N	NA	OT	CN	RN
21:09	Tent	1	2 3 4 5 6 7	(M) F on tables	N	NA	OT	SF	RN
21:40	Tent	1	2 3 4 5 6 7	(M) F on tables	N	NA	OT	SF	RN
21:13	Tent	1	2 3 4 5 6 7	(M) F on tables	N	NA	OT	CN	RN
21:14	Tent	1	2 3 4 5 6 7	(M) F on tables	N	NA	OT	LF	RN
21:14	Tent	1	2 3 4 5 6 7	(M) F removed for code white	N	NA	PI	AN	RN
21:18	No bars	1	2 3 4 5 6 7	(M) F on tables	N	NA	OT	CN	RN
21:21	Tent	1	2 3 4 5 6 7	(M) F on tables	N	NA	PI	CN	R
21:23	Kitchen	1	2 3 4 5 6 7	(M) F Reporting of photos being taken of staff unwanted	N	NA	PI	CN	R
21:29	Smoking	1	2 3 4 5 6 7	(M) F Code white x2	N	NA	PI	AN	RSP
21:32	Tent	1	2 3 4 5 6 7	(M) F Smoking in venue	N	NA	PI	AN	RSP
21:35	Outside	1	2 3 4 5 6 7	(M) F X 8 males tried on jump fence	N	NA	PI	AN	RN

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Date: Sholia  
 Day: Saturday  
 Security Manager:

# Firstline Security Ejection and Walk-Out Log

Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
	PI	Potential Intoxication	THE	Theft	AS	Assault
	DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
	AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

male refused to go in ambulance.

Time	Location	Description of Person							Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial			
		Use Identity Code & M or F											DS	MGT		
21:40	Smoking Area	1	2	3	4	5	6	7	M	F	male with cut eye from being hit and severe lacerated arm to medics + response went to look for bus done it	N	NA	AS	CM	RN
21:46	medic	1	2	3	4	5	6	7	M	F	ambulance called due to non stop nose bleeding	N	NA	DOC	medic	RN
21:45	Tent	1	2	3	4	5	6	7	M	F	On Tables	N	NA	OT		
21:51	Bar	1	2	3	4	5	6	7	M	F	male being sick given water + friends looking after him	N	NA	DOC	WO	RN
21:56	male loas	1	2	3	4	5	6	7	M	F	searched/ found nothing	N	NA	PI	3	RN
21:58	Tent	1	2	3	4	5	6	7	M	F	Fighting.	N	NA	AGG	JN	RN
22:05	Bar	1	2	3	4	5	6	7	M	F	2 males fight	N	NA	AGG	RN	RN
22:08	Tent	1	2	3	4	5	6	7	M	F	male fighting	N	NA	AGG	CM	RN
22:09	VIP	1	2	3	4	5	6	7	M	F	male fell over repressed <sup>NO</sup> medical	N	NA	DOC	WOI	RN
22:15	Tent	1	2	3	4	5	6	7	M	F	on tables	N	NA	<del>AGG</del>	CM	RN
22:16	Tent	1	2	3	4	5	6	7	M	F	on tables	N	NA	Res 3	OT	RN
22:16	Tent	1	2	3	4	5	6	7	M	F	intox	N	NA	Res 2	PI	RN
22:19	Tent	1	2	3	4	5	6	7	M	F	intox	N	NA	PI	WO	RN
22:20	FD	1	2	3	4	5	6	7	M	F	In 2483 out 487					

C codes are: IC1 - White European IC2 - Dark European IC3 - Afro-Caribbean IC4 - Asian (in the British sense - i.e. Indian, Bangladeshi or Pakistani) IC5 - Arab/North African IC6 - Unknown ethnicity Some forces use IC7 as unknown ethnicity.

# Firstline Security Ejection and Walk-Out Log

Date: ashliq  
 Day: Saturday  
 Security Manager: Ross Needs

Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
	PI	Potential Intoxication	THE	Theft	AS	Assault
	DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
	AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

Time	Location	Description of Person		Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial	
		Use Identity Code & M or F						DS	MGT
22:31	Test	1	2 3 4 5 6 7	(M) F Intox	N	NA	PI	JA	RN
22:31	Test	1	2 3 4 5 6 7	(M) F Intox	N	NA	PI	JA	RN
22:31	Test	1	2 3 4 5 6 7	(M) F x2 males fighting - removed from VIP	NA	NA	AGG	JA	RN
22:35	up 100s	1	2 3 4 5 6 7	(M) F male hit, refused medical attention.	N	NA	DOC	JA	RN
22:45	Dance Floor	1	2 3 4 5 6 7	(M) F x9 throwing beer	N	NA	PI	JA	RN
22:45	Dance Floor	1	2 3 4 5 6 7	(M) F Fighting	N	NA	AGG	CM	RN
22:52	Test	1	2 3 4 5 6 7	(M) F Smearing in Test	N	NA	Smear	DD	RN
23:00	Test	1	2 3 4 5 6 7	(M) F Throwing Beer	N	NA	TG	JA	RN
		1	2 3 4 5 6 7	M F					
		1	2 3 4 5 6 7	M F					
		1	2 3 4 5 6 7	M F					
		1	2 3 4 5 6 7	M F					
		1	2 3 4 5 6 7	M F					
		1	2 3 4 5 6 7	M F					
		1	2 3 4 5 6 7	M F					

IC codes are: IC1 - White European IC2 - Dark European IC3 - Afro-Caribbean IC4 - Asian (in the British sense - i.e. Indian, Bangladeshi or Pakistani) IC5 - Oriental - Arab/North African IC6 - Unknown ethnicity Some forces use IC7 as unknown ethnicity.

Date: 6/10/19

Day: Sunday

Security Manager: Stephen Fitzgerald

# Firstline Security Ejection and Walk-Out Log

Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
	PI	Potential Intoxication	THE	Theft	AS	Assault
	DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
	AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

Time	Location	Description of Person Use Identity Code & M or F										Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial	
		1	2	3	4	5	6	7	M	F	DS					MGT	
12:34	FD	1	2	3	4	5	6	7	M	F	Doors open	N	NA	NA	NA	AS	
13:30	FD	1	2	3	4	5	6	7	M	F	In 218 Out 14 Total 204						
13:46	FD	①	2	3	4	5	6	7	M	①	Complainte about toilets not being clean.						
14:40	FD	1	2	3	4	5	6	7	M	F	In 434 Out 48 Total 388						
15:07	Tent	①	2	3	4	5	6	7	M	①	Carlo burnt her hand making coffee	N	NA	Tent	CM	SA	
18:07	WO	①	2	3	4	5	6	7	M	①	male intox, given water + food, carried on his right, bars informed.	N	NA	PI	AN	S	
18:11	FD	1	2	3	4	5	6	7	M	F	In 832 Out 493 Total 339						
18:26	FD	1	2	3	4	5	6	7	M	F	male above was Cough drinking so asked to leave	N	NA	NA	JA	S	
18:30	males	1	2	3	4	5	6	7	M	F	Code amber - cancelled						
8:42	Tent	①	2	3	4	5	6	7	M	①	Intox	N	NA	PI	AN	S	

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## Firstline Security Ejection and Walk-Out Log

Date: Thurs 10/11/19	Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
Day: Thurs		PI	Potential Intoxication	THE	Theft	AS	Assault
Security Manager: Ross Needs		DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
		AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

ID - checked 10

Time	Location	Description of Person Use Identity Code & M or F										Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial			
		1	2	3	4	5	6	7	M	F	DS					MGT			
17:01	FD	1	2	3	4	5	6	7	M	F	Doors open								RN
17:36	FD	1	2	3	4	5	6	7	M	F	x2 ID All good	N	NA	ID	RS				RN
17:37	FD	1	2	3	4	5	6	7	M	F	In 133 Out 1 Total 132								RN
18:04	FD	1	2	3	4	5	6	7	M	F	x2 ID All good								RN
18:34	FD	1	2	3	4	5	6	7	M	F	In 480 Out 3 Total 477								RN
18:36	Fence	1	2	3	4	5	6	7	M	F	x2 mdes trying to push fence over.								
18:56	FD	1	2	3	4	5	6	7	M	F	x4 ID - All good	N	NA	ID	RS				RN
19:00	FD	1	2	3	4	5	6	7	M	F	x5 ID - "	"	NA	ID	G				RN
19:02	FD	1	2	3	4	5	6	7	M	F	x3 ID - "	"	NA	ID	G				RN
19:06	FD	1	2	3	4	5	6	7	M	F	x11 ID - "	"	NA	ID	G				RN
19:07	FD	1	2	3	4	5	6	7	M	F	In 761 Out 12 Total 749								
19:10	Bar	1	2	3	4	5	6	7	M	F	x2 ID checks All good	N	NA	ID	JT				RN
19:51	FD	1	2	3	4	5	6	7	M	F	x3 ID checks All good	N	NA	ID	NA				RN
19:57	Phone	1	2	3	4	5	6	7	M	F	Noise complaint / raise								
<del>20:00</del>	<del>FD</del>	1	2	3	4	5	6	7	M	F	<del>Too loud</del>								

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# Firstline Security Ejection and Walk-Out Log

Date: 10/10/19  
 Day: Thursday  
 Security Manager: Ross Needs

Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
	PI	Potential Intoxication	THE	Theft	AS	Assault
	DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
	AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

Time	Location	Description of Person Use Identity Code & M or F								Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial		
		1	2	3	4	5	6	7	M					F	DS	MGT
20:29	All	1	2	3	4	5	6	7	M	F	All fire Exits checked, all manned + OK	N	NA	REF	PB	RN
20:34	FD	①	2	3	4	5	6	7	M	F	ID checked, no ID as mole was 15 entry refused.	N	NA	REF	BG	RN
20:35	FD	1	2	3	4	5	6	7	M	F	In 869 Out 154 Total 715					
20:53	FD	1	2	3	4	5	6	7	M	F	ID checked All good					
20:59	Tent	①	2	3	4	5	6	7	M	F	Intox + Throwing Bar	N	PI/AGG	JJA	NA	RN
21:10	FD	1	2	3	4	5	6	7	M	F	X16 ID checked All good					
21:12	FD	1	2	3	4	5	6	7	M	F	X ID "					
21:13	VID Outside	1	2	3	4	5	6	7	M	F	Male laying on ground medics deployed & WO					
<del>21:13</del>	<del>Tent</del>	1	2	3	4	5	6	7	M	F	Code Red/AGG	N	NA	AGG	RS	RN
21:13	Tent	①	2	3	4	5	6	7	M	F	Intox/AGG	N	NA	PI/AGG	JA	RN
21:20	Tent	①	2	3	4	5	6	7	M	F	Intox/AGG	N	NA	PI/TH	JA	RN
21:21	Tent	①	2	3	4	5	6	7	M	F	Intox/Threats.	N	NA	AGG	DW	RN
21:29	male 1005	1	2	3	4	5	6	7	M	F	Code amber - male + female, arming all	N	NA	AGG	DW	RN
		1	2	3	4	5	6	7	M	F	+ female, arming all					

The IC codes are: IC1 - White European IC2 - Dark European IC3 - Afro-Caribbean IC4 - Asian (in the British sense - i.e. Indian, Bangladeshi or Pakistani) IC5 - Oriental  
 IC6 - Arab/North African IC0 - Unknown ethnicity Some forces use IC7 as unknown ethnicity.

Date: 10/10/19  
 Day: Thursday  
 Security Manager: Ross Need

# Firstline Security Ejection and Walk-Out Log

Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
	PI	Potential Intoxication	THE	Theft	AS	Assault
	DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
	AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

Time	Location	Description of Person		Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial	
		Use Identity Code & M or F						DS	MGT
21:30	Vip loos	1	2 3 4 5 6 7 (M) F	Medics/wo - intox	N	NA	PI	AN/SF/ Mobs!	RN
		1	2 3 4 5 6 7 M F	taken to wo area + friend who is not intox took room					
21:48	mate loos	1	2 3 4 5 6 7 (M) F	code Red (not	N	NA	AGG	SF	RN
		1	2 3 4 5 6 7 M F	code Amb x2 males ejected back of loos					
21:52	FD	1	2 3 4 5 6 7 M F	In 914 Out 356 Total 558					
21:56	Park	1	2 3 4 5 6 7 (M) F	male from 21:13	N	NA	PI	SF/wo	RN
		1	2 3 4 5 6 7 M F	On the ground intox wo deployed				called his dad + he is on way to get him no one else	
22:04	Gates	1	2 3 4 5 6 7 M F	All checked + all good	N	NA	PI	PB	RN
	Fire Exits	1	2 3 4 5 6 7 M F	Intox					
22:08	Toilets	1	2 3 4 5 6 7 (M) F	Intox	N	NA	PI	SF	RN
22:16	Tent	1	2 3 4 5 6 7 (M) F	Intox	N	NA	PI	AN	RN
22:17	FD	1	2 3 4 5 6 7 M F	In 923 Out 429 Total 694					
22:30	Bars	1	2 3 4 5 6 7 M F	Closed					
22:36	Tent	1	2 3 4 5 6 7 (M) F	wearing be waterproof	N	NA	PI	J/D	RN
22:43	WO	1	2 3 4 5 6 7 (M) F	lashed out at security	N	NA	AGG	SF	RN
		1	2 3 4 5 6 7 M F	off deployed (YAMS)					

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(23:30 LAS) -> IC1 female. name of male.

Carlo + Angus #3

WJB  
Trot + Fabio #2

Samos + Rich #1



Date: 11/10/19	<b>Firstline Security Ejection and Walk-Out Log</b>						
Day: Friday	Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
Security Manager: Ross Needs		PI	Potential Intoxication	THE	Theft	AS	Assault
		DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
		AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

Time	Location	Description of Person Use Identity Code & M or F										Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial	
		1	2	3	4	5	6	7	M	F	DS					MGT	
17:03	FD	1	2	3	4	5	6	7	M	F	Doors open	N	NA	NA	Cont'd	RN	
17:21	FD	1	2	3	4	5	6	7	M	F	In 84 Out 1						
17:28	FD	1	2	3	4	5	6	7	M	F	X5 ID checked - All good						
17:28	FD	1	2	3	4	5	6	7	M	F	X9 ID checked - All good						
17:29	FD	1	2	3	4	5	6	7	M	F	X2 ID checked All good						
17:29	FD	1	2	3	4	5	6	7	M	F	X1 ID checked All good						
17:31	FD	1	2	3	4	5	6	7	M	F	X2 ID checked All good						
17:34	FD	1	2	3	4	5	6	7	M	F	X4 ID checked - All good						
17:38	FD	1	2	3	4	5	6	7	M	F	X1 ID checked - All good						
17:40	FD	1	2	3	4	5	6	7	M	F	X4 ID checked - All good						
17:42	FD	1	2	3	4	5	6	7	M	F	X2 ID checked - All good						
17:43	FD	1	2	3	4	5	6	7	M	F	X3 ID checked - All good						
17:44	FD	1	2	3	4	5	6	7	M	F	X2 ID checked - All good						
17:46	FD	1	2	3	4	5	6	7	M	F	X2 ID checked - All good						
18:05	CCTU	1	2	3	4	5	6	7	M	F	medics called no other staff member out	N	NA	FAA	SF	RN	
18:21	FD	1	2	3	4	5	6	7	M	F	In 32 Out 5	Total	327				

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 C6 - Arab/North African IC0 - Unknown ethnicity Some forces use IC7 as unknown ethnicity.

Date: <u>11/10/19</u>	<b>Firstline Security Ejection and Walk-Out Log</b>						
Day: <u>Friday</u>	Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
Security Manager: <u>Ross Needs</u>		PI	Potential Intoxication	THE	Theft	AS	Assault
		DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
		AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

FD = Front door.

Time	Location	Description of Person Use Identity Code & M or F										Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial		
		1	2	3	4	5	6	7	M	F	DS					MGT		
18:47	FD	1	2	3	4	5	6	7	M	F	x310 - All good							
19:06	FD	1	2	3	4	5	6	7	M	F	In 992 Out 7 Total 985							
19:28	FD	1	2	3	4	5	6	7	M	F	In 1127 Out 11 Total 1116							
19:31	FD	1	2	3	4	5	6	7	M	F	x2 ID checks -							
20:20	FD	1	2	3	4	5	6	7	M	F	In 1313 Out 49 Total 1264							
20:23	FD	1	2	3	4	5	6	7	M	F	10 - All good.							
20:31	Tent	①	2	3	4	5	6	7	Ⓜ	F	PI - taken to wo	N	NA	PI	WO	RN		
		1	2	3	4	5	6	7	M	F	was ok to carried on							
20:42	Tent	①	2	3	4	5	6	7	Ⓜ	F	x4 male, removed	N	NA	PI/AGG	JA/SFI	RN		
		1	2	3	4	5	6	7	M	F	for on tables/throwing beer.							
21:00	Tent	①	2	3	4	5	6	7	Ⓜ	F	male intox	N	NA	PI	WO	RN		
21:04	tent	①	2	3	4	5	6	7	Ⓜ	F	x2 males throwing beer	N	NA	PI	WO	RN		
21:30	Tent	①	2	3	4	5	6	7	Ⓜ	F	weeing on floor	N	NA	W/O	AN	RN		
21:32	FD	1	2	3	4	5	6	7	M	F	In 1528 Out 261 Total 1267							
21:45	Vip loos	①	2	3	4	5	6	7	Ⓜ	F	meds call breaving problems	N	NA	FAA				
		1	2	3	4	5	6	7	M	F								

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 IC6 - Arab/North African IC0 - Unknown ethnicity Some forces use IC7 as unknown ethnicity.

Date: 10/10/19	<b>Firstline Security Ejection and Walk-Out Log</b>						
Day: Friday	Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
Security Manager: Ross Needs		PI	Potential Intoxication	THE	Theft	AS	Assault
		DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
		AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

Time	Location	Description of Person Use Identity Code & M or F								Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial		
		1	2	3	4	5	6	7	M					F	DS	MGT
21:46	Tent	1	2	3	4	5	6	7	(M)	F	on tables/kide	N	NA	AGG	JA	RN
21:55	Tent	1	2	3	4	5	6	7	(M)	F	Intox	N	NA	PI	CM	RN
21:57	Tent	1	2	3	4	5	6	7	(M)	F	weeing on fence	N	NA	wee	JA	RN
21:58	Tent	1	2	3	4	5	6	7	(M)	F	x4 males smoking in tent	N	NA	<del>wee</del>	JA	RN
22:00	Tent	1	2	3	4	5	6	7	(M)	F	Smoking in tent	N	NA	Smoking	AN	RN
22:01	FD	1	2	3	4	5	6	7	M	F	In <del>1441</del> Out 369 Total		1072			
22:01	Tent	1	2	3	4	5	6	7	(M)	F	Throwing beer	N	NA	AGG	JA	RN
22:03	Tent	1	2	3	4	5	6	7	(M)	F	Intox	N	NA	PI	AN	RN
22:03	mens loos	1	2	3	4	5	6	7	(M)	F	weeing on grass	N	NA	weeing	RN	RN
22:02	Tent	1	2	3	4	5	6	7	(M)	F	Intox	N	NA	PI	JA	RN
22:05	Tent	1	2	3	4	5	6	7	(M)	F	x1 male + x1 female Throwing beer	N	NA	AGG	CM	RN
22:05	Tent	1	2	3	4	5	6	7	(M)	F	Intox + AGG	N	NA	PI/AGG	RN	RN
22:15	Tent	1	2	3	4	5	6	7	(M)	F	x2 Intox	N	NA	PI	JM	RN
22:16	Tent	1	2	3	4	5	6	7	(M)	F	x3 Intox	N	NA	PI	RS	RN
22:19	FD	1	2	3	4	5	6	7	M	F	Doors closed					
22:19	FD	1	2	3	4	5	6	7	M	F						

codes are: IC1 – White European IC2 – Dark European IC3 – Afro-Caribbean IC4 – Asian (in the British sense - i.e. Indian, Bangladeshi or Pakistani) IC5 – Oriental Arab/North African IC0 – Unknown ethnicity Some forces use IC7 as unknown ethnicity.

Date: 11/12/19	<b>Firstline Security Ejection and Walk-Out Log</b>						
Day: Friday	Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
Security Manager: Ross Needs		PI	Potential Intoxication.	THE	Theft	AS	Assault
		DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
		AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

Time	Location	Description of Person Use Identity Code & M or F										Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial	
		1	2	3	4	5	6	7	M	F	DS					MGT	
22:20	Dance Floor	1	2	3	4	5	6	7	M	F	Code amber					AN	RN
22:24	Dance Floor	1	2	3	4	5	6	7	M	F	Code Red					RN	RN
22:26	Tent	①	2	3	4	5	6	7	Ⓜ	F	Intox + AGG	N	NA	P/AGG		RS	RN
22:27	Up stairs	①	2	3	4	5	6	7	M	Ⓜ	Intox						
22:29	weeing	①	2	3	4	5	6	7	Ⓜ	F	weeing not in loo	N	NA	wee		FM	RN
22:30	Bar	1	2	3	4	5	6	7	M	F	Bar closed	N	NA	NA		NA	RN
22:41	FD	①	2	3	4	5	6	7	Ⓜ	F	Code Red / 1 male KO		NA	NA		NA	RN
22:59	999	1	2	3	4	5	6	7	M	F	Police called + Amberlance called as man KO police arrived						
23:02	1st Staircase	①	2	3	4	5	6	7	Ⓜ	F	3 males fighting	N	NA	AGG		B.C	RN
		1	2	3	4	5	6	7	M	F							
		1	2	3	4	5	6	7	M	F							
		1	2	3	4	5	6	7	M	F							
		1	2	3	4	5	6	7	M	F							
		1	2	3	4	5	6	7	M	F							

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Date: 12/10/19.	<b>Firstline Security Ejection and Walk-Out Log</b>							
Day: SAT	Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care	
Security Manager: Ross Needs		PI	Potential Intoxication	THE	Theft	AS	Assault	
		DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services	
		AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied	

Time	Location	Description of Person Use Identity Code & M or F										Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial		
		1	2	3	4	5	6	7	M	F	DS					MGT		
11.00	FD	1	2	3	4	5	6	7	M	F	5x ID check	all OK	/	/	/	/		
11.30	FD	1	2	3	4	5	6	7	M	F	1 x ID All OK	/	/	/	/	/		
11.32	FD	1	2	3	4	5	6	7	M	F	IN-288 OUT-0							
12.00	FD	1	2	3	4	5	6	7	M	F	IN-484 OUT-0							
12.26	FD	1	2	3	4	5	6	7	M	F	IN <sup>953</sup> <del>871</del> OUT 04							
12.54	FD	1	2	3	4	5	6	7	M	F	IN 1458 OUT 11							
13.06	FD	1	2	3	4	5	6	7	M	F	2 ID check All OK	/	/	/	/	/	/	/
13.14	FD	1	2	3	4	5	6	7	M	F	6 ID checks All OK	/	/	/	/	/	/	/
13.25	FD	1	2	3	4	5	6	7	M	F	IN 1173 OUT 31	/	/	/	/	/	/	
13.33	FD	1	2	3	4	5	6	7	M	F	3x ID check All OK	/	/	/	/	/	/	/
13.34	/	1	2	3	4	5	6	7	M	F	Fire Brigade Arrived on site.			ems			Safety check	
13.57	FD	1	2	3	4	5	6	7	M	F	1 <sup>3</sup> ID check All OK	/	/	/	/	/	/	/
4.00	<del>FD</del>	(1)	2	3	4	5	6	7	(M)	F	2 males squaring	N	N/A	EWO				
11	TV	(1)	2	3	4	5	6	7	(M)	F	up to each other							
4.03	FD	1	2	3	4	5	6	7	M	F	IN-1251 OUT-40							
4.35	TEAT	(1)	2	3	4	5	6	7	(M)	F	Peeing NOT IN TOILET	N	N/A	NPE	JACK	RN		

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Version 2 December 2018

Date: 12/10/19	<b>Firstline Security Ejection and Walk-Out Log</b>						
Day: SAT	Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
Security Manager: Ross Needs		PI	Potential Intoxication	THE	Theft	AS	Assault
		DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
		AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

