

# **APPENDIX 11**

**SUPPORTING DOCUMENTS  
SUBMITTED ON BEHALF OF  
THE PREMISES LICENCE  
HOLDER**



**OVAL SPACE 29-32 THE OVAL LONDON E2 9DT**  
**REVIEW OF PREMISES LICENCE BY METROPOLITAN POLICE SERVICE**

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**CASE OUTLINE**

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Background

1. The Premises Licence Holder has traded at Oval Space, 29-32 The Oval, London, E2 9DT since 2015. The operators have traded here since that date but previous operators traded prior to that.
2. Within the ownership of the premises a management team have operated premises over a twenty year period. They have operated 55 licensed premises during that period and have never been the subject of a review of a Premises Licence under the Licensing Act 2005 or the Act that preceded it.
3. Prior to the review which commenced on the 25 July 2021 it was believed that the ownership held a good strong and open relationship with the Police Licensing Team.
4. The premises operate as a mixed use premises with a variety of licensed activities taking place.
5. 75 people are dependent on their employment as a result of these premises and a significant number of additional suppliers.
6. The operators have 8 years left to run on their lease at the premises. They pay over £250,000 a year in rent and £45,000 of rates to the council. This is a significant operation within this area of the Borough which has been supported by the relevant Covid support packages and is seeking to grow from strength to strength moving out of Covid restrictions.
7. Having undertaken a complete review of systems and in light of re-opening during Covid the Premises Licence Holder has changed security company and has appointed a new General

Manager to the premises. This is Ross Melinn, who's CV is attached, and he has met Mark Perry from the Police. He is continuing to be supported by Archie McIntosh who has been involved in these premises and others for many years.

8. Moving forward there are 5 Personal Licence Holders working at the premises and at least one Personal Licence Holder will always be present for every event taking place at the premises.
9. Attached to this Case Outline are the following:
  - a) An up to date event programme for the premises;
  - b) A current CCTV plan of the premises;
  - c) Copies of relevant email communications;
  - d) CV in respect of Ross Melinn;
  - e) Crowd Dispersal Staff Positions - Full Capacity
  - f) Crowd Dispersal Staff Positions - Half Capacity
  - g) High Risk Events and Operational Policy
  - h) Security Policy
  - i) Drugs and Search Policy
  - j) Counter-Terrorism Policy
  - k) Covid Risk Assessments
  - l) Covid Risk Assessment for Euro's Football

#### Police Review

10. The Premises Licence Holder will make oral submissions in relation to the information provided in the review document.

#### Police Requested Conditions from the Review

11. The Premises Licence Holder accepts all of the recommended Police conditions and can confirm that they will comply with those conditions.

12. The review application also asks that the hours of the venue are reduced to framework hours “which would allow new management to re-establish the venue as a premises not associated with crime and disorder, especially drug use.”
13. The Premises Licence Holder seeks to persuade the Licensing Sub-Committee that this would lead to a revocation of the licence by Back Door. The premises would not be viable if the hours were reduced to those framework hours. It is the Premises Licence Holder’s submissions that this would be a disproportionate and inappropriate remedial action for the review.

Revised Guidance issued under Section 182 of the Licensing Act 2003

14. The relevant sections of the document are as follows:
15. 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. (Paragraph 11.16)
16. 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);
  - 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. (Paragraph 11.19)
17. 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. (Paragraph 11.20)

18. 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. (Paragraph 11.21)
19. The authority's determination should be evidence-based, justified as being appropriate for the promotion of the licensing objectives and proportionate to what it is intended to achieve. (Paragraph 9.43)
20. Determination of whether an action or step is appropriate for the promotion of the licensing objectives requires an assessment of what action or step would be suitable to achieve that end. While this does not therefore require a licensing authority to decide that no lesser step will achieve the aim, the authority should aim to consider the potential burden that the condition would impose on the premises licence holder (such as the financial burden due to restrictions on licensable activities) as well as the potential benefit in terms of the promotion of the licensing objectives. However, it is imperative that the authority ensures that the factors which form the basis of its determination are limited to consideration of the promotion of the objectives and nothing outside those parameters. As with the consideration of licence variations, the licensing authority should consider wider issues such as other conditions already in place to mitigate potential negative impact on the promotion of the licensing objectives and the track record of the business. Further advice on determining what is appropriate when imposing conditions on a licence or certificate is provided in Chapter 10. The licensing authority is expected to come to its determination based on an assessment of the evidence on both the risks and benefits either for or against making the determination. (Paragraph 9.44)

### Conclusion

21. It is submitted on behalf of the Premises Licence Holder for all of the above reasons that the appropriate and proportionate remedial action for the review is to add the additional conditions to the Premises Licence. It would be disproportionate and inappropriate to promote the licensing objectives to reduce the hours as requested in the review document as this would be a de-facto

revocation of the Premises Licence. The Police application suggests this is not what they want to happen as a result of the review and therefore would not be appropriate.

**Paddy Whur**

Woods Whur

42-46 Princelet Street

London

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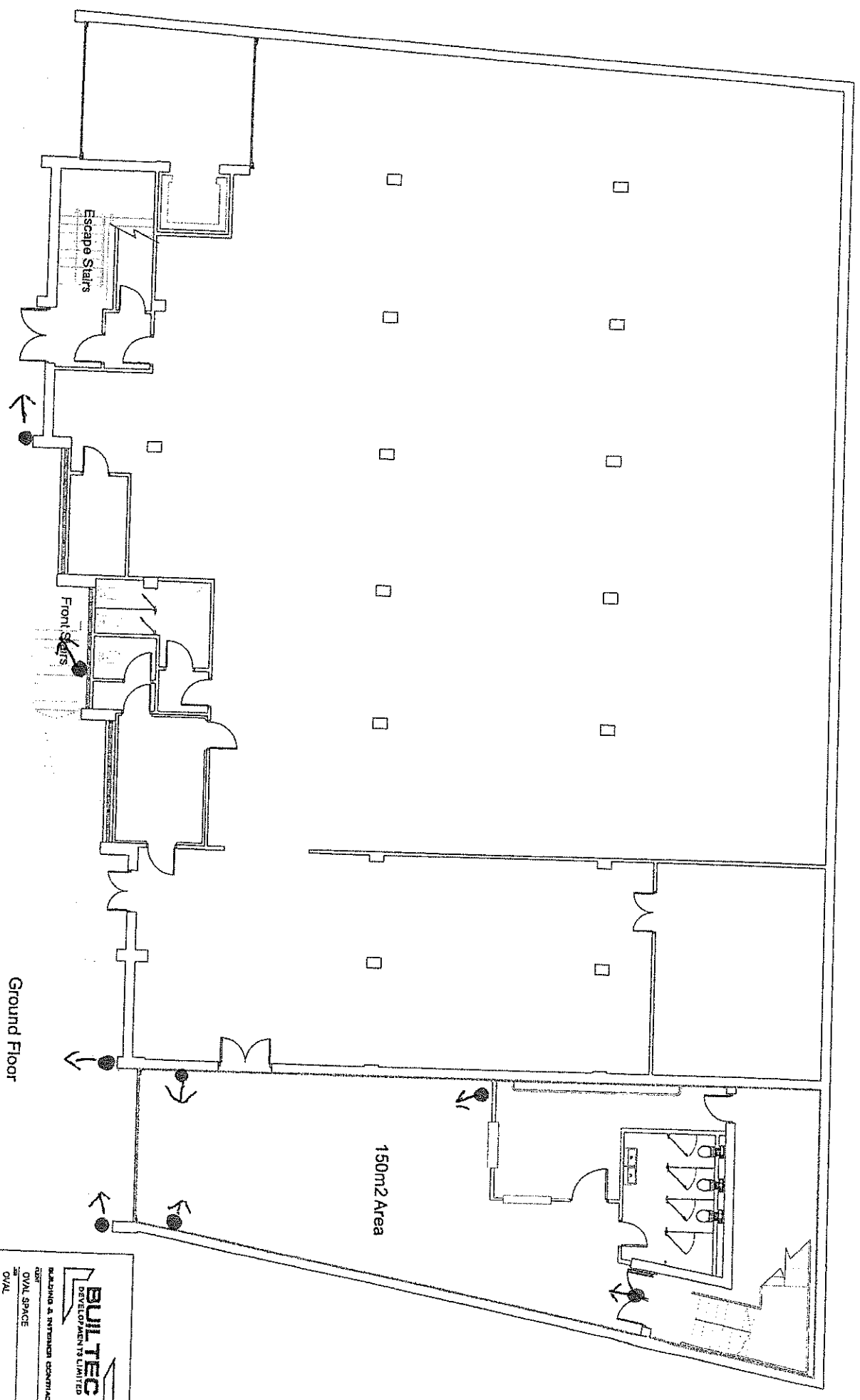


