

# Public Document Pack



## TRAFFORD COUNCIL

### AGENDA PAPERS FOR LICENSING SUB-COMMITTEE MEETING

Date: Friday, 20 October 2023

Time: 10.00 am

Place: Committee Rooms 2 & 3 Trafford Town Hall, Talbot Road, Stretford,  
Manchester, M32 0TH

PLEASE NOTE: A link to the meeting can be found below:

<https://www.youtube.com/channel/UCjwbLOW5x0NSe38sgFU8bKg>

<b>A G E N D A</b>	<b>PART I</b>	<b>Pages</b>
1.	<b>ATTENDANCES</b>	
	To note attendances, including Officers and any apologies for absence.	
2.	<b>APPLICATION FOR REVIEW OF AN EXISTING PREMISES LICENCE - O2 VICTORIA WAREHOUSE, TRAFFORD PARK ROAD, TRAFFORD, M17 1AB</b>	
	To consider a report of the Head of Regulatory Services.	1 - 264
3.	<b>URGENT BUSINESS (IF ANY)</b>	
	Any other item or items which by reason of special circumstances (to be specified) the Chairman of the meeting is of the opinion should be considered at this meeting as a matter of urgency.	

**SARA TODD**  
Chief Executive

Membership of the Committee

Councillors J. Holden, D. Jarman and S. Thomas

Further Information

For help, advice and information about this meeting please contact:

## Licensing Sub-Committee - Friday, 20 October 2023

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Miss Natalie Owen, Governance Officer

Email: [natalie.owen@trafford.gov.uk](mailto:natalie.owen@trafford.gov.uk)

This agenda was issued on **Thursday, 12 October 2023** by the Legal and Democratic Services Section, Trafford Council, Trafford Town Hall, Talbot Road, Stretford M32 0TH.

## TRAFFORD COUNCIL

**Report to:** Licensing Sub-Committee  
**Date:** 20<sup>th</sup> October 2023  
**Report for:** Decision  
**Report of:** Head of Regulatory Services

### Report Title

**APPLICATION FOR REVIEW OF AN EXISTING PREMISES LICENCE – O2  
VICTORIA WAREHOUSE, TRAFFORD PARK ROAD, TRAFFORD, M17 1AB**

### Summary

The Licensing Authority has received an application from Nicola Duckworth, Team Leader Environmental Health, Trafford Council requesting a review of the Premises licence held by Academy Music Group Limited in respect of the 4 licensing objectives:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

### Recommendation(s)

The Sub-committee must, having regard to the application and any relevant representations, take such of the steps mentioned in Section 52(4) of the Licensing Act 2003 (if any) as it considers necessary for the promotion of the licensing objectives.

The steps stated in Section 52(4) are:

- (a) to modify the conditions of the licence;
- (b) to exclude a licensable activity from the scope of the licence;
- (c) to remove the designated premises supervisor;
- (d) to suspend the licence for a period not exceeding three months;
- (e) to revoke the licence;

and for this purpose the conditions of the licence are modified if any of them is altered or omitted or any new condition is added.

The Sub-Committee has the power in relation to steps (a) and (b) to provide that the modification and exclusion only has effect for a limited period not exceeding three

months.

The Sub-Committee also have the option to take no further action or issue an informal warning to the licence holder and/or recommend improvement within a particular period of time.

Contact person for access to background papers and further information:

Name: Joanne Boyle  
Contact: licensing@trafford.gov.uk

## 1. BACKGROUND

- 1.1 At any stage, following the grant of a premises licence, a responsible authority, such as the Licensing Authority, police or the fire authority, or an interested party, such as a resident, may ask the licensing authority to review the licence because of a matter arising at the premises in connection with any of the four licensing objectives.
- 1.2 In every case, the representation must relate to the particular premises for which a premises licence is in existence and must be relevant to the promotion of the licensing objectives.
- 1.3 The licensing objectives are:
  - The prevention of crime and disorder
  - The prevention of public nuisance
  - Public safety
  - The protection of children from harm

## 2. APPLICATION

- 2.1 On the 7<sup>th</sup> September 2023 the Licensing Authority received an application from Nicola Duckworth (Team Leader) Environmental Health, Trafford Council for a review of the Premises Licence PL000631. The licence is held by Academy Music Group Limited (AMG) for premises known as O2 Victoria Warehouse, Trafford Park, Trafford, M17 1AB. A copy of the application and current licence is attached at **Appendix A** and **Appendix B** respectively. A copy of Nicola Duckworth's statement is attached at **Appendix C**; a copy of the evidence bundle is attached at **Appendix D**; and proposed licence conditions are attached at **Appendix H2**.

## 3. LICENCE HISTORY

- 3.1 The original premises licence was granted to Adam Geoffrey Management Limited on the 28<sup>th</sup> September 2010 for a music and event space to be known as Victoria Warehouse. The licence was transferred to Academy Music Group Limited (AMG) on the 17<sup>th</sup> September 2018.

## 4. REPRESENTATIONS



- 4.1 The Licensing Authority have confirmed that, in accordance with the regulations, a copy of the review application was given to the premises licence holder and responsible authorities on the 7th September 2023. Following receipt of the application the Authority posted notice of the application outside the premises; on the Council's website; and at the Council's Offices for 28 consecutive days inviting comments about the review application.
- 4.2 On the 19<sup>th</sup> September 2023 Mr Phil Crier of PBC Licensing Solicitors, acting on behalf of AMG, met with Nicola Duckworth and other responsible authorities to discuss a set of draft conditions which were being proposed to replace those currently attached to the licence. The premises licence holder was invited to review and comment on the proposed licence conditions.
- 4.3 On the 29<sup>th</sup> September 2023 the Licensing Authority received a representation from Elizabeth Pritchard, Trading Standards Officer, on behalf of the Council's Trading Standards Team. The representation recommends the addition of conditions to ensure the protection of children from harm. A copy of the full representation is attached at **Appendix E** and is included in the draft licence conditions at paragraph 4.3 of **Appendix H2**. The conditions have not been agreed in full between the premises licence holder and Ms Pritchard.
- 4.4 On the 4<sup>th</sup> October 2023 Mr Peter Belfield from the Council's Environmental Health Pollution Team submitted a representation in response to the application. The representation recommended the addition of a new condition to ensure implementation of a Noise Management Plan; removal of redundant conditions; and amendments to existing conditions in relation to the licensing objective of preventing public nuisance. A copy for the full representation is attached at **Appendix F**. The revised set of conditions has been agreed between the premises licence holder and Mr Belfield and are included in the draft licence conditions at paragraph 4.11 of **Appendix H2**.
- 4.5 On the 5<sup>th</sup> October 2023 the Licensing Authority received a representation from Jade Pickup, Senior Licensing Officer, on behalf of the Licensing Authority acting as a responsible authority. A copy of the full representation is attached at **Appendix G** and is included in the draft licence conditions at paragraph 4.3 of **Appendix H2**. The conditions have not been agreed between the premises licence holder and Ms Pickup.
- 4.6 On the 5<sup>th</sup> October 2023 Mr Phil Crier submitted a letter on behalf of AMG - see attached **Appendix H1**; with a copy of the Trafford proposed licence conditions with the proposed AMG revisions marked in blue – see attached **Appendix H2**.
- 4.7 At the time of writing no overall agreement has been reached on proposed premises licence conditions between the applicant, responsible authorities and the premises licence holder.

## 5. KEY ISSUES

- 5.1 The grounds for review and any representations must relate to one or more of the licensing objectives and must be relevant. Representations from interested parties may not be frivolous, vexatious or a repetition.
- 5.2 The Council will consider requests for a review of an existing premises licence if representations are made from the following:

- A Responsible Authority such as the Police and Fire Authority; or
- Any other person

5.3 The Council will expect anybody requesting a review to produce evidence to support allegations that one or more of the licensing objectives are not being met.