Time	Location	Description of Person Use Identity Code & M or F								Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial		
		1	2	3	4	5	6	7	M					F	DS	MGT
17:30	Doors Open	1	2	3	4	5	6	7	M	F	In - 236 out 0				Control	
18:10	FD	1	2	3	4	5	6	7	M	F	In - 392 out 0					
18:13	FD	1	2	3	4	5	6	7	M	F	x3 ID check (OK)	✓	✓	✓	"	
18:14	FD	1	2	3	4	5	6	7	M	F	x2 ID check (OK)	✓	✓	✓	"	
18:14	Bar	1	2	3	4	5	6	7	M	F	code amber slipped at Bar	NO	N/A	✓		Steve
18:19	FD	1	2	3	4	5	6	7	M	F	x3 ID check (OK)	N	N/A	✓		Nathan
18:24	FD	1	2	3	4	5	6	7	M	F	x4 ID check (OK)	N	N/A	✓		
18:39	FD	1	2	3	4	5	6	7	M	F	In - 584 out 0	N	N/A	✓		Dupert
19:00	FD	1	2	3	4	5	6	7	M	F	x3 ID check (OK)	N	N/A	✓		
19:10	FD	1	2	3	4	5	6	7	M	F	In 942 out 13	N	N/A	✓		
19:28	FD	1	2	3	4	5	6	7	M	F	3 ID check (OK)	N	N/A	✓		
19:29	FD	1	2	3	4	5	6	7	M	F	5 ID check (OK)	N	N/A	✓		
19:33	FD	1	2	3	4	5	6	7	M	F	6 ID check (OK)	N	N/A	✓		
19:39	FD	1	2	3	4	5	6	7	M	F	In - 1312 out - 31 3	N	N/A	✓		
19:50	SALES	1	2	3	4	5	6	7	M	F	Carson except 100-For Sale Tickets -			✓		Control

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Date: 12/10/19	<b>Firstline Security Ejection and Walk-Out Log</b>						
Day: SAT	Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
Security Manager: ROSS NEEDS		PI	Potential Intoxication	THE	Theft	AS	Assault
		DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
		AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

Time	Location	Description of Person Use Identity Code & M or F										Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial							
		1	2	3	4	5	6	7	M	F	DS					MGT							
14.38	FD											M	F	IN -1299 OUT -63	/	/	/	/	/				
14.50	FD													M	F	ID x3 check all OK	/	/	/	/	/		
15.04	TENT	(1)												(M)	F	urinating outside of toilets	N	N/A	NPE	JACK	RN		
15.04	TENT	(1)												(M)	F	Ejected	N	N/A	NPE	JACK	RN		
15.06	CCTV/medics															M	F	Ambulance called injured party with medics			EMS		
15.21	medics															M	F	Ambulance on site with injured party.	ST JOHN		EMS	ROSS	
15.25	TENT	(1)												(M)	F	Black shirt - Throwing Beer	N	N/A	PI	JACK			
15.33	FD	(1)			(4)									(M)	F	Code Amber, ejected male							
15.34	medics	(1)												(M)	F	Taken to hospital Broken Ankle	ST JOHN	N/A	EMS	Steve			
15.58	TENT	(1)												(M)	F	Drunk male	N	N/A	PI	JAMES			
15.59	TENT	(1)												(M)	F	Drunk - Arguing x2	N	N/A	PI/AGG	JAMES			
15.59	TENT	(1)												(M)	F	"	N	N/A	PI/AGG	JAMES			
16.50	TENT															M	F	Dispersal.					
																M	F						
																M	F						
																M	F						

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Version 2 December 2018

Date: 12/10/19	<b>Firstline Security Ejection and Walk-Out Log</b>						
Day: SAT	Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
Security Manager: ROSS Needs		PI	Potential Intoxication	THE	Theft	AS	Assault
		DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
		AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

Time	Location	Description of Person Use Identity Code & M or F								Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial		
		1	2	3	4	5	6	7	(M)					F	DS	MGT
19.57	Dance floor	①							(M)	F	Code Amber small Dispute	N	N/A	LAC		
20.01	FD	1	2	3	4	5	6	7	M	F	ID x 2 (OK)	N	N/A			
20.10	FD	1	2	3	4	5	6	7	M	F	IN 1936 OUT 71					
20.11	TENT	①							(M)	F	ejected vip Toilet white shirt green shorts	N	N/A	PI	Rupert	
20.24	Tent	①							(M)	F	ejected Drunk	N	N/A	PI	Chris	
20.30	Tent	①							M	(F)	waitress - fallen over took to welfare	N	N/A	DOC	Rupert	
20.36	medic	①							(M)	F	Broken ankle fell off bench. AA ambulance called.					
20.49	welfare	1	2	3	4	5	6	7	M	F	vip Toilet injury	N	N/A	DOC	Chris	
20.56	FD	1	2	3	4	5	6	7	M	F	IN: 2374 OUT: 133					
21.01	Dance floor		2	3	4	5	6	7	M	F	Code Red (Cancelled)	N	N/A	AGG		
"	code Red	①							(M)	F	5 male ejected	N	N/A	PI		
"		①							(M)	F	fighting dance floor.	N	N/A	AGG		
"		①							(M)	F		N	N/A	AGG		
"		①							(M)	F						
"		①							(M)	F						
21.03	FD	1	2	3	4	5	6	7	(M)	F		N	N/A	PI	Rupert	

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Date: 21/01/19  
 Day: SAT  
 Security Manager: Ross Needs

# Firstline Security Ejection and Walk-Out Log

Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
	PI	Potential Intoxication	THE	Theft	AS	Assault
	DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
	AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

Time	Location	Description of Person Use Identity Code & M or F										Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial			
		1	2	3	4	5	6	7	(M)	F	DS					MGT			
1.05	Code Amber	(1)										(M)	F	Throwing food	N	N/A	PI	ROSS	
1.12	Tent	(1)										(M)	F	drunk male Throwing beer	N	N/A	PI	Steve	
1.24	Tent	(1)										(M)	F	drunk male throwing Beer	N	N/A	PI	ROSS	
1.30	FD	1	2	3	4	5	6	7				M	F	<del>IN 2402 OUT - 332</del>					
1.32	medics	1	2	3	4	5	6	7				M	F	Ambulance Taken IC1 MALE BROKEN FOOT/ANKLE		N/A	EMS	Control	
1.34	Welfare	1	2	3	4	5	6	7				M	F	male fell over - Banged his head Punched in face	N	N/A	DOC	Refused medical care	
1.49	Welfare	(1)										M	F	Punched in face	N	N/A	PI	JACK	
1.50	Welfare	(1)										M	F	Fell over	N	N/A	PI	CHRIS	
1.54	Tent	(1)										M	F	IC1 MALE SKIN HEAD egged - HIT someone with stone	N	N/A	PI	ANGUS	
1.59	Tent	(1)										M	F	Throwing Beer egged.	N	N/A	PI	ANGUS	
2.01		1	2	3	4	5	6	7				M	F						
2.01	Tent	(1)										M	F	male Throwing (egged) Beer	N	N/A	PI		
2.08	Tent	1	2	3	4	5	6	7				M	F	Code Amber Smoking area	N	N/A			
2.09	Tent	(1)										M	F				PI		
2.00	tent	(1)										M	F	cut head slipped on mud			PI-DOC		
2.00	Tent	(1)										M	F	intox			PI		

Codes are: IC1 - White European IC2 - Dark European IC3 - Afro-Caribbean IC4 - Asian (in the British sense - i.e. Indian, Bangladeshi or Pakistani) IC5 - Oriental IC6 - North African IC0 - Unknown ethnicity Some forces use IC7 as unknown ethnicity.

Date: 12/10/19	<b>Firstline Security Ejection and Walk-Out Log</b>						
Day: SAT	Incident Code:	FAA	First Aid Incident	REF	Front Door Refusal	DOC	Duty Of Care
Security Manager: ROSS Needs		PI	Potential Intoxication	THE	Theft	AS	Assault
		DRP	Drug Possession	NPE	No Problem Ejection	EMS	Emergency Services
		AGG	Aggression	EWO	Escorted Walk-Out	LAC	Left Accompanied

Time	Location	Description of Person Use Identity Code & M or F							Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial		
		1	2	3	4	5	6	7					M	F	DS
22.11	Tent	(1)									N	N/A	P1-AGG	James	
22.14	Tent	1													
22.27	"	1													
22.30	Tent	1													
22.31	Tent	1									N	N/A	P1	JAMES	
22.36	-	1													
23.09	Tent	1									N	N/A			
		1													
		1													
		1													
		1													
		1													
		1													
		1													
		1													

The IC codes are: IC1 – White European IC2 – Dark European IC3 – Afro-Caribbean IC4 – Asian (in the British sense - i.e. Indian, Bangladeshi or Pakistani) IC5 – Orient  
 IC6 – Arab/North African IC0 – Unknown ethnicity Some forces use IC7 as unknown ethnicity.  
 QC184 Version 2 December 2018

# Appendix 2

## Kathy Driver

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**From:** MARK.J.Perry@met.police.uk  
**Sent:** 01 May 2020 19:28  
**To:** Simmi Yesmin; Licensing  
**Subject:** Oktoberfest Medical Report 2017

Dear Simmi,

Please see the following email which I would like added to my evidence for the review of Oktoberfest.

Please can the name of the sender of the e-mail [REDACTED] be redacted.

Kind Regards

Mark



PC Mark Perry  
Central East Licensing Unit  
Metropolitan Police Service (MPS)

---

**From:** Perry MARK J - HT  
**Sent:** 08 October 2017 17:17  
**To:** [REDACTED]  
**Cc:** Ratican Tom - HT <[REDACTED]>  
**Subject:** RE: Oktoberfest

Hi [REDACTED]  
Thanks for your very detailed reply. I will be speaking to both Tower hamlets Council and the organisers regarding this. Your comments match my own concerns.  
I will keep you updated with what happens over the coming weeks.  
Regards  
Mark

PC Mark Perry  
Police Licensing Officer  
Toby Club  
Vawdry Close  
E1 4UA

---

**From:** [REDACTED]  
**Sent:** 08 October 2017 16:04  
**To:** Perry MARK J - HT  
**Subject:** Re: Oktoberfest

Hello,  
Thank you for following it up so promptly.

1 security.

The staff we had on the event we had only seen 10 SIA members of staff and they were on the front gate. And the head of security and team leader.

We do not believe there was enough security and we needed them no one was free or they were not interested.

We had problems with the stewards letting people in without being searched and we estimate 1000 got in without being searched. There was no metal detector use only a quick look in the bag and a pat down around the waist.

They acted rudely to the customers of the event, they were not professional at all and we had many altercations with them. They let people walk past them and said it's not their job to stop people.

On Thursday night we had a person that was heavily intoxicated, he was found in the toilets by us once all the security had gone after they had said they had 'checked them' this could have been detrimental to the patient's welfare if they had vomited and could have potentially died. The police were called on this case but the patient managed to get a taxi.

Security let people urinate on vehicles and let them in 'hazard areas'

On Sunday 8th October we found 6 capsules that have been used and opened with a sharp object.

2. Event management

The event was not run well, before the event opened to the public anyone could have walked in a few entrances.

The floor got very muddy on the Saturday and no protection to the floor was given such as sawdust or wood chips.

There were a number of fights, some were pushing (4) and two fist fights with only 2 injuries (nose and top of eye)

We were told if anyone was drunk to be kicked out and if they collapsed the security dragged them outside, one of these patients was then treated by me and went to hospital.

There seemed to be a lack of communication between the organisers and the security.

3 other info

The medical cover should have been much higher than it was, it should have had 6 staff members and also an ambulance with crew due to a HSE score of 28 (what I would recommend for this event)

Security staff should have been around 80 minimum.

One of the security guard's cars was damaged inside the ground, with a smashed windscreen. Eggs have also been thrown onto a number of vehicles.

Security also watched a bike being stolen from being locked up and did nothing and had not reported this when asked.

A number of tables were broken on Saturday.

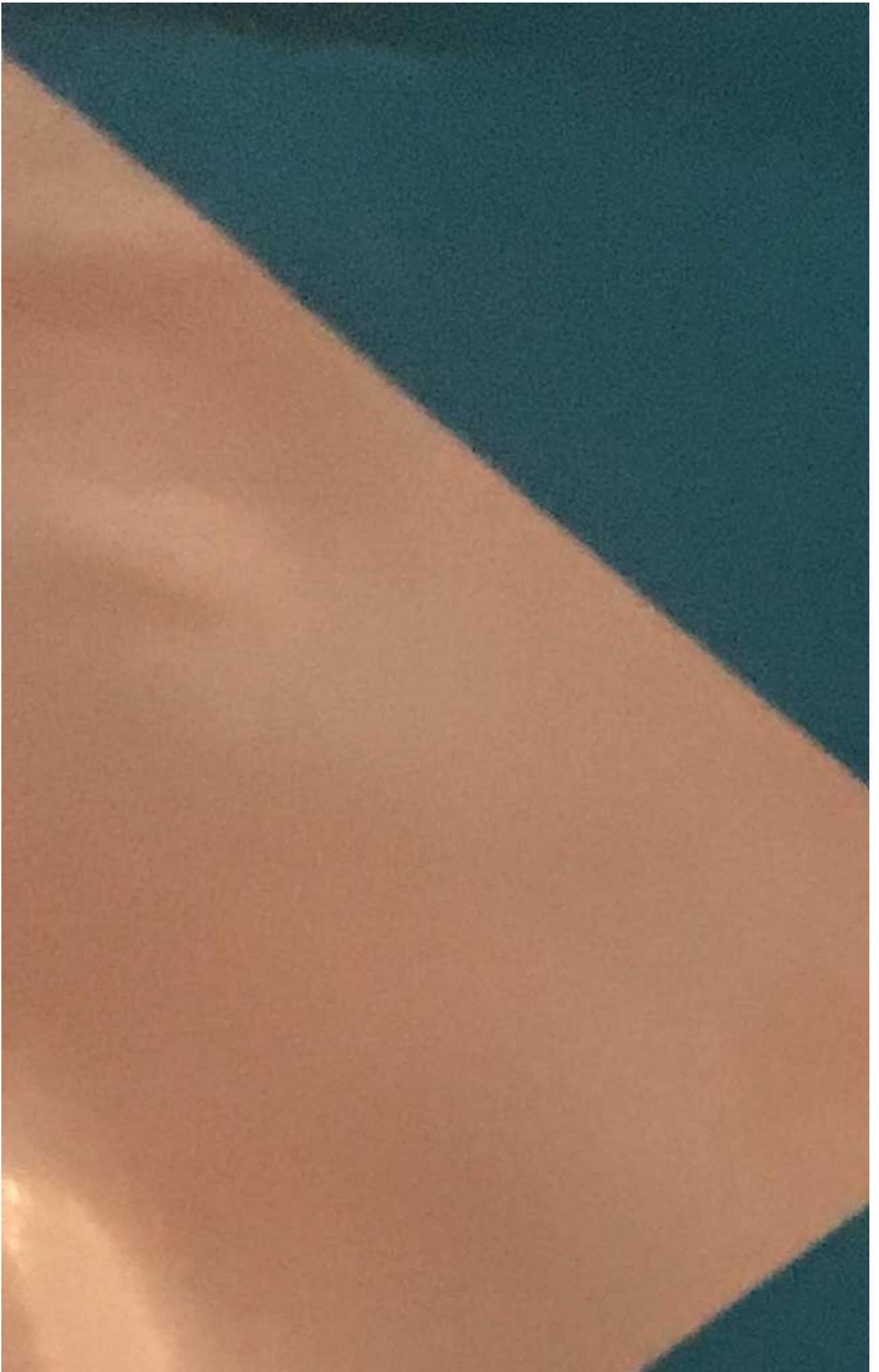
Capacity was rated at 4,500 but at many points it was over 5,000!

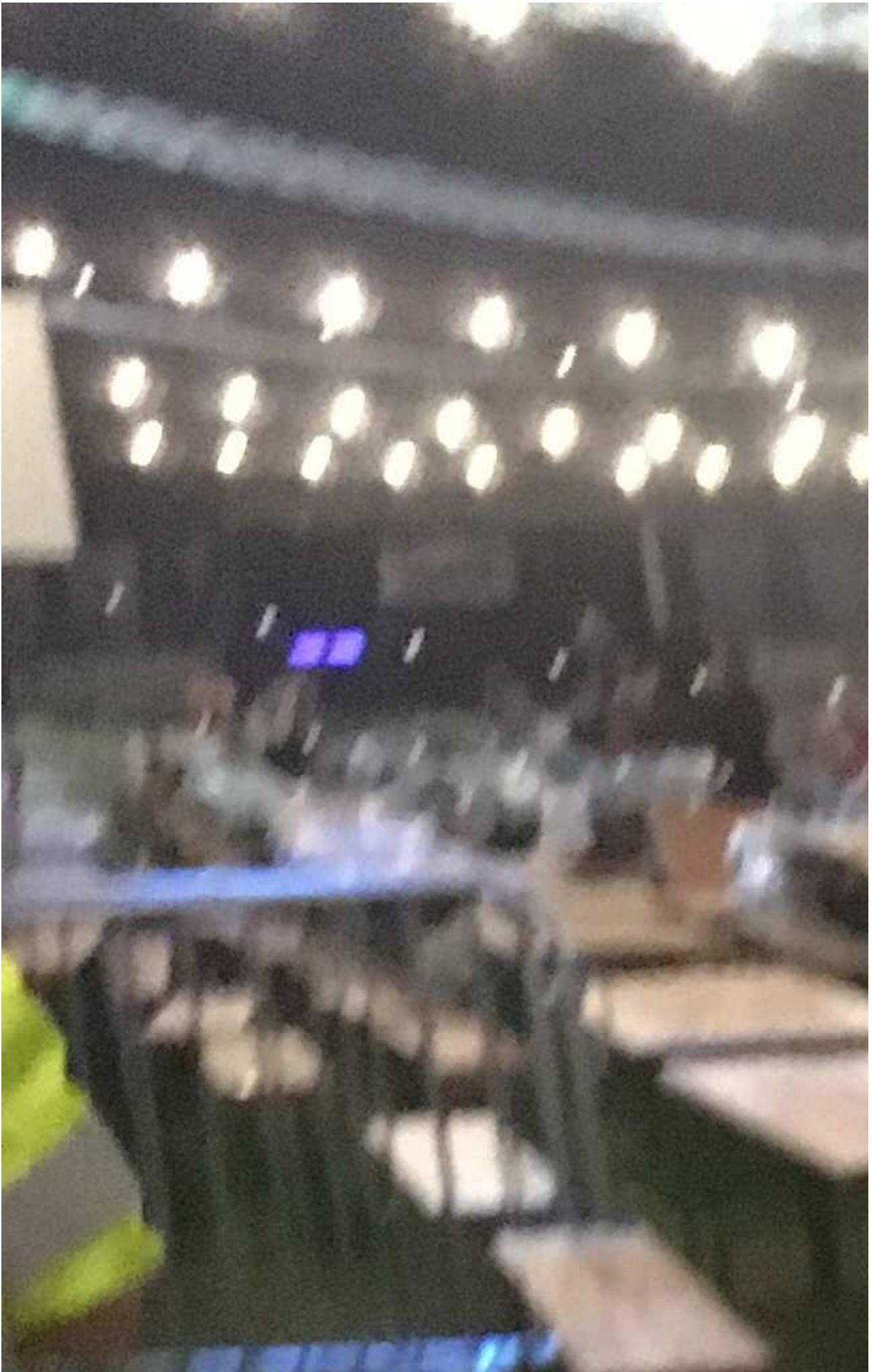
On Saturday we requested the police once and the ambulance service 7 times, this would be down to 6 if the right cover was sort.

I have attached some pictures of the site for you to use as evidence.

My colleagues wore stab vests as they wanted to be protected as they did not trust security and where assaulted the week before.

I think that is everything,  
I happy to speak on length on this matter.











On Sun, 8 Oct 2017 at 14:38, <[MARK.J.Perry](mailto:MARK.J.Perry)> wrote:

Hi [REDACTED],

I am Pc Mark Perry the Tower Hamlets Police Officer who deals with the night time economy, we met at Oktoberfest last night.

I am contacting you about the concerns you raised about the running of Oktoberfest, I am currently putting a report together about the running of the event, the problems with security and the running of the event. Following our conversations I was hoping you would be able to tell me the concerns you and the other medics had about the event.

I am particularly interested to hear your thoughts regarding the following:

**1) Your views on security**

- Whether there was enough of them,
- If they searched people entering the premises
- How they interacted with customers
- How they dealt with any fights
- How was the queue managed

**2) Your Views on the event**

- Were there many fights, if so can you describe them and the injuries
- Were there many people who became drunk, what happened to them, were they ejected from the premises
- How was the event managed, was it professional, were there any issues.

**3) Overall thoughts**

Any other observations about the event.

I look forward to hearing from you and if you have any questions or would like to discuss this please don't hesitate to contact me.

Mark

PC Mark Perry  
Police Licensing Officer  
Toby Club  
Vawdry Close  
E1 4UA

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## Mohshin Ali

---

**From:** Simmi Yesmin [REDACTED] >  
**Sent:** 06 July 2020 08:48  
**To:** Mohshin Ali; MARK.J.Perry [REDACTED]  
**Subject:** FW: Oktoberfest Review additional evidence  
**Attachments:** Oktoberfest 2019 Debrief Minutes FINAL.pdf; Oktoberfest 2017 Debrief Meeting con.pdf; Final Debrief Meeting minutes 11.12.18.pdf

Dear Mohshin

Please see attached further documents from Mark - relating to Oktoberfest which needs to be included in the report

Regards

Simmi

Simmi Yesmin  
Senior Committee Officer  
Democratic Services  
London Borough of Tower Hamlets  
Mulberry Place  
5 Clove Crescent  
London E14 2BG

[REDACTED]  
[REDACTED]

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**From:** [MARK.J.Perry](#) [REDACTED]  
**Sent:** 04 July 2020 02:45  
**To:** Simmi Yesmin <[REDACTED]>  
**Cc:** Catherine Boyd [REDACTED]  
**Subject:** Oktoberfest Review additional evidence

Dear Simmi, and Catherine,

Please can the attached de-brief notes be added to the review for Oktoberfest.

Kind Regards

Mark



PC Mark Perry  
Central East Licensing Unit  
Metropolitan Police Service (MPS)



A: Licensing Office, 2nd Floor Stoke Newington Police Station

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**Oktoberfest 2017  
Debrief Meeting  
Thursday 16<sup>th</sup> November 2017 – 14:00-15:30**

**1. Introductions**

Catherine Boyd (CB) AP&E; Carsten Raun (CR) London Oktoberfest; Claire Horan (CH) AP&E; Nazir Ali (NA) Trading Standards; PC Mark Perry (MP) Met Licensing; Nicola Cadzow (NC) Environmental Protection; Ian Bennett (IB) AP&E.

**2. Apologies**

Tom Lewis (TL) Licensing/H&S; Kathy Driver, Licensing; Corinne Holland, Licensing/H&S.

**3. Event Report**

CR - An overall good event with a few minor complaints. Good community relations and improving year on year. 19,000 attended overall. The first time we've split the shift on Saturdays, as recommended. This year also had an increased capacity from 3,300 to 4,000, and the new addition of the beergarden area.

Problem day was Saturday 7<sup>th</sup> October – 4,000 queuing for afternoon session was difficult to manage, followed by CO2 issue which meant beer couldn't be poured properly. Big queues at bars and had to turn around 800 people away from the external queue. CO2 issue lasted from around 18:00 until 21:30. Opened a refund desk. Generally too many attending, would look to reduce the capacity back to 3,300 again for future events. Would also review whether beergarden would come back again.

**Action → CR** to provide full medical report from event and any welfare-related issues by Thursday 30<sup>th</sup> November, 2017 (30.11.17).

**Action → CR** to provide incident log and log of refusals due to age or intoxication by Thursday 30<sup>th</sup> November, 2017 (30.11.17).

**4. Arts, Parks & Events**

**Planning Stages**

IB - Initial EMP received in June but without detail of new changes / additions to previous plans. Difficult to obtain an updated EMP with sufficient detail of proposed beergarden. Also capacity increase from 3,300 to 4,000 had not been agreed with AP&E; the licence application included request for beergarden and increased capacity but sufficient detail not provided in EMP; all event details need to be fully detailed in EMP and agreed with AP&E. Initial application to Building Control submitted on time but not all necessary technical documentation was provided until last minute / late notice. Full, final EMP and any other applications / submissions need to be provided a minimum of 1 month ahead of proposed site occupation.

**Action →** For any future events, **AP&E** will provide **CR** with a timeline which will need to be met in order for the event to go ahead.