Paddy@woodswhur.co.uk





← Pickle Street (CN)



Ground Floor

150m2 Area

BUILDING & INTERIOR CONTRACTORS DEVELOPMENTS LIMITED	
CLIENT <b>OVAL SPACE</b>	DATE 08-11-18
SCALE NTS	DRAWN BY LM
PROJECT FILE 08-11-18	
GROUND FLOOR	
DRAWN BY LM	
PROJECT FILE 08-11-18	
BUILDING & INTERIOR CONTRACTORS DEVELOPMENTS LIMITED 11, WINDMILL LANE, 2 ALWOOD COURT ALWOOD, DUNDEE, DUNDEE DD1 1JG TEL: 01382 422222 FAX: 01382 422222	



## ROSS PATRICK MELINN

~~07930976459 | rosspmelinn@gmail.com | London, UK~~

A creative and versatile Venue & Event Manager with sound commercial judgement and a business operations background. I have a variety of skills essential to delivering thought-leading and thought-provoking experiences whilst overseeing all aspects of a busy venue. With a demonstrable history of creating exemplary events and unforgettable moments, I'm motivated by bringing people together in unique spaces to inspire them in ways they may not have thought possible. Hospitality is my craft; Events are my passion!

### SKILLS WITH GREATEST IMPACT

- Hospitality and Customer Service
- Venue and Restaurant Operations
- Event and project management
- Communication & leadership
- Critical thinking and problem solving
- Health & safety management

### EXPERIENCE

#### GENERAL MANAGER, OVAL SPACE & THE PICKLE FACTORY

SEP 2021 – PRESENT

A multi-purpose venue with over 5000 square feet of unobstructed statement space, playing host to corporate functions, product launches, fashion shows and live concerts for a discerning clientele.

- Creating a culture of H&S management
- Overseeing all operational planning for the delivery of entertainment in a safe environment
- Recruiting for and training key personnel in event safety compliance
- Delivering best in class gig & event operations alongside technical, bar & venue teams
- Ensuring compliance with all fire, licensing, employment and financial regulations

#### GENERAL MANAGER, CLF ART LOUNGE

SEP 2020 – JAN 2021

*Leading the CLF Art Lounge & Roof Garden- an independent jazz lounge and rooftop cocktail bar through uncertain times.*

- Oversee day-to-day operations
- Maintain budgets and optimize expenses
- Set policies and processes
- Active recruitment and training of new employees
- Evaluate and improve operations and financial performance
- Due diligence on all H&S, HR, licensing and insurance compliance.

#### AGM/ HEAD OF OPERATIONS, TROXY

JAN 2019 – SEPT 2020

*A 3100-capacity multi-purpose event and music venue. Covid redundancy.*

- Lead on all business functions in absence of GM and Owners; delivering events on-site within a converted 1930's Grade II-listed Art Deco Theatre.
- Line Management of Department Managers including Events and Sales teams, Bars, Catering and Production, whilst fully accountable for venue spend and maintaining multi-million-pound revenue streams.
- Ensuring venue standards are maintained including Security, Facilities, AV/Sound and Lighting.
- Managing key business functions and tasks therein including HR, Health and Safety, P&L.

PROJECT MANAGER, CULT EVENTS FEB 2017 – DEC 2018  
*A venue and event management agency*

- Operations Manager for The Common Restaurant in Willesden and House of Vans (1200 pax) in Waterloo.
- Selling agency services to multi-national fashion, drinks and design brands whilst planning and delivering experiential events on time and in budget. Clients include Diageo, Dazed, London Design Festival, Selfridges and Farah.
- Planning all events including staff management and freelance recruitment, supplier coordination, stock control, budget holder; through to AV
- Oversight and accountability for full customer journey from business development through to planning and delivery to debrief and re-sell.

SENIOR EVENT MANAGER, EVENTBRITE JULY 2015 – OCT 2016  
*A SaaS event management platform (formerly known as Ticketea).*

- Established sales and operational processes for the launch of a B2B event management SaaS platform in the UK market.
- Line management of Account & Operations Managers including recruitment, onboarding and training whilst providing onsite supervision for event registrations.
- Delivered £100k profit in new business in first 12 months whilst establishing new sales verticals.

EVENT MANAGER, WORLD TRADE GROUP JUNE 2012 – JULY 2015  
*A leading international provider of B2B events, specialist training courses, and business conferences*

- Production and delivery of mass participation exhibitions across multiple industries.

#### OTHER EXPERIENCE

RESTAURANT OPERATIONS MANAGER, RICHOUX GROUP APRIL 2010 – MAY 2012

VENUE & EVENTS COORDINATOR, UNIVERSITY OF KENT NOV 2008 – APRIL 2010

GENERAL MANAGER, MITCHELLS & BUTLERS MARCH 2006 – FEB 2007

#### EDUCATION & ACCREDITATIONS

MANAGING SAFETY, IOSH

JANUARY 2020

FIRST AID AT WORK

FEBRUARY 2020

PERSONAL LICENSE, BIIAB

SEPTEMBER 2006

BSc SPORT SCIENCE, UNIVERSITY OF KENT

SEPT 2008 - JULY 2012

PUBLIC SERVICES, GUILDFORD COLLEGE

SEPT 2004 - JULY 2006

Account	Debit	Credit	Balance
101 Cash		100.00	100.00
102 Accounts Receivable		200.00	200.00
103 Inventory		300.00	300.00
104 Prepaid Insurance		100.00	100.00
105 Equipment		500.00	500.00
106 Accumulated Depreciation			
201 Accounts Payable	100.00		100.00
202 Wages Payable	50.00		50.00
203 Income Tax Payable	20.00		20.00
204 Retained Earnings		100.00	100.00
205 Common Stock		100.00	100.00
301 Sales		1000.00	1000.00
302 Cost of Sales	300.00		300.00
303 Selling Expenses	50.00		50.00
304 Administrative Expenses	50.00		50.00
305 Depreciation Expense	20.00		20.00
306 Interest Expense	10.00		10.00
307 Income Tax Expense	20.00		20.00
308 Dividends	100.00		100.00
309 Retained Earnings		100.00	100.00
310 Common Stock		100.00	100.00

The following table shows the trial balance for the company as of December 31, 2018. The total debits equal the total credits, indicating that the accounting records are in balance.

Account	Debit	Credit
101 Cash	100.00	
102 Accounts Receivable	200.00	
103 Inventory	300.00	
104 Prepaid Insurance	100.00	
105 Equipment	500.00	
106 Accumulated Depreciation		
201 Accounts Payable		100.00
202 Wages Payable		50.00
203 Income Tax Payable		20.00
204 Retained Earnings		100.00
205 Common Stock		100.00
301 Sales		1000.00
302 Cost of Sales	300.00	
303 Selling Expenses	50.00	
304 Administrative Expenses	50.00	
305 Depreciation Expense	20.00	
306 Interest Expense	10.00	
307 Income Tax Expense	20.00	
308 Dividends	100.00	
309 Retained Earnings		100.00
310 Common Stock		100.00
<b>Total</b>	<b>1350.00</b>	<b>1350.00</b>

The trial balance is in balance, as the total debits of 1350.00 equal the total credits of 1350.00.



## Oval Space High Risk Events Operational Policy

Event: XXXX presents YYYY

NB:

Oval Space, hereafter referred to as 'the venue'

XXXX hereafter referred to as 'the promoter'

YYYY hereafter referred to as 'the headline artist'

Please note that the following serves only as a guideline to procedures that the venue will implement for this event & the parameters within which we expect the promoter(s), management & artistes to work. These are subject to change based on subsequent discussions with the police & local authorities. We expect in every instance, that the promoter, artist management & artistes abide by and support us in upholding these measures.