5.4 The Sub-Committee should consider the relevance of the ground or grounds for review and any representations.

5.5 The Sub-Committee should consider whether or not any appropriate pre-review warnings have been given and/or any mediation taken place.

## **6. RECOMMENDATION**

6.1 The Sub-Committee must, having regard to the application and any relevant representations, take such of the steps mentioned in Section 52(4) of the Licensing Act (if any) as it considers necessary for the promotion of the licensing objectives.

6.2 The steps stated in Section 52(4) are:

- (a) to modify the conditions of the licence;
- (b) exclude a licensable activity from the scope of the licence;
- (c) remove the designated premises supervisor;
- (d) suspend the licence for a period not exceeding three months;
- (e) revoke the licence; and

for this purpose the conditions of the licence are modified if any of them is altered or omitted or any new condition is added.

6.3 The Sub-Committee has the power in relation to steps (a) and (b) to provide that the modification and exclusion only has effect for a limited period not exceeding three months.

6.4 The Sub-Committee also have the option to leave the licence in its existing state and/or issue an informal warning to the licence holder and/or recommend improvement within a particular period of time.

## **ATTACHED**

Appendix A	Application for Review
Appendix B	Premises Licence PL000631
Appendix C	Statement of Nicola Duckworth Trafford Environmental Health Team Leader
Appendix D	Exhibit Bundle
Appendix E1	Representation from Trafford Trading Standards
Appendix E2	Representation from Trafford Trading Standards
Appendix F	Representation from Trafford Environmental Health (Pollution Control Team)
Appendix G	Representation from the Licensing Authority
Appendix H1	Letter from PBC licensing on behalf of the Premise Licence Holder
Appendix H2	Draft Licence Conditions including revisions proposed by the Premises Licence Holder



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# APPENDIX A



## 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 Nicola Duckworth

*(Insert name of applicant) – This will be yourself whoever is submitting the review*

**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, if none, ordnance survey map reference or description**

02 Victoria warehouse  
Trafford Wharf road  
M17 1AG

**Post town**

**Post code (if known)**

**Name of premises licence holder or club holding club premises certificate (if known)**

Russel Taylor Toal

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

PL000631

#### Part 2 - Applicant details

I am

Please tick ✓ yes

1) an individual, body or business which is not a responsible authority (please read guidance note 1, and complete (A) or (B) below)

# APPENDIX A

2) a responsible authority (please complete (C) below)

3) a member of the club to which this application relates  
(please complete (A) below)

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

Please tick ✓ yes

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**

**Post Code**

**Daytime contact telephone number**

**E-mail address  
(optional)**

## (B) DETAILS OF OTHER APPLICANT

Name and address

Telephone number (if any)

E-mail address (optional)

# APPENDIX A

## (C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address Nicola Duckworth Team Leader Environmental Health Talbot Road Stretford M32 OTH
Telephone number (if any) 07760167473
E-mail address (optional) nicola.duckworth@trafford.gov.uk

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

Please tick one or more boxes ✓

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

# APPENDIX A

**Please state the ground(s) for review** (please read guidance note 2)

See Statement



## APPENDIX A

**Please provide as much information as possible to support the application** (please read guidance note 3)

See attachments with the statement

# APPENDIX A

Please tick ✓ yes

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

If yes please state the date of that application

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

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

# APPENDIX A

Please tick ✓

yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate
- I understand that if I do not comply with the above requirements my application will be rejected

**IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.**

**Part 3 – Signatures** (please read guidance note 4)

**Signature of applicant or applicant’s solicitor or other duly authorised agent** (please read guidance note 5). **If signing on behalf of the applicant please state in what capacity.**

Signature



.....

Date

.....7.9.23.....

Capacity      Team leader Environmental Health

.....

**Contact name (where not previously given) and postal address for correspondence associated with this application** (please read guidance note 6)

**Post town**

**Post Code**

**Telephone number (if any)**

**If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)**

# APPENDIX A

## Notes for Guidance

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.

# APPENDIX B

Licensing Act 2003

## Premises Licence

# PL000631



### Part 1 – Premises Details

#### POSTAL ADDRESS OF PREMISES OR, IF NONE, ORDNANCE SURVEY MAP REFERENCE OR DESCRIPTION

##### **Victoria Warehouse**

Trafford Park Road, Trafford Park, Manchester, M17 1AB

#### WHERE THE LICENCE IS TIME LIMITED, THE DATES

#### LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE AND THE TIMES THE LICENCE AUTHORISES THE CARRYING OUT OF LICENSABLE ACTIVITIES

Plays - Indoors

Sunday to Thursday - 09:00 - 02:00  
Friday & Saturday - 09:00 - 06:00

Non Standard Timings: - From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.

Boxing Day, New Years Day and all Bank Holidays to be extended until 06:00.

An extra hour on the date when British Summertime Commences.

Thursdays 09:00 - 04:30 (the following day) limited to 6 occasions in total per annum.

Films - Indoors

Sunday to Thursday - 09:00 - 02:00  
Friday & Saturday - 09:00 - 06:00

Non Standard Timings: - From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.

Boxing Day, New Years Day and all Bank Holidays to be extended until 06:00.

An extra hour on the date when British Summertime Commences.

# APPENDIX B

Licensing Act 2003

## Premises Licence

### PL000631



TRAFFORD  
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#### LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE AND THE TIMES THE LICENCE AUTHORISES THE CARRYING OUT OF LICENSABLE ACTIVITIES

Thursdays 09:00 - 04:30 (the following day) limited to 6 occasions in total per annum.

Indoor Sports - Indoors

Sunday to Thursday - 09:00 - 02:00  
Friday & Saturday - 09:00 - 06:00

Non Standard Timings: - From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.

Boxing Day, New Years Day and all Bank Holidays to be extended until 06:00.

An extra hour on the date when British Summertime Commences.

Thursdays 09:00 - 04:30 (the following day) limited to 6 occasions in total per annum.

Boxing/Wrestling - Indoors

Sunday to Thursday - 09:00 - 02:00  
Friday & Saturday - 09:00 - 06:00

Non Standard Timings: - From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.

Boxing Day, New Years Day and all Bank Holidays to be extended until 06:00.

An extra hour on the date when British Summertime Commences.

Thursdays 09:00 - 04:30 (the following day) limited to 6 occasions in total per annum.

Live Music - Indoors

Sunday to Thursday - 09:00 - 02:00  
Friday & Saturday - 09:00 - 06:00

Non Standard Timings: - From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.

Licensing Act 2003

**Premises Licence**

**PL000631**



**LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE AND THE TIMES THE LICENCE AUTHORISES THE CARRYING OUT OF LICENSABLE ACTIVITIES**

Boxing Day, New Years Day and all Bank Holidays to be extended until 06:00.

An extra hour on the date when British Summertime Commences.

Thursdays 09:00 - 04:30 (the following day) limited to 6 occasions in total per annum.

Recorded Music - Indoors

Sunday to Thursday - 09:00 - 02:00  
Friday & Saturday - 09:00 - 06:00

Non Standard Timings: - From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.

Boxing Day, New Years Day and all Bank Holidays to be extended until 06:00.

An extra hour on the date when British Summertime Commences.

Thursdays 09:00 - 04:30 (the following day) limited to 6 occasions in total per annum.

Dance - Indoors

Sunday to Thursday - 09:00 - 02:00  
Friday & Saturday - 09:00 - 06:00

Non Standard Timings: - From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.

Boxing Day, New Years Day and all Bank Holidays to be extended until 06:00.

An extra hour on the date when British Summertime Commences.

Thursdays 09:00 - 04:30 (the following day) limited to 6 occasions in total per annum.

Licensing Act 2003

**Premises Licence****PL000631**TRAFFORD  
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**LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE AND THE TIMES THE  
LICENCE AUTHORISES THE CARRYING OUT OF LICENSABLE ACTIVITIES**

Like music/dance - Indoors

Sunday to Thursday - 09:00 - 02:00  
Friday & Saturday - 09:00 - 06:00

Non Standard Timings: - From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.