**Action →** For any future events, **CR** to provide more thorough / detailed plans and more accurate site plans.

**Action → AP&E** to provide Millwall Park CAD files.

**Build & Event**

CH - Site walk through on opening day highlighted following issues:

- Fire exits – signs in tent and opening in tent did not corresponding at one point and all opening in fence line, obstacles such as heras stillage, cables and outdoor lights in front of fence line blocking exits. It took 3 days to get more than 2 fire extinguishers out.
- Trakway delivered on Saturday – delivery not overseen and matts overlapped to create trip hazards and notable obstacle for wheelchair users – this took 10 days to sort.
- Multiple other snagging issues around trip hazards, barrier lines not being in place, unmanned entrances.
- Confusion over entrance and exits, beer garden location and fencing.

Monitoring team worked well with event mgmt. However, ongoing issues around smoking area and no ashtrays, trips hazards, bag searches. Waste water was overflowing onto park, insufficient lighting and amenities in staff break and toilet area with numerous trip hazards.

Egress had continual issues around enough security to deploy to manage crowd and ensure intoxicated punters did not access playground and DLR station egress security. Not enough toilets or lighting on the egress route.

Access gate onto the park was not manned adequately and often found to be open and unmanned. On the final day CH came onto the park to find the gate had been left wide open overnight and equipment still on the park. The small telehandler had been left on the park with the key in it.

A general discussion around the table agreed that the staff were competent but overworked and often with dual roles did not have the capacity to do their work to the highest standard. In coming years we would need to work in a more robust way with CR and it would be encouraged for him to seek speciality consultants to help develop Health and Safety, Crowd management and Event Management Plans and to be on site for key event days to ensure build and operation is running smoothly.

**Action** → CR to look into specialist health and safety consultants in the UK to work with for 2018 alongside his current staffing structure.

## 5. Parks

CH - feedback on point KW had given her:

- Trakway as mentioned above was an ongoing issue and multiple complaints from park users were received.
- Gate often left unattended throughout the hire
- Litter not cleaned up at the end of the event attracted foxes
- Park not reinstated and deep clean had to be arranged by LBTH staff, trak way matts had to be arranged to be removed and have not be collected by Oktoberfest and to date there is still holes on the park from tent stakes that should have been filled when tent came down.

## 6. Security / Crowd Management

### Met Police

MP - Serious concerns in the way the event was managed with regards to security and crowd management:

- Numerous complaints from customers;
- Serious complaints from the Chief Medical Officer on duty;
- Fights and lack of order / control;
- General poor security and lack of available security guards / stewards;
- Tables and chairs thrown and destroyed;
- Sexual assaults;
- No searching on entry and no metal detectors;
- Customers highly intoxicated;
- High levels of public urination;
- No security on ingress and egress routes;
- Ambulance service called 7 times in one night.

Have requested the event reports several times and yet to receive them – this is a legal obligation. Serious concerns with the event and at this time unable to support another licence.

CB - Disturbing first-hand account from an experienced officer. In breach of contract and licence if not fulfilling obligations. CR will need to look into these serious issues in detail and LBTH would need to be very strict with any proposed events going forward, including more planning meetings. CR would need to consider scaling back the event and bringing in new contractors to ensure safe delivery.

CR - The issue is primarily with the security company whose performance has already raised concerns.

MP - Would suggest a stronger, more experienced management team, professional security company, complete review of event management plans and procedures.

**Action → CR** to provide event reports by Thursday 30<sup>th</sup> November at the latest (**30.11.17**).

**Action → CR** to provide a detailed proposal of how he will manage any events going forward.

**Action → MP** will provide a full detailed debrief report.

## DLR

CH - noted that she had requested Security Manager to go over and introduce herself to the station manager each night and ensure there was good communication. Also had reassurance that security would be deployed to manage the crowd and ensure no intoxicated person would enter the station. This was on all accounts done on a regular basis.

Station manager at DLR reported large groups of intoxicated people outside the station and in the station throughout the event run.

The detailed points below are from email received from DLR manager re issues on Saturday 7<sup>th</sup> October.

- High volume of angry people leaving event after beer pump incident around 20:00
- High volume of intoxicated people on the platform at 22:30 with one person nearly falling onto track as train approached.
- Staff at the station were under a lot of pressure to manage the platforms and ensure no serious incidents took place. Would like to have BTP present next year if event goes ahead again.

**Action →MP** requested **CH** forward this email to him as he had not had sight of it.

## 7. Environmental Health

### Licensing

CB - Feedback from Tom Lewis: customer complaint about serious understaffing, customers being put at risk, lack of facilities, issues with free drinking water and lack of lighting on egress route.

### **Noise**

NC - 7 complaints in total; 2 in anticipation of event, 2 during the build (not sure if complaint was due to build or another source of noise/music) and 3 noise reports from show days. Would like 3 constant static monitoring points and computerised reports.

CB - Computerised reports a reasonable request and CR should look into that possibility with his monitoring contractor. However 3 constant static points is superfluous for this scale of event.

NC - Residents also complained of lack of notice.

CB - Resident letters were sent out to those living around the park and there were notices around the venue with a resident hotline.

NC - Possibility of moving the site away from the playground?

CB - Problematic as main production entrance is on Stebondale and moving the site further north would risk greater ground damage from production and footfall across sports pitches.

### **Trading Standards**

NA - No complaints received but need info re: problems with the bar on the Saturday night.

CR - Operated Challenge 25 on the bars, no other trading on site.

CB - Received complaints re: lack of refunds etc – CR should ensure that any outstanding refunds are issued swiftly. CR should also have a back-up / contingency should the same problem occur again in the future.

**Action** → CR to provide full detail of C02 bar issue to Trading Standards.

**Action** → CR to ensure any outstanding refunds are issued swiftly.

**Action** → CR to have a back-up / contingency should bar issue with C02 occur again.

## **8. AOB**

**Oktoberfest 2018**  
**04<sup>th</sup> - 07<sup>th</sup> and 11<sup>th</sup> -14<sup>th</sup> October 2018**

**Millwall Park**

**Multi-Agency Debrief Meeting**

Brady Arts Centre, 192-196 Hanbury Street, London E1 5HU

11.12.18 / 14:00 to 16:00

**Agenda:**

**1. Introductions and Apologies**

**Attendees:** Amran Ali (AA) LBTH Health and Safety; Catherine Boyd (CB) AP&E; Callum Nicholls (CN) Firstline Security; Carsten Raun (CR) London Oktoberfest; Corinne Holland (CH) LBTH Licensing; Isma Arif (IA) AP&E; Jo Severs (JS) AP&E; PC Mark Perry (MP) Met Licensing; Paul Budden (PB) Wessex Safety Services London Oktoberfest; Paul Murphy (PG) LBTH Noise Enforcement; Ross Needs (RN) Firstline Security; Stephen Fitzgerald (SF) Firstline Security; Tony Gowen (TG) LBTH Noise Enforcement;

**Apologies:** Annabel Lake (AL) London Oktoberfest; Andrea Stone (Civil Protection Unit); Becky Badenhorst (BB) London Oktoberfest; Duncan Arkley (DA) KP Acoustics; Ian Smith (London Fire Brigade); James Wilkinson (JW) DLR; Jay Taylor (Met Police); Kieron Bonomally (KB) LBTH Health and Safety; Nazir Ali (NA) LBTH Trading Standards; Nicola Cadzow (NC) Environmental Protection; Simon Nash (First Aid Cover Ltd); Stephen Dudeney (London Fire), Steve Ford (LAS); Tom Lewis (TL) LBTH H&S; PC Tom Ratican (Met Licensing).

**2. Event Overview (CB and Event Organiser)**

CB: Was a challenging year due to last minute changes to key contractors (Security and Health & Safety) and key personnel, meaning paperwork had to be reviewed in a short period of time. Overall the management structure was improved from 2017.

CR: The first security company fell though. Firstline Security were appointed and are very competent. There were no accidents and overall the event went very well. Customers commented that there was more security than customer service. There was a big improvement from the first to second weekend.

CB: The capacity was reduced to 2000 in the second weekend.

CR: This effected sales for the second week. They had the same number of security as for 4000 capacity. They had about 12,000 people attend over the two weekends.

CB: The planning process was more time consuming then it should have been for an event of this scale and include over a 9 month period the following:

- 3 x multi-agency planning meeting
- Separate meetings on site with APE team
- Separate meeting of Security Company with MET police
- 8 x versions of EMP.
- Changes to key personnel impacting and plans
- 3 x H&S officers
- 2 x Security Companies

Appreciate that some changes were due to circumstance, however it is not acceptable to have so many changes to key contractors and personnel so late in the planning process and we would not accept this again. The final team was not in place until 6<sup>th</sup> September, with final Planning Meeting was on 12<sup>th</sup> September and build commenced on 30<sup>th</sup> September. APE and other agencies spent a lot of time checking multiple versions of plans. PB and the current team made improvements to the management structure but this is not a satisfactory way to work.

- MP: At this stage it should be easy to process this event but lots of time was spent due to changes in plans and staff. There were lots of meetings and last minute changes. The Premise Licence condition states that the security plan should be agreed 3 months out. This can't happen again.
- CB: The MET police could have reviewed the licence but did not this year. The positives are that there are now key personnel in place. There was better communication with the DLR and residents. The team took on board comments.
- CR: Agreed about number of changes. It was not all his fault as he did not let people go, they chose to go. The team is already here again for next year's event.

### **3. Command Structure, Key Staff and Delivery Partners**

- CB: After 2017 event it was agreed that CR had too much responsibility. He did heed advice to improve management structure.
- CR: It was very important to have Paul on board and to split the security between inside and outside the tent. CR would like to bring his German Team onto the event who have more experience. This year is his 260<sup>th</sup> event but he can still learn. But he needs to keep his customers happy. Customers stated there was too much security on the smaller days. We had 36 security onsite when there was between 300-400 customers.
- CB: I find this surprising as generally in London people like to see security in place due to concerns regarding CT. Security are needed to cover the entrance and exits, searches and to be in place for evacuation. The number is based on the potential capacity, not how many people turn up. Your team was very stretched on site. You have a professional team and they worked extremely hard and to their limit every night. The issues for the customers were that there were not enough staff to get the food out. For any future events we would need a thorough breakdown of staffing.
- CR: Commented that there is not enough experience.
- CB: The kitchen was chaotic. The Kitchen Manager, one of the original team, was not competent. On the first night the rest of the team had to drop other duties and sort out the kitchen. The issue is not regarding the competency of your new team it is too with how stretched the teams are.
- AA: On the site visit there was no one in the kitchen and it was due to open at 5pm. It was filthy. The feedback was that the opening was delayed. Would like to thank Paul for not opening the kitchen.
- MP: This adds to the burden on security. If no food, customers get more intoxicated. This was the same problem in Finsbury Park.
- CB: There is enough top tier management, but there is not enough middle management. For example a team leader for the agency staff.
- PB: For the future the plan is to bring everything in earlier. The problem was setting everything up on the same day. Want to bring everything in two days earlier. Also to have less servers in the actual kitchen.

### **4. Site Layout and Programme**

- CB: It was a smaller tent this year. More tightly contained on site, worked well.
- CR: Next year will have a bigger tent in order to have more space between tables.
- PB: The capacity of the tent worked better second weekend. Need more room to create space between tables and split the bar.
- CB: More space will be good for guests and servers and it was hard to locate the water.
- PB: The customer feedback was good re water.
- CB: It was well used by the smoking area. The welfare teams were going round to fill the bottles of water in the tent.

- MP: Suggested the continental style of giving glasses of water together with alcohol.
- PB: Will look at a combination of measures. More points with greater visibility.
- CB: Need more signs re vaping. Not a massive problem, but witnessed a couple of incidents. What about the capacity of the smoking area?
- SF: It did get overcrowded as it is right next to the toilets. Was hard to move people on at the end of the night. No reason not to move and heras the area off.
- PB: Would be good to split the toilets on either side.
- CB: Good to have security visible outside. The toilets were moved around. There is an issue that men were going outside and urinating in the hedges. Need an increase in toilets externally. Also external management – needs to be more security to deal with ASB/drunkenness.
- SF: Carsten was very badly let down by the previous company. This shouldn't have been an issue. It's not manpower numbers. The real issue is the two DLR stations demanding security. There were two security team leaders who the DLR train stations kept radioing for more security when it wasn't needed. We maybe need to give them expectations as to how many security they will have in advance.
- RN: It was mainly at Mudchute. Felt like we were being used to marshal the road crossing, which was not all our customers.
- CB: We'll come back to this. No complaints received about rubbish. Had to cordon off part of the farm to stop people getting in. This needs to be harassed off in future.
- PB: This was a direct result of meeting with the residents, otherwise we wouldn't have known. We were shown where they were getting in. We engaged well.
- IA: On the second weekend had to redeploy security to Stebondale Gate because of Uber taxis and noise problems. There needs to be some work regarding taxis, signage.
- IA: Cordoning off the play area worked well. There was less loitering due to more heras however customers were peeing in bushes opposite the residents.
- IA: There was not enough ground protection. When it rained witnessed staff moving the trackmats, which left other areas vulnerable.
- CB: Dance floor was also slippery. Also not enough slop buckets behind the bars, a lot going on the ground.
- MP: Search lanes worked well. Security did a good job given the timing. Some drugs were found but this is inevitable.
- CB: The table layout was tight, change the second weekend by taking some out helped.
- SF: It was difficult to pull some people out if they needed welfare. To be fair Carsten did take some tables out.
- CB: There was no parking suspension. This delayed the tent truck coming in.
- CR: It was too late to apply, needed 14 days.

## **5. Security and Stewarding (internal and external) and externals management**

- CB: Gave overview: First Line Security were appointed this year (3 weeks out) they were responsible for the crowd management on site and external pathways.
- SF: There were 36 SIA-security as a core team on site. There were 30+ bodycams and a CCTV van by the front office. The site office had a logger.
- SF: Comments about too much security must have come from the entrance.
- CB: You could have used more scrim to soften the look. But it's also good to let potential trouble makers know you are present.
- CR: It is good for Saturday but not good for corporate nights or family day. Make customers think it's not safe for kids. That's the problem.
- MP: Due to capacity they have to be there. Unless you reduce capacity you will have to keep the numbers for security.

- CB: You have to have a number of fixed positions (fire exits/ entrance etc) and have enough staff to escort people out / off site etc.
- SF: Re Sunday staff he agrees with Carsten, given the numbers that were there. They were standing around twiddling their thumbs. On Fri & Sat, don't need to increase numbers but need to assess with Carsten. For example, could double fence and have less patrols.
- PB: Agree need to look at deployment. EG easier to put pedestrian barrier along the pathways to keep people on the paths – would need less deployment. A better egress plan is needed. Also could look at reducing capacity on Thurs & Sun in line with sales. Could agree different numbers for different capacities.
- MP: There is a minimum level given the size of site but can look at numbers.
- PB: Will look at numbers and walk up from this year. Will have capacities due to advance sales.
- MP: Will also need to see the final site plan at that stage to be able to assess numbers.
- CR: It's 80% presale/ 20% walk up. Thursday is more pre-sale with corporate bookings. Sat is sold out. Friday is 60% presale/ 40% walk-up.
- CB: With regards to the DLR, overall feedback was positive however the roadway/crossing is not a DLR issue, it is your event and you need to staff people crossing safely.
- MP: Haven't got refusals for sale of alcohol. You have none.
- CB: Have logs only for entry & ejection.
- MP: The logs given were good, especially given timing of appointment. On Saturday the concern was that security were stretched, some due to layout and some due to the numbers of intoxicated. There was not enough welfare. That's why we want to see refusals log. MP picked up 3 drunken persons. Agrees that the shortness of bars meant people were queuing longer and so bought more drinks. There was not enough water. Also the problems with late food caused more drinking. The tables were too close together, couldn't spot the drunk people. When thrown out the effects are exasperated by the cold causing more problems. Also standing on tables and benches is an accident waiting to happen. Need a bigger tent, more spread out. I dealt with three separate incidents. All started with mixed groups on tables where drinks were spilt causing fights.
- CB: This is my point about levels of staffing. Need a strong team (not including H&S and production manager) running the bar teams.
- SF: Saturday night was a learning curve. They made what changes were possible. The following weekend was a lot better. They were taken by surprise by number of incidents. More staff were needed to supervise the queues. Bar staff should've been saying no.
- MP: Knows there are no refusals because the bar staff told him they were not refusing. Management staff would transform the event. Need middle management. Every time there is an incident it takes out four security. Next year you will not get a licence if there is no security plan 3 months out with a management plan including middle management.
- CR: Is asking for flexibility. Wants less security at the start of the night and more later.
- MP: Doesn't work on Saturday as there are 2 sittings. Or on Friday when there is a lot of pre-loading.
- SF: Staggering starting times causes staffing problems. If the shifts are shortened they won't be able to get staff. The shifts are already short.
- MP: On Saturday you cannot reduce. On Friday people come straight from work. If security are there spotting intoxication people coming in it helps. If you reduce levels this will drop and it will also affect the search.

- PB: Bar staffing is also an area to be discussed. Part of the reason it was too busy. Staff were not turning up. Need a bar manager there.
- MP: Also need more bar staff to reduce queues.
- MP: Due to the nature of event you should have EMP and security plan way in advance, and consistency of senior management.
- CB: What about stopping people dancing on benches?
- CR: For 200 years people have danced on benches in Munich
- AA: The feedback is that dancing on tables is unacceptable. If dancing on benches is an Oktoberfest tradition then it needs to be properly risk assessed. May need to have fixed benches to stop them toppling over.
- CB: Witnessed this happening. Benches are too flimsy.
- MP: Numerous people were removed for jumping off tables. Part of the licence is that you must agree your security plan with the MET police.
- CB: Will have to wait to see Paul's risk assessment. Agrees that benches need to be looked at. Not sure what happens at other Oktoberfest events. In the Olympic Park the policy was no dancing on tables or chairs. They had a cassette floor with benches drilled in.
- AA: It was very lucky there were no accidents this year. There was an event previously in the borough which had accidents and was not allowed back. Set up seemed ok on Thursday, was more tables added?
- CR: There are more tables in front on Sat. On the 2<sup>nd</sup> weekend we took out 2 rows. The real thing is the benches, this is what people want.
- AA: It has to be risk assessed.

## **6. Trading including Food Safety and Trading Standards**

- AA: Nazir Ali pointed out that there was a lot of froth on the drinks, and were having to be topped up twice. Could possibly be serving short measures.
- CR: There is only so much space in a glass.
- CB: Not disputing having a large head on the beer, just not sure if bar staff were always topping up. On one night CB saw the pints really foaming.
- CB: Did Trading Standards check weights and measures on the Thursday?
- PB: Yes. Naz was happy. Also all staff had their own price list.
- CB: Regarding Food Safety couldn't quite believe the state of the kitchen on Thursday. Not sure when the food was supposed to be served but it was delayed until 8pm.
- AA: Didn't realise serving started so late.
- CB: The equipment was all dirty. The plates were dusty. Questions how it was washed, packed and stored? Was that the responsibility of the Kitchen Manager?
- CR: Yes but they had only just come in.
- CB: I am alarmed at the level of incompetence of the kitchen manager.
- CR: He expected the Event Manager to have this all ready.
- CB: This is the Food Manager's responsibility, not the Event Manager.
- AA: Witnessed food in open tins being left around. The fridges were not connected.
- CB: That is not the Event Manager's role.
- AA: On positive note there are no reports of food poisoning. From a food safety point of view he is very happy that they didn't open until ready.
- IA: When PB was on site on Thursday it was noted that there was food temperatures being taken and logged. However LBTH FS raised the question on Friday whether this was happening. It's down to the Food Manager to log and take temperatures.
- CB: Serving staff were going into the kitchen and taking fries with their bare hands having just served the public. PB dealt with this and ensured that serving staff had gloves and tongs. It was very poor.

- CR: I have a 20 page food management system which he follows and is sorry first day it went so wrong. Oktoberfest has run for 10 years with no issues.
- CB: It was really good to see Becky, Annabel and Paul working together to sort the Kitchen situation out and manage staff. CR there needs to be more middle management. I.e. head of Kitchen, head of staff etc.
- CB: There was also a problem with a leaking washing machine and a problem with grey water waste disposal.
- CH: Re Licensing; Moshin worked on the 5<sup>th</sup> and Corrine on the 13<sup>th</sup> on 13<sup>th</sup> no Premises Licence was on display. It was noted that people were being refused entry which is good. Also noticed people taking noise readings. On both days the entertainment finished on time. On Sat 13<sup>th</sup> a sale of alcohol was noted at 10.35pm (10.30pm curfew). It was felt that the bar staff knew the bar was closed but were pressurised by customers into serving.
- SF: Need one security staff member at the bar at the end of the night. Going forward there will be.
- CH: On egress there was a lot of security right outside and by Mudchute they were dealing with an incident. There was no security in between.
- PB: The ones that were supposed to be there had been called to the stations. Need to pedestrian barrier the route.
- CB: Having a channel with pedestrian barrier is an option though the barrier would have to come in at the end of the night. Will have to see the proposal.
- CB: Overall the number of complaints was minimal. There were two complaints before from the farm re horses. There were two phone calls to control regarding the time the music would be finishing. There were no corporate complaints.
- PM: These were from the first night. They rang but were not logged. No official complaints.
- PM: No complaints on the resident's hotline
- CB: Was concerned about the noise from the fridge generator but no complaints were made.
- PB: Wants to meet residents earlier next year. They expected to see blue notices onsite, meeting meant they could explain procedure.
- CR: Reduced amount of music equipment was successful.
- PM: Monitoring shows minor breaches but verdict was it was business as usual.
- TG: Attended on 9<sup>th</sup> and walked around. There were 3 noise team onsite. Discussed whether they could have remote monitoring to make a cost saving.
- PM: One person should be onsite to react to any issues.
- CB: Definitely need a person there in case there is a complaint – to react.

## **7. H&S and Environmental Protection**

- PB: Most has already been discussed. He only had 3 weeks before the event. Would like to have a discussion now with team to agree timescales for the EMP etc.
- CB: There is also an issue about how the information is presented. Could be stripped back with appendices. AP&E staff spent days reviewing the documents.
- PB: The model works with some changes. Will have a summary of changes and separate documents e.g. Alcohol Management Plan
- PB: No reportable accidents.
- CB: Concerned about staff welfare. Wasn't enough staff to cover breaks.

## **8. Fire Safety (LFB)**

- CB: LFB are not present today to give comments.
- PB: No issues. No LFB visit or feedback. All equipment was in place.

PB: Power cut - faulty fryer tripped. There was no syncing cable between the two generators. Will be resolved.

## 9. Traffic Management and Externals Management

IA: DLR feedback is positive compared to previous years. The discussions and site walk round made them feel part of the planning process and event. This year there was much better communications, which worked well.

SF: DLR was making announcements on the train for people to get off there for the event. Those people then went back there at the end. DLR did not tell us this was happening.

CB: Will need to attend to the crossing.

SF: Will ensure they have traffic management staff.

CB: What about taxi rank?

CR: They thought about it but James wouldn't let them use the space they selected because it was an emergency exit.

## 10. First Aid and Welfare

CB: First Aid Cover and LAS are not here. Felt that the welfare worked well.

SF: Number of welfare was increased from the 1<sup>st</sup> to the 2<sup>nd</sup> weekend.

SF: It is the same security staff, but wearing different bibs. All staff have the same training. There were two outside, two patrolling and two for a response team. But on Saturday there were lots of incidents.

PB: No hospitalisations. 7 minor incidents, mainly falling over by the benches.

CB: There were 4 police call outs for 3 separate incidents. No arrests.

SF: The police were called by security to deal with detained customers. They looked for police assistance. What MP dealt with was one of the ejected incidents. MP was verbally abused by a customer who had already been ejected, so this was a crossover with an existing recorded incident.

**Postscript:** Steve Ford has stated that there were very few calls to Millwall Park during the event, including one assault, which suggests that the medical cover at the venue was appropriate and did a good job. However, it is very difficult to search for any further patients that may have presented in different locations, such as surrounding roads or transport hubs, after leaving the event.

**Action :** As LAS did not have a permanent representative at the venue, SF would be keen to see any information from the medical provider on numbers treated, and also any feedback from the local police on any perceived impact?

## 11. AOB

CB: It was good to see that comments had been taken on board from 2017 re management structure.

CB: Re timescales for next year, the event is not agreed for 2019. Carsten needs to submit an application to our team along with a proposal (including; dates, capacity, format, tent details, programme, key providers and consultant staff). As a guideline first draft documents should be submitted March/April as that is 6 months out from the event.