- All artists due to perform at the event are subject to approval by the venue & must not be announced without the venue's written approval.
- The promoter should provide the venue with both the artistes 'stage' name, their full name and date of birth, as it appears on their birth certificate.
- The promoter must provide this information for the headline artist prior to announcing the event
- The promoter must provide the venue with this information for all other artistes on the proposed line up no later than 7 days prior to the event.
- The venue may decide to submit this information to the police at any given time in order for them to carry out comprehensive background checks. The venue reserve the right to demand that any artiste(s), including the headline artist, be removed from the line up based on intelligence that they may subsequently receive.
- The venue reserve the right to terminate the contract of hire with the promoter (& effectively cancel the events itself) on the basis of police intelligence and / or subsequent advice from the police & local authorities to this end. In such an instance, the venue accepts no liability for the losses or damages incurred by the promoter, artistes or any third parties related to the event.
- The venue will operate a pass system to be agreed with the promoter & artist management no less than 72 hours prior to the event.
- The venue will supply wristbands identifying headline artists, support artists, promoter & management (not lanyards or stickies) and these will be distributed at venue's discretion with reference to the aforementioned list.
- No passes (unless agreed by the venue) will grant the holder any escort privileges whatsoever.
- The headline artist & support artists will be subject to a full search upon entering and re-entering the venue, should they leave the premises for any reason. The venue reserves the right to conduct a full search of any individuals entering the backstage area and to conduct searches on any individuals inside the backstage area at any time should they deem this necessary
- Backstage & stage access is to be limited to the headline artist(s) , support artists, management, agent, promoters and venue working personnel only. The venue has an extremely limited space available in the backstage & stage area and the venue reserve the right to limit the total number of people granted access to this area as they see fit. This should be agreed with the promoter & artist management no less than 14 days prior to the event.

- The backstage & stage area will be closed to all except headline artist(s), management, agent promoters and working personnel immediately after the final support artist(s) finish their performance and no less than 15 minutes before the headline artist(s) are scheduled to perform.
- Guest list must be submitted no later than 48 hours prior to the event and only full names will be accepted, (no +s).
- All guests must bring photographic ID (passport / driving license) with them to be checked prior to entering the venue. The venue will refuse entry to anyone failing to do so.
- All guests to enter through the front entrance of the venue. There will be no backstage access for any persons on the guest list unless approved by the venue.
- The venue will conduct full searches on all guests.
- The venue operates a no re-entry policy for customers & guests alike.
- The venue will deploy additional security at their own discretion (this may include CP dogs), the additional costs of which will be recharged to the promoter & agreed prior to contracting
- Metal detector wands will be in use and full searches on all customers will be conducted
- All artists, guests & customers will be asked to remove hoods & other headwear before entering the venue
- The promoter must agree to provide an experienced representative with a proven history of successfully delivering shows of this nature to assist the venue in implementing the above measures
- The promoter must agree to provide experienced staff who are familiar with this audience profile and to assist the venue box office staff in running the guest list
- There is very limited parking around the venue and the venue is required to apply to the local council for dispensation for any vehicles that require parking in close proximity to the venue. The promoters agrees to provide the registration details of any vehicle(s) that require dispensation no later than 7 days prior to the event. The venue reserves the right to limit the number of vehicles requesting dispensations at their discretion.
- The venue operates a strict no smoking policy and the promoter must agree to signing our no smoking policy in the understanding that they will be liable for a £2500 fine should any artist or member of the artists management / entourage be found to be smoking on stage or in the audience

Joe Splain,  
 Managing Director - Oval Space Venues

Signed .....

ZZZZ,  
 Promoter - XXXX



Signed .....



# Oval Space

## The Pickle Factory

### Security Policy

Reviewed August 2020  
Joe Splain

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## **Appendix**

## **Introduction**

This document is intended to highlight the general rules of practice expected from the Oval Space and The Pickle Factory security teams. This includes duties that are considered vital in the safekeeping of the venue, our customers, our staff and each other.

While it is fair to say every event is different, our values as a company will rarely change. As such it is important for us to remind you regularly what these core values are.

In methodically going through each aspect of your role here we hope to offer you clarity in your position as well as keeping you informed of new legislation, which could affect you and how you carry out your work here.

## **Communication between OS/TPF and Security Team**

A briefing will be held with the security team prior to opening doors for every event.

Information provided will include but not be limited to ticket sales / audience profile / set times / any procedural changes / H&S issues to be alert to / current hot topics / environmental impact and any other detail specific to the event.

## **Customer Service**

We cannot place enough emphasis on the importance of customer services and how you as part of the security team are vital to this role.

We expect each of our customers to have the best night possible with us and to look forward to when they can next return. As such it is important that you, at all times conduct yourself in a friendly and professional manner.

As will often be the case, you as a member of the security team will be the first and last encounter our customers have with the club on entrance and exit. Based upon this you are the first and last impression our customers receive of the venue and we expect that impression to be of a very high standard.

## **Security Nightly Duties**

It is important to us that every member of the security team works to the same high standards and objectives.

Below is a non exhaustive list of what we expect of you:

First and foremost the security team must at all times promote and uphold the four licensing objectives.

- The prevention of crime and disorder.
  - Public Safety.
  - The prevention of public nuisance.
  - The protection of children from harm.
- 
- At all times take direction from the Duty Manager - The chain of command is very straight forward, the manager on duty is in charge of the premises so his/her requests should be adhered to.
  - Welcome guests in a friendly and courteous manner.
  - Refuse access to any customer whose presence in the venue may pose a threat to the safety of another customer or who may contravene one or more of the licensing objectives i.e. somebody found to be carrying drugs and/or offensive weapons.
  - Ensure the safety of staff, management, guests and your team at all times.
  - Carry out night specific instructions as directed in pre event security briefing.
  - Ensure guests understand clearly that searching is a condition of entry.
  - Perform all searches in full view of CCTV.
  - Illicit substances found during search are dealt with according to current company policy and placed inside the amnesty box at each door and recorded correctly.
  - Weapons found during search are handled in accordance with company policy.
  - Be aware of the venues fire procedure and your role in assisting the management should an emergency situation occur.
  - Protect the premises against damage and theft.
  - Ensure movement throughout the venue is fluid and safe at all times.
  - Use moderate and reasonable language at all times.
  - Contain any situations that may occur, ensuring as little disruption as possible and no discomfort or injury to other members of the public or staff.

- Always report an incident either directly to the head door supervisor or to the Duty Manager. Full details must be reported and recorded at the time of incident.
- Always be vigilant to potential hazards/incidents and prevent a situation occurring where possible rather than containing it. Always radio for assistance if needed, never attempt to tackle a situation on your own.
- Act fairly and do not discriminate against any person on the grounds of colour, race, religion, gender, sexuality or disability.

### **General rules of practice**

- You are responsible for your SIA badge which must be kept current and in date.
- You must wear your SIA badge on display at all times whilst on duty.
- OS/TPF requires you to arrive for your shift with a working earpiece.
- Do not solicit or accept any bribe or any other considerations from any person(s) or fail to account for any money or property during the course of duty.
- Do not fraternise with guests, friends or family in the course of duty.
- Do not abuse your position of power and responsibility.
- Do not leave an assigned fixed position without the prior consent of Head of security or the Duty Manager.
- Do not smoke in view of the public whilst on duty.
- Under no circumstances consume alcohol or drugs whilst on duty or report for duty under the influence of alcohol and/or drugs.
- Do not eat in view of the public whilst on duty.
- Do remember you are the first and last point of contact our guests experience at OS/TPF and we want you to confound their expectations.
- Do feel free to make suggestions to improve your working conditions and our service with your line manager at any time.



## **Appearance**

- Your appearance is very important to us and you will be requested to report for work in relevant dress code at all times.
- We ask that paramilitary style clothing is not worn inside the venue or on the door.
- Black Trousers, Black Shirt and Shoes are as standard on all corporate events unless otherwise directed in advance.