Boxing Day, New Years Day and all Bank Holidays to be extended until 06:00.

An extra hour on the date when British Summertime Commences.

Thursdays 09:00 - 04:30 (the following day) limited to 6 occasions in total per annum.

Alcohol - On the premises

Sunday to Thursday - 09:00 - 02:00  
Friday & Saturday - 09:00 - 05:00

Non Standard Timings: - From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.

Boxing Day, New Years Day and all Bank Holidays to be extended until 06:00.

An extra hour on the date when British Summertime Commences.

Thursdays 09:00 - 04:30 (the following day) limited to 6 occasions in total per annum.

Alcohol - Off the premises

Sunday to Thursday - 09:00 - 02:00  
Friday & Saturday - 09:00 - 05:00

Non Standard Timings: - From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.

Boxing Day, New Years Day and all Bank Holidays to be extended until 06:00.

An extra hour on the date when British Summertime



## APPENDIX B

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# Premises Licence

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### LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE AND THE TIMES THE LICENCE AUTHORISES THE CARRYING OUT OF LICENSABLE ACTIVITIES

Commences.

Thursdays 09:00 - 04:30 (the following day) limited to 6 occasions in total per annum.

Late Night Refreshments-  
Indoors

Sunday to Thursday - 23:00 - 02:00

Friday & Saturday - 23:00 - 05:00

Non Standard Timings: - From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.

Boxing Day, New Years Day and all Bank Holidays to be extended until 05:00.

An extra hour on the date when British Summertime Commences.

Thursdays 23:00 - 04:30 (the following day) limited to 6 occasions in total per annum.

### THE OPENING HOURS OF THE PREMISES

Sunday to Thursday - 09:00 - 02:30

Friday & Saturday - 09:00 - 06:30

Non Standard Timings: -

From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.

Boxing Day, New Years Day and all Bank Holidays to be extended until 06:00.

An extra hour on the date when British Summertime commences.

Thursdays 09:00 - 04:30 (the following day) limited to 6 occasions in total per annum.

### WHERE THE LICENCE AUTHORISES SUPPLIES OF ALCOHOL, WHETHER THESE ARE ON AND/OR OFF SUPPLIES

The sale of alcohol for consumption ON & OFF the premises.

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# Premises Licence

## PL000631



## Part 2

**NAME, (REGISTERED) ADDRESS, TELEPHONE NUMBER AND EMAIL (WHERE AVAILABLE) OF LICENCE HOLDER**

Academy Music Group Limited  
211 Stockwell Road, London, SW9 9SL

phil.crier@pbclicensing.co.uk

**REGISTERED NUMBER OF HOLDER, WHERE APPLICABLE (E.G. COMPANY NUMBER, CHARITY NUMBER)**

3463738

**NAME, ADDRESS AND TELEPHONE NUMBER OF DESIGNATED PREMISES SUPERVISOR WHERE THE PREMISES LICENCE AUTHORISES THE SUPPLY OF ALCOHOL**

Russell Toal  
10 Chanters Close, Blackley, Manchester, M9 6UY

**PERSONAL LICENCE NUMBER AND ISSUING AUTHORITY OF PERSONAL LICENCE HELD BY DESIGNATED PREMISES SUPERVISOR WHERE THE PREMISES LICENCE AUTHORISES THE SUPPLY OF ALCOHOL**

Licence No: 047988

Issued by : Manchester

**ANNEXES**

**These conditions should be read in conjunction with plan referenced PL000631-24102013**

Annex 1 – Mandatory Conditions

**MANDATORY CONDITIONS**

1. No supply of alcohol may be made under the premises licence:
  - (a) At a time when there is no designated premises supervisor in respect of the premises, or
  - (b) At a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended

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**Premises Licence****PL000631**

2. Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.
3. Where a premises licence authorises the exhibition of films, the licence must include a condition requiring the admission of children to the exhibition of any film to be restricted in accordance with this section.
4. Where the film classification body is specified in the licence, unless subsection (3)(b) applies, admission of children must be restricted in accordance with any recommendation made by that body.
5. Where
  - (a) the film classification body is not specified in the licence, or
  - (b) the relevant licensing authority has notified the holder of the licence that this subsection applies to the film in question

Admission of children must be restricted in accordance with any recommendation made by that licensing authority.

6. In this section
 

“children” means persons aged under 18;  
and  
“film classification body” means the person or persons designated as the authority under section 4 of the Video Recordings Act 1984 (c.39) (authority to determine suitability of video works for classification).
7. Where the premises licence includes a condition that at specified times one or more individuals must be at the premises to carry out a security activity, each such individual must be licensed by the Security Industry Authority.

**ADDITIONAL MANDATORY CONDITIONS (28<sup>th</sup> May 2014)**

8. 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.
9. 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

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(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.

10. 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.

11. (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.

### **ADDITIONAL MANDATORY CONDITIONS (1<sup>st</sup> October 2014)**

12. (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 purposes of encouraging the sale or supply of alcohol for consumption on the premises:

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- (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)
13. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
14. (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

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15. 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; and
- (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

#### Annex 2 – Conditions Consistent with the Operating Schedule

1. For all music events, the Premises Licence holder shall operate to the standards and criteria contained within the Noise Management Plan submitted by Vanguardia and referenced VC-101120-NMP01. Any changes to this Noise Management Plan must be agreed in writing with the Local Authority.
2. No unaccompanied person under 18 years of age shall be permitted to enter the after 22.00.
3. A Challenge/Think 21 policy will be implemented in full and appropriate identification will be sought from any person who appears under the age of 21. The only acceptable forms of identification will be passport, photo driving licence and those carrying the PASS logo.
4. Notices will be displayed in prominent positions at the premises indicating that the Challenge/Think 21 policy is in force.
5. All staff shall be trained in the law of under age sales and of the importance of avoiding the sale of alcohol to any person under 18 years of age. Training to be regularly reviewed and documented.
6. A minimum of two personal licence holders shall be on duty when the premises are open for the sale of alcohol after 24.00.
7. When the premises are being used for public entertainment (music) events, SIA registered door staff shall be used to control entry to the premises from opening of the event at a ratio of 1:100 with appropriate stewarding. On occasions when the premises are used for other events, the use and number of SIA registered door staff shall be as determined by a risk assessment carried out before the event by the operator.

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**Premises Licence**

**PL000631**



8. Fire fighting equipment shall be maintained in accordance with required certification and assessment intervals.
9. A full and on going fire risk assessment shall be in place.
10. Public Liability insurance shall be in force in respect of the premises.
11. The premises shall operate a dispersal policy when used after 22.00 for an entertainment event to secure the quiet and efficient movement of customers away from the venue.
12. At the end of licensable activities each day, the outside area abutting the premises shall be cleaned.
13. Air conditioning and ventilation machinery shall be maintained and in such condition so as not to produce excessive noise.
14. The addition of a variation for Easter Sunday and the subsequent Bank Holiday Monday 2012 for regulated entertainment until 04.00 and sale of alcohol until 03.00.
15. The premises licence holder shall ensure that there is sufficient lighting in the queueing area to facilitate the effective capture of CCTV images.
16. Consideration will be given to employing additional SIA security staff to ensure that there is sufficient cover to relieve members of staff in order to prevent fatigue when checking ID.
17. A suitable and sufficient health and safety risk assessment (or Event Management Plan) of the boxing activity be submitted to the Licensing Authority and Environmental Health a minimum of 14 days prior to each event taking place

**Annex 3 – Conditions Attached After a Hearing of the Licensing Committee**

Conditions Imposed following Hearing : 28th September, 2010

Conditions agreed with Trafford Council Pollution Section and Salford City Council Environmental Protection Team

1. Licensable activities shall not commence until the start of operations of the associated hotel.
2. For premises where entertainment takes place on a regular basis, music and associated sources (including DJs and amplified voices) should generally not be audible inside noise sensitive properties at any time. Where entertainment takes place less frequently, such noise should generally not be audible inside noise sensitive properties. (Based on IOA Good Practice Guide on the Control of Noise from Pubs and Clubs)
3. All amplified music shall be routed through the sound limiter.
4. Neither the sound limiter nor its settings shall be changed save with the consent in advance of Trafford Borough Council, Pollution Section.