CR: Described a new anti-drunkenness message given to all pre-booked ticket holders stating that those who pre-load and arrive drunk will not be admitted.

CB: It would be good to run the wording past MP.

**Oktoberfest 2019**  
**3 to 6 and 10 to 13 October 2019**  
**Millwall Park**

**Multi-Agency Debrief Meeting: Oktoberfest 2019**

**Location:**

Brady Arts Centre, 192-196 Hanbury Street, London E1 5HU

**Date & Time:**

10.00am Friday 17<sup>th</sup> January 2020

**Minutes:**

**1. Introductions and Apologies**

Chair: Catherine Boyd (CB), LBTH A,P&E

Minutes: Steve McEvoy (SM), LBTH A,P&E

**Introductions:** Keith Woodward (KW), LBTH Parks; Catherine Boyd (CB), LBTH A,P&E; Jo Severs (JS), LBTH A,P&E Tina Friswell (TF), DLR; Carsten Raun (CR), Oktoberfest organiser; Paul Budden (PB), Oktoberfest H&S; Ross Needs (RN), Firstline Security; Kathy Driver (KD), LBTH Licensing; Paul Murphy (PM), LBTH EP; Rita Craddock (RC), LBTH EP; PC Mark Perry (MP), MPS; Amran Ali, (AA), LBTH H&S; Nazir Ali (NA), LBTH Trading Standards

**Apologies:** Brian Harris (LFB), Kelly Barnes (MET Police), Chris Cassidy (St John's Ambulance), Steve Ford (LAS), Brittany Melly (Event Manager), Sophie Spurgeon (TfL Surface Events Team)

- CB thanked all for attending today and also thanked the agencies who couldn't attend but have provided feedback

**2. 2019 Event Overview**

CB's feedback:

- 9<sup>th</sup> year of Oktoberfest. Located in Millwall Park at the south-eastern corner of the park located squarely between Island Gardens & Mudchute tube stations.
- Ran over two weekends (Thurs 3<sup>rd</sup> – Sun 6<sup>th</sup> & Thurs 10<sup>th</sup> – Sat 12<sup>th</sup> October).
- Planned 2<sup>nd</sup> Sunday was cancelled by organiser
- Site mark out was Sun 29<sup>th</sup> September & build start Mon 30<sup>th</sup> Sept. De-rig completed Wed 16<sup>th</sup> Oct.
- Tent was 74m this year, 15m longer than 2018, with same width as previous year.
- Although the tent was contained within Pitch 1, the extra length meant that stakes & queuing area strayed into Pitch 2, which had an effect on extent of damage to the park following the event.
- Event was marred by poor weather, particularly during the second weekend and load out. There was extensive damage to the ground condition, resulting in significant reparation work and both pitches 1 and 2 being suspended from play until 2020.

**Operating hours:**

- Thursdays & Fridays 17:00 – 23:00
- Saturday 11:00 – 16:30 & 17:30 – 23:00
- Sunday 12:30 – 19:30

**Capacity**

- Thursdays & Sundays – 1500
- Friday – 2000
- Saturday – 2500

#### CR's feedback:

- Removal of one Sunday worked well this year and will continue to be implemented going forward.
- Attendance numbers were as follows:
  - Thursdays = 1,200
  - Fridays = 1,600-1,800
  - Saturday = sold out (2,500)
  - Sunday = 800
- The 2019 event was an improvement on previous years and the feedback from meetings and discussions with agencies was taken on board.
- Hoping to bring back the same team to work the event going forward.
- The poor weather conditions caused issues and improvements need to be made going forward to ensure these are resolved.
- Complaints from attendees were mainly due to the poor weather impacting the conditions in the tent as well as the queueing time outside, specifically on Saturday which is the peak night.

#### **Planning Process – from Jan 2019 onwards**

##### CB's feedback:

- Discussions with Carsten began in January.
- Formal Application received end April 2019
- 2 planning meetings - 4<sup>th</sup> April & 2<sup>nd</sup> August – (2018 there were 3 planning meetings)
- 5 versions of EMP (2018 was 8 versions) – the last version was submitted on Sat 21<sup>st</sup> September
  - The EMP schedule needs to be reviewed for 2020 as versions were submitted close together and it's a lot of paperwork to evaluate.
  - There will be improvements to infrastructure but a lot of what was outlined in the 2019 EMP will be reiterated going forward.
- Going forward, capacity, security and welfare staff numbers need to be agreed much earlier than in 2019
- The multi-agency walk around saw the event was not fully ready on the day of opening but gave participants the opportunity to see the layout of benches

##### PB's feedback:

- Will plan to have final EMP confirmed by end August.

#### **ACTION: PB to make EMP clearer for agencies to read**

#### **2019 Improvements and adjustments**

##### CB's feedback

- Continuity of Health & Safety (Paul Budden) & Frontline Security was very welcome.
- Better communication/earlier submission of paperwork, although the final paperwork and confirmation of security/welfare numbers and issues re benches was very late in the day.
- Kitchen operations much improved/better organised with a stronger Kitchen Manager.
- Addition of internal CCTV – although seemed to be focussed on income protection rather than prevention of disorder and some cameras not operational/obscured due to positioning of lighting/banners – should have been noted and rectified. See section on security.

##### CR's feedback

- Everything that the team was asked to improve on was actioned.

### 3. **Command Structure, Key Staff and Delivery Partners**

#### CB's feedback:

- Command structure was the same as per 2018. Good to have continuity with Health & Safety and Security teams who worked well together.
- Brittany Melly was new Event Manager, and worked very hard onsite, although as per last year's event had too many roles to undertake.
- Herwig Pagitz was the Site Manager - Duty Manager felt that he was more operational than a Site Manager.
- Key concerns raised after last year's event and prior to the event during planning process that there were not enough middle management had not been actioned.
- No site crew once the event was up and running. This meant that the H&S manager (PB) / Event Manager (BM) were often busy attending to roles that should not be their remit (e.g. putting out the toilets for egress) rather than managing the event.
- This was especially evident during the second weekend when there was not enough staff in place to deal with the water ingress into the tent.
- Lack of bar supervisors noted – again H&S Manager (PB) appeared to be responsible for overseeing bar staff.
- Lack of litter pickers noted.
- Resident's contact line phone was lost during the first weekend, which meant that the phone number on the resident's letter was incorrect. Signs were displayed with the correct number around the tent.
- Complaints received from local residents that they had not received the resident's letter.

#### CR & PB's feedback:

- There were 6-7 site crew deployed per night
- PB to have 2 ops site crew for when the event is live going forward. These will potentially be different to the build site crew
- **ACTION: CR and PB to review how noise levels/noise complaints are managed and also to look at people's roles are managed more effectively**

### 4. **Site Layout/ Repairs**

#### CB's feedback:

- **Marquee Size/Overall Footprint:** Main difference this year was the increased size of the marquee. Although it fit within the Pitch 1 footprint, the tent stakes/ropes and entrance infrastructure strayed well into Pitch 2.
- **Trakway/Ground Protection:** More trakway had been promised but there was not a significant increase on the previous year. There was not enough ground protection at key points that were repeatedly brought to attention (e.g. along the pathway from Stebondale Street gate). There was no contingency trakway, instead small pieces of trakmat were moved around site, and so these areas were left unprotected. The lack of ground protection became very apparent during load out and contributed to the damage to the ground.
- **Site Build:** Went smoothly but again the internal fit out of marquee was nowhere near completed by the scheduled site inspection. A complaint was received with regards to site vehicles blocking the pathway alongside the rope walk.
- **Internal Layout:** The internal layout of the marquee was improved, with more space available for seating/tables.

- **Seating/Tables:** There had been some concern about pre-event plans to position seating/tables on either side of the stage area, with concerns about access to fire exits and impact on crowd behaviour, however this was not put in place due to the larger size of the tent. Due to the increase in marquee size there was more room for seating/tables, although the same problems with security being unable to get through the crowds when the tent was close to capacity were noted.
- **Benches:** Raised as an issue following last year's event, Carsten provided heavier benches but same problem of customers dancing on them and toppling over. Much discussion in the run up to the event, finally agreed at site walk-around. Discussed in more detail in Licensing/H&S
- **Flooring:** There is no internal flooring within the marquee, with the exception of a small area of matting over the dance floor area, which was noted to be too small. Due to heavy rain ingress into the marquee, particularly during the 2<sup>nd</sup> weekend, the floor became very muddy/slippery, particularly around the main entrance and on the dance floor. Two serious injuries occurred on the dance floor as a result.
- **First Aid/Welfare areas:** Lack of flooring was noted as an issue due to the poor weather/muddy conditions. Concerns raised about the ability to keep the areas clean.
- **Load Out:** Was challenging due to the poor weather and ground condition due to lack of trakway. Ground was extensively churned up all over Pitch 1 and also southern end of Pitch 2.
- **Reparations:** The whole of Pitch 1 and a significant portion of Pitch 2 required chain harrowing and the grass re-seeding. The damage was so extensive that both pitches were out of action for the rest of the year.

#### KW feedback:

- Pitch 1 is still out of action and Pitch 2 has been repositioned nearer to Mudchute and further away from Pitch 1 – this change has received good feedback so far from teams using Pitch 2.
- During the event there was no signage to say not to go on Pitch 2 so this needs to be implemented going forward.
- There have been a number of formal complaints received concerning damage to pitches and the fact both pitches were impacted by the event is disappointing.
  - There needs to be a review of the ground protection of pitches in addition to supervision and management of protection going forward.

#### KD suggested:

- Including a clause in the lease that states the pitches should be chain harrowed within 48 hours of load out to remove rutting from the pitch.

#### PB's response to KW's feedback:

- Will look at using more aluminium trakway in 2020 at the front which will protect the pitch and be better for guests.

#### Multi-agency and event organiser feedback on benches:

- Cable tying the benches did not work.
- H&S were onsite during event hours and saw 1 bench topple over.
- Going forward the proposal is to lay wooden flooring inside the entire tent and screw the benches into this.
  - Noted that this will increase build time and will require additional measures to ensure surface water is managed effectively on the flooring.
- There were a high number of incidents in the 2<sup>nd</sup> weekend that were slip related.
- Going forward the tent will be Clearspan which will mean a smaller footprint of straps and tent pegs.
- There should be a review each event day regarding whether the benches are safe to use.
- MP stated that the simplest solution to avoiding bench-related injuries is to not allow attendees to stand on the benches or tables.

- Noted that this was successfully marketed at other Oktoberfest events.
- Licensing may consider making this a condition of the licence if the risk is deemed too great.
- PB submitted RIDDOR applications regarding 2 accidents at the event.

**ACTION: CR and PB to review arrangements for benches**

**5. Environmental Protection/Noise Monitoring**

**CB's feedback**

- **KP Acoustics:** Concerns raised during planning process that KP Acoustics were planning to only have offsite monitoring of the event. Ultimately there was a noise monitor on duty, which proved to be essential as noise complaints were received throughout the event.
- Noise complaints received and responded to on first weekend. No complaints were noted on the second weekend.
- Duty Manager noted that PB was dealing with noise issues in the marquee, suggested that there should be direct liaison between the KP noise monitor and the stage manager.

**PM and RC feedback:**

- Received 5 noise complaints from 4 unique sources. THEOs took action on 2 complaints.
- No statutory noise nuisance
- The volume was reduced after the first weekend which did resolve further noise complaints.
- Some of the complaints were related to frustrations with the event rather than noise specifically.
- Going forward, it might be worth putting up posters in blocks of flats/vinyl banners around Millwall Park to let people know the event is coming.
- Noted that for a 2 weekend event the number of complaints received is relatively low.

**6. Security and Stewarding (internal and external) and externals management**

**CB's feedback:**

- First Line Security was the appointed security company for the second year.
- Responsible for crowd management onsite, and external pathways between DLR stations and the event site.
- Final security numbers were not agreed until 26 September (i.e. 1 week before event was operational).
- Security deployment for the first weekend was as follows:
  - 62 for Saturday evening only inc. 6 SIA Welfare (2500 capacity)
  - 56 for Friday evening and Saturday afternoon inc. 6 SIA Welfare (2000 capacity)
  - 36 for Thursday and Sunday inc. 2 SIA Welfare (1500 capacity)
- Due to problems noted during the first weekend with public urination/ASB, the security provision was increased by 4 extra SIA on Saturday evening only.
- All security were re-briefed with regards to preventing public urination/ASB
- A revised egress plan was also adopted for the second weekend to address complaints.
- There was a noticeable increase in incidents during the second weekend.
- Incidents included:
  - Fri 4<sup>th</sup> Oct – bench collapse noted. Several instances of dancing on tables and throwing beer glasses.
  - Sat 5<sup>th</sup> Oct – noted customers falling off benches. Reported customer with cut eye after being punched. Repeated fighting and dancing on tables.
  - Fri 11<sup>th</sup> Oct – repeated reports of urination and smoking within the tent (presumably because it was heavily raining). Serious fight incident which resulted in one customer being knocked out and a member of security having their nose broken. Police & ambulance called.

- Sat 12<sup>th</sup> Oct afternoon – again reports of urination within the tent and broken ankle caused by slipping (see First Aid).
- Sat 12<sup>th</sup> Oct evening – repeated reports of throwing food/beer. Repeated reports of customers slipping over and injuring themselves including another customer breaking an ankle (see First Aid).
- PC Mark Perry has viewed the CCTV footage and does not feel that the event logs accurately match the level of incidents captured on the footage.

#### RN feedback:

- The 2<sup>nd</sup> Friday of the event was eventful in terms of disruptive behaviour.
- There were some concerns about the Saturday due to Millwall football fans but nothing came of it.
- Security were receiving lots of calls from DLR staff at Island Gardens station but on attending the station the situation did not seem appropriate for security to deal with.
- Felt that DLR staff were not letting people on trains who were probably fit to travel
- There was one incident where security were told they needed to deal with a situation that was platform side of the station as the DLR staff refused to manage the escalation.
  - First Line Security staff are not insured to go platform side but did on this occasion to resolve the incident.
- The fencing put up to prevent people from going into the Mudchute Farm area was successful.
- Security thought that on Saturday night the deployment of First Line stewards went well.
- Event attendees waiting for taxis/Ubbers did impact on the flow of egress and stewards weren't proactive enough in dealing with this.
- The police have contacted security regarding an incident where a steward reportedly hit an event attendee. However, the description given of the steward does not match the internal or external steward's uniform.

#### TF feedback

- DLR staff had problems with intoxicated customers, who they would not allow in the station, who would then become abusive to the DLR staff

#### KD feedback:

- There was no security on the gate next to the changing rooms and event attendees were seen to be urinating here.
  - At other events, welfare would consist of helping highly intoxicated people to the nearest train station. There are concerns that highly intoxicated event attendees at Oktoberfest were left in vulnerable situations.
  - RN stated that external welfare were tasked with walking customers to the station where necessary
- CR suggestion: Going forward security could breathalyse attendees they believe to be highly intoxicated at the point of entry and can refuse them entry.

KD response: Did not feel this was necessary

#### MP feedback:

- The police are struggling to perceive how the event can continue due to the number of incidents despite the measures that were put in place this year.
- The police will be submitting a review to revoke the licence for Oktoberfest in 3 weeks' time.

CB comment: Once the review has been triggered, it will go out for consultation for 28 days and anyone is able to add to the conditions.

KD comment: As soon as the review is triggered it will have to go to hearing. If the police were to trigger a review, Licensing would add more conditions to the licence such as Challenge 25 and register of refusals. It will be up to the licensing committee to decide. If refused CR will have up to

21 days afterwards to appeal to the Magistrates' Court. The consultation period is 28 days and will take 3-4 months to reach court.

- The main concerns from police are around crime and disorder as a direct result of Oktoberfest.
- If a review is triggered by the police, it will likely be a revocation as the current risk of continuing the event is too great.
- MP suggested that a review might be avoided if the capacity was reduced to 1000 and more security were employed.

CB suggestion:

- One option is for CR to walk away from the current premises licence and submit a new premises licence with added conditions.
- MP won't review licence if CR surrenders licence.

CR's response to CB's suggestion:

- The Licensing Team and police need to inform us what the conditions we need to agree to will be.

MP feedback cont.:

- Looking at alcohol management and how this is dealt with along with reviewing capacity and the nature of event is key.
- There is also a need to look at the crowd profile and how crowds are targeted in terms of marketing the event.
- Noted there was significant improvement from 2018 to 2019 but the same issues still occurred.

CB's response to MP's feedback:

- The tone of the event is something that might need to be reconsidered with programming for the event to be looked at and possibly changed.

**ACTIONS:**

1. **CB to raise key points from police discussed in debrief to LBTH Senior Management as if the licence is revoked, this could result in bad press which is something that needs to be considered.**
2. **CR and team given 2 weeks to review the conditions and get these sent to police. This is to include review of:**
  - a. **Numbers**
  - b. **Security proposed**
  - c. **Programming content**
  - d. **What measures can event organisers take to mitigate issues?**

**7. Trading including Food Safety and Trading Standards**

CB's feedback:

- **Food Safety:**
  - Marked improvement on 2018, where the kitchen cleanliness and operations were not acceptable (causing the kitchen to be closed until 8pm on the opening night).
  - Layout and setup of kitchen much better than 2018, which aided to a better flow of movement in the kitchen.
  - No negative feedback from FS team on shifts in relation to the kitchen or food safety.
  - Generally the food items that were being served were lower risk.
  - No complaints received/ cases of gastrointestinal infections relating to Oktoberfest reported.
- **Trading Standards:**

- No major issues noted this year; previous year problem of beer fobbing and possible short measures seemed to have been addressed.
- TS noted that the bars were fine, challenge policy notices on display, refusals logs, price lists, stamped glasses, licence on display.
- No issues noted with merchandise.

#### NA feedback:

- Trading Standards were satisfied with the alcohol management process during the site visit in the early stages of the event.
- Officer returned late afternoon to revisit the refusal logs and there weren't any records – bar staff had said that's because there were no incidents.
- The merchandise on sale was all ok.

#### AA feedback:

- The layout in the kitchen was an improvement on previous years and worked really well during the event.
- The wash hand basin didn't have any hot water at the beginning but this was soon resolved.
- The bucket to take water was not initially connected but was attached later on.
- There have been no reports of food poisoning.
  - Serving pre-cooked food is considered lower risk
- Jacob was a strong kitchen manager.
- The proposal for wooden flooring does not resolve the issues of spillages and will need to be considered going forward.

## **8. H&S & Licensing**

### CB's feedback:

Serious concerns were raised by Licensing following inspections on the first weekend particularly Sat 5<sup>th</sup> October. These included:

- **Emergency Exits:**
  - Two emergency exits found to be sealed closed whilst the tent was close to full capacity.
  - PB pointed out that there were additional exits not marked on the plan that were still open, however the sealed exits had running men symbols and should not have been obstructed.
  - Security had closed the exits due to the poor weather/wind & rain coming into the marquee.
- **Benches:**
  - Benches were raised as an issue in planning meetings following last year's event.
  - It was agreed at planning meetings that cable ties could be used to secure some benches together, on the basis that heavier benches were being used.
  - In practise at other Oktoberfest events this caused a concertina effect and was deemed to be more unsafe than not tying at all. Also problem with trapping people at the table.
  - Prior to event opening it was agreed that the benches would not be tied subject to event organiser's risk assessment. Finally agreed at site walk-around.
  - Although the benches were slightly more robust than last year, still not heavy/sturdy enough to stop customers toppling them over, causing minor injuries.
  - H&S officers witnessed customers causing the benches to topple over during the 1<sup>st</sup> weekend.
  - Carsten agreed that security would warn customers against excessive dancing/jumping on benches, with a "2 strikes you're out" policy.
  - H&S agreed on the basis that instating a ban on standing on benches at that stage in the event would cause security further issues.
- **Dancefloor:**
  - Licensing noted that the matting to the dancefloor should be larger.

- The dancefloor became an issue during the second weekend when the rain caused the inside of the tent to become very slippery, particularly over the dancefloor areas, causing injuries including broken bones (see First Aid section).
- **Spillages:**
  - Licensing observed a lack of care taken to mop up spillages.
  - Lack of mops/ equipment noted during final weekend when there was no method of mopping up/stopping the heavy rain coming into the tent.
- **Bar Refusals Register:**
  - Licensing noted the refusals register was not being completed by bar staff, instead they were informing the SIA guards who were then radioing event control.
  - The registers provided had been completed after the event, which leaves validity in question.
  - MET Police questioned the number of challenges/refusals given the drinking nature of the event.
- **Drinking Up Time:**
  - Problems noted with drinking up time being exceeded.
  - Customers able to purchase 2 pint steins up to bar closing time, which meant either the drinking up time was not observed and/or customers were “downing” large quantities of beer, causing intoxication.
  - From Thurs 10<sup>th</sup> Oct onwards only 1 pint servings were permitted from 22.15 – 22.30.
- **Public Urination:**
  - Licensing observed issues with public urination in the park (as dealt with in security/stewarding/externals sections).
  - CB noted that complaints were raised by local councillors, both in the park and nearby vicinity. The organiser addressed this for the second weekend with additional portable toilets and there were no further complaints.

CR & PB’s response to CB’s feedback:

- There were 2 bars with 14 bar staff and 1 supervisor per bar.
- The bar staff were from an external agency so needed training which puts an added strain on middle management.
- There was also some confusion over the refusals process.

KD’s feedback:

- There were concerns on recording of refusals and there needs to be an improvement on how supervisors operate.
- The bar staff serving alcohol need to be more proactive and pay attention to monitoring punters and queues.
- At other events, if bar staff are too busy serving then the supervisor will record refusals.
- There seemed to be some confusion with who was recording with security.
- Last orders were a concern as people were not proactive with leaving on time.
- A member of the Licensing Team should attend the briefings and training of bar staff going forward.

PB’s response to KD’s feedback:

- In the 2<sup>nd</sup> weekend the bar staff stopped serving steins earlier than in the first weekend – steins were stopped at 22:15 and last orders were called at 22:30.
- The security logs were an improvement on last year but there is a requirement for a separate refusals log.

MP’s feedback:

- The number of refusals logged not reflective of the number of attendees – if refusals are not recorded they cannot be proved.

**ACTIONS:**

1. **CR and PB to review the Alcohol Management Plan for the event and make improvements**
2. **PB to send MP last year's Alcohol Management Plan**
3. **PB and KD to discuss how best to improve the log recording process**

**9. Fire Safety (LFB)**

**CB's feedback:**

- LFB were called to the park to attend to a fire on Sunday 6th October, however this incident was unrelated to the actual Oktoberfest event itself.
- LFB carried out a safety check in the tent on Sat 12<sup>th</sup> afternoon session
- LFB have not raised any issues post-event.

**10. Transport and Traffic (internal/ external) Management**

- DLR Feedback from Island Gardens by email:
  - Drunk passengers (Group of 4/5) started a fight with the Event security staff outside of Island Gardens station, due to not being let in by the event staff- No BTP or MET called as it got resolved itself.
  - Extra security deployed on the Saturday because of the problems they had the previous week.
  - Sat 05.10.19 @ 22:15 - Agency staff having to refuse entry to intoxicated passengers- leading to verbal abuse.
  - Fri 11.10.19 @ 22:56 - Fight on platform and train (noted in Frontline Security log as 3 males fighting).
  - Sat 12th Oct 16.20 - BTP called to assist the event staff who were being verbally abused and threatened by three intoxicated male passengers.
  - Sat 12<sup>th</sup> Oct 17.00 - A person fell over and cut his head.
  - Date unknown - Requested BTP as some passengers were harassing some of the crowd control guys.
  - DLR had a lot more problems when the afternoon event finished because everyone left the event at the same time.
- **Taxis**
  - Same issues as in previous years in that Uber cabs pick up from Stebondale Street by the gate, causing noise issues/public urination while customers waiting.
- **TfL Surface Events team**
  - No issues raised.
- DM report of two fights inside Island Gardens station Fri 11<sup>th</sup> October, unclear if related to the event.

**TF feedback:**

- Intoxicated people were being refused entry to station.
- There were incidents of event attendees being abusive to station staff.
- There was a reported incident of a fight on the platform.
- There was a reported incident where someone fell and cut their head.
- The egress in the afternoon was staggered which worked well. However, egress was not staggered at night which caused issues.

### RN response to TF/DLR feedback:

- Security cannot refuse entry to the station; this is down to TfL staff.
- The security management structure consisted of 1 supervisor for internal and 1 supervisor for external.
- More signage was put up after first weekend to guide event attendees to the nearest station.