## **Timekeeping**

You are expected to report at the front door and be ready to work 10 minutes prior to the start of your shift. This time will be used to sign in the staff duty register, sign out a radio and be present at the security briefing.

## **Use of Phones and Social Media**

With the exception of during breaks, the use of phones and social media during hours of operation is forbidden.

Your use of social media should never involve the venue, its events or its staff.

## **Breaks**

Breaks will be organised at appropriate times by Head of Security. Do not take breaks without prior consent from the Head of Security.

## **Capacity and Clicker protocol**

- The capacity of Oval space is **1000**
- The Capacity of The Pickle Factory is **200**
- Both need to be monitored closely at all times during an event.
- One member of security at all times will hold the front door "in" clicker for capacity compliance and must report this number to the Duty Manager and Head of Security every 30minutes.
- One member of security will have control of the "out" clicker to ensure we are maximizing our ability to process guests safely. The 'out' count must also be recorded every 30 minutes.

- Always ensure someone is responsible for clicking both in and out at every event.
- Managers will require regular updates on the current capacity; please ensure your clicking in and out is accurate and recorded every 30 minutes on the template sheet provided.

### **Greeting Guests**

- Guests must consistently be greeted in a friendly and courteous manner.
- As a rule we do not allow re-entry, however if a guest requests re-entry this should be directed to the Front of House Manager or Head of Security as individual circumstances may be taken into account.
- if re entry is granted, a strict and thorough search must take place on re entering the venue - The guest must be made aware that this will be the case before leaving.

### **Health and Safety**

Oval Space & The Pickle Factory take Health and Safety very seriously. We have a duty of care to all of our guests whilst they are in our venues. We also have a duty of care to ensure guests leave using safe and registered transportation where possible.

The safety of our customers and the integrity of the business is possibly the biggest responsibility and challenge we face, and your contribution to this is vitally important.

Oval Space has 4 Fire Exits from its main event space, as follows:

- Stage Left (leading to terrace),
- Back of main room (leading to terrace and main entrance)
- main room (external to Managers office)
- Stage Right (Production Entrance).

The Pickle Factory has 2 Fire Exits from its main event space, as follows;

- Back of main room passed stairs
- Back of room into Courtyard

There is an additional exit from the Green room via the cloakroom (when in use)

*Please refer to the following Plans*

*'Map of Fire Exits'  
'Location of Manual Call  
points' 'Location of Fire  
Extinguishers'*

First Aid boxes are located at the front door and in the manager's office in each venue. Please alert a manager immediately if you notice that the supplies are running low.

### **Emergency Fire Evacuation Procedure.**

Please refer to fire evacuation procedure and below for the security specific direction

#### **Security**

- In the event of an alarm activation, the Head of Security and associated team are responsible for investigating the cause of the activation and assisting the Duty Manager in the evacuation process.
- The Head of Security should liaise with the Duty Manager at the alarm panel to identify the area of activation and proceed with investigation.
- If the Duty Manager takes the decision to evacuate the premises, the security team will assume responsibility for ensuring that this happens efficiently and calmly ensuring where possible that all patrons leave safely.
- A member of Front of House Security will collect the loud hailer from the security cupboard for use in communication with the venue patrons and staff.
- Security positioned at fire exits are responsible for disengaging the green break points to allow the doors to open.
- Security will be responsible for checking both male and female toilets and ensuring all cubicles are clear.
- Security are also responsible for checking beneath any large staging used for viewing platforms to ensure no patrons have sought refuge.
- The security member positioned front of stage / production office will also alert any guests / patrons present in the Green Room to evacuate immediately and make their way to the nearest safe exit.

- If it safe to do so, the security supervisor will also then be responsible for checking the safety of the building once all patrons have left the premises.
- Once the building is clear or until it is no longer safe to remain within the premises, security personnel should leave the building via the nearest safe exit and make their way to the assembly point.
- All fire doors should be closed by the last member of security to check the premises. At no time should any fire doors be propped open.

Due to the fact that security staffing levels will vary between gigs and club nights, set positions are not ascertained in advance during an evacuation. The Duty Manager and Head of Security will instruct security staff where to position themselves in the event of an evacuation based on the number of staff available, the areas of the premises in use and the location of the evacuation.

### **ASSEMBLY POINTS**

For both Oval Space & The Pickle Factory is in the centre of The Oval, in front of the raised stage

### **CCTV**

- Our CCTV is registered under the Data Protection Act and may be used as evidence to prosecute anyone in the event of a crime being committed.
- Our cameras are serviced regularly and are there to protect our staff, security, customers and the building from harm as well as promoting the four key licensing objectives.
- If you see any cameras, covered, damaged or tampered with you must inform a Duty manager immediately.
- Do not assume that OS/TPF know about any faulty equipment.

## **Radio Protocol**

- Once a radio has been signed out and allocated to you, it is your responsibility until returned in good repair at the end of the event.
- Any defective equipment must be reported to the Head of Security in order that a repair or replacement can be made ASAP.
- It must be returned at the end of the shift - it is expected that a lost radio will be replaced financially.
- The handsets have a 1.5 to 2 second delay, which means that when you hold down the button to speak, you must wait 2 seconds before you send your message.
- It is essential that the radio is used in a clear and appropriate manner.
- Personal head sets / ear pieces must be provided and used whilst on duty.
- Radio checks must be carried out at the beginning of the shift.

## **Identify yourself and identify your interlocutor (for example Jon to Sarah) – and ideally repeat twice for clarity.**

This should be done clearly, holding the radio/mouthpiece away from your mouth to avoid distortion.

Your Message should be indicated using the coding below, this will allow Head of Security/Venue Manager to determine what kind of support you need and with what urgency.

### **Green**

This is a low level activity, send message, remain silent and await a response

- A customer has lost property.
- Customer is leaving via a fire exit.
- A customer is challenging a cash transaction.
- A promoter would like to speak to a manager.

### **Amber**

This is a request for assistance and backup, send message, remain silent and await response.

- A guest(s) needs to be removed from the toilets.
- Customer reacting badly to being refused service/access to VIP
- Drunk and disorderly customer(s) needing to be removed.
- Broken Glass, wet floor that needs swift attention.

- A customer has slipped and requires first aid.
- Customer pestering a DJ, Band, management.
- A customer is clearly in distress and hasn't reacted well to initial offer of help.
- Customers reporting harassment.
- Pickpocket identified and need to be isolated.

### **Red**

This is a high level response in which *all* radio holders must listen carefully and offer immediate support where possible.

- Fire in venue that cannot be safely isolated.
- Fighting in venue.
- Customer unconscious or in extreme distress.
- Emergency PA set off.
- Break glass set off.
- Fire alarm panel going off and cannot be reset.
- Organised drug dealing identified on premises.
- Customer identified other guest with weapon.

Whatever your message, keep it short and concise; long rambling messages are ineffective and often misunderstood. Send message and await instruction/support.

### **Yellow**

This code must only be used to communicate from front door to Duty Manager to indicate that the Responsible Authorities are outside the venue either to inspect the premises or observe the building.

- This alert must be delivered in a calm manner
- You will await a response from the Duty Manager and in the meantime invite the inspectors into the lobby to wait "while the manager makes there way down, they know you are waiting"

### **Searching Procedure**

- Searching is a condition of entry.
- You are searching customers for Weapons, illicit substances and/or alcohol.
- Consent must be obtained from the customer before any search is carried out.
- If a customer refuses to be searched they will be refused access into the venue.

- Female customers should be searched by a female member of security, male customers by a male security. Failing presence of a female member of security, a male security staff may search a female customers bag but is not entitled to give a pat down search.
- If a customer is unable to take part in the search in a sober fashion we advise that you ask a FOH Manager for a second opinion. At this point refusal of entry may be necessary.
- The searching procedure may be adapted specifically for special and corporate events – e.g. for dry hire or private events it may be the case that customers are able to bring in food and / or drinks. In other instances it may be that specific items become the focus of our searches, like marker pens or spray paint cans. This will be indicated at the pre event briefing before doors so it is important that you pay attention to the instruction given and not assume that the rules are the same for every event.