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5. All doors and windows to be kept closed, except for normal access and egress whenever regulated entertainment is taking place.

6. Lobbies must be provided at each entrance to the venue where there is a direct sound transmission path between the noise source and external areas. Details of the design of the location and design of the lobbies shall be provided to the local authority prior to the use of the license.

7. Sound propagation tests should be carried out at least one week prior to the first event with all noise mitigation measures in place. This test will correlate the sound levels inside the venue with those at the nearest noise sensitive property. The date and time of the sound propagation test will be agreed with Trafford Council's Pollution and Licensing Section. This test will be used to set the sound limit for events at the venue.

8. There shall be no external regulated entertainment or "funfairs" or similar outdoor activity at the premises.

9. Smokers shall use a designated smoking area shown marked on a plan which shall be lodged with Trafford Borough Council, Pollution Section. The smoking area shall be supervised by a minimum of one member of staff after 23.00 until close to ensure that smokers do not cause a disturbance. Any smoker behaving in a noisy manner shall be required to return inside the premises.

10. Only smokers shall be allowed to use the designated smoking area.

11. The premises licence holder shall give not less than 28 days notice of events to be held at the premises to Greater Manchester Police (unless a shorter time is agreed with Greater Manchester Police).

12. Noise from the premises shall not be such as to cause nuisance in Salford or at the nearest noise sensitive location. (Agreed with both Salford City Council and Trafford Council). The licensable activities shall take place in areas C and D as shown on the Licensing Plan attached to the Application.

Other conditions

CCTV -

CD13 A tamper proof CCTV system shall be installed at the premises in liaison with and to the satisfaction of the Greater Manchester Police Local Crime Reduction Officer and shall be used to record during all hours that a licensable activity takes place on the premises.

CD15 Where CCTV equipment is fitted, it shall be maintained in good working order in accordance with the manufacturer's instructions.

CD16 A written record shall be kept every time images are recorded by CCTV and shall include



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**Premises Licence****PL000631**

details of the recording medium used, the time and date recording commenced and finished. This record shall identify the person responsible for the recording and shall be signed by him/her. Where the recording is on a removable medium (i.e. videotape, compact disc, flash card etc.), a secure storage system to store those recording mediums shall be provided.

CD17 The images record by the CCTV system shall be retained in unedited form for a period of not less than 31 days.

Toughened Glasses/Plastic Containers –

CD10 No person in possession of a drink in a sealed or unsealed container shall be allowed to enter the premises except for the purposes of delivery.

CD12 No drink shall be removed from the premises in an unsealed container.

Capacity Limits –

The Licence holder shall Risk Assess the numbers of persons attending the premises for every event to be held there. The Police will be notified in accordance with Condition 13. (amended condition following variation of 6th January 2012)

Conditions Imposed following Hearing: 18th January 2011 - Conditions agreed with Trafford Council Pollution Section

1 (a) Each calendar year a minimum of one month's written notice (or a lesser period if agreed in writing with the Licensing Authority) will be given to the Police and Trafford Council Pollution Control of proposed events to be held at the venue. The notice will contain a brief description of the event and the licensable activities proposed, including the start and finish time, attendance numbers, nature of event and details of artistes / performers, whether there is live and/or recorded music, and any proposed alterations to sound limits.

1(b) When required by Trafford Council, sound propagation tests will be undertaken prior to specified events. The specified events shall be those notified by the Council to the premises licence holder. If required, the sound limits shall be modified to the satisfaction of Trafford Council prior to the specified events taking place and retained thereafter.

1 (c) For music events continuing later than 02:00 Trafford Council will be notified to agree sound limits prior to each event unless sound limits have been previously set in agreement with Trafford Council and those limits are not to be altered.

2. To operate a comprehensive documented dispersal policy when the premises are used after 22:00 for an entertainment event. The policy is to be submitted to the Licensing Authority for approval. The policy is to be approved before the first such entertainment event takes place.

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**Premises Licence**

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A handwritten signature in grey ink, appearing to read 'M. G. O. S. O. N.', written over a horizontal line.

Signature of Authorised Officer

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**Premises Licence Summary****PL000631**TRAFFORD  
COUNCIL**POSTAL ADDRESS OF PREMISES OR, IF NONE, ORDNANCE SURVEY MAP REFERENCE OR DESCRIPTION****Victoria Warehouse**

Trafford Park Road, Trafford Park, Manchester, M17 1AB

**WHERE THE LICENCE IS TIME LIMITED, THE DATES****LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE AND THE TIMES THE LICENCE AUTHORISES THE CARRYING OUT OF LICENSABLE ACTIVITIES**

Plays - Indoors

Sunday to Thursday - 09:00 - 02:00

Friday &amp; Saturday - 09:00 - 06:00

Non Standard Timings: - From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.

Boxing Day, New Years Day and all Bank Holidays to be extended until 06:00.

An extra hour on the date when British Summertime Commences.

Thursdays 09:00 - 04:30 (the following day) limited to 6 occasions in total per annum.

Films - Indoors

Sunday to Thursday - 09:00 - 02:00

Friday &amp; Saturday - 09:00 - 06:00

Non Standard Timings: - From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.

Boxing Day, New Years Day and all Bank Holidays to be extended until 06:00.

An extra hour on the date when British Summertime Commences.

Thursdays 09:00 - 04:30 (the following day) limited to 6 occasions in total per annum.

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**Premises Licence Summary****PL000631**TRAFFORD  
COUNCIL**LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE AND THE TIMES THE LICENCE AUTHORISES THE CARRYING OUT OF LICENSABLE ACTIVITIES**

Indoor Sports - Indoors

Sunday to Thursday - 09:00 - 02:00  
Friday & Saturday - 09:00 - 06:00

Non Standard Timings: - From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.

Boxing Day, New Years Day and all Bank Holidays to be extended until 06:00.

An extra hour on the date when British Summertime Commences.

Thursdays 09:00 - 04:30 (the following day) limited to 6 occasions in total per annum.

Boxing/Wrestling - Indoors

Sunday to Thursday - 09:00 - 02:00  
Friday & Saturday - 09:00 - 06:00

Non Standard Timings: - From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.

Boxing Day, New Years Day and all Bank Holidays to be extended until 06:00.

An extra hour on the date when British Summertime Commences.

Thursdays 09:00 - 04:30 (the following day) limited to 6 occasions in total per annum.

Live Music - Indoors

Sunday to Thursday - 09:00 - 02:00  
Friday & Saturday - 09:00 - 06:00

Non Standard Timings: - From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.

Boxing Day, New Years Day and all Bank Holidays to be extended until 06:00.

An extra hour on the date when British Summertime Commences.