**ACTION:** Wayfinding signage to be reviewed as needs to be improved to deal with high numbers during egress. Suggested that higher level signage on scaffold poles is required.

## **11. First Aid**

### CB's feedback:

- St John's Ambulance were the appointed first aid contractor – 1<sup>st</sup> year of role.
- First Aid provision was as follows:
  - Thursday & Sunday – 2 First Aiders
  - Friday & Saturday – 4 First Aiders
- Medical area provided to top right of tent – fenced/scrimmed area.
- LAS had requested that the organiser provide an ambulance onsite. This was not provided.
- 1<sup>st</sup> weekend relatively quiet, although two injuries caused by falling off benches noted on Saturday 5<sup>th</sup> October. No RIDDOR reports.
- 2<sup>nd</sup> weekend had significant number of injuries as follows:
  - Fri 11<sup>th</sup> October – 12 reports including a number of injuries due to mass brawl including security guard knocked unconscious. 2 NHS ambulances called to site (one for unconscious person, one for diabetic person with no insulin).
  - Sat 12<sup>th</sup> October – afternoon – 4 reports including two injuries caused by slipping within the tent, including one suspected fractured ankle.
  - Sat 12<sup>th</sup> October – evening - 16 reports including 2 persons who went to hospital after slipping on the dancefloor, suspected fractured ankle.

**POSTSCRIPT** – Steve Ford from LAS was unable to attend the meeting but gave feedback following the meeting as follows: “I have not been made aware of any particular issues from an LAS perspective. There were a handful of calls in the local area during the event (or shortly after operating hours) that were believed to be alcohol related, although none mentioned the event by name.”

## **12. Welfare**

### CB's feedback

- Frontline provided a dedicated Welfare team of 6 (SIA DS) individuals (Friday and Saturday) and 2 (SIA DS) on Thursday and Sundays.
- In addition Welfare Management provided by Tiger Tea Events, with staff trained in Mental Health awareness and dedicated area next to First Aid
- Tiger Tea provided 1 Welfare Manager on Fridays and 2 Welfare Managers on Saturdays.
- Concerned about report of up skirting during the first weekend – not raised at the time or included on the security log – only discovered in TT report after the weekend.
- Welfare area flooded during heavy rain on Fri 10<sup>th</sup> October – had to incorporate into the first aid area.
- Tiger Tea mainly treated persons suffering from intoxication, although also responded to other incidents such as PTSD panic attack
- Total number treated:

Date	No. Treated
Fri 3rd Oct	9
Sat 4th Oct - afternoon	2
Sat 4th Oct - evening	10

Fri 10th Oct	10
Sat 11th Oct - afternoon	5
Sat 11th Oct - evening	2

**13. AOB**

- None

## Mohshin Ali

---

**From:** MARK.J.Perry [REDACTED]  
**Sent:** 01 May 2020 18:24  
**To:** Licensing  
**Cc:** Simmi Yesmin  
**Subject:** Oktoberfest 2018 Incident Logs  
**Attachments:** IMG\_20181013\_0935155.jpg; IMG\_20181013\_0936554.jpg; IMG\_20181013\_0938061.jpg; IMG\_20181013\_0937237.jpg; IMG\_20181013\_0936461.jpg; IMG\_20181013\_0936370.jpg; IMG\_20181013\_0935009.jpg; IMG\_20181013\_0937506.jpg; IMG\_20181013\_0934501.jpg; IMG\_20181013\_0937154.jpg; IMG\_20181013\_0936006.jpg; IMG\_20181013\_0954440.jpg; IMG\_20181013\_0954537.jpg; IMG\_20181013\_0954491.jpg; IMG\_20181013\_0955033.jpg; IMG\_20181013\_0954591.jpg; IMG\_20181013\_1732342.jpg; IMG\_20181013\_1645555.jpg; IMG\_20181013\_1645386.jpg; IMG\_20181011\_2321093.jpg; IMG\_20181011\_2321005.jpg

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear all,

Please see security logs for Oktoberfest 2018 which I would like added to the evidence for Central east Police Licensing Review of the Oktoberfest premises License.

Kind Regards

Mark

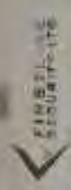


PC Mark Perry  
Central East Licensing Unit  
Metropolitan Police Service (MPS)

[REDACTED]  
A: Licensing Office, 2nd Floor Stoke Newington Police Station

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# Oktoberfest 2018 - Ejection and Walk-Out Log

Date: 11/10/18  
 Day: Thursday  
 Security Manager: Steve

Incident Code:		FAA	First Aid Incident:	REF	Front Door Behaviour	DOC	Duty Of Care
VI	Potential Intoxication			THE	Threat	AS	Assault
	Drug Possession			MPD	No Problem	EMS	Emergency Services
AG	Aggression			EWV	Sanctioned Walk-Out	LAC	Left Accompanied

Time	Location	Description of Person (Age, Ethnicity, Hair, Eyes)	Incident Details (Stamps)	Report (N/A)	Report Member	Incident Code	Initial
20:58	Beer Tent	1 2 3 4 5 6 7 (M)	Firearm Glass	N	N/A	AGG	L/L
21:01	Tent	1 2 3 4 5 6 7 (M)	Lights out changing generator				
21:11	Tent	1 2 3 4 5 6 7 (M)	Lights Out				
21:16	Ground	1 2 3 4 5 6 7 (M)	X2 males head used on them			REF	REF
21:20	Members	1 2 3 4 5 6 7 (M)	X2 males head used on them				
21:38	Tent	1 2 3 4 5 6 7 (M)	Intoxicated	N	N/A	PI	CP
21:50	Tent	1 2 3 4 5 6 7 (M)	Intoxicated	N	N/A	EWO	KL
21:50	Members	1 2 3 4 5 6 7 (M)	Intoxicated				
22:14	Tent	1 2 3 4 5 6 7 (M)	Intoxicated	N	N/A	FAA	KL
22:14	Tent	1 2 3 4 5 6 7 (M)	Intoxicated	N	N/A	EWO	SN
22:33	Toilet	1 2 3 4 5 6 7 (M)	Intoxicated	N	N/A	REF	KL
22:36	Tent	1 2 3 4 5 6 7 (M)	Intoxicated	N	N/A	PI	SF
22:39	Tent	1 2 3 4 5 6 7 (M)	Intoxicated	N	N/A	SA	SA
22:40	Tent	1 2 3 4 5 6 7 (M)	Intoxicated	N	N/A	PI	CP
22:45	Members	1 2 3 4 5 6 7 (M)	Intoxicated	N	N/A	FAA	SF

The IC codes are: IET - White European IEC - Dark European IED - Afro Caribbean IEE - Asian In the British sense, i.e. Indian, Bangladeshi or Pakistani ICS - Oriental ICH - Arab/North African ICC - Unknown ethnicity Some terms use IET as unknown ethnicity.

# INCIDENT LOG



**Client Name:** [Handwritten: ABC Company] **Address:** [Handwritten: 123 Main St, London, UK]

**Phone Number:** [Handwritten: 020 1234 5678] **Incident Type:** [Handwritten: Theft]

**Reported by:** [Handwritten: John Doe] **Date:** [Handwritten: 15/10/2023]

**Incident Details:**

Burglary  Assault  Car Theft  Domestic Violence  Fraud  Harassment  Identity Theft  Kidnapping  Rape  Stalking  Theft  Unlawful Entry  Vandalism

**Police Reference:** [Handwritten: 1587654321] **Police Station:** [Handwritten: Westminster

**Investigation Status:**  Open  Closed

**Resolution:**  Not Resolved  Resolved

**Notes:**

[Handwritten notes describing the incident, including details of the theft and the actions taken by the client and the security team.]

**Officer Name:** [Handwritten: J. Smith] **Signature:** [Handwritten Signature]



# INCIDENT LOG



Officer Name: Carla Kara / Tamin Licence Number: 101966782 E3051011  
Venue: Club 10118 Date of Incident: 06/10/18  
Location of Incident: In the bank Time of Incident: 20:38  
Name of Venue Manager on Duty: \_\_\_\_\_  
Was Management present?  Yes  No

Incident Type:  Admission Refusal  Domestic  Drugs  Aggression  Fight  Intoxication  
 Anti Social Behaviour  Criminal Damage  Theft  Complaint  Accident  Illness or Injury  
 Other (Specify) \_\_\_\_\_

CCV  Yes  No  
Body Cam  Yes  No  
Emergency Services  Yes  No  
If yes, Please give details \_\_\_\_\_  
Camera Number: \_\_\_\_\_

Number of people involved:  1  2  3  4  5  6  7  8  9  10  More  
 Male  Female  
Description of Person:  IC1 - White European  IC4 - Asian  IC7 - Other  
Age (Approx): 30  IC2 - Dark European  IC5 - Oriental  
Height (Approx): 5'6"  IC3 - African / Caribbean  IC6 - Arab  
Build (Approx): Slender

Statement: Female was seen by security the  
last night and was seen to be  
distressed that this is not acceptable  
and give up at 10:30pm, possibly  
minutes after the female had  
been seen. Security called to  
female who stated (only) leave a  
and asked the female to leave which  
she walked out of the front.

Please tick if use of an additional page  
Office Sgr: \_\_\_\_\_ Date: \_\_\_\_\_  
Duty Manager: \_\_\_\_\_ Date: \_\_\_\_\_





# INCIDENT LOG



Officer Name: <u>Steve Fitzgerald</u>	License Number: <u>1111111111111111</u>
Venue: <u>Station</u>	Date of Incident: <u>21/11/11</u>
Location of Incident: <u>Train</u>	Type of Incident: <u>22-21</u>
Name of Venue Manager (if On):	
Was Management present? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

Incident Type:  Admission Refusal  Domestic  Drugs  Aggression  Fight  Intimidation  
 Anti-Social Behaviour  Unlawful Damage  Theft  Criminal  Accident  Illness or Injury  
 Other (Specify):

CCTV  Yes  No      Emergency Services  Yes  No  
 Body Cam  Yes  No      If yes, please give details:

Complainant Number:

Number of people involved:  Male  Female

Description of Person:  ICI - White European  K4 - Asian  ICI - Other  
 Hair (Approx):   ICI - Dark European  ICI - Curly  
 Build (Approx):   ICI - African / Caribbean  K6 - Arab

Incident: Female made a complaint about a male who was taking drugs from a woman that male then was unrecognisable to the female did not want to make a formal complaint the male to leave female has to go and waited outside the station.

Page 1 of 1 of an additional page

Officer Sign: _____	Duty Manager: _____
Date: _____	Date: _____

# INCIDENT LOG



Officer Name: <u>Kevin Jones</u>	Incident Number: <u>10179, 2666, 00308</u>
Vehicle: <u>Motorcyclist</u>	Date of incident: <u>5/10/18</u>
Location of incident: <u>Leam</u>	Time of incident: <u>21:31</u>
Name of Venue Manager on Duty: _____	
Was Management present? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Incident Type: <input type="checkbox"/> Admission Refused <input type="checkbox"/> Disturbance <input type="checkbox"/> Drugs <input type="checkbox"/> Aggression <input type="checkbox"/> Fight <input type="checkbox"/> Intoxication <input type="checkbox"/> Anti Social Behaviour <input type="checkbox"/> Criminal Damage <input type="checkbox"/> Theft <input type="checkbox"/> Complaint <input type="checkbox"/> Accident <input type="checkbox"/> Illness or Injury <input type="checkbox"/> Other (Specify) _____	
CCV: <input type="checkbox"/> Yes <input type="checkbox"/> No	Emergency Services: <input type="checkbox"/> Yes <input type="checkbox"/> No
Body Cam: <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, Please give details: _____
Camera Number: _____	
Number of people involved: <input type="checkbox"/> _____	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female
Description of Person: Age (Approx): _____	<input type="checkbox"/> IC1 - White European <input type="checkbox"/> IC2 - Asian <input type="checkbox"/> IC7 - Other
Height (Approx): _____	<input type="checkbox"/> IC9 - Dark European <input type="checkbox"/> IC8 - Oriental
Build (Approx): _____	<input type="checkbox"/> IC3 - African / Caribbean <input type="checkbox"/> IC6 - Arab
Statement: <u>male teaching a female security</u> <u>guard down the type of his was</u> <u>the leave vehicle he did as was</u> <u>the security officer did not want</u> <u>no more accept</u>	
Please tick if use of an additional page <input type="checkbox"/>	
Officer Sign: _____	Duty Manager: _____
Date: _____	Date: _____

This incident log must be emailed to [info@firstline-security.co.uk](mailto:info@firstline-security.co.uk) ASAP  
Tel: 0208 440 3814 | Mob: 07960 331 675 | Email: [info@firstline-security.co.uk](mailto:info@firstline-security.co.uk) | Web: [www.firstline-security.co.uk](http://www.firstline-security.co.uk)

# INCIDENT LOG



Officer Name: Verity  
Licence Number: 12186021828901  
Venue: Optical  
Date of incident: 01/11/18  
Location of incident: Front  
Time of incident: 12:01  
Name of Venue Manager on Duty:  
Was Management present?  Yes  No

Incident Type:  Admission Refusal  Assault  Drugs  Aggression  Fight  Intoxication  
 Anti-Social Behaviour  Criminal Damage  Theft  Complaint  Accident  Other injuries  
 Other (Specify):

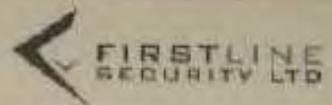
CCTV  Yes  No  
Body Cam  Yes  No  
Emergency Service  Yes  No  
If yes, Please give details:  
Comms Number:

Number of people involved:   Male  Female  
Description of Person:  IC1 - White European  IC4 - Asian  IC7 - Other  
Age (Approx):   IC2 - Dark European  IC5 - Oriental  
Height (Approx):   IC3 - African / Caribbean  IC6 - Arab

Statement: Female provoked - glasses returned  
Security staff who checked her  
bag and she refused to leave  
the premises. She then walked  
out the door and returned. She said  
she was not allowed to stop  
her dog. She was then asked to  
leave the premises. She was then  
allowed to leave. No charges  
were pressed.

Office Sign: \_\_\_\_\_ Date: \_\_\_\_\_  
Duty Manager: \_\_\_\_\_ Date: \_\_\_\_\_  
 Please tick if use of an additional page

# INCIDENT LOG



Officer Name: <u>Paul Alford</u>	Work Number: <u>1470625/1564</u>
Voice: <u>Extorted</u>	Date of incident: <u>6/11/16</u>
Location of incident: <u>Ten</u>	Time of incident: <u>2:30</u>
Name of Voice Manager on Duty:	
Was Management present? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

Incident Type:  Advisory Breach  Domestic  Drugs  Aggression  Fight  Intoxication  
 Anti-Social Behaviour  Criminal Damage  Theft  Complaint  Accident  Other or Injury  
 Other (Specify):

CCV:  Yes  No  
Body Cam:  Yes  No  
Emergency Services:  Yes  No  
If yes, please give details:

Carroll Number:

Number of people involved:   Male  Female

Description of Person:  IC1 - White European  IC4 - Asian  IC7 - Other  
Age (Approx):   IC2 - Dark European  IC5 - Criminal  
Height (Approx):   IC3 - African / Caribbean  IC6 - Arab  
Build (Approx):

Statement: people remaining on radio asked for names which he did

Officer Sign: \_\_\_\_\_ Date: \_\_\_\_\_  
Duty Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Please tick if use of an additional page

# INCIDENT LOG



Officer Name: <i>Paul [unclear]</i>	License Number: <i>101592061109132</i>
Venue: <i>[unclear]</i>	Date of incident: <i>6/10/13</i>
Location of incident: <i>[unclear]</i>	Time of incident: <i>[unclear]</i>
Name of Venue Manager on Duty: <i>[unclear]</i>	
Was Management present? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

Incident Type:  Admission Refusal  Domestic  Drugs  Aggression  Fight  Intoxication  
 Anti Social Behaviour  Criminal Damage  Theft  Complaint  Accident  Issues of Injury  
 Other (Specify):

ICCV <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Emergency Services: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Body Cam <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, Please give details
Camera Number: <i>[unclear]</i>	

Number of people involved: *2*  Male  Female

Description of Person: *35*  IC1 - White European  IC4 - Asian  IC7 - Other  
 Age (Approx.) *35*  IC2 - Dark European  IC5 - Chinese  
 Height (Approx.) *5ft 10*  IC3 - African / Caribbean  IC6 - Arab  
 Build (Approx.) *Slender*

Statement: *I male removed from the venue due to aggression towards security staff. On the left side of his head of their own choice.*

*Black hooded  
 Unit Grey pants  
 Green footballer  
 Shaved head  
 Scar on forehead/side of face*

Officer Sign: <i>[unclear]</i>	Duty Manager: <i>[unclear]</i>
Date: <i>[unclear]</i>	Date: <i>[unclear]</i>

This incident log must be emailed to [info@firstline-security.co.uk](mailto:info@firstline-security.co.uk) ASAP  
 Tel: 0208 640 3914 | Mob: 07960 333 675 | Email: [info@firstline-security.co.uk](mailto:info@firstline-security.co.uk) | Web: [www.firstline-security.co.uk](http://www.firstline-security.co.uk)





2049 incident

# INCIDENT LOG



Officer names: Cabyn Nicholls / Kau / Danni  
 Venue: OKTobe fest Date of incident: 21st Oct 2018  
 Location of incident: MAIN FLOOR Time of incident: 20:49

Name of Venue Manager on Duty: \_\_\_\_\_  
 Was Management present?  Yes  No  
 Incident Type:  Assisted Casual  Collapse  Dizziness  Aggression  Fight  Illness  
 Self-Harm / Suicidal  Criminal Damage  Theft  Suspicion  Assault  Other (if brief)  
 Other (Specify): \_\_\_\_\_

CCP?  Yes  No  
 Body Cam?  Yes  No  
 Contact Number: \_\_\_\_\_  
 Emergency Services?  Yes  No  
 If yes, Please give details: \_\_\_\_\_

Number of people involved: 1  Male  Female  
 Description of Person: Age (approx): 30  RTA - White / Copper  Co. Hair  ICT - Other  
Height (approx): 5'11"  ICT - Dark / Brunet  ICT - Blond  
Build / Approx: Stocky  ED - Brown / Chestnut  ICE - Arab

Summary:  
Male was jumping from table to table  
in a row. Reported action so ejected from  
site during event, male became extremely  
aggressive and was handcuffed (all on bodycam)  
friendly because involved but all ejected out  
friendly. Two members of the group left with male  
aggressive. NFA

Officer Sign: \_\_\_\_\_ Date: \_\_\_\_\_  
 Day Signage: \_\_\_\_\_ Date: \_\_\_\_\_

# Oktoberfest 2018 - Ejection and Walk-Out Log

Date: 2/10/18  
 Day: Friday  
 Security Manager: Steve Fitzgerald

National Code		First Aid Incident		First Aid Refusal		Duty of Care	
PAM	Peter's	THE	THAT	AS	AS	EMERGENCY SERVICES	Left Accompanied
DRP	DRP	NPE	No Problem	LIAC	LIAC		
ACG	Aggression	RWD	Licenseless Walk-Out				

Time	Location	Age/Height/Weight	Gender	Ethnicity	Incident Description	Report Y/N	Report Number	Incident Code	Initial
21:08	Main Bar	1 2 3 4 5 6 7	M	F	IN - 1161 out - 1009	N	H/109	H/109	
21:25	Main Bar	1 2 3 4 5 6 7	M	F	male ejected for running across the tables	N	N/A	P-1	Secure Base FD team
21:29	Main Bar	1 2 3 4 5 6 7	M	F	Group of local males (Drunk) kicked bottles and glassed BS	N	N/A	P-1	
21:30	Main Bar	1 2 3 4 5 6 7	M	F	male ejected for pulling back chair to				
21:35	Main Bar	1 2 3 4 5 6 7	M	F	Aggression				
21:40	Main Bar	1 2 3 4 5 6 7	M	F	7 makes eye contact for aggression	N	N/A	P-1	SF
21:51	Main Bar	1 2 3 4 5 6 7	M	F	Aggression	N	N/A	P-1	SF
22:00	Tent	1 2 3 4 5 6 7	M	F	Aggression	N	NA	AGG	CW
22:03	Quarters	1 2 3 4 5 6 7	M	F	IN 1196 Out 296				
22:11	Tent	1 2 3 4 5 6 7	M	F	Aggression				

The IC codes are: IC1 - White European IC2 - Dark European IC3 - Afro-Caribbean IC4 - Asian IC5 - Indian, Pakistani or Pakistani IC6 - Arab/North African IC7 - Unk/Other ethnicity Name for use the ICT as unknown ethnicity.

# Oktoberfest 2018 - Ejection and Walk-Out Log

# Cupts Deployed:

Date: 12/10/18	REP	Front Door Refusal	DOC	Duty Of Care
Day: Friday	THE	Theft	A5	/Assault
Security Manager: Steve Fitzgerald	NPS	No Problem Ejection	EWS	Emergency Services
	BWD	Escorted Walk-Out	LAC	Left Accompanied

Time	Call action	Description of Person (Age, Height, Build, Sex, Race)	Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Arrival
22:13	Tent	① 2 3 4 5 6 7 M F	Intox	2	N/A	P1	D, WS
22:16	Tent	① 2 3 4 5 6 7 M F	Intox	2	N/A	P1	CN
22:16	Tent	① 2 3 4 5 6 7 M F	X2 Intox	2	N/A	P1	CN
22:17	Tent	① 2 3 4 5 6 7 M F	X10 males removed for int	Y	N/A	P1	SF
22:19	Tent	① 2 3 4 5 6 7 M F	Intox	2	N/A	P1	KL
22:21	Tent	① 2 3 4 5 6 7 M F	Intox + throwing drink	2	N/A	P1	JG
22:30	Tent	① 2 3 4 5 6 7 M F	Intox + Aggression	2	N/A	P1	JA
22:54	Tent	① 2 3 4 5 6 7 M F	Intox	2	N/A	P1	CW
23:18	Entrance	① 2 3 4 5 6 7 M F	Code Book medical procedure	2	N/A	AGG	KL
23:26	Entrance	① 2 3 4 5 6 7 M F	Code Book medical procedure	2	N/A	AGG	KL

The IC codes are: IC1 - White European IC2 - Dark European IC3 - Afro-Caribbean IC4 - Asian (in the British sense) i.e. Indian, Bangladeshi or Pakistani IC5 - Chinese  
 IC6 - Arab/North African IC7 - Unknown ethnicity Some forces use ICT as unknown ethnicity.

# INCIDENT LOG

22:17  
incident



Officer Name: Steve Fitzgerald License Number: \_\_\_\_\_  
Venue: Oxbridge Date of incident: 12/10/16  
Location of incident: Station Time of incident: 22:17

Name of Venue Manager on Duty: \_\_\_\_\_  
Was Manager with you?  Yes  No

Incident Type:  Admission Refusal  Domestic  Drugs  Aggression  Fight  Intoxication  
 Anti Social Behaviour  Criminal Damage  Theft  Disorderly  Accident  Items or Injury  
 Other (Specify): \_\_\_\_\_

EXCV  Yes  No Emergency Services  Yes  No  
Body Cam  Yes  No  
Camera Number: \_\_\_\_\_  
Type, Please provide: \_\_\_\_\_

Number of people involved: 10  Male  Female

Description of Person:  IC1 - White European  IC4 - Asian  IC7 - Other  
Age (Approx): \_\_\_\_\_  IC2 - Dark European  IC3 - Oriental  
Height (Approx): \_\_\_\_\_  IC5 - African / Caribbean  IC6 - Arab

Remarks: \_\_\_\_\_

X10 males (was removed from venue for P.I. they became aggressive so security pulled them to the station. They carried on being aggressive + as they went to get into the club before them became even more aggressive and one hit/punched the wall. They was asked to leave + they refused + punched the security officer then one of them was detained in cuffs. The rest had it explained that if they was to all leave calmly then the male who was detained would be let go. they agreed the male was then uncuffed and all to walk away.