### **Club show search procedure**

All DJ lead events post midnight follow a strict search procedure:

- All patrons will join the queue as per usual.
- Pending ID checks and assuming patrons are not intoxicated they will enter the queue between the barriers.
- At the point where patrons will take part in a search they will enter a larger area squared off by the barriers. Inside this area will be a waist height table with plastic trays at each corner.
- At each corner of the table will be one member of security to conduct searches.  
*At Oval Space this will mean 4 members of security - At The Pickle Factory this will mean 2.*
- Patrons will be asked to empty the contents of their pockets into the trays - Any purses, wallets or sealed items may be opened and thoroughly checked inside.
- If the customer is carrying a bag, they will be asked to place their bag into the tray for a full search.
- All patrons will then be asked to take part in a thorough search. This should include the small pocket of jeans, waist band and/or belt loops, and socks.

- If any illicit substances and/or weapons, alcohol or any other item deemed unfit as per the event briefing are found, staff are to then revert to the updated Security Handbook: The



patron **will not be entitled to entry into the venue** and the item will be confiscated. If drugs are found, they will be sealed in a numbered police bag and placed into the amnesty box and the Head of Security or Venue Manager notified.

- The above includes all patrons, VIP's and/or guest list entrants as well as artists.

### **What We Confiscate**

- We confiscate any and all illicit substances.
- We confiscate alcohol and food- which may be collected on exit from the venue.
- We confiscate items such as Knives, Sharpened bangles, needles (except diabetic sharps) Nitrous bullets and any other items you deem to be dangerous.
- We confiscate Marker pens due to the damage they could cause to the venue.
- Any bladed instruments or other weapons must be handed over to the venue duty manager immediately for safe disposal. The venue duty manager will use their instruction from Police Licensing to call Met Police at this point.
- If a customer is in possession of an item that may be carried for personal reasons eg. work tools or jewellery, but we consider the items to be dangerous then the item should be held at the front door until the customer exits the venue and only returned to the customer at the venue managers discretion.

### **Oval Space and The Pickle Factory Drugs policy and procedure**

- Oval Space and The Pickle Factory operate a **zero tolerance** policy towards drugs.
- For all club and music events all customers will be searched for illegal drugs.
- All artists will also be searched on entry.
- The search will be thorough to include customers bags, jackets, pockets etc and must be completed in an area covered by CCTV.
- If a guest is found in possession of drugs / illicit substances and it is believed it is for personal use, the drugs must be seized, placed into a numbered,

sealable bag and placed into the amnesty box. This must all take place under CCTV coverage.

- **The guest found in possession of drugs must not be allowed entry into the premises.**
- The Duty Manager must be informed at the point of confiscation and the confiscated drugs placed into the drugs safe as soon as practicable.
- The seized drugs must be logged to include the following information:
  - Name and SIA number of security staff who found and seized the substance.
  - Date and time of seizure.
  - Location of drugs find.
  - Description of drugs.
  - Number of drugs
  - Date and time of drugs being locked in the safe.

If the person is suspected of supplying drugs then the following applies:

- The member of security staff will inform the Duty Manager immediately.
- The DPS / Duty Manager / Head of Security will ask the individual to step into a quiet area (outside the manager's office for both venues) and ask the person to turn out their pockets and bags.
- If a personal / bodily search is not possible then the police's assistance will be sought.
- Any drugs found will be confiscated and handed to the DPS / Duty Manager to store and record in accordance with the procedures in this policy.
- Security will seek to calmly detain suspected drug dealer in the premises while the police are contacted.
- However, if there is difficulty in this respect with the material resistance by the suspected drug dealer and/or if the police are unable to attend the premises without delay, to the extent that the situation becomes unmanageable the security will not use powers of detainment under a citizen's arrest.

In such cases where the detention of the suspected drug dealer becomes reasonably unmanageable, the premises cannot take responsibility for detaining a person suspected of supplying drugs if they want to leave and the police have not yet attended the premises. In such instances the person will be removed from the premises and a full incident report shall be completed in line with the venue's procedure.

- **Toilets will be checked every 15 minutes** to see if there is any drug use taking place.
- Any customers acting suspiciously are to be taken to a quiet area and searched for drugs.
- If drugs are found they are to be seized and the person ejected if the

drugs are considered for personal use.

- If more drugs are found then would indicate personal use then the guidance for supplying drugs should be followed.
- SIA are required to carry out patrols inside the venue to check on customers and look for signs of drug use taking place.
- Any person found taking drugs is to be taken to the quiet area and searched - if drugs are found the conditions apply as detailed above.
- Any person who has taken drugs or looks like they have taken drugs is to be taken to the quiet area and searched for drugs with the usual conditions applying.
- Medical assistance is to be offered and the London Ambulance service called if necessary.

### **Customer Complaints / Visits from our neighbours**

Any and all complaints must be listened to and taken seriously.

The Venue Manager must be advised if a customer wants to make a complaint so that it can be dealt with appropriately. If the issue is not immediately resolvable, the customer must be advised to email [info@ovalspace.co.uk](mailto:info@ovalspace.co.uk)

This includes any visit from a local resident and/or neighbour who may be making a noise complaint - they must be referred to the Venue Manager who will respond accordingly by taking their details, the nature of their complaint and advise that a member of senior management will be in touch on the next working day.

Under no circumstances should anyone making a complaint be put into a corner or surrounded by security. This is grossly intimidating and does nothing to help the nerves of the customer who may well have a legitimate complaint to make.

### **Opening Procedure - Head of Security**

Collect radios & clickers from charging station and ensure each radio is in good working order. Any faulty radios should at that point be taken out of circulation and reported as faulty.

- Prepare the barrier configuration as outlined in the event sheet.
- Ensure our searching procedure policy notice is clear and visible.
- Remove any chains or fastenings attached to fire exit doors and place them in the Manager's Office.
- Ensure that all fire exits open and close correctly and that emergency release points are in

working order.

- Ensure that all fire exit routes are clear of obstruction.
- Make a visual inspection of fire alarm panel and immediately report any faults appearing on the screen.
- Visual inspection of Front of House first aid kit - immediately request top up from the Venue Manager if empty or running low of essentials.
- Ensure all team members are present and have S.I.A badges, earpieces and have signed in on the nightly timesheet.
- Ensure all team members are at the front door 10 minutes before briefing, ready to start their shift.

### **Security During Event**

- Ensure that the approach to the venue is kept in an orderly fashion "Quiet please"
- Ensure that the queue is moving along and guests have tickets, cash and ID ready for swift processing.
- Greet customers in a warm and friendly manner.
- Refuse access to anyone who refuses our search procedure.
- Refuse access to anyone who is drunk or incapable of friendly conversation.
- Search customers in a relaxed and friendly manner - Greet everybody with a smile.
- Assist guests entering the premises, directing them to the cloakroom and keeping the flow of the reception area (Shutter Space) fluid at all times.
- Ensure guests leaving are aware we have neighbours and our posters saying so are clear and legible.
- At no time should a guard intervene in any activity inside the venue before first reporting to the manager or head of security your concerns.

### **Reporting procedures and recording of incidents**

The importance of correctly reporting an incident cannot be stressed enough. Not only does it verify

that our risk assessment procedures are working or indeed that they may be in need of adjustment, but it protects you and the company from unnecessary claims made against us.

You must be prepared at all times to answer questions relating to an incident on any particular date whether it is raised by the venue, the local council or the police.

It is also crucial that the Head Office management team be aware of any serious reports or incidents that have occurred as they will be handling enquiries first thing the following morning. A Head Office manager should be able to read an incident report and have a clear understanding of what has happened and how.

### **When and how to report and record an incident**

The following incidents are all considered of importance and must be reported using the company's incident report form.

- Customer refused entry
- Customer ejected from premises
- Staff or customer injured during incident
- Incident where you have had to use force
- Incident where first aid has been required
- Report of fire
- Any call made to emergency services
- Any incident that required presence from emergency services
- Details of any arrest made at the premises
- Official visit made by the council, police or fire department
- A crime reported by a customer
- Customer complaint
- Theft

When recording the details:

- Include the date and time of incident
- A clear outline of what has occurred - Use bullet points if easier / clearer
- The customer's full name / DOB / contact information and emergency contact details if necessary
- The names of any member of staff who may have witnessed the incident
- The names and contact information of any friends or family who may have witnessed the incident
- Be sure to include what action was taken and by whom
- If an ambulance was required, record the time of call, reference number and time of arrival. Also include who called the ambulance.
- If police assistance is required, again note the time of call, who made the call, time of arrival and badge numbers of the attending officers.