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**Premises Licence Summary****PL000631**TRAFFORD  
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**LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE AND THE TIMES THE LICENCE AUTHORISES THE CARRYING OUT OF LICENSABLE ACTIVITIES**

	<p>Thursdays 09:00 - 04:30 (the following day) limited to 6 occasions in total per annum.</p>
Recorded Music - Indoors	<p>Sunday to Thursday - 09:00 - 02:00 Friday &amp; Saturday - 09:00 - 06:00</p> <p>Non Standard Timings: - From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.</p> <p>Boxing Day, New Years Day and all Bank Holidays to be extended until 06:00.</p> <p>An extra hour on the date when British Summertime Commences.</p> <p>Thursdays 09:00 - 04:30 (the following day) limited to 6 occasions in total per annum.</p>
Dance - Indoors	<p>Sunday to Thursday - 09:00 - 02:00 Friday &amp; Saturday - 09:00 - 06:00</p> <p>Non Standard Timings: - From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.</p> <p>Boxing Day, New Years Day and all Bank Holidays to be extended until 06:00.</p> <p>An extra hour on the date when British Summertime Commences.</p> <p>Thursdays 09:00 - 04:30 (the following day) limited to 6 occasions in total per annum.</p>
Like music/dance - Indoors	<p>Sunday to Thursday - 09:00 - 02:00 Friday &amp; Saturday - 09:00 - 06:00</p> <p>Non Standard Timings: - From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.</p> <p>Boxing Day, New Years Day and all Bank Holidays to be extended until 06:00.</p>

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# Premises Licence Summary

## PL000631



**LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE AND THE TIMES THE LICENCE AUTHORISES THE CARRYING OUT OF LICENSABLE ACTIVITIES**

	<p>An extra hour on the date when British Summertime Commences.</p> <p>Thursdays 09:00 - 04:30 (the following day) limited to 6 occasions in total per annum.</p>
<p>Alcohol - On the premises</p>	<p>Sunday to Thursday - 09:00 - 02:00 Friday &amp; Saturday - 09:00 - 05:00</p> <p>Non Standard Timings: - From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.</p> <p>Boxing Day, New Years Day and all Bank Holidays to be extended until 06:00.</p> <p>An extra hour on the date when British Summertime Commences.</p> <p>Thursdays 09:00 - 04:30 (the following day) limited to 6 occasions in total per annum.</p>
<p>Alcohol - Off the premises</p>	<p>Sunday to Thursday - 09:00 - 02:00 Friday &amp; Saturday - 09:00 - 05:00</p> <p>Non Standard Timings: - From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.</p> <p>Boxing Day, New Years Day and all Bank Holidays to be extended until 06:00.</p> <p>An extra hour on the date when British Summertime Commences.</p> <p>Thursdays 09:00 - 04:30 (the following day) limited to 6 occasions in total per annum.</p>
<p>Late Night Refreshments-Indoors</p>	<p>Sunday to Thursday - 23:00 - 02:00 Friday &amp; Saturday - 23:00 - 05:00</p> <p>Non Standard Timings: - From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.</p>

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# Premises Licence Summary

## PL000631



TRAFFORD  
COUNCIL

### LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE AND THE TIMES THE LICENCE AUTHORISES THE CARRYING OUT OF LICENSABLE ACTIVITIES

Boxing Day, New Years Day and all Bank Holidays to be extended until 05:00.

An extra hour on the date when British Summertime Commences.

Thursdays 23:00 - 04:30 (the following day) limited to 6 occasions in total per annum.

### THE OPENING HOURS OF THE PREMISES

Sunday to Thursday - 09:00 - 02:30

Friday & Saturday - 09:00 - 06:30

Non Standard Timings: -

From the start of permitted hours on New Years Eve to the end of permitted hours on New Years Day.

Boxing Day, New Years Day and all Bank Holidays to be extended until 06:00.

An extra hour on the date when British Summertime commences.

Thursdays 09:00 - 04:30 (the following day) limited to 6 occasions in total per annum.

### WHERE THE LICENCE AUTHORISES SUPPLIES OF ALCOHOL, WHETHER THESE ARE ON AND/OR OFF SUPPLIES

The sale of alcohol for consumption ON & OFF the premises.

### NAME, (REGISTERED) ADDRESS, TELEPHONE NUMBER AND EMAIL (WHERE AVAILABLE) OF LICENCE HOLDER

Academy Music Group Limited  
211 Stockwell Road, London, SW9 9SL

phil.crier@pbclicensing.co.uk

### REGISTERED NUMBER OF HOLDER, WHERE APPLICABLE (E.G. COMPANY NUMBER, CHARITY NUMBER)

3463738

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# Premises Licence Summary

## PL000631



**NAME OF DESIGNATED PREMISES SUPERVISOR WHERE THE PREMISES LICENCE AUTHORIZES THE SUPPLY OF ALCOHOL**

Russell Toal

**PERSONAL LICENCE NUMBER AND ISSUING AUTHORITY OF PERSONAL LICENCE HELD BY DESIGNATED PREMISES SUPERVISOR WHERE THE PREMISES LICENCE AUTHORIZES THE SUPPLY OF ALCOHOL**

Licence No: 047988

Issued by : Manchester

**STATE WHETHER ACCESS TO THE PREMISES BY CHILDREN IS RESTRICTED OR PROHIBITED**

No restrictions.

**Signature of Authorised Officer**



## Statement of Nicola Duckworth

1. I am Nicola Jane Duckworth. I am Team Leader for Environmental Health employed by Trafford Council. My duties include enforcement of legislation in relation to Food Hygiene, Public Health, Health and Safety at Work and Safety at Sports Grounds. As part of my role, I am also consulted on premises license applications as Environmental Health are one of the responsible authorities.
2. My involvement with Victoria warehouse commenced on 9<sup>th</sup> June 2019, when I became involved in Joint visits to the venue with the licensing enforcement team, at the time of the visit I witnessed a lack of control in relation to the queuing of people at the start of the evening and dispersal of the crowds at the end of the evening. The main concerns were around traffic speeding down Trafford Wharf Road, and the risk of persons being struck by fast moving vehicles, either intentionally or by accident. There was also no evidence on site of the risk assessments for events and activities at the venue. The medical facilities which were provided were in a poor state and included a lack of hot water. A letter was sent to the venue on the 18<sup>th</sup> July 2019. (NJD1)
3. On the 5<sup>th</sup> February 2020 a visit was carried out to the premises and concerns were raised over the ingress and egress to the premises. A letter was sent to the premises 20<sup>th</sup> February stating my concerns (exhibit NJD 02). This letter again outlined concerns in relation to unsatisfactory management of crowds outside the venue, Risk assessments which were sent did not adequately address the risks which were posed by holding such an event, a concern was also raised in relation to the management of events in relation to other events which were being held in the vicinity of the venue, for example when an event clashed with a football match which had seventy four thousand people attending, and trying to leave the premises.
4. A further letter was sent on 12<sup>th</sup> March 2020- chasing a response to the letter of the 6<sup>th</sup> February. (NJD03).
5. Due to the Covid pandemic- music venues of this nature were closed in March 2020, and no further action could be taken.
6. On the 12<sup>th</sup> May 2021 I was copied into an email from the Senior Licensing Officer at Trafford Council Keiran Hinchliffe, this email contained a letter which addressed some concerns in relation to the operation of the venue, and sought to start to resolve the issues ahead of the venue opening back up to the public once Covid restrictions had been lifted. The main points addressed within the letter included proper systems for ingress and egress, CCTV issues, lighting, medical provision. A schedule of multi-agency meetings was proposed to include Greater Manchester Police, Licensing, community safety, and the environmental health team. (NJD04)
7. Following a multi-agency meeting on the 9<sup>th</sup> July 2021, Rachel Christie who was acting Head of Service for public protection at Trafford Council, wrote to lee Atkinson ( licensee at o2 Victoria warehouse, to explain to him the issues we had been flagging since 2019 in relation Traffic management outside the venue and advised him to seek out some expertise to assist in putting a plan together.(NJD05)
8. Following the relaxation of covid restrictions music venues were allowed to re-open and a visit was carried out on 6<sup>th</sup> September 2021, in order to assess whether there

had been a change in the methods of queuing. It was apparent at the time of visit, that nothing had changed as it was evident that the queues were winding along the pavement and across roads, cones had been placed in the road which meant that there was no protection of people from oncoming traffic, and the concern was again that people in crowds could be subjected to vehicle borne attacks. The stewards which were present were sparse in number and were doing little to move the crowds along.