Officer Sign: \_\_\_\_\_ Date: \_\_\_\_\_  
Duty Manager: \_\_\_\_\_ Date: \_\_\_\_\_



Numbers 848  
 Gates open 11:07 - Closed 15:22  
 Arm Session

# Oktoberfest 2018 - Ejection and Walk-Out Log

Date: 13/10/18  
 Day: Saturday  
 Security Manager:  
 Steve Fitzgerald

Incident Code	PAA	First Aid Incident	RFF	Front Door Refusal	DOC	Day Off Card
PI	Potential Intoxication	THE	Threat	AS	Abuse!	
DRP	Drug Possession	NPE	No Problem	Electrom	EMS	Emergency Services
ALG	Aggression	EWC	Essorted Walk-Out	LAC	Lost/Unattended	

Time	Location	Description of Person (Use Abbreviations & M or F)	Incident Details (Summary)	Report Y/N	Report Number	Incident Code	Initial
11:38	Door	1 2 3 4 5 6 7 M F	Inbox	N	NA	PI	DS
11:45	numbers	1 2 3 4 5 6 7 M F	In 359 Out 3				
12:20	numbers	1 2 3 4 5 6 7 M F	In 516 Out 3				
13:06	numbers	1 2 3 4 5 6 7 M F	In 666 Out 3				
13:40	numbers	1 2 3 4 5 6 7 M F	In 709 out-14 - 735 Holding				
14:25	Door	1 2 3 4 5 6 7 M F	Inbox - left + refused entry	N	N/A	PI	RET DS
14:30	number	1 2 3 4 5 6 7 M F	In 815 Out 30				
14:54	Tent	1 2 3 4 5 6 7 M F	Inbox - Complaint from woman making them feel uncomfortable	N	N/A	PI	DRG LL
14:57	Door	1 2 3 4 5 6 7 M F	In 848 Out 67				
15:01	Numbers	1 2 3 4 5 6 7 M F	In 848 Out 67				
15:08	Row Tent	1 2 3 4 5 6 7 M F	Inbox				
15:10	Row Tent	1 2 3 4 5 6 7 M F	Inbox				
15:29	Tent	1 2 3 4 5 6 7 M F	Aggression to security	N	N/A	AGG	CN

The IC codes are: IC1 - White European IC2 - Dark European IC3 - Afro Caribbean IC4 - Asian (in the British sense) i.e. Indian, Bangladeshi or Pakistani IC5 - Oriental  
 IC6 - Arab/North African IC9 - Unknown ethnicity Some forces use IC7 as unknown ethnicity.

Event information for OpenSaverST Event - Date 11, 12, 13, 14  
October 2016

Event statistics information:

No	Detail	11	12	13	14	Comments
		Number Day 1	Number Day 2	Number Day 3	Number Day 4	
1	Final Numbers	564	1196	848		
2	Ingress started (gates open)	7.3	12.18	11.07		Peak Ingress time
3	Ingress completed	21.50	22.20	15.22		
4	Total Ingress times	4hrs	5hrs	4hrs		
5	Egress Start:	23.00	23.02	16.00		
6	Egress finish:	23.5	23.29	16.40		
7	Total Egress time	15mins	27	40min		Detail
8	Ejections	14	19	7/8-9		Detail w (2 signs)
9	Medical Treatment	1	1	3		Detail Fed off (bank T)
10	Hospitalisation	0	0	0		Detail
11	Arrests	0	0	0		Detail
12	Food safety Concerns	NA	NA	NA		Detail
13	Noise Management complaints/issues	NA	NA	NA		Detail
14	Fire safety concerns	NA	NA	NA		
15	Welfare Issues	-	-	-		Detail

Event Summary: (include peak ingress times, successfully run, safety of the event)

- Power Issues 19:30 - Stability Centre to be used - Fault to be identified
- Safety out used.
- Wind Angl Plan discussed and highlighted in the out of site and
- 20m gate + protected for 12h.
- 14 signs - Intervention Group on Tickets (T)
- Medics - existing with injury on site
- 1st Aid - first aiders available for whole day
- Power issues - identified + resolved

Areas of improvement & Future considerations: (include any areas of improvement for future events)

Consider adjust signage + Tent Sync  
Keeping Play pits open day afternoon sessions - Children + Families using Play Pit - managed dynamically day event.

# Appendix 3

**(London Oktoberfest Ltd.)  
Millwall Park  
Isle of Dogs  
London  
E14 3BA**

**Licensable Activities authorised by the licence**

The sale by retail of alcohol  
The provision of regulated entertainment consisting of Live and  
Recorded Music

**See the attached licence for the licence conditions**

**Signed by**

**David Tolley**   
**Head of Trading Standards &  
Environmental Health**

**Date: 28<sup>th</sup> September 2017**



**Part A - Format of premises licence**

Premises licence number

26767

**Part 1 - Premises details**

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

(London Oktoberfest Ltd.)  
Millwall Park  
Isle of Dogs

**Post town**

London

**Post code**

E14 3BA

**Telephone number**

[REDACTED]

**Where the licence is time limited the dates**

Not applicable

**Licensable activities authorised by the licence**

- The sale by retail of alcohol
- The provision of regulated entertainment consisting of Live and Recorded Music

**The times the licence authorises the carrying out of licensable activities**

The Supply of Alcohol (on sales only)

- Thursday to Friday from 17:00hrs to 22:30hrs
- Saturday from 11:00hrs to 22:30hrs
- Sunday from 12:30hrs to 19:00hrs

The Provision of Regulated Entertainment in the form of Live Music (indoors)

- Thursday to Friday from 17:00hrs to 22:00hrs
- Saturday from 11:00hrs to 22:00hrs
- Sunday from 12:30hrs to 18:30hrs

The Provision of Regulated Entertainment in the form of Recorded Music (indoors)

- Thursday to Friday 17:00hrs to 22:45hrs
- Saturday from 11:00hrs to 22:45hrs
- Sunday from 12:30hrs to 19:15hrs

**The opening hours of the premises**

- Thursday to Friday from 17:00hrs to 23:00hrs
- Saturday from 11:00hrs to 23:00hrs
- Sunday from 12:30hrs to 19:30hrs

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

- On sales only

## **Part 2**

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

World Wide Festival UK Ltd  
Kemp House  
160 City Road  
London EC1V 2NX

[REDACTED]

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

Registered Company Number: 11129423

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

Mr. Carsten Raun

[REDACTED]

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

Licence Number: [REDACTED]  
Issuing Authority: [REDACTED]

## Annex 1 - Mandatory conditions

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

- a) at a time where 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 his personal licence is suspended

1.

- (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;
  - (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)

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

3.
  - (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.
  
4. 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.
  
5.
  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) “value 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

Where a premises licence includes a condition that at specified times one or more individuals must be at the premises to carry out a security activity, such individuals must be licensed with the Security Industry Authority. This does not apply to premises within paragraph. 8(3)(a) of Schedule 2 to the Private Security Industry Act 2001, (premises with premises licences authorising plays or films), or in respect of premises in relation to- any occasion mentioned in paragraph 8(3)(b) or (c) of Schedule 2 (premises being used exclusively by club with club premises certificate, under a temporary event notice authorising plays or films or under a gaming licence), or any occasion within paragraph 8(3)(d) of Schedule 2 (occasions prescribed by regulations under that Act) unless the Licence specifically states otherwise.

Security activity means an activity to which paragraph 2(1)(a) of Schedule 2 of the Private Security Industry Act 2001 of that schedule applies, and

Paragraph 8(5) of Schedule 2 (interpreting of references to an occasion) applies as it applies in relation to paragraph 8 of Schedule 2 of the Private Security Industry Act 2001

## **Annex 2 - Conditions consistent with the operating Schedule**

1. This licence is for Oktoberfest only. This is a single event which will run over two weekends in September and/or October;
2. Prior to each event a security plan is to be agreed between the Oktoberfest Management and Tower Hamlets Police Licensing at least 3 months prior to the event taking place. If no agreement is reached then the matter is referred back to the Tower Hamlets Sub Licensing Committee for a Security Plan to be agreed;
3. Between 18 and 52 Security and Stewards will be employed for every event day. Door searches will be conducted and those who are suspected of engaging in anti-social behaviour will be denied entrance. We will also stay in close contact to the local Police;
4. An early closing time means that the public transportation is available for the guests. Safety Stewards will also be used to aid guests making a quick departure from the event site to the Island Garden DLR Station and nearby road;
5. The tent will be closed once capacity is reached. Anti-social behaviour will not be tolerated and anyone engaging in such behaviour will be removed from the premises. Also, a noise consultant will be on staff to monitor noise level and ensure that event music stays within an acceptable range;
6. People under the age of 18 are only allowed to enter Sundays and only when they are accompanied by an adult over the age of 18. Furthermore, we will follow Check 25 protocol and request picture identification from anyone who appears to be under the age of 25.

## **Annex 3 - Conditions attached after a hearing by the licensing authority**

Not applicable

## **Annex 4 - Plans**

The plans are those submitted to the licensing authority on the following date:

- 12<sup>th</sup> December 2017 (Millwall Park)

**Part B - Premises licence summary**

**Premises licence number**

26767

**Premises details**

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

(London Oktoberfest Ltd.)  
Millwall Park  
Isle of Dogs

**Post town**

London

**Post code**

E14 3BA

**Telephone number**

020 3239 1408

Where the licence is time limited the dates

Not applicable

Licensable activities authorised by the licence

- The sale by retail of alcohol
- The provision of regulated entertainment consisting of Live and Recorded Music

The times the licence authorises the carrying out of licensable activities

The Supply of Alcohol (on sales only)

- Thursday to Friday from 17:00hrs to 22:30hrs
- Saturday from 11:00hrs to 22:30hrs
- Sunday from 12:30hrs to 19:00hrs

The Provision of Regulated Entertainment in the form of Live Music (indoors)

- Thursday to Friday from 17:00hrs to 22:00hrs
- Saturday from 11:00hrs to 22:00hrs
- Sunday from 12:30hrs to 18:30hrs

The Provision of Regulated Entertainment in the form of Recorded Music (indoors)

- Thursday to Friday 17:00hrs to 22:45hrs
- Saturday from 11:00hrs to 22:45hrs
- Sunday from 12:30hrs to 19:15hrs

The opening hours of the premises

- Thursday to Friday from 17:00hrs to 23:00hrs
- Saturday from 11:00hrs to 23:00hrs
- Sunday from 12:30hrs to 19:30hrs

Name, (registered) address of holder of premises licence

World Wide Festival UK Ltd  
Kemp House  
160 City Road  
London EC1V 2NX

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

On sales only

Registered company number

11120423

Name of designated premises supervisor

Mr. Carsten Raun

State whether access to the premises by children is restricted or prohibited

People under the age of 18 are only allowed to enter Sundays and only when they are accompanied by an adult over the age of 18.

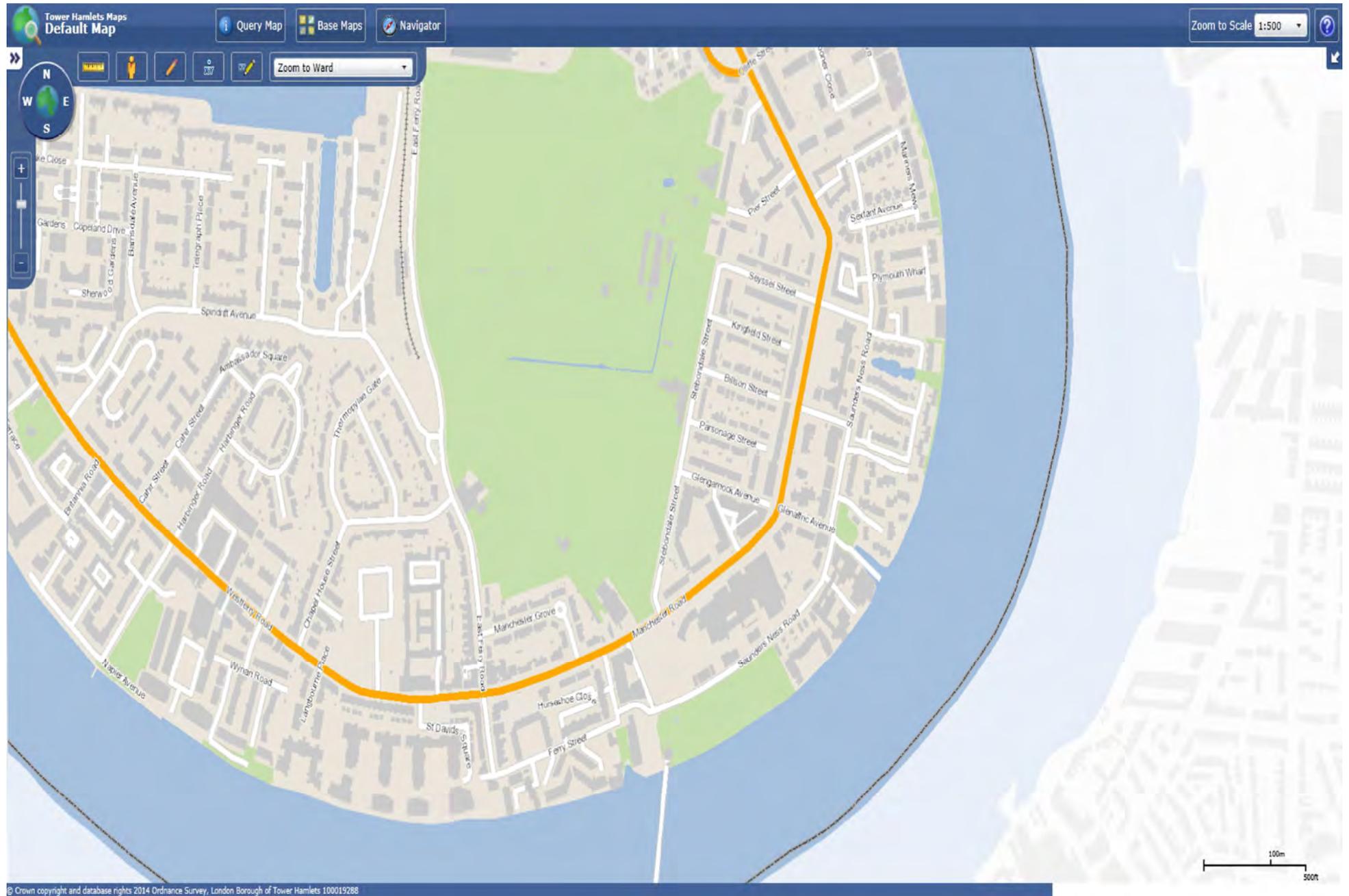
# Site plan

## London Oktoberfest 2017



# Appendix 4





# Appendix 5



London Borough Tower Hamlets  
Licensing Authority

Date: 27<sup>th</sup> March 2020

**PLACE Directorate  
Public Realm  
Environmental Health and Trading  
Standard**

Head of Service **David Tolley**

John Onslow House  
1 Ewart Place  
London E3 5EQ

Enquiries to: **Amran Ali**

Email: [REDACTED]

[www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk)

Dear Sir/Madam,

**Licensing Act 2003**

**Health and Safety at Work etc. Act 1974**

**Re: Oktoberfest, Millwall Park, London E14 – Review Application (APP Ref: 126969)**

I write in relation to the application submitted by the Police to review/revoke the premises licence for the Oktoberfest event which is held annually at Millwall Park. As an Health and Safety Inspector for the enforcing authority of health and safety within the London Borough of Tower Hamlets, I have been involved as a consultee during the planning and execution of the Oktoberfest events for a number of years.

During the 2019 event, a few health and safety concerns were raised at the Event Liaison Team (ELT) meeting. One of the primary concerns that were discussed was the normality of attendees standing and jumping on the benches throughout the course of the event. This issue was a reoccurring theme in recent years as the potential safety risk caused by falling off the bench and the bench itself toppling over was extensively discussed.

As a mitigating factor, during the 2019 event, the event organisers had originally proposed to peg the benches to the ground and connect up to 4 benches together using cable ties to allow more stability. However upon further risk assessment, these two measures were not followed through. The only changes made, were to use wider benches and ensure more space between each row of benches.

On the Friday night of the first weekend of the event in 2019, colleagues from the health and safety team visited to observe the activity at the event. They witnessed 2 males standing on a bench, the bench toppled and the males fell on the ground causing minor injuries. The total number of people falling off benches throughout the whole course of the event is unknown.

Following the event in 2019, at the ELT debrief meeting, the event organisers had proposed for the upcoming event in 2020 to lay laminate flooring on the entire floor space with mechanisms to fix the benches to the ground. While I welcome this suggestion, the measures proposed to mitigate the risk of benches toppling, could also be the cause of increased risk of slipping. Given that the festival is based around the drinking of alcohol, spillages are expected to be inevitable. Such spillages would normally be soaked by the bare ground and thus reducing slipping risks to a minimum. With laminate flooring, the risk of slipping will be amplified and will require stringent management throughout the event site and times.

It is crucial to note on this point that two serious accidents had occurred during the 2019 event which was eventually reported by the organisers, under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). Both accidents resulted in fractures due to slips caused by slippery surfaces. Though I acknowledge the misfortune of excessive rainy weather during of the event, I do however feel the situation could have been better managed.

Based on the aforementioned, if the premises licence is not revoked I would like to stipulate the following conditions to the licence to minimise some of the safety risks;

- 1) Ban the standing on benches completely and to produce a method statement to demonstrate how this will be enforced**
- 2) Carry out suitable and sufficient risk assessments and put adequate control measures in place to minimise the risk of slipping so far as is reasonably practicable.**

Yours sincerely,

**Amran Ali**  
**Health & Safety Officer**  
**Licensing and Safety Team**  
**Environmental Health and Trading Standards**

# Appendix 6



The Security staff were reacting to calls, however it appeared the later the time was, the more pushed they were to deal and react to incidents occurring on the site that needed their attention.

Looking at the reports following the debrief, the Licensing Authority have concerns that despite best efforts by the security staff, there were inadequate security staff to deal with the incidents that were occurring and their welfare, along with customers, when a fight broke out on the Friday night leaving some security staff injured.

The welfare company report the majority of customers dealt with were mainly for alcohol abuse/vomiting.

The above shows the lack of management of the event or indeed the lack of staff required to control an event of this nature. The Licensing Authority therefore wish to make representation for the review and ask Members to consider adding further conditions to the licence to control the sale of alcohol and the management of the event overall.

I recommend the following conditions being added to the licence:

1. No alcohol shall be taken off the licensed area.
2. There shall be a personal licence holder on duty on the premises at all times when the premises are authorised to sell alcohol.
3. An incident log shall be kept at the premises, and be available on request to the Police or an authorised officer. It must be completed within 24 hours of any incident and will record the following:
  - a) all crimes reported to the venue;
  - b) all ejections of patrons;
  - c) any complaints received concerning crime and disorder
  - d) any incidents of disorder;
  - e) all seizures of drugs or offensive weapons;
  - f) any faults in the CCTV system, searching equipment or scanning equipment;
  - g) any refusal of the sale of alcohol;
  - h) any visit by a relevant authority or emergency service.
4. A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.
5. The licensee must ensure that all staff involved in bar operations are fully aware of and understand the requirements of the Licensing Act 2003 and all related conditions applicable to the event.

6. Every bar must keep a refusals log detailing all refused sales of alcohol. The record should include the date and time of the refused sale and the name of the member of staff who refused the sale. The record shall be available for inspection at the premises by the police or an authorised officer at all times whilst the premises is open.
7. A bar supervisor shall be in place to ensure refusals logs are kept in all bars and maintained for inspection by the Police or an authorised officer at all times whilst the event is open to the public.
8. The sale of steins to stop at 22:00 hours and thereafter only 1 pint or half pint measures to be sold.

I also ask Members to consider a condition which prevents customers standing on benches, albeit it is traditional to these type of festivals, a number of accidents were reported from injuries and considering the disorder and drunken behaviour of customers attending that it should be considered as preventative measure of public safety to refrain customers from standing on any benches.

Yours sincerely,

A solid black rectangular box used to redact the signature of the Principal Licensing Officer.

**Kathy Driver**  
**Principal Licensing Officer**

# Appendix 7

## Kathy Driver

---

**From:** Nicola Cadzow  
**Sent:** 24 March 2020 12:45  
**To:** Licensing; Kathy Driver  
**Cc:** 'MARK.J.Perry' [REDACTED]  
**Subject:** MAU 126969 - REVIEW OF LICENSE for Oktoberfest 2019, Millwall Park London E14

Dear Licensing,

I am a Noise Officer within Environmental Protection and as a responsible authority under the Licensing Act 2003 it is my responsibility to give due regard to the licence review initiated by Police Licensing with respect to Oktoberfest 2019 at Millwall Park , London E14, and to consider the impact of the licensing objectives, in particularly the prevention of public nuisance and the prevention of noise generated from within the premises or outside to be causing disturbance to people in the vicinity.

Our records indicate that we received five noise complaints from the Oktoberfest 2019 at Millwall Park London E14. Of the five noise complaints there were two proactive visits.

### **SUMMARY**

#### **Of the five noise complaints:-**

- (i) Two visits following noise complaints regarding Oktoberfest 2019. Statutory Noise Nuisance was not witnessed on either occasion.**
- (ii) Two telephone calls made and on both occasions the music had stopped when the Out of Hours Noise Service called back.**
- (iii) One email received at the weekend, and an email response was sent to the complainant when received.**

### **CONCLUSION**

Environmental Protection has no evidence to support a statutory noise nuisance, although there has been five noise complaints received. I would recommend to the Committee that they consider the complaints received and may wish to impose additional noise conditions on the license for Oktoberfest , in order to ensure that the four licensing objectives are met, in particularly the licensing objective for the prevention of public nuisance and the prevention of crime and disorder.

### **SUMMARY INFORMATION**

- (1) On the 3rd October 2019 @ 21:08** hours complainant called on Out of Hours Noise Service and reported heavy bass music from Oktoberfest Millwall Park and cannot get children to sleep. Tower Hamlets Enforcement Officers (THEOs) called complainant at 21:18 hours but music had stopped but complainant said the base had been rattling his property .
- (2) On the 3rd October 2019 @ 21:57 hours** complainant called on Out of Hours Noise Service and reported loud music, from Oktoberfest says it sounds like it is coming from next door. THEOs called complainant at 22:07 hours but music had stopped. Complainant said he wants to lodge a complaint

regarding events taking place during the week. Complainant then refused officers of attendance to his property and was advised of the consequences of non-visit. The control centre made it clear procedures for dealing with noise complaints of which was initially agreed. Officers radioed control at 2220 hours to advise if he calls back no further action would be actioned as complainant called twice in the space of less than an hour & cancelled on both occasions.

(3) **On 5th October 2019 @ 20:37 hours** complainant called Out of Hours Noise Service to report loud amplified call form complainant. OOH officers called complainant at 20:50 hours and a visit was agreed. The records reported were that while on site at 21:16 hours in complainant's living room, doors open low music with low base 2117Hrs monitoring was not a statutory nuisance, but the officers were to speak events sounds men to see if levels are compliant. On route to site officers spoke to Events Organiser who agreed to reduce music bass levels. Officers called complainant back and he was pleased with outcome. No statutory noise nuisance witnessed.

(4) **On 5th October 2019 @ 21:03 hours** a complaint was received reporting loud bass and vibration from Oktoberfest . OOH officers called the complainant at 21:30 hours. Record Complainant said she is half a mile away and he base is making her sick, and she believed her neighbours were playing music but realised it was the Oktoberfest. Agreed to come onsite & assess from complainants property. 2202Hrs monitoring from complainants living area, music barely audible, complainant said he has reduced significantly in the last 5mins. Officers gave complainant the events organisers number and advised they request sound men to monitor area or residence for noise levels Non statutory witnessed.

(5) **On 11th October 2019 @ 20:19** an email was sent to environmental protection , received and allocated to noise team on 14.10.19. The complainant alleges that they have had to put up for several years in Millwall Park from noise, mess, drunken disorderly and they had already witnessed tonight a woman urinating on their car by squatting with her backside up my car (disgusting)! several men fall over drunk, several other men urinate all over the park, shouting, swearing and they can't watch a movie due to the volume of the music, and worst their children can't sleep due to the noise disturbance. Advice was given to the complainant in response that an independent noise consultant was tasked with monitoring the noise levels and the results will be reviewed and a meeting will be held post event to discuss how the event was managed and issues raised from the event.

Kind regards

Nicola Cadzow  
Environmental Protection  
Environmental Health Technical Officer  
Place Directorate  
Public Realm, Environmental Health & Trading Standards  
London Borough of Tower Hamlets, John Onlsow House, 1 Ewart Place, London E3 5EQ

# Appendix 8

## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 30 March 2020 18:00  
**To:** Mohshin Ali  
**Subject:** FW: Oktoberfest

**From:** Anuj Kansal [REDACTED]  
**Sent:** 30 March 2020 16:37  
**To:** Licensing  
**Subject:** Oktoberfest

Hi,

I am a resident of Isle of dogs and live in front of the milwall park where oktoberfest takes place every year. I just wanted to provide my feedback that it causes great inconvenience to all the residents here. The noise while it happens is only the beginning.