- For any call to the emergency services ask for the CAD reference number and record this in your report
- Details of the customer/s involved in the incident where applicable i.e. basic description and where possible, name and address.
- Did the incident occur in full view of CCTV?
- Was the body cam used to record the incident?

As a rule, all incidents must be reported to the duty manager as soon as is practicable.

A report should also be written as soon as is practicable as the information is fresh and the detail will be clear and precise. The longer it is left the less reliable the information will be. A report should always be submitted on the day of the event so should not be left until after.

### **Dealing With Trips and Slips**

- If a customer trips or slips in the venue and advises security of this, security must respond immediately.
- Ensure the hazard is removed immediately.
- Inform the manager who will respond accordingly.
- Look after the guest in an appropriate manner.
- If you notice spillages, glass or bottles on the floor, please notify the floor team who will arrange to clear the area ASAP.
- It is the responsibility of all venue staff to keep the venue clean, clear and tidy.

### **Monitoring Fire Exits**

- It is the duty of every team member to ensure the exits, inside and outside are free from obstruction and available for use during hours of opening.
- Customers must not be allowed to block fire exits either by sitting in front of them or by blocking them with coats and bags.

### **Official Visits**

- When the club is in operation we are liable to at least 3 visits or DPI's (during performance inspection) per year.
- A council inspector, a fire officer, noise team and/or Police will come to the front door and



ask for a manager.

- Radio the Duty Manager immediately using **Code Yellow**.
- Invite the authorities inside the venue to await the manager.
- We would expect the GM to be with you in a very short time, do not stop contacting the manager until they respond to your communication.
- During these inspections you may be asked to present your S.I.A badge. Failure to do this can result in fines of up to £5,000.
- They will most certainly want to see the clicker and door tills as well as exit clicker to check actual attendance against our licence.
- The officers have the power to shut the club down immediately if they feel the venue is overcrowded or being run in an unprofessional manner.
- The officials may want to inspect files and paperwork related to the running of the venue and you must be helpful at all times.

### **Lost property and Lost Cloakroom Tickets**

- Any items found during an event should be handed to the Venue Manager.
- If a wallet or ID/passport is found a call should be made out to all radio holders to alert all staff should the owner of the lost item approach a member of the team - we will always attempt to return lost property.
- If a cloakroom ticket is lost throughout the night and the customer does not have a photo of the ticket they will have to wait until the end of the night to retrieve their item/s.
- Lost property is held on site for up to three weeks and then donated to charity.
- Any customer who loses an item during an event should be advised to email [lost@ovalspace.co.uk](mailto:lost@ovalspace.co.uk)

### **Customers Leaving the Venue in an unfit state**

We have a duty of care towards all of our customers, but for those that are either ill, have drunk too much or are under the influence of drugs, our responsibility extends to ensure that they are in a fit state to return home safely. Or should they require assistance beyond our ability, we ensure that this

is provided via emergency services.

Should you come across a customer in need of assistance we ask that you assist them to a calm and quiet environment. Upon doing so you must inform the duty manager and/or head of security immediately.

In most instances the customer will just need some time to come around, however there will be instances when the customer needs further assistance. In extreme cases the customer may need emergency services. If this is the case, the duty manager and/or head of security will make the decision to call an ambulance and await the arrival of the emergency services.

A decision should be made as soon as is possible to ascertain the state of the customer in the interest of their welfare.

- Special attention should be taken for customers leaving the venue alone, especially young women who may be vulnerable.
- If an individual is leaving and in an unfit state we strongly advise them to come back into the venue, have a seat, drink some water and sober up before embarking on their journey.
- A customer in an unfit state must never be left outside alone. They must always be encouraged to come inside so we can take care of them until they come around.
- Vigilance throughout the venue will nearly always allow us to identify these guests during the course of the night and give them attention early. Failure to do so will mean this is a task for the end of the night when their friends may have already left. Be sure to be vigilant at all times.

### **Sexual Harassment**

Signage in place throughout the venue informing female customers who are subject to

harassment that they should approach a member of security or go to the bar and ask a

member of bar staff for "Angela" who should then radio for the duty manager. All security & bar

staff briefed pre show to ensure that they familiar with this protocol

### **Closing Procedures**

The time for closing the front door on any given event should be established between the Venue Manager and the head of security at the briefing prior to doors opening. Head of Security should contact the venue manager 15 minutes before that closing time to establish if the agreed time is to be adhered to or if circumstances have changed.

Closing of the doors to the general public is a trigger for the closing procedure of

the venue to begin and the following tasks to take place.

- All unused confiscation bags will be returned to manager's office. If bags have been circulated to the security team the head of security must collect them all when the front door closes.
- The Head of Security will empty the amnesty box and take the used bags to the office where they will be secured in the safe.

- The Head of Security and Duty Manager must complete the nightly bag audit at this time.
- Final audit for the attendance should be sent to the venue manager to commit to the nightly report.
- Head of Security can begin allocating breaks to the team at this point as well as using this "down time" at the front door to complete any incident reports that may have occurred during busier times that are yet to be completed.

15 minutes prior to the venue closing the Head of security along with the venue manager will allocate team members specific tasks to ensure the smooth closure of the venue and the swift dispersal of the general public from the venue and the immediate surrounding areas.

- Once the lights have gone up and the music has stopped we allow our guests 30 minutes to finish their drinks, say their goodbyes, collect their items from the cloakroom and make their way safely out.
- It is important that our guests are aware of your presence, it should be made clear that it is time to leave the venue, but in a friendly and relaxed tone.
- If at 20 minutes passed closing we still have customers in the venue then security can take a more direct approach.
- Assistance should be given to the cloakroom at this point to help manage the flow of customers as they retrieve their items and exit the venue.
- Special attention should be given to people hanging around in the street who are maybe dawdling and possibly making too much noise - They should gently be approached and reminded of our neighbours and the need to keep the noise down.
- Guests should be asked to move away from the street, past the church and beyond towards Hackney Road, swiftly and politely.
- We cannot convey to you strongly enough the positive impact a simple goodbye to our customers can have when they leave the venue. We want the final impression of the night and our guests abiding memory of leaving to be an overwhelmingly friendly one.
- All radios should be returned to the Head of Security, switched off and placed in the charger for a full overnight charge.

- The last remaining security who will remain on site until the Venue Manager has finalised their duties will be required to complete an inspection of the premises. You should be alert to any general damage to items such as fire exits, fire extinguishers, windows, stairs, thresholds, CCTV cameras, fire alarms.
- The security shift is finished when the Duty Manager informs you that they are ready to leave. Observe the street for any unusual activity and inform the manager if you are suspicious of anything. Please ensure that you witness the manager leave in a cab (or otherwise) and ensure that you are comfortable they are safe.

### **Street Vendors**

- Vendors selling Nitrous Oxide balloons sell openly knowing that it is not a controlled substance and that the authorities are struggling to deal with the problem appropriately. While Nitrous Oxide is still a legal high selling on the street without a licence is unlawful and can be reported to the council and the police as a low level crime. Vendors should be kept away from our guests at all times and guests should be reminded that buying anything from vendors will result in refused entry.
- Persistent and aggressive vendors should be photographed and the image sent to the venue manager. If possible get details of the vehicles they drive, as they are likely to be uninsured or at very least link the vendor to a home address. It is important to remember that your powers are limited once you are away from the door. A firm and professional manner is required at all times and a policy of constant observance and harassment should be employed at all times.

### **Flying at the End of the Night**

- Flying of venues is an occupational hazard - flyerers should be directed by the security to a suitable position outside of the barriers so as not to interfere with the flow of guests leaving the venue.
- The flying teams should also ensure that they do not leave discarded flyers along the street and that they tidy up afterwards.