9. Following the visit, Suzanne Whittaker Regulatory services manager wrote an email to the venue and asked them to review their queuing methods, they assured us that they would review. (NJD06).
10. On the 21<sup>st</sup> September 2021, I emailed the venue and requested an event management plan for an event which was due to be held on 22/9/21. I was concerned as there was a clash between the event and a football match which was due to be held at Manchester united. I was aware that because of this clash, it was unlikely that the venue would be able to utilise the adjacent car park E3 which was owned by Manchester United Football Club. This car park had been offered up as a suggestion for a safe queuing space by Lee Atkinson at a previous meeting. I received Lee's out of office and therefore contacted his deputy Melissa Bury, who informed me that the plan was to queue people along the road, as the E3 car park was not available due to the football fixture. This immediately concerned me, as we seemed to have back tracked on an agreement not to queue on the road, and no specific plan had been put into place therefore putting members of the public and venue staff at risk from being hit accidentally or on purpose from vehicles moving along Trafford Wharf road. There was also a concern that as there had been no communication by the venue with Manchester United football club, that issues may arise at the end of the fixture and event in relation to large numbers of people circulating around the area, which may have an impact on public nuisance, crime, and disorder as well as public safety.
11. An improvement notice under the Health & Safety at Work Etc Act 1974 Section 21,23 and 24 requiring a risk assessment of the ingress and egress was served on Academy Music Group 23<sup>rd</sup> September 2021. As I felt that no action to rectify matters in relation to unsafe queuing and dispersal from the venue was not being dealt with. ( NJD/08)
12. Academy music group appealed against the notice to the employment tribunal on 15<sup>th</sup> October 2021. (NJD09) The notice served under the Health & Safety at work Act 1974, once appealed is suspended, pending an appeal hearing. No acknowledgement has been received by Trafford Council from the Employment Tribunal as to that appeal and despite enquires being made about it by the Council with the Tribunal no trace of the appeal has been discovered.
13. I continued to work with the team at Academy Music G(AMG) in order to work on getting a plan in place to improve crowd safety at ingress and egress, Trafford Council Highways team also had some involvement in advising , on December 5<sup>th</sup> 2021, I was copied into an email chain between the highways team in relation to traffic management plans. Photographs contained within the emails demonstrated that there was still an issue with vehicle/pedestrian interaction on match days. (NJD10).
14. On the 6<sup>th</sup> May 2022, An email was received from Lee Atkinson General Manager at the venue to tell us that a new general manager was taking over . Russell Taylor-Toal

15. On December 15<sup>th</sup> 2022, an incident occurred at O2 Academy Brixton in London, which is the head office of Academy Music Group. The incident involved a crush at the venue at performance by Afrobeat's Singer Asake. Concert goers (some who were thought to be ticketless), tried to force their way into a sold-out Gig. A 23-year-old Security guard and a mother of two lost their lives amid the crowd surge. A third woman remains in a critical condition eight months on. The Metropolitan Police applied to Lambeth County council to have the premises licence for the venue revoked. AMG have since submitted a licence variation offering conditions to which they can reopen with enhanced safety measures. The licensing hearing for this is on the 11<sup>th</sup>-12<sup>th</sup> September 2023.
16. Following the notification of this incident a decision was made to carry out a further visit to the O2 Victoria warehouse, to ensure that they had adequate provision in place to manage crowds both inside and outside the venue.
17. The visit was carried out and several issues were identified. This was in relation to the provision of medical facilities, it was noted that they were unclean, and the staff provided did not meet the requirements of the purple guide, The medical assessment which had been carried out was very general and the staff on site were not qualified to the level required. Issues relating to provision of hot water were also noted. At the time of the visit, I questioned the management of the crowd, as it appeared that there was a lack of control on how many people were able to access the first floor level of the building. Whilst a steward was positioned at the bottom of the stair case, he did not appear to have any means of counting or instruction on numbers he was to allow up onto the first floor.
18. The first floor of the building was made up of a bar area/ toilets and a balcony which was looked out onto the main shed A, where live music acts played. I was unable to find any event specific information about how this was managed. I sent an email outlining my concerns to the venue, and asked for information in relation to capacity and structural stability of the balcony. I also requested information on the crowd management plan for Shed A and the mezzanine, I was informed at the time that the company were currently working on putting a plan together. (NJD12)
19. A response was received from the venue in relation to the capacity, but there was no explanation as to how these figures had been reached.
20. A stewarding plan was received on the 20/2/23. This was a generic stewarding plan and was not event specific. The Stewarding plan was also written by the Stewarding Company, Compact Security Services Ltd. In order to risk assessment the need for numbers of steward, it is important to look at each event on
21. On the 8<sup>th</sup> March 2023, I sent an email to the venue in relation to an event clash with Manchester United football club, whilst it had been considered what effect the event may have on the circulation of fans and people attending the Victoria warehouse, no written risk assessment was provided, A general Traffic management plan was provided in this case.
22. An email was received on the 21/4/23 in relation to the structural information which had been requested for the mezzanine floor. The information provided was passed to AMEY who advise Trafford Council on construction and structural issues, they required

further information in order to be satisfied that the mezzanine and first floor level for safe for people to use, where they may be dancing and moving around( ND14)

23. On the 17/5/2023,& 19/6/2023 I chased a response to the email as I still had not received one.(ND15)
24. Due to the concerns in relation public safety and the risk of collapse of the mezzanine and first floor areas of the venue, Environmental Health Officer , Alison Acton emailed the company 10/8/2023 . This email requested information in relation to the structural stability in the within 7 days otherwise we would consider taking legal action under the Health & Safety at work act 1974. The concern in relation to the delayed provision of this information, is that firstly the venue is should have assessed the suitability of the venue for the activities which are being carried out there. This should be done for each event , and should be documented. The licence in place does not impose any conditions on the venue to ensure that this done.(ND16)
25. A response was received by Alison Acton on the 16<sup>th</sup> August 2023, from the Keith Foreshaw Property Manager at Live Nation , which stated that some checks had been made and a structural engineer had recommended that the balcony which overlooks Shed A , be restricted to a capacity of 25 person , from the original figure of 660, until sufficient checks could be carried to to ascertain the structural integrity.(ND17)
26. A further visit was carried out at the premises on the 23<sup>rd</sup> August 2023. There was no match on at Manchester united, queuing was in E3 carpark ( belonging to Manchester United ). A traffic management company was available to enforce road closures. After looking at some issues we spoke to the medical team on site, as they expressed concerns that they had been moved from their usual position and therefore they may find it difficult to reach or attend to a casualty should an incident happen. We requested a copy of the medical assessment, it did have a title of TV girl which was the event being held, but the medical assessment was general in nature, and did not outline the suitable positions of the medical team in order for them to be able to attend to the crowd. The Assessment was documented by the medical provider and was not a document owned by the venue. The licence in place currently does not impose any conditions in relation to the specific requirements of a medical needs assessment, and this could impact public safety, as well as safety of those attending the event.
27. We requested health & safety risk assessments which were specific to the event which was being held on that night “ TV Girl”. I was told my the general manager that the Company Live Nation the umbrella company for Academy music group Ltd was currently reviewing the procedures. We were told this in previous correspondence and earlier visit carried out in February 2023.
28. I took copies of documentation which was titles h&s risk assessments. These risk assessments were related to physical aspects of Victoria warehouse and did not address crowd management issues or risks posed by individual events held at the venue.
29. The risk assessments which had been completed by the security company Compact Security, addressed the risks to their staff only from issues relating to the crowd.