People coming out of the fest throw garbage on roads, pee in front of our building and destroy the flower beds at the boundary of our building. We have been trying for so many years to stop this from taking place to avoid us all the pain that's caused due to the organisation of this event.

We would be really grateful if you could take this feedback and try to prevent the festival from taking place in the park in future.

My details:

[REDACTED]  
[REDACTED]  
[REDACTED]

Thanks,  
Anuj

# Appendix 9

## Mohshin Ali

---

**From:** Kathy Driver on behalf of Licensing  
**Sent:** 31 March 2020 11:18  
**To:** Mohshin Ali  
**Subject:** FW: Mudchute Park > Oktoberfest > Supporting the Ban

**From:** Berik Davies [REDACTED]  
**Sent:** 30 March 2020 19:14  
**To:** Licensing  
**Subject:** Mudchute Park > Oktoberfest > Supporting the Ban

Dear Licensing Team,

By means of this email, I wish to express my support for the ban on Oktoberfest being held in Mudchute Park.

I live at [REDACTED], and over the last 4 years have found Oktoberfest to be a major nuisance, with both anti social behaviour, violence and noise.

Alongside that is the rubbish, and the grass being ruined etc.

I support the councils decision to not allow Oktoberfest, in any form, to be held again.

Regards,

Berik Davies  
[REDACTED]

# Appendix 10

## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 30 March 2020 17:12  
**To:** Mohshin Ali  
**Subject:** FW: Representation to Oktoberfest premises licence application

**From:** Imran L [REDACTED]  
**Sent:** 30 March 2020 15:58  
**To:** Licensing  
**Subject:** Representation to Oktoberfest premises licence application

To whom it may concern,  
I wish to make a representation to a premises licence application. I am making this representation as an individual who is a local resident of Island Gardens. My address is: [REDACTED]  
[REDACTED]. My property overlooks Millwall Park and the proposed site for Oktoberfest.

If this application for a premises licence is granted, I believe it will cause public nuisance and disorder. In October 2019, Oktoberfest caused public nuisance and disorder in the following ways:

- The music played at the event caused a noise nuisance to residents of Stebondale Street.
- People attending the event congregated in Stebondale Street beforehand drinking alcohol and causing a noise nuisance.
- People attending the event left litter on Stebondale Street and vomited and urinated outside of our building.
- The grass at the Oktoberfest site in Millwall Park was damaged to such an extent that it has still not grown back 6 months later (see attached photos taken March 2020).

Yours sincerely,  
Imran Lone





# Appendix 11

## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 30 March 2020 17:13  
**To:** Mohshin Ali  
**Subject:** FW: Representation to Oktoberfest premises licence application

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**From:** Louise [REDACTED]  
**Sent:** 30 March 2020 15:02  
**To:** Licensing  
**Subject:** Representation to Oktoberfest premises licence application

To whom it may concern,

I wish to make a representation to a premises licence application. I am making this representation as an individual who is a local resident of Island Gardens. My address is: [REDACTED]  
[REDACTED]. My property overlooks Millwall Park and the proposed site for Oktoberfest.

If this application for a premises licence is granted, I believe it will cause public nuisance and disorder. In October 2019, Oktoberfest caused public nuisance and disorder in the following ways:

- The music played at the event caused a noise nuisance to residents of Stebondale Street.
- People attending the event congregated in Stebondale Street beforehand drinking alcohol and causing a noise nuisance.
- People attending the event left litter on Stebondale Street and vomited and urinated outside of our building.
- The grass at the Oktoberfest site in Millwall Park was damaged to such an extent that it has still not grown back 6 months later (see attached photos taken March 2020).

Yours sincerely,  
Louise Mc Grath-Lone





# Appendix 12

## Kathy Driver

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**From:** Ralph Hardwick <[REDACTED]>  
**Sent:** 06 March 2020 12:33  
**To:** Licensing  
**Cc:** Kathy Driver; John Biggs  
**Subject:** Oktoberfest - Licencing

Dear Sirs,

I wish to make representation with regard to the review of the premises licence given to London Oktoberfest Ltd held in Millwall Park.

I wish to object to the continuation of the current licence on the basis of Anti Social Behaviour and the destruction of the ability to use the park for its intended purpose as a sports facility.

**Anti Social Behaviour** - public urination (male and female), drunkenness, pre-loading at local shops, complete lack of effective marshaling, littering of cans and bottles and obstructing footpaths.

**Park Destruction** - Loss of use of football pitches, damage to grassed surfaces from non-breathable matting, contamination from chemical toilets being knocked over, lack of any sign of repair following the pitches being driven over by HGVs without effective support, probable collapse of drainage system pipes when metal stakes driven into pitches to support tent structure.

I have images of most of the above to present at the licencing review.

Kind regards

Ralph Hardwick

[REDACTED]  
[REDACTED]

# Appendix 13

## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 31 March 2020 11:18  
**To:** Mohshin Ali  
**Subject:** FW: Oktoberfest appeal

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**From:** Ageyeva-Furman, Yelena [REDACTED]  
**Sent:** 30 March 2020 18:32  
**To:** Licensing  
**Subject:** Oktoberfest appeal

Dear sir/madam,

I am writing to you as a local resident, living on [REDACTED], which is directly opposite Millwall park.

I would like to voice my opinion about the appropriateness of running an Oktoberfest event (COVID notwithstanding).

I strongly believe that Millwall part is NOT the right place for an event of such magnitude for the following reasons:

- Noise levels are extremely high, not only from the tent itself, but also customers who arrive and leave. This is particularly bad on Thursday night, which is a school night.
- General bad behavior of customers (all personally observed over the last few years):
  - Spilling into the street and running all over the neighborhood. There was an incident in 2019 when a man was almost hit by a car as he was drunk and staggering along the road
  - Urinating and vomiting in the park and around surrounding buildings – last year one of them vomited in front of the entrance to our building
  - Drug taking and drug distribution in the surrounding area
- Poor crowd control at the Island Gardens DLR station when a session finishes. I was pushed down the stairs in the station last year when a crowd of drunk revelers were trying to get down to the platform
- Close location to a nearby primary school. Canary Wharf College is several hundred meters away, and children are exposed to drunken behavior, large unruly crowds and public disturbances as described above
- Damage to the football pitch and park grounds: the pitch has still not recovered from last year. There were pools of sewage left after the portaloos were removed.
- Littering in the park – many customers bring their own drinks and consume them in the park prior to the event. Cans and bottled are discarded and broken on pathways and the jogging track.

I could come up with more examples and reasons, but the overall message is this is a residential neighborhood and a small physical space, and an event of such magnitude brings a lot of damage and disturbance.

Thank you

Yelena Ageyeva-Furman  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

# Appendix 14

## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 30 March 2020 18:07  
**To:** Mohshin Ali  
**Subject:** FW: Regarding Oktoberfest venue

-----Original Message-----

**From:** Yash [REDACTED]  
**Sent:** 30 March 2020 16:46  
**To:** Licensing  
**Subject:** Regarding Oktoberfest venue

Hi,

Hope you are well.

I stay in [REDACTED].

I think the Oktoberfest should be skipped this year in the mil wall park considering the current environment of the spread of coronavirus . I believe that we should avoid mass gatherings even 6 months down the line.

Thanks,

Yash  
Sent from my iPhone

# Appendix 15

# 11. Reviews

## The review process

- 11.1 The proceedings set out in the 2003 Act for reviewing premises licences and club premises certificates represent a key protection for the community where problems associated with the licensing objectives occur after the grant or variation of a premises licence or club premises certificate.
- 11.2 At any stage, following the grant of a premises licence or club premises certificate, a responsible authority, or any other person, may ask the licensing authority to review the licence or certificate because of a matter arising at the premises in connection with any of the four licensing objectives.
- 11.3 An application for review may be made electronically, provided that the licensing authority agrees and the applicant submits a subsequent hard copy of the application, if the licensing authority requires one. The licensing authority may also agree in advance that the application need not be given in hard copy. However, these applications are outside the formal electronic application process and may not be submitted via GOV.UK or the licensing authority's electronic facility.
- 11.4 In addition, the licensing authority must review a licence if the premises to which it relates was made the subject of a closure order by the police based on nuisance or disorder and the magistrates' court has sent the authority the relevant notice of its determination, or if the police have made an application for summary review on the basis that premises are associated with serious crime and/or disorder.
- 11.5 Any responsible authority under the 2003 Act may apply for a review of a premises licence or club premises certificate. Therefore, the relevant licensing authority may apply for a review if it is concerned about licensed activities at premises and wants to intervene early without waiting for representations from other persons. However, it is not expected that licensing authorities should normally act as responsible authorities in applying for reviews on behalf of other persons, such as local residents or community groups. These individuals or groups are entitled to apply for a review for a licence or certificate in their own right if they have grounds to do so. It is also reasonable for licensing authorities to expect other responsible authorities to intervene where the basis for the intervention falls within the remit of that other authority. For example, the police should take appropriate steps where the basis for the review is concern about crime and disorder or the sexual exploitation of children. Likewise, where there are concerns about noise nuisance, it is reasonable to expect the local authority exercising environmental health functions for the area in which the premises are situated to make the application for review.
- 11.6 Where the relevant licensing authority does act as a responsible authority and applies for a review, it is important that a separation of responsibilities is still achieved in this process to ensure procedural fairness and eliminate conflicts of interest. As outlined previously in Chapter 9 of this Guidance, the distinct functions of acting as licensing authority and responsible authority should be exercised by different officials to ensure a separation of responsibilities. Further information on how licensing authorities should achieve this separation of responsibilities can be found in Chapter 9, paragraphs 9.13 to 9.19 of this Guidance.

- 11.7 In every case, any application for a review must relate to particular premises in respect of which there is a premises licence or club premises certificate and must be relevant to the promotion of one or more of the licensing objectives. Following the grant or variation of a licence or certificate, a complaint regarding a general issue in the local area relating to the licensing objectives, such as a general (crime and disorder) situation in a town centre, should generally not be regarded as a relevant representation unless it can be positively tied or linked by a causal connection to particular premises, which would allow for a proper review of the licence or certificate. For instance, a geographic cluster of complaints, including along transport routes related to an individual public house and its closing time, could give grounds for a review of an existing licence as well as direct incidents of crime and disorder around a particular public house.
- 11.8 Where a licensing authority receives a geographic cluster of complaints, the authority may consider whether these issues are the result of the cumulative impact of licensed premises within the area concerned. In such circumstances, the authority may also consider whether it would be appropriate to include a special policy relating to cumulative impact within its licensing policy statement. Further guidance on cumulative impact policies can be found in Chapter 14 of this Guidance.
- 11.9 Representations must be made in writing and may be amplified at the subsequent hearing or may stand in their own right. Additional representations which do not amount to an amplification of the original representation may not be made at the hearing. Representations may be made electronically, provided the licensing authority agrees and the applicant submits a subsequent hard copy, unless the licensing authority waives this requirement.
- 11.10 Where authorised persons and responsible authorities have concerns about problems identified at premises, it is good practice for them to give licence holders early warning of their concerns and the need for improvement, and where possible they should advise the licence or certificate holder of the steps they need to take to address those concerns. A failure by the holder to respond to such warnings is expected to lead to a decision to apply for a review. Co-operation at a local level in promoting the licensing objectives should be encouraged and reviews should not be used to undermine this co-operation.
- 11.11 If the application for a review has been made by a person other than a responsible authority (for example, a local resident, residents' association, local business or trade association), before taking action the licensing authority must first consider whether the complaint being made is relevant, frivolous, vexatious or repetitious. Further guidance on determining whether a representation is frivolous or vexatious can be found in Chapter 9 of this Guidance (paragraphs 9.4 to 9.10).

## **Repetitious grounds of review**

- 11.12 A repetitious ground is one that is identical or substantially similar to:
- a ground for review specified in an earlier application for review made in relation to the same premises licence or certificate which has already been determined; or
  - representations considered by the licensing authority when the premises licence or certificate was granted; or
  - representations which would have been made when the application for the premises

licence was first made and which were excluded then by reason of the prior issue of a provisional statement; and, in addition to the above grounds, a reasonable interval has not elapsed since that earlier review or grant.

- 11.13 Licensing authorities are expected to be aware of the need to prevent attempts to review licences merely as a further means of challenging the grant of the licence following the failure of representations to persuade the licensing authority on an earlier occasion. It is for licensing authorities themselves to judge what should be regarded as a reasonable interval in these circumstances. However, it is recommended that more than one review originating from a person other than a responsible authority in relation to a particular premises should not be permitted within a 12 month period on similar grounds save in compelling circumstances or where it arises following a closure order.
- 11.14 The exclusion of a complaint on the grounds that it is repetitious does not apply to responsible authorities which may make more than one application for a review of a licence or certificate within a 12 month period.
- 11.15 When a licensing authority receives an application for a review from a responsible authority or any other person, or in accordance with the closure procedures described in Part 8 of the 2003 Act (for example, closure orders), it must arrange a hearing. The arrangements for the hearing must follow the provisions set out in regulations. These regulations are published on the Government's legislation website ([www.legislation.gov.uk](http://www.legislation.gov.uk)). It is particularly important that the premises licence holder is made fully aware of any representations made in respect of the premises, any evidence supporting the representations and that the holder or the holder's legal representative has therefore been able to prepare a response.

## **Powers of a licensing authority on the determination of a review**

- 11.16 The 2003 Act provides a range of powers for the licensing authority which it may exercise on determining a review where it considers them appropriate for the promotion of the licensing objectives.
- 11.17 The licensing authority may decide that the review does not require it to take any further steps appropriate to promoting the licensing objectives. In addition, there is nothing to prevent a licensing authority issuing an informal warning to the licence holder and/or to recommend improvement within a particular period of time. It is expected that licensing authorities will regard such informal warnings as an important mechanism for ensuring that the licensing objectives are effectively promoted and that warnings should be issued in writing to the licence holder.
- 11.18 However, where responsible authorities such as the police or environmental health officers have already issued warnings requiring improvement – either orally or in writing – that have failed as part of their own stepped approach to address concerns, licensing authorities should not merely repeat that approach and should take this into account when considering what further action is appropriate. Similarly, licensing authorities may take into account any civil immigration penalties which a licence holder has been required to pay for employing an illegal worker.
- 11.19 Where the licensing authority considers that action under its statutory powers is appropriate, it may take any of the following steps:

- modify the conditions of the premises licence (which includes adding new conditions or any alteration or omission of an existing condition), for example, by reducing the hours of opening or by requiring door supervisors at particular times;
- exclude a licensable activity from the scope of the licence, for example, to exclude the performance of live music or playing of recorded music (where it is not within the incidental live and recorded music exemption)<sup>10</sup>;
- remove the designated premises supervisor, for example, because they consider that the problems are the result of poor management;
- suspend the licence for a period not exceeding three months;
- revoke the licence.

11.20 In deciding which of these powers to invoke, it is expected that licensing authorities should so far as possible seek to establish the cause or causes of the concerns that the representations identify. The remedial action taken should generally be directed at these causes and should always be no more than an appropriate and proportionate response to address the causes of concern that instigated the review.

11.21 For example, licensing authorities should be alive to the possibility that the removal and replacement of the designated premises supervisor may be sufficient to remedy a problem where the cause of the identified problem directly relates to poor management decisions made by that individual.

11.22 Equally, it may emerge that poor management is a direct reflection of poor company practice or policy and the mere removal of the designated premises supervisor may be an inadequate response to the problems presented. Indeed, where subsequent review hearings are generated by representations, it should be rare merely to remove a succession of designated premises supervisors as this would be a clear indication of deeper problems that impact upon the licensing objectives.

11.23 Licensing authorities should also note that modifications of conditions and exclusions of licensable activities may be imposed either permanently or for a temporary period of up to three months. Temporary changes or suspension of the licence for up to three months could impact on the business holding the licence financially and would only be expected to be pursued as an appropriate means of promoting the licensing objectives or preventing illegal working. So, for instance, a licence could be suspended for a weekend as a means of deterring the holder from allowing the problems that gave rise to the review to happen again. However, it will always be important that any detrimental financial impact that may result from a licensing authority's decision is appropriate and proportionate to the promotion of the licensing objectives and for the prevention of illegal working in licensed premises. But where premises are found to be trading irresponsibly, the licensing authority should not hesitate, where appropriate to do so, to take tough action to tackle the problems at the premises and, where other measures are deemed insufficient, to revoke the licence.

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<sup>10</sup> See chapter 15 in relation to the licensing of live and recorded music.

## Reviews arising in connection with crime

- 11.24 A number of reviews may arise in connection with crime that is not directly connected with licensable activities. For example, reviews may arise because of drugs problems at the premises, money laundering by criminal gangs, the sale of contraband or stolen goods, the sale of firearms, or the sexual exploitation of children. Licensing authorities do not have the power to judge the criminality or otherwise of any issue. This is a matter for the courts. The licensing authority's role when determining such a review is not therefore to establish the guilt or innocence of any individual but to ensure the promotion of the crime prevention objective.
- 11.25 Reviews are part of the regulatory process introduced by the 2003 Act and they are not part of criminal law and procedure. There is, therefore, no reason why representations giving rise to a review of a premises licence need be delayed pending the outcome of any criminal proceedings. Some reviews will arise after the conviction in the criminal courts of certain individuals, but not all. In any case, it is for the licensing authority to determine whether the problems associated with the alleged crimes are taking place on the premises and affecting the promotion of the licensing objectives. Where a review follows a conviction, it would also not be for the licensing authority to attempt to go beyond any finding by the courts, which should be treated as a matter of undisputed evidence before them.
- 11.26 Where the licensing authority is conducting a review on the grounds that the premises have been used for criminal purposes, its role is solely to determine what steps should be taken in connection with the premises licence, for the promotion of the crime prevention objective. It is important to recognise that certain criminal activity or associated problems may be taking place or have taken place despite the best efforts of the licence holder and the staff working at the premises and despite full compliance with the conditions attached to the licence. In such circumstances, the licensing authority is still empowered to take any appropriate steps to remedy the problems. The licensing authority's duty is to take steps with a view to the promotion of the licensing objectives and the prevention of illegal working in the interests of the wider community and not those of the individual licence holder.
- 11.27 There is certain criminal activity that may arise in connection with licensed premises which should be treated particularly seriously. These are the use of the licensed premises:
- for the sale and distribution of drugs controlled under the Misuse of Drugs Act 1971 and the laundering of the proceeds of drugs crime;
  - for the sale and distribution of illegal firearms;
  - for the evasion of copyright in respect of pirated or unlicensed films and music, which does considerable damage to the industries affected;
  - for the illegal purchase and consumption of alcohol by minors which impacts on the health, educational attainment, employment prospects and propensity for crime of young people;
  - for prostitution or the sale of unlawful pornography;
  - by organised groups of paedophiles to groom children;
  - as the base for the organisation of criminal activity, particularly by gangs;

- for the organisation of racist activity or the promotion of racist attacks;
- for employing a person who is disqualified from that work by reason of their immigration status in the UK;
- for unlawful gambling; and
- for the sale or storage of smuggled tobacco and alcohol.

11.28 It is envisaged that licensing authorities, the police, the Home Office (Immigration Enforcement) and other law enforcement agencies, which are responsible authorities, will use the review procedures effectively to deter such activities and crime. Where reviews arise and the licensing authority determines that the crime prevention objective is being undermined through the premises being used to further crimes, it is expected that revocation of the licence – even in the first instance – should be seriously considered.

## **Review of a premises licence following closure order or illegal working compliance order**

11.29 Licensing authorities are subject to certain timescales, set out in the legislation, for the review of a premises licence following a closure order under section 80 of the Anti-social Behaviour, Crime and Policing Act 2014 or an illegal working compliance order under section 38 of and Schedule 6 to the Immigration Act 2016. The relevant time periods run concurrently and are as follows:

- when the licensing authority receives notice that a magistrates' court has made a closure order it has 28 days to determine the licence review – the determination must be made before the expiry of the 28th day after the day on which the notice is received;
- the hearing must be held within ten working days, the first of which is the day after the day the notice from the magistrates' court is received;
- notice of the hearing must be given no later than five working days before the first hearing day (there must be five clear working days between the giving of the notice and the start of the hearing).

## **Review of a premises licence following persistent sales of alcohol to children**

11.29 The Government recognises that the majority of licensed premises operate responsibly and undertake due diligence checks on those who appear to be under the age of 18 at the point of sale (or 21 and 25 where they operate a Challenge 21 or 25 scheme). Where these systems are in place, licensing authorities may wish to take a proportionate approach in cases where there have been two sales of alcohol within very quick succession of one another (e.g., where a new cashier has not followed policy and conformed with a store's age verification procedures). However, where persistent sales of alcohol to children have occurred at premises, and it is apparent that those managing the premises do not operate a responsible policy or have not exercised appropriate due diligence, responsible authorities should consider taking steps to ensure that a review of the licence is the norm in these circumstances. This is particularly the case where there has been a prosecution for the offence under section 147A or a closure notice has been given under section 169A of the 2003 Act. In determining the review, the licensing authority should consider revoking the licence if it considers this appropriate.

# Appendix 16

# Guidance Issued by the Home Office under Section 182 of the Licensing Act 2003

Updated April 2018

## Crime and disorder

- 2.1 Licensing authorities should look to the police as the main source of advice on crime and disorder. They should also seek to involve the local Community Safety Partnership (CSP).
- 2.2 In the exercise of their functions, licensing authorities should seek to co-operate with the Security Industry Authority (“SIA”) as far as possible and consider adding relevant conditions to licences where appropriate. The SIA also plays an important role in preventing crime and disorder by ensuring that door supervisors are properly licensed and, in partnership with police and other agencies, that security companies are not being used as fronts for serious and organised criminal activity. This may include making specific enquiries or visiting premises through intelligence led operations in conjunction with the police, local authorities and other partner agencies. Similarly, the provision of requirements for door supervision may be appropriate to ensure that people who are drunk, drug dealers or people carrying firearms do not enter the premises and ensuring that the police are kept informed.
- 2.3 Conditions should be targeted on deterrence and preventing crime and disorder including the prevention of illegal working in licensed premises (see paragraph 10.10). For example, where there is good reason to suppose that disorder may take place, the presence of closed-circuit television (CCTV) cameras both inside and immediately outside the premises can actively deter disorder, nuisance, anti-social behaviour and crime generally. Some licence holders may wish to have cameras on their premises for the prevention of crime directed against the business itself, its staff, or its customers. But any condition may require a broader approach, and it may be appropriate to ensure that the precise location of cameras is set out on plans to ensure that certain areas are properly covered and there is no subsequent dispute over the terms of the condition.
- 2.4 The inclusion of radio links and ring-round phone systems should be considered an appropriate condition for public houses, bars and nightclubs operating in city and town centre leisure areas with a high density of licensed premises. These systems allow managers of licensed premises to communicate instantly with the police and facilitate a rapid response to any disorder which may be endangering the customers and staff on the premises.

- 2.5 Conditions relating to the management competency of designated premises supervisors should not normally be attached to premises licences. It will normally be the responsibility of the premises licence holder as an employer, and not the licensing authority, to ensure that the managers appointed at the premises are competent and appropriately trained. The designated premises supervisor is the key person who will usually be responsible for the day to day management of the premises by the premises licence holder, including the prevention of disorder. A condition of this kind may only be justified as appropriate in rare circumstances where it can be demonstrated that, in the circumstances associated with particular premises, poor management competency could give rise to issues of crime and disorder and public safety.
- 2.6 The prevention of crime includes the prevention of immigration crime including the prevention of illegal working in licensed premises. Licensing authorities should work with Home Office Immigration Enforcement, as well as the police, in respect of these matters. Licence conditions that are considered appropriate for the prevention of illegal working in licensed premises might include requiring a premises licence holder to undertake right to work checks on all staff employed at the licensed premises or requiring that a copy of any document checked as part of a right to work check are retained at the licensed premises.