### **Ticket Touts**

- Another by product of running a successful venue is the presence of ticket tout(s). The very best we can do is to inform customers to seek return tickets at the front door.
- We can and should also make our guests aware that there are counterfeit tickets in circulation and that the venue is not responsible for any purchase made on the street.
- As is our policy these touts must be kept away from our guests at all times and that persistent or aggressive touts should have their details taken and passed onto the venue

manager who will pass their details onto the relevant authorities.

# Drugs & Search Policy

2020

Oval Space & The Pickle Factory

**Your primary contact for this document is:**

Joe Splain  
(+44) 07534283010 JS@ovalspace.co.uk

## **1. Venue Policy**

Oval Space & The Pickle Factory have a zero-tolerance approach to drugs in its premises.

## **2. Pre-event assessment**

The drugs threat level will be decided for each upcoming event discussed at weekly operations meetings. The threat level will be determined by the audience and artist profile and information from previous events of the same artist, genre or event type.

### 3. Risk Assessment

Hazard	Persons at Risk	Existing Control Measures	L	S	Risk Rating	Additional Controls Required	L	S	Residual Risk Rating
Drugs and other illegal substances being brought into the venue by members of the public, artists, entourage	Customers, staff, artists, sub contractors	Prohibited items list Drug policy /terms and conditions of entry communicated through event webpages, social media, marketing material  Searches in place Supervisor/Response teams deal with incidents as required. Crowd is continually monitored and toilets regularly checked. Toilet attendants in main toilets. Experienced first Aid staff available.	4	5	<b>20 HIGH</b>	Staff awareness communicated via pre event briefings. Additional searching staff deployed to high threat level events. Additional response teams to monitor crowds.	2	4	<b>8 MEDIUM</b>

### 4. Operating Procedures

Each member of staff should be vigilant and look out for signs of drug use, possession or selling.

#### 4.1 Drugs found on search

All persons entering the venue are subject to search, permission must be granted from the individual. If no permission is given, the person should be refused, evicted or ejected on those grounds and the details logged by the event control.

If drugs are found as a result of a search, the following procedure should be followed:

1. Complete the search if not already done so – staff should explain that due to finding drugs that they need to contact their supervisor.
2. Request the attendance of a supervisor or the head of security
3. The substance must be handed to the head of security or front door supervisor



4. The supervisor will then inform the venue duty manager
5. The person should then be evicted from the premise unless the quantities are deemed sufficient to require the police to attend. It is the venue duty managers discretion to contact the police.
6. Event control must be informed and log the eviction
7. The front door supervisor must be informed of the eviction and details of the individual, this must be acknowledged.

## **4.2 Drugs found on the premises**

If any drugs are found on the premises, event control should be informed. The substance must then be directly handed to the head of security or front door supervisor, who must then hand it to the venue duty manager straight away, reporting to event control that they have done so.

## **4.3 Person(s) found under the influence of drugs**

- 1) Approach the person in a friendly manner
- 2) Ask the person to come with you to a well-lit and quiet area
- 3) Ask the person if they are ok
- 4) Ask the person if they have knowingly taken any drugs:
  - a) If yes, ask what they have taken
  - b) If no, ask if they feel as though they may be under the influence of drugs
- 5) Ask the person to come to the designated first aid area to be checked over
- 6) Escort the person to the designated first aid area
- 7) Report to the head of security and event control that you have taken a person to the designated first aid area suspected to be under the influence of drugs

## **5. First Aid**

Anyone found under the influence of drugs by security staff must be taken to the designated room to be checked. A designated first aider will assist where there is a welfare or medical issue with the person.

## **6. Additional Control Measures**

Additional control measures are put in place for identified high threat level events. The following actions may be taken:

- Additional SIA Searching staff
- Additional SIA Response team staff
- Additional staff positioned around the venue (e.g. beside bars, at back of dance floor, outside toilets, terrace, balcony spotter)
- Clear plastic bags distributed in queue for guests to empty possessions into

## **7. Drugs disposal**

Any and all drugs found through search or within the premises must be reported to event control. The substance must then be directly handed to the head of security or front door supervisor, who must then hand it to the venue manager straight away, reporting to event control that they have done so. The confiscation must then be placed in an evidence bag, sealed and the details of the confiscation & customer written on the evidence bag. The bag number, the item(s) confiscated and a description of the customer should then be recorded on the drugs confiscation register for that event.

Oval Space & The Pickle Factory  
Terrorism Threat - Security Measures

<b>Control Measure</b>	<b>S e v e r e</b>	<b>C r i t i c a l</b>
Load in building search/checks	<ul style="list-style-type: none"> <li>- Venue conduct search of venue before load in commences</li> </ul>	<ul style="list-style-type: none"> <li>- Security staff to conduct and record building check before load in commences</li> </ul>
Pre-event building search/checks	<ul style="list-style-type: none"> <li>- 1 staff member to conduct checks before doors opening</li> </ul>	<ul style="list-style-type: none"> <li>- 2 SIA staff to conduct checks</li> <li>- Additional secondary check to be conducted by each position and recorded with event control</li> </ul>
Staff briefing	<ul style="list-style-type: none"> <li>- 30 minutes allocated</li> </ul>	<ul style="list-style-type: none"> <li>- 45 minutes allocated to emphasise on additional measures</li> </ul>
Staff Screening (production, crew and contractors)	<ul style="list-style-type: none"> <li>- All staff to be accredited</li> </ul>	<ul style="list-style-type: none"> <li>- All bags to be searched</li> <li>- Profile body searches</li> </ul>
Customer screening	<ul style="list-style-type: none"> <li>- All bags checked</li> <li>- Profile searching</li> <li>- 1 in 5 metal detector searches</li> <li>- No large bags allowed in main hall</li> </ul>	<ul style="list-style-type: none"> <li>- 100% full body searches</li> <li>- 100% metal detector searches</li> <li>- Additional staff redeployed to patrol queues and areas of customer approach</li> <li>- No large bags allowed in venue</li> </ul>

<p>External patrol/areas check</p>	<ul style="list-style-type: none"> <li>- Staff working on external areas to monitor all areas</li> </ul>	<ul style="list-style-type: none"> <li>- Half hourly external patrol to be conducted and recorded with event control (including checks of bins around venue)</li> </ul>
<p>Redeployment of high visibility stewards during egress (remaining in place until the venue and external area is mostly clear of public)</p>	<ul style="list-style-type: none"> <li>- Redeployment of 1 staff, at minimum, to increase presence of security on egress</li> </ul>	<ul style="list-style-type: none"> <li>- A redeployment of 2 staff, at a minimum, to increase presence of security on egress</li> </ul>

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Communication following visit to venue by MP during an event on 13.09.20  
Generally positive feedback regarding covid compliance etc

----- Forwarded message -----

From: **Joe Splain** <>

Thank you Mark, it's a challenge, I'll say that...

Just want to say that the police who visited were equally supportive. I think they were pleased to see our security taking temperature checks of everyone arriving at the venue, them included! These are testing times for us all!

Cheers

Joe

On Mon, 14 Sep 2020 at 14:37, < wrote:

Cheers Joe,

We are running extra patrols to make sure people are Covid compliant, plus there people are reporting things to Police so its no reflection on you, its just us doing lots of checks.

Thanks for all the work you are doing around this, it's good to know you are being so professional.

Kind Regards

Mark



PC Mark Perry

Central East Licensing Unit

Metropolitan Police Service (MPS)

**subject:** Re: Summer Dreamz brunch & dinner @ Oval Space 13.09.20

Hi Mark,

Thanks for the email & advice

We have provided table service at all of our previous events. What we did for last night was increase staffing numbers to ensure that table service was faster, giving no reason for customers to attempt to gain service at the bar. which had been a factor at the last event you visited. The host regularly reminded customers that they had to remain at their tables & wait for table service and I'm glad to say this proved successful, more so than the signage we have in place! We did unfortunately generate considerably less revenue across the bar as a result of this and our operating costs also increased, but it is what it is and the event was nevertheless still a reasonably successful one, with no issues whatsoever.

We were visited by a fair few police who were responding to reports of an illegal outdoor rave in the area, but they could see pretty quickly that this was entirely unrelated to our event.