30. During the visit made to the premises on the 23<sup>rd</sup> August and following conversations with Russell Taylor-Toal, we were informed that a building control certificate for the change of use from a warehouse to a music venue had been found, I explained that I looked forward to being passed a copy, as this document would go some way to providing the reassurance that we were seeking that the music venue was fit for the purpose it was being used for.
31. Whilst I was aware that a external building control inspector would have been used to oversee the works, it would be normal practice for the local authority to issue a completion certificate for the works and hold this document on file. Trafford Council have not issued a completion certificate.
32. Further structural calculations were then passed by academy music group to Trafford Councils appointed Structural Engineers, who have reviewed all the documentation which has been passed to us. They are of the opinion that there are still gaps in the information which has been provided and therefore we this does not prove that the first-floor level of the building is safe for the activities which it is being used for. Alison Acton Environmental Health Officer, served a prohibition notice under the health & safety at work act for the use of the first floor of the building ( NJD 18)
33. Following a review of the Health and Safety Documentation, Alison Acton Environmental Health Officer has served an improvement notice requiring event specific risk assessments to be carried out by Academy Music group. This notice will expire within 21 days.(ND19)
34. I have now had chance to review the premises licence in respect of this venue **PL000631**. This venue is licenced for indoor Plays, Films, indoor sports, Boxing/wrestling, Live music indoors, recorded music indoors, Dance Indoors, Alcohol sales on the premises and Alcohol sales off the premises. It also has late night refreshments licence. The Licensee is Russel Taylor-Toal.
35. I have reviewed the documentation which has been provided and I of the opinion that the licensee has failed to operate the premises in a manner which is consistent with promoting the licensing objectives for the following reasons:

#### **Public Safety**

- a. The Licensee has failed to maintain a safe and secure premises which is fit and suitable for the purposes it has been granted a licence for PL000631;
- b. There was no evidence that a building control completion certificate for the change of use from a warehouse to a music venue had been achieved.
- c. There is no evidence that the AMG has sought to obtain any information prior to our involvement in relation to the structural integrity of the building that they are using for the activities as listed in licence PL000631. There is no evidence that there have been any ongoing structural checks carried out during the time the premises has been occupied by AMG
- d. There has been no site-specific risk assessment carried out by AMG, which assesses the risks which are presented by individual events.

- e. There is no specific event management plan which addresses crowd management and control within the venue, depending upon the nature and type of the event- a generic system of low/medium/high rating is used, which does not adequately address individual risk which might be present by a specific event.
- f. There is no written system in place to liaise with other premises within the immediate vicinity in relation to the management of their events in order to ensure that there is no safety issues highlighted.
- g. The documentation provided does not take into consideration the risks which may be posed acts of terrorism and how it can implement the up coming requirements of the protect duty.
- h. The stewarding plans in place are not event specific, and the stewards briefings do not adequately convey safety messages in relation to possible crowd management issues. The stewarding plan has been provided by a contracted company and not by AMG.
- i. The medical plan for each event is lacking in detail and whilst does have a change in name depending on the event, it does not reflect information which should be provided in such a plan. On some visits staff at the venue have not been adequately trained.

**Prevention of Public Nuisance:**

- j. Following a review of the visits carried out and the documentation provided the plans which have been provided, do not sufficiently address any impact on the surrounding neighbourhood,
- k. In particular AMG have not addressed the impact of parking when an event is on at the venue
- l. They have also not considered in their plans the impact of holding an event on a same day and time as other venues in the immediate vicinity, for example Manchester United Football Club, Lancashire County Cricket club.

**Prevention of Crime and disorder:**

- m. The documentation which has been reviewed does not take into account the impact of an event when other events are happening in the area.
- n. The documentation provided does not take into account the risks posed by people being in a crowded space
- o. The documentation provided does not show how the venue manages the safety of all people in relation to acts of terrorism.

**Prevention of Children from harm**

- p. Some events held at the venue allow children from the age of 14 into the premises accompanied by an adult. For all of the reasons above there is not sufficient evidence in the document review that this licensing objective is being met.

36. In such circumstances and have concluded that the operation of the premises does not promote the licensing objectives and creates risks to public safety and children in circumstances where there is a risk of crime and disorder and public nuisance, I am authorised and do make an application for a review of the premises licences referred to herein.

Statement of Truth

37. I believe that the facts stated in this witness statement are true. I understand that proceedings for contempt of court may be brought against anyone who makes, or causes to be made, a false statement in a document verified by a statement of truth without an honest belief in its truth.

7<sup>th</sup> September 2023



.....

Nicola Jane Duckworth

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APPENDIX D

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## APPENDIX D



**TRAFFORD  
COUNCIL**

O2 Victoria Warehouse

Trafford Wharf Road

M17 1AB

Regulatory Services

**Trafford Council**

Ground Floor, Trafford Town Hall, Talbot Road  
Stretford, Manchester M32 0TH

**Email:** environmental.health@trafford.gov.uk

**Telephone:** 0161 912 4734

www.trafford.gov.uk

**Date:** 18<sup>th</sup> July 2019

**Reference:** NJD/SHIG

Dear Sir

**Health & Safety at Work Etc. Act 1974**

**Management of Health & Safety at Work Regulations 1999**

**Regulations 3 & 5**

Environmental Health carried out a joint visit with the licensing team on the 9<sup>th</sup> June at Victoria Warehouse during The Foals concert .

In order for us to complete the Inspection, please could you provide copies of the following:

1. Risk assessments for all events /activities at the venue
2. Health & safety arrangements to include arrangements for events which are run by organisations other than O2 Academy on the premises.
3. Audit checklists / Pre opening checks for the venue

**Medical Provision:**

At the time of the event we were concerned with the facilities which were provided for the medical provision for the following reasons:

1. The location of the medical tent: there was no signage to the tent and from our observations, the only patients who were using the facility were those who were brought to the tent by a first responder.
2. The triage tent had no lighting and staff were treating patients using torch light from their mobile phones.
3. There was no hot water inside the main porter cabin. This was a concern from an infection control aspect, should there be an escape of bodily fluids, how could this be cleaned up to a satisfactory standard, and how the medical staff were effectively cleaning their hands.
4. There was no evidence that the venue owners were carrying out any pre opening checks of the facility or that the medical provider had carried out any checks either.

Please provide evidence of a risk assessment which has been carried out for events that identifies what type of provision is required, for example as your medical provider has pointed out, they are not able to transport patients to hospital as they are not CQC registered, how does this impact your assessment, depending on the type of event.

#### Management of Crowds Inside and outside the venue

It was noted at the time of the visit that there was a system for queuing which had been arranged outside the venue. This involved a series of barriers on the public highway and a system of cones which restricted the use of part of the road. It was discussed that this system had recently changed as previously the queuing would take place inside the boundary of the venue.

The coning off of the road and the pavement has been done without the permission of the local authority, although I am aware that some consultation has taken place to find a resolution.

**Please provide a risk assessment/ rationale with regards to the management of the crowds accessing and egressing the venue. This should include an assessment for the need for stewards outside the premises.**

#### Management of Events / Notification to the local authority

At the time of the visit it was discussed that there was to be an expected increase in the number of events taking place over the next twelve months. With this in mind, it would be useful if there was a system of notifying the local authority of events with a category system which would identify the perceived risk level of the events.

Please provide this information within 14 days of this letter, if you would like to discuss any aspect of the letter please do not hesitate to contact me.

Yours Faithfully

Nicola Duckworth

Environmental Health Officer.

ND02

2001

# APPENDIX D



**TRAFFORD  
COUNCIL**

O2 Victoria Warehouse  
Trafford Wharf Road  
M17 1AB

Regulatory Services  
**Trafford Council**  
Ground Floor, Trafford Town Hall, Talbot Road  
Stretford, Manchester M32 0TH  
**Email:** environmental.health@trafford.gov.uk  
**Telephone:** 0161 912 4734  
www.trafford.gov.uk  
**Date:** 20<sup>th</sup> February 2020  
**Reference:** NJD/SHIG

Dear Sir

Health & Safety at Work Etc. Act 1974 Section

Management of Health & Safety at Work Regulations 1999

Regulations 3 & 5

Management of Crowds Inside and outside the venue

I am writing in relation to the ingress and egress risk assessments which were forwarded to us and the subsequent visit which was carried out on the 5<sup>th</sup> February 2020.