# Appendix 17

## Licensing Policy, updated November 2018

### Crime and Disorder

- 7.1 Licensed premises, especially those offering late night / early morning entertainment, alcohol and refreshment for large numbers of people, can be a source of crime and disorder problems and to store prescribed information.
- 7.2 When addressing crime and disorder the applicant should initially identify any particular issues (having regard to their particular type of premises and / or activities) which are likely to adversely affect the promotion of the crime and disorder licensing objective. Such steps as are required to deal with these identified issues should be included within the applications operating schedule. Where the Metropolitan Police, acting as a responsible authority, makes recommendations in respect of an application relating to the licensing objectives the Licensing Authority would expect the applicant to incorporate these into their operating schedule.
- 7.3 Applicants are recommended to seek advice from Council Officers and the Police as well as taking into account, as appropriate, local planning and transport policies, with tourism, cultural and crime prevention strategies, when preparing their plans and Schedules.
- 7.4 In addition to the requirements for the Licensing Authority to promote the licensing objectives, it also has duties under Section 17 of the Crime and Disorder Act 1998 to do all it reasonably can to prevent crime and disorder in the Borough and to share prescribed information.
- 7.5 The Licensing Authority, if its discretion is engaged, will consider attaching Conditions to licences and permissions to deter and prevent crime and disorder both inside and immediately outside the premises and these may include Conditions drawn from the Model Pool of Conditions relating to Crime and Disorder given in the Secretary of State's Guidance.
- 7.6 **CCTV** - The Licensing Authority, if its discretion is engaged, will attach conditions to licences, as appropriate where the conditions reflect local crime prevention strategies, for example the provision of closed circuit television cameras.

7.7 **Touting** – This is soliciting for custom. There has been a historic problem with Touting in the borough, mainly in relation to restaurants, and as such in 2006 the Council introduced a byelaw under Section 235 of the Local Government Act 1972 for the good rule and government of the London Borough of Tower Hamlets and for the prevention and suppression of nuisances.

As a result, in relation to premises where there is intelligence that touting is, or has been carried out, the Licensing Authority, where its discretion is engaged will insert a standard condition that prohibits 'touting' as follows:-

- 1) No person shall be employed to solicit for custom or be permitted to solicit for custom for business for the premises in any public place within a 500 meters radius of the premises as shown edged red on the attached plan.( marked as Appendix -)
- 2) Clear Signage to be placed in the restaurant windows stating that the premises supports the Council's 'No Touting' policy.

7.8 **Responsible Drinking** - The Licensing Authority expects alcohol to be promoted in a responsible way in the Borough. This should incorporate relevant industry standards, such as the Portman Group Code of Practice. Where appropriate and proportionate, if its discretion is engaged, the Licensing Authority will apply conditions to ensure responsible drinking. The Licensing Authority also recognises the positive contribution to best practice that "Pubwatch" and other similar schemes can make in promoting the licensing objectives and is committed to working with them.

Model Pool Conditions can be found in the Secretary of State's Guidance.

7.9 **Criminal Activity** - There is certain criminal activity that may arise in connection with licensed premises which the Licensing Authority will treat particularly seriously. These are the use of the licensed premises:

- for the sale and distribution of drugs controlled under the Misuse of Drugs Act 1971 and the laundering of the proceeds of drugs crime;
- for the sale and distribution of illegal firearms;
- for the evasion of copyright in respect of pirated or unlicensed films and music, which does considerable damage to the industries affected;
- for the illegal purchase and consumption of alcohol by minors which impacts on the health, educational attainment, employment prospects and propensity for crime of young people;
- for prostitution or the sale of unlawful pornography;
- by organised groups of paedophiles to groom children;

- as the base for the organisation of criminal activity, particularly by gangs;
- for the organisation of racist activity or the promotion of racist attacks;
- for employing a person who is disqualified from that work by reason of their immigration status in the UK;
- for unlawful gambling; and
- for the sale or storage of smuggled tobacco and alcohol.

The Secretary State's Guidance states that it is envisaged that licensing authorities, the police, the Home Office (Immigration Enforcement) and other law enforcement agencies, which are responsible authorities, will use the review procedures effectively to deter such activities and crime. Where reviews arise and this Licensing Authority determines that the crime prevention objective is being undermined through the premises being used to further crimes, it is expected that revocation of the licence, even in the first instance, should be seriously considered.

7.10 In particular the Licensing Authority is mindful of the Secretary of State's Guidance "Reviews arising in connection with crime".

7.11 From 1 April 2017, businesses which sell alcohol (for example, retailers of alcohol and trade buyers) will need to ensure that the UK wholesalers that they buy alcohol from have been approved by HMRC under the Alcohol Wholesaler Registration Scheme (AWRS). They will need to check their wholesalers Unique Registration Number (URN) against the HMRC online database which will be available from April 2017. This is an ongoing obligation and if a business is found to have bought alcohol from an unapproved wholesaler, they may be liable to a penalty or could even face criminal prosecution and their alcohol stock may be seized. Any trader who buys alcohol from a wholesaler for onward sale to the general public (known as a 'trade buyer') does not need to register unless they sell alcohol to other businesses. Examples of trade buyers would be pubs, clubs, restaurants, cafes, retailers and hotels. However, they will need to check that the wholesaler they purchase alcohol from is registered with HMRC. Further information may be found at: <https://www.gov.uk/guidance/the-alcohol-wholesaler-registration-scheme-awrs>.

## **Smuggled goods**

7.12 The Licensing Authority will exercise its discretion to add a standard condition as follows:-

- 1) The premises licence holder and any other persons responsible for the purchase of stock shall not purchase any goods from door-to-door sellers other than from established traders who provide full receipts at the time of delivery to provide traceability.
- 2) The premises licence holder shall ensure that all receipts for goods bought include the following details:
  - i. Seller's name and address
  - ii. Seller's company details, if applicable
  - iii. Seller's VAT details, if applicable
  - iv. Vehicle registration detail, if applicable
- 3) Legible copies of the documents referred to in 2) shall be retained on the premises and made available to officers on request.
- 4) The trader shall obtain and use a UV detection device to verify that duty stamps are valid.
- 5) Where the trader becomes aware that any alcohol may be not duty paid they shall inform the Police of this immediately.

## **Olympic Park – Football Ground**

7.13 Premises where Police intelligence shows that football supporters congregate within the borough should consider in their application form the following conditions:

- 1) On Match Days for premises licensed for the supply of alcohol for consumption on the premises:
  - a) Drinks shall only be supplied in polypropylene or similar plastic and all bottled drinks shall be poured into such drinking vessels before being handed to the customer. These should be made of recyclable materials.
  - b) Registered door staff shall be employed to control the entry and exits to the premises and to manage any licensed outside area(s).

# Appendix 18

# Guidance Issued by the Home Office under Section 182 of the Licensing Act 2003

Updated April 2018

## Public nuisance

- 2.15 The 2003 Act enables licensing authorities and responsible authorities, through representations, to consider what constitutes public nuisance and what is appropriate to prevent it in terms of conditions attached to specific premises licences and club premises certificates. It is therefore important that in considering the promotion of this licensing objective, licensing authorities and responsible authorities focus on the effect of the licensable activities at the specific premises on persons living and working (including those carrying on business) in the area around the premises which may be disproportionate and unreasonable. The issues will mainly concern noise nuisance, light pollution, noxious smells and litter.
- 2.16 Public nuisance is given a statutory meaning in many pieces of legislation. It is however not narrowly defined in the 2003 Act and retains its broad common law meaning. It may include in appropriate circumstances the reduction of the living and working amenity and environment of other persons living and working in the area of the licensed premises. Public nuisance may also arise as a result of the adverse effects of artificial light, dust, odour and insects or where its effect is prejudicial to health.
- 2.17 Conditions relating to noise nuisance will usually concern steps appropriate to control the levels of noise emanating from premises. This might be achieved by a simple measure such as ensuring that doors and windows are kept closed after a particular time, or persons are not permitted in garden areas of the premises after a certain time. More sophisticated measures like the installation of acoustic curtains or rubber speaker mounts to mitigate sound escape from the premises may be appropriate. However, conditions in relation to live or recorded music may not be enforceable in circumstances where the entertainment activity itself is not licensable (see chapter 16). Any conditions appropriate to promote the prevention of public nuisance should be tailored to the type, nature and characteristics of the specific premises and its licensable activities. Licensing authorities should avoid inappropriate or disproportionate measures that could deter events that are valuable to the community, such as live music. Noise limiters, for example, are expensive to purchase and install and are likely to be a considerable burden for smaller venues.
- 2.18 As with all conditions, those relating to noise nuisance may not be appropriate in certain circumstances where provisions in other legislation adequately protect those living in the area of the premises. But as stated earlier in this Guidance, the approach of licensing authorities and responsible authorities should be one of prevention and when their powers are engaged, licensing authorities should be aware of the fact that other legislation may not adequately cover concerns raised in relevant representations and additional conditions may be appropriate.

- 2.19 Where applications have given rise to representations, any appropriate conditions should normally focus on the most sensitive periods. For example, the most sensitive period for people being disturbed by unreasonably loud music is at night and into the early morning when residents in adjacent properties may be attempting to go to sleep or are sleeping. This is why there is still a need for a licence for performances of live music between 11 pm and 8 am. In certain circumstances, conditions relating to noise emanating from the premises may also be appropriate to address any disturbance anticipated as customers enter and leave.
- 2.20 Measures to control light pollution will also require careful thought. Bright lighting outside premises which is considered appropriate to prevent crime and disorder may itself give rise to light pollution for some neighbours. Applicants, licensing authorities and responsible authorities will need to balance these issues.
- 2.21 Beyond the immediate area surrounding the premises, these are matters for the personal responsibility of individuals under the law. An individual who engages in anti-social behaviour is accountable in their own right. However, it would be perfectly reasonable for a licensing authority to impose a condition, following relevant representations, that requires the licence holder or club to place signs at the exits from the building encouraging patrons to be quiet until they leave the area, or that, if they wish to smoke, to do so at designated places on the premises instead of outside, and to respect the rights of people living nearby to a peaceful night.

# Appendix 19

## Prevention of Public Nuisance

- 9.1 Licensed premises, especially those operating late at night and in the early hours of the morning, can cause a range of nuisances impacting on people living, working or sleeping in the vicinity of the premises.
- 9.2 The concerns mainly relate to noise nuisance both from the premises and customer egress, light pollution, noxious smells and disruption from parked vehicles and due regard will be taken of the impact these may have in considering a licence. The Licensing Authority will expect Operating Schedules to satisfactorily address these issues. Applicants are advised to seek advice from the Council's Environmental Health Officers before preparing their plans and Schedules.
- 9.3 The Licensing Authority, where its discretion is engaged, will consider, where appropriate, attaching conditions to licences and permissions to prevent the problems identified in Section 18 of this Policy (Special Cumulative Impact Policy for the Brick Lane and Bethnal Green Area), and these may include conditions drawn from the Model Pool of Conditions found in the Secretary of States Guidance.
- 9.4 **Street Furniture** – placing of street furniture, which includes advertising boards, on the highway can cause a public nuisance by way of obstruction, or encourage consumption of alcohol on an unlicensed area. The Licensing Authority expects applicants to have ensured that they fully comply with the Council's rules relating to authorisation of obstructions on the highway, and that the required authorisations are obtained prior to submitting a licence application. Where proportionate and appropriate, and its discretion is engaged, the Licensing Authority will impose conditions in relation to street furniture, including on private land.
- 9.5 **Fly Posting** – The Council has experienced problems with "fly posting" in relation to venues that offer entertainment. Fly posting is the unauthorised posting of posters / advertisements etc. Where it considers it proportionate and appropriate, and its discretion is engaged, the Licensing Authority will attach conditions relating to the control of fly posting to ensure that venues clearly prohibit all fly posting in their contract terms with others and they effectively enforce this control.

# Appendix 20

# Guidance Issued by the Home Office under Section 182 of the Licensing Act 2003

Updated April 2018

## Protection of children from harm

- 2.22 The protection of children from harm includes the protection of children from moral, psychological and physical harm. This includes not only protecting children from the harms associated directly with alcohol consumption but also wider harms such as exposure to strong language and sexual expletives (for example, in the context of exposure to certain films or adult entertainment). Licensing authorities must also consider the need to protect children from sexual exploitation when undertaking licensing functions.
- 2.23 The Government believes that it is completely unacceptable to sell alcohol to children. Conditions relating to the access of children where alcohol is sold and which are appropriate to protect them from harm should be carefully considered. Moreover, conditions restricting the access of children to premises should be strongly considered in circumstances where:
- adult entertainment is provided;
  - a member or members of the current management have been convicted for serving alcohol to minors or with a reputation for allowing underage drinking (other than in the context of the exemption in the 2003 Act relating to 16 and 17 year olds consuming beer, wine and cider when accompanied by an adult during a table meal);
  - it is known that unaccompanied children have been allowed access;
  - there is a known association with drug taking or dealing; or
  - in some cases, the premises are used exclusively or primarily for the sale of alcohol for consumption on the premises.
- 2.24 It is also possible that activities, such as adult entertainment, may take place at certain times on premises but not at other times. For example, premises may operate as a café bar during the day providing meals for families but also provide entertainment with a sexual content after 8.00pm. It is not possible to give an exhaustive list of what amounts to entertainment or services of an adult or sexual nature. Applicants, responsible authorities and licensing authorities will need to consider this point carefully. This would broadly include topless bar staff, striptease, lap-, table- or pole-dancing, performances involving feigned violence or horrific incidents, feigned or actual sexual acts or fetishism, or entertainment involving strong and offensive language.

- 2.25 Applicants must be clear in their operating schedules about the activities and times at which the events would take place to help determine when it is not appropriate for children to enter the premises. Consideration should also be given to the proximity of premises to schools and youth clubs so that applicants take appropriate steps to ensure that advertising relating to their premises, or relating to events at their premises, is not displayed at a time when children are likely to be near the premises.
- 2.26 Licensing authorities and responsible authorities should expect applicants, when preparing an operating schedule or club operating schedule, to set out the steps to be taken to protect children from harm when on the premises.
- 2.27 Conditions, where they are appropriate, should reflect the licensable activities taking place on the premises. In addition to the mandatory condition regarding age verification, other conditions relating to the protection of children from harm can include:
- restrictions on the hours when children may be present;
  - restrictions or exclusions on the presence of children under certain ages when particular specified activities are taking place;
  - restrictions on the parts of the premises to which children may have access;
  - age restrictions (below 18);
  - restrictions or exclusions when certain activities are taking place;
  - requirements for an accompanying adult (including for example, a combination of requirements which provide that children under a particular age must be accompanied by an adult); and full exclusion of people under 18 from the premises when any licensable activities are taking place.
- 2.28 Please see also Chapter 10 for details about the Licensing Act 2003 (Mandatory Licensing Conditions) Order 2010.

- 2.29 Licensing authorities should give considerable weight to representations about child protection matters. In addition to the responsible authority whose functions relate directly to child protection, the Director of Public Health may also have access to relevant evidence to inform such representations. These representations may include, amongst other things, the use of health data about the harms that alcohol can cause to underage drinkers. Where a responsible authority, or other person, presents evidence to the licensing authority linking specific premises with harms to children (such as ambulance data or emergency department attendances by persons under 18 years old with alcohol-related illnesses or injuries) this evidence should be considered, and the licensing authority should also consider what action is appropriate to ensure this licensing objective is effectively enforced. In relation to applications for the grant of a licence in areas where evidence is presented on high levels of alcohol-related harms in persons aged under 18, it is recommended that the licensing authority considers what conditions may be appropriate to ensure that this objective is promoted effectively.
- 2.30 The 2003 Act provides that, where a premises licence or club premises certificate authorises the exhibition of a film, it must include a condition requiring the admission of children to films to be restricted in accordance with recommendations given either by a body designated under section 4 of the Video Recordings Act 1984 specified in the licence (the British Board of Film Classification is currently the only body which has been so designated) or by the licensing authority itself. Further details are given in Chapter 10.
- 2.31 Theatres may present a range of diverse activities and entertainment including, for example, variety shows incorporating adult entertainment. It is appropriate in these cases for a licensing authority to consider restricting the admission of children in such circumstances. Entertainments may also be presented at theatres specifically for children. It will be appropriate to consider whether a condition should be attached to a premises licence or club premises certificate which requires the presence of a sufficient number of adult staff on the premises to ensure the wellbeing of the children during any emergency.

## Offences relating to the sale and supply of alcohol to children

2.32 Licensing authorities are expected to maintain close contact with the police, young offenders' teams and trading standards officers (who can carry out test purchases under section 154 of the 2003 Act) about the extent of unlawful sales and consumption of alcohol by minors and to be involved in the development of any strategies to control or prevent these unlawful activities and to pursue prosecutions. Licensing authorities, alongside the police, are prosecuting authorities for the purposes of these offences, except for the offences under section 147A (persistently selling alcohol to children). Where, as a matter of policy, warnings are given to retailers prior to any decision to prosecute in respect of an offence, it is important that each of the enforcement arms should be aware of the warnings each of them has given.

<b>Table of relevant offences under the 2003 Act Section</b>	<b>Offence</b>	<b>Prosecuting Authority</b>
Section 145	Unaccompanied children prohibited from certain premises	Police and/or Licensing Authority
Section 146	Sale of alcohol to children	Police, Licensing Authority and/or Local Weights and Measures Authority
Section 147	Allowing the sale of alcohol to children	Police, Licensing Authority and/or Local Weights and Measures Authority
Section 147A	Persistently selling alcohol to children	Police and/or Local Weights and Measures Authority
Section 148	Sale of liqueur confectionery to children under 16. (This offence will be repealed by the Deregulation Act 2015 on 26 May 2015).	Police and/or Licensing Authority
Section 149	Purchase of alcohol by or on behalf of children	Police and/or Licensing Authority
Section 150	Consumption of alcohol by children	Police and/or Licensing Authority
Section 151	Delivering alcohol to children	Police and/or Licensing Authority
Section 152	Sending a child to obtain alcohol	Police and/or Licensing Authority
Section 153	Prohibition of unsupervised sales by children	Police and/or Licensing Authority

# Appendix 21

## Protection of children from harm

- 10.1 The wide range of premises that require licensing means that children can be expected to visit many of these, often on their own, for food and/or entertainment. The protection of children from harm includes the protection of children from moral, psychological and physical harm. This includes not only protecting children from the harms associated directly with alcohol consumption but also wider harms such as exposure to strong language and sexual expletives (for example, in the context of exposure to certain films or adult entertainment). Home Office Guidance also expects Licensing authorities to consider the need to protect children from sexual exploitation when undertaking licensing functions.
- 10.2 Tackling Child Sexual Exploitation (CSE) is a key target both locally and nationally as such the Licensing Authority expects Licence Holders to:
- Understand that there are criminal offences in relation to sexual exploitation of a child,
  - Ensure that they and their employees have a basic awareness of the signs of CSE and how to report it;
  - Report any concerns to the appropriate authorities or to the Licensing Authority can advise them of the appropriate authority to report concerns to.
- 10.3 Applicants are to consult with the Responsible Authority designated for Child Protection listed in appendix 1 - List of Responsible Authorities of this who this Licensing Authority recognises to be competent body to advise on the protection of children from harm.
- 10.4 The Act does not prohibit children from having access to any licensed premises; the Council recognises that limitations may have to be considered where it appears necessary to protect children from harm.
- 10.5 The Licensing Authority will judge the merits of each separate application before deciding whether to impose conditions limiting the access of children to individual premises. The following are examples of premises that will raise concern:-
- Where there have been convictions, Fixed Penalty Notices (FPNs) or formal cautions for serving alcohol to minors or with a reputation for underage drinking

- With a known association with drug taking or dealing
  - Where there is a strong element of gambling on the premises
  - Where entertainment of an adult or sexual nature is provided
  - Where irresponsible drinking is encouraged or permitted.
- 10.6 Where its discretion is engaged, the Licensing Authority will consider any of the following options when dealing with a licence application where limiting the access of children is considered necessary to prevent harm to children:
- Limitations on the hours when children may be present,
  - Limitations on ages below 18,
  - Limitations or exclusion when certain activities are taking place,
  - Requirements for an accompanying adult,
  - Full exclusion of people under 18 from the premises when any licensable activities are taking place.
- 10.7 No conditions will be imposed requiring that children must be admitted to any premises and, where no limitation is imposed, this will be left to the discretion of the individual licensee.
- 10.8 The Act details a number of offences designed to protect children in licensed premises and the Licensing Authority will work closely with the police to ensure the appropriate enforcement of the law, especially relating to the sale and supply of alcohol to children.
- 10.9 All licence holders will be expected to comply the Portman Group Code of Practice, and in particular the Retailer Alert Bulletin by which the Portman Group informs licensed retailers, which products have been found to be in breach of the code, and should be removed from sale.
- 10.10 The Licensing Authority expects all licensed suppliers of alcohol to have robust measures, effectively managed and monitored, in place to ensure that minors are fully protected from harm. This will require operating plans to specify these measures and management controls taking into account paragraph 10.1 and 10.2 above. Where appropriate a written childcare policy should be available and be incorporated in the induction of staff.

- 10.11 The Licensing Authority will take appropriate and proportionate action where there are serious concerns in relation to the safe guarding of children in connection with a licensed premises, which may include consideration of applying for a review of the licence where there is significant evidence of undermining the licensing objective of the protection of children from harm.
- 10.12 The sale of alcohol to a minor is a criminal offence and Trading Standards will conduct appropriate covert test purchasing exercises and will take account of any complaints and intelligence received. The Act permits the use of children under the age of 18 to undertake test purchases.
- 10.13 Where there are age restrictions imposed by the Act on the licensable activities in respect of children below a certain age, then the licensee will be required to demonstrate that they have age verification systems in place. This Licensing Authority believes that Licensed Premises should have age verification policies to require individuals who appear to the person serving alcohol to be under the age of 25 years of age to produce on request appropriate identification. This is commonly referred to as the "Challenge 25 Scheme". The rationale for this is because it can often be difficult to judge how old teenagers are and "Challenge 25 age verification system" would provide licensed premises with margin of error to prevent underage sales. Thus Challenge 25 can help to empower staff to challenge customers where there is doubt about their age. In turn this is likely to reduce the risk of the owner, or the seller of the alcohol, committing an offence.
- 10.14 Training in age verification systems should be given to all persons who might be in a position to serve or refuse the sale of alcohol to children. The training should include a basic understanding of the law, seeking proof of age, verifying the authenticity of proof of age cards and handling and recording refusals.
- 10.15 Where proportionate and appropriate, and its discretion is engaged, the Licensing Authority will impose the following standard conditions in relation to age verification systems:
- 1) All tills shall automatically prompt staff to ask for age verification identification when presented with an alcohol sale.
  - 2) A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.
  - 3) A record shall be kept detailing all refused sales of alcohol. The record should include the date and time of the refused sale and the name of the member of staff who refused the sale. The record

shall be available for inspection at the premises by the police or an authorised officer at all times whilst the premises is open.

- 4) All staff whose duties include the serving of alcohol must be trained in the requirements of this scheme including the importance of recording any refusals.

## **11 Access to Cinemas**

- 11.1 Films cover a vast range of subjects, some of which deal with adult themes and / or contain, for example, scenes of horror or violence that may be considered unsuitable for children within certain age groups.
- 11.2 In order to prevent children from seeing such films, the Licensing Authority will impose conditions requiring licensees to restrict children from viewing age restricted films classified according to the recommendations of the BBFC, or the Council itself. The Licensing Authority will not consider reclassifying any films already classified by the BBFC. The Council will charge for classifying films, on a full cost recovery basis.
- 11.3 The Licensing Authority will classify films itself where it is satisfied that no BBFC classification exists. It will inform relevant licensee and require such classifications to be clearly contained in any advertising or informative material relating to such films.

## **12 Children and Public Entertainment**

- 12.1 Many children go to see and / or take part in an entertainment arranged substantially for them. Consequently additional arrangements are required to safeguard them at such times.
- 12.2 Where 10.1 applies, and its discretion is engaged, the Licensing Authority will require the following arrangements in order to control their access and egress and to assure their safety:-
  - An adult member of staff to be stationed in the vicinity of each of the exits from any level, subject to there being a minimum of one member of staff per 50 children or part thereof,
  - No child unless accompanied by an adult to be permitted in the front row of any balcony,
  - No standing to be permitted in any part of the auditorium during the Performance.
- 12.3 Where children are taking part in any regulated entertainment, and its

discretion is engaged, the Licensing Authority will require the operating schedule to clearly state the steps taken to assure their safety.

- 12.4 Where its authority is engaged, the Licensing Authority will consider attaching conditions to licences and permissions to prevent harm to children, and these may include conditions drawn from the Model Pool of. Conditions that can be found in the Secretary of State's Guidance.