For any future events we'll continue to carefully monitor things, with particular attention to pinch point areas and so on, but I do believe that the 162 capacity, seating plan, booking procedure & operating policies that we are currently following offer robust mitigation

I'll keep you updated

Thanks for your ongoing guidance & support

Joe

On Mon, 14 Sep 2020 at 12:57, < wrote:

Hi Joe,

Thanks for this, I appreciate it as I know its hard.

With the new "Rule of 6" you need to make sure that there is a table service, ideally with an order app. Smoking areas, toilets and queues will need to be closely monitored.



You need to make sure that customers are clearly warned that if they leave their tables without excuse then they will be removed.

Thanks again

Mark

|

**Subject:** Summer Dreamz brunch & dinner @ Oval Space 13.09.20

Hi Mark,

I hope you are well,

Just the one event at Oval Space this weekend

Summer Dreamz (the same event we presented on 16/8 & 31/8). I have put provisions in to eliminate queuing at the bar - this includes additional table service staff, security deployed specifically at the serving area & cleared signage to remind customers to remain at their tables to be served.

Capacity 162

6 x SIA security deployed

4pm - 11pm (will allow to run until midnight at my discretion)

Same RA as per last few events with additional measures noted above added.

Medium Risk audience - we had no issues whatsoever on the 16th, 30th or 31st August. We are drawing a 'higher-end' audience to these events. Customers have been well behaved and have adhered to social distance.

I have discussed the issue of sound levels creeping up and tech staff briefed on limiting this.

Security have been reminded again that it's imperative that they wear the face masks I provided them with at all times

Next week (Saturday 19th September) we have another brunch on - same format and times

Low / medium risk audience

Any questions please let me know

regards

Joe

**From:** Joe Splain [

**Subject:** Fwd: Incident : The Oval - Saturday 26th June 2021

My initial communication with MP informing him of the incident on 26th June (event 25/26th June)

You will note that I requested the meeting with Mark and provided him with a fair amount of detail regarding this incident as well as concerns generally regarding ongoing issues around the local of the venue. My hope was that a discussion might follow regarding late night policing of the area, ( I was going to propose that we as a venue contribute towards costs it turned out to be.

It's also important to note the differences in my account of the incident in question is compared to the one MP submitted in his review, primarily the mission of any presence, involvement, support and first aid that venue security provided prior to and once the police had arrived

I'd very much like to discuss all of this with you in more detail Paddy

J

----- Forwarded message -----

**From:** Joe Splain <

Mark,

thanks for the call yesterday, as agreed here is a report regarding the 2 x stabbings that occurred at the church on The Oval at 02:05

Event Issa Vibe : Friday 25th June (8pm) - Saturday 26th June (2am)

A controlled egress of customers began at 02:00

I was positioned at the raised 'stage' area outside the venue on The Oval itself so as to observe egress

One of the first groups to leave the premises were 4 x IC3 males. They left in an orderly fashion, although 2 of the males were providing support either side of 1 of the males who appeared to have consumed a little too much alcohol (I believe this to have been the 1 x male who had been refused any more alcohol an hour or so previously, and who was then supplied with free water - the males in the his group were confirmed to have been complaint with requests not to supply their friend with any further alcohol and had been polite and good natured with staff)

As they left the premises, the 4th male at the rear of the group smiled over at me, shrugged his shoulders and gave me a thumbs up, laughing and shaking his head at his friend as they walked up The Oval towards the church. There was nothing whatsoever to indicate that these males were in any way about to be involved in an altercation or were looking for trouble so to speak.

A matter of minutes later, one, possibly two of the group came running back to the start of our barrier area and were met with another group of males who had also just left venue and I heard one of them say, 'someones just tried to rob my / his watch'. Another male asked 'where' and the male responded 'up this way'. The male then proceeded to take his own bracelet off and the other males also removed watches etc and began to run up towards the church

Our head of security also witnessed this and radioed for a possible code red heading towards the church. I followed the group up the street to the church and saw the group starting to surround another IC3 male. The male they were surrounding was dressed in black tracksuit with a hooded top and covid face mask concealing his identity. I am almost certain that this male had not been inside the venue at any point as whilst I could not see his face, his attire was not in keeping with the smart casual dress of other customers, he appeared notably younger in physicality than other males and having reviewed CCTV I have been unable to find a male matching this description entering the venue at any point. He was very much out of place when compared to other customers.

As the males surrounded him he reached into his jacket and showed what was clearly a handle to a knife and possibly showed a glimpse of the hilt. Another male then appeared from around the corner of Emma Street holding a small hammer which I believe had been brought from an metallic blue Audi that had been parked by the church.

The male then produced a knife that was approximately 1ft long with a dark blade, possibly with a serrated edge. and the males began to fight

I phoned 999 and requested police and ambulance to attend

The fight then split into the middle of the street and despite the efforts of myself and security the male with the hammer fell backwards and was stabbed in the leg by the male with the knife. I believe the male with knife then ran away in the direction of Hackney Road. I was later informed by a local 'begger' in the presence of one of the officers attending that the male with the knife had left in a black car, possiby an audi (not the audi parked by the church), but this is unconfirmed.

The victim was then escorted back to the The Oval directly outside the venue and we provided basic first aid to the stab wound in his leg until the police and ambulance service arrived

We were unaware of the second male who had received a stab wound to his back until we were informed of this by the police on site who said they believed this to be the victim's brother

I provided a full statement to the police once the ambulance had taken the victims away to hospital.

The following morning at approximately 10:30am, I was returning to the venue for a market event we were hosting and noticed a black sheath under a bin outside the flats opposite the church. I then called the police who attended along with a forensics officer.

I also later met with CID later that day and provided a further statement and relevant CCTV footage. I am in the process of compiling a list of all lead tables bookers for the event to further assist with their investigation.

We were operating 100% searches on all customers and metal detector wands were in use - there had been no confiscations and refusals for any reason.

We have worked with these promoters on a regular basis since 2018, and have only ever had to previously deal with minor altercations between customers (posturing rather than any acts of actual violence), and they have an exemplary track record amongst other venues across the city. They are as shocked and concerned by the events as we are.

As per yesterday's conversation with you on the phone, I firmly believe that the male with the knife had been in the location that night with the intent of robbing customers who had been at the venue as such events in seated format, with table service and so on tends to attract a more affluent clientele than our typical standing 'rave' events that we are unable to operate under current restrictions. Indeed, some weeks ago I called 101 to inform the police of a male (also dressed all in black, hoody, face mask) who was loitering around the church / Containerville area and who was hostile when approached. This male was of a lighter brown skin colour so it was not the same male involved in the incident but I was of the opinion that he was observing customers as they entered the venue and that his intention was then to rob customers on egress.

As you know, we deploy security at the junction of The Oval with Emma Street to observe customers prior to ingress and post egress and that we redeploy security from the main room on egress to assist in crowd dispersal but in recent months we have been noticing more and more unsavoury characters seemingly patrolling the area. This is an issue both when we are and are not operating the venue. There have been numerous incidents of youths on bikes snatching phones from members of the public, break ins to local businesses and attempts at breaking into cars which our own security have prevented on several occasions.

There has also been a notable increase in the number of drug users in the area of The Oval and whilst they themselves have posed no direct problem I would say this is evidence of increased drug dealing in the area.

I would appreciate the opportunity to meet with you at your earliest convenience to further discuss the incident on 26.06 and to also see if there are provisions that can be made to support us in dealing with and preventing these issues in the future.

I would like to propose the following

- Increased CCTV provision at The Oval / Emma Street junction and at the junction with Hackney Road
- Signage warning people that the area is covered by CCTV
- Increased police presence especially around the hours of 4-5am, specifically and events that we flag as 'higher risk'.

I believe you said that you are available this Thursday, if so, please can you let me know a time that suits you best and we can meet at the venue to discuss this further. As always your support and advice will be greatly appreciated

best

Joe Splain

On Mon, 28 Jun 2021 at 15:10, Joe Splain <> wrote:  
Hi Mark,

I'm in the process of putting together a report for you regarding 2 x stabbings that occurred on The Oval at 02:05 on Saturday 26th June 2021.

The incident was reported to the police and I am in the process of cooperating with CIDS in their investigation

I'll send you my report in the next few hours, but if you have a moment could you please give me a call on

Thanks

Joe