At the time of the visit we witnessed the following

- Unsatisfactory crowd management on the outside of the venue on the public highway. In particular this was a concern due to the crowd profile being young girls. There was an absence of stewards, and lighting outside the venue was poor.
- The queue was blocking the public highway and you had used cones mark out pedestrian walk ways on the highway, without permission which is unsafe.
- On egress, there was a lack of stewards controlling the exit of the crowd. Again barriers were being used without permission to block the public highway and considering the profile of the crowd there had been no measures put in place to ensure that the crowd could leave the venue safely. In particular there was no consideration of a safe meeting place for pickups, which resulted in a large number of vehicles stopping on the highway.
- There was no integrated approach to the safety of the event, with the local authority, and also with transport providers ( Transport for Greater Manchester and the Taxi trade), there was also events being held in the vicinity at Manchester United and there is no consideration of how this would impact on the ingress and Egress to the venue
- The risk assessments provided to us, are not suitable and sufficient and do not take into consideration all the risks which are posed at this stage of the event.

You should consider the following as part of your risk assessment:

**ARRIVAL:** The travel arrangements of spectators and how these need to be considered are there other events happening in the immediate vicinity. Do you have appropriately located drop off points, parking facilities.

**INGRESS:** Once they have arrived at the venue, how is the crowd managed. Where are they queuing, steward numbers, lighting, permissions for highway access, searching protocols ( Bag Policy)

**EGRESS:** At the termination of the event, whether planned or unplanned, how are the movement of spectators managed.

**DISPERSAL:** The impact of post event travel arrangements will have on the movement of spectators away from the event. ( is there dedicated pick up and drop off points, taxi ranks available.

It is important to consider that the crowd management risk assessment and plan will be influenced by the traffic management plan and the steward management plan. The other factors which need to be considered are :

- The location of merchandising ( whether official or unofficial)
- The location of any catering services
- The event timings
- The Security plan.

#### **The last mile (Zone EX ) plan**

You need to consider that for the majority of people travelling to and from an event their journey will end at a transport hub, be it a tram station, bus top, or maybe a walk to a remote offsite parking facility. It is not acceptable for event organisers to view the management of spectators on their way to and from an event as the responsibility of an external agency.

As part of your risk assessment you need to consider the public space through which spectators will walk. It is important to identify as who in your event management team is responsible for co coordinating the activities within this area. As part of your risk assessment and policy you should consider

- How you can coordinate agencies and response within the external environment
- Provide real time transport information to the event manager
- Liaise with external agencies.
- The role of staff that are deployed in this last mile and their agreed role along with other stakeholders.



## **Transport plan**

As part of an integrated safety management plan you should consider the implementation of a transport plan.

This will benefit all key stakeholders in an event. The main purpose of this plan is to:

- **Maintain the free flowing movement of vehicles to and from the event**

A **balanced** transport solution will be based on detailed assessment of the audience profile, anticipated modes of transport, and the anticipated direction of travel. This should be reviewed for each event.

Any Transport management plan should consider the following.

- **Emergency vehicle access**
- **Numbers attracted the event**
- **Timing of the event**
- **Parking facilities**
- **Technologies and methodologies used to communicate information to those attending the event.**

## **Management of Events / Notification to the local authority**

In previous correspondence it was discussed that there was to be an expected increase in the number of events taking place over the next twelve months, as I recall you were going to implement a system of notifying the local authority of events with a category system which would identify the perceived risk level of the events. We have not received any of this information to date.

I am aware that there is a meeting planned for the 26<sup>th</sup> February, which is set to address some of the issues which are mentioned within this letter, in relation to transport management, and safe ingress and egress to the venue, however should you wish to discuss any of the information contained within this letter prior to then, please do not hesitate to contact me.

**Yours Faithfully**

*Nicola Duckworth*

**Team leader Environmental Health (Safety at Sports Grounds lead).**



ND 03

ND 02

# APPENDIX D



**TRAFFORD  
COUNCIL**

O2 Victoria Warehouse  
Trafford Wharf Road  
M17 1AB

Regulatory Services  
**Trafford Council**  
Ground Floor, Trafford Town Hall, Talbot Road  
Stretford, Manchester M32 0TH  
**Email:** environmental.health@trafford.gov.uk  
**Telephone:** 0161 912 4734  
www.trafford.gov.uk  
**Date:** 12<sup>th</sup> March 2020  
**Reference:** NJD/SHIG

Dear Sir

Health & Safety at Work Etc. Act 1974 Section

Management of Health & Safety at Work Regulations 1999

Regulations 3 & 5

Further to my letter dated 20<sup>th</sup> February and the subsequent meeting which was held on the 26<sup>th</sup> February. I have not yet had a response to my letter.

Whilst I understand that work is ongoing with other partner agencies in relation to the issues being raised within the letter and at the meeting, events are still going ahead at your venue and you need to ensure that you are doing all that is reasonably practicable to ensure that customers can enter and exit the venue safely. Therefore you should forward me any revised risk assessments in relation to ingress and egress within the next 21 days. Failure to provide these documents which should address all the issues mentioned within my letter of the 20<sup>th</sup> February (which I attach), may result in a health & safety improvement notice being served.

Please do not hesitate to contact me, should you wish to discuss this further.

Yours Faithfully

Nicola Duckworth

Team leader Environmental Health (Safety at Sports Grounds lead).

cc. Acadamy Music Group, Brixton Academy", 211 Stockwell Road, Brixton, London

SW9 9SL

Nicky Shaw , Emergency Planning Manager Trafford Council, Talbot Road, Stretford

Kieran Hinchcliffe, **Senior Licensing Officer, Trafford Council.**

NDO4

INDOT



## APPENDIX D

### Duckworth, Nicola

---

**From:** Hinchliffe, Keiran  
**Sent:** 12 May 2021 16:43  
**To:** 'Lee Atkinson'; 'Karen.Packer@gmp.police.uk'; CCTV Control Room; 'Zeashan.nasim@gmp.police.uk'; safer communities; 'events@tfgm.com'; 'ian.elliott@amey.co.uk'; Licensing; Public Protection Admin; Shaw, Nicky; Duckworth, Nicola; Whittaker, Suzanne  
**Subject:** RE: o2 Victoria \warehouse update  
**Attachments:** Licensing Authority Representation - O2 Victoria Warehouse.pdf  
**Importance:** High

Afternoon Lee,

As part of your plans for reopening, I wanted to pick up the matters covered in the attached letter mainly concerning ingress/egress.

Are you able to provide a response detailing plans for reopening in that regard?

I am not proposing to arrange a multi-agency meeting to discuss the concerns because they are covered in the attached document. But can I please arrange with you the following dates at fortnightly intervals - working backwards from the first event at the premises (AMG/Victoria Warehouse):

- A date for you to submit documentation addressing plans for reopening, including matters around ingress/egress
- A date for a multi-agency meeting to hear about your plans and take questions
- A date for documentation updates (if required following the multi-agency meeting)

I will be available to take a call on the number below tomorrow if you need to get in touch.

With regards,

Keiran Hinchliffe MIO L APCIP

**Senior Licensing Officer**

Place Directorate - Regulatory Services

Trafford Town Hall

Talbot Road

Stretford

M32 0TH.



**Email:** [keiran.hinchliffe@trafford.gov.uk](mailto:keiran.hinchliffe@trafford.gov.uk)

**GCSX:** [keiran.hinchliffe@trafford.gcsx.gov.uk](mailto:keiran.hinchliffe@trafford.gcsx.gov.uk)

**On Call Forward Incident Officer (Bronze)**



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**Please consider the environment before printing this e-mail**

## APPENDIX D

**From:** Lee Atkinson [mailto: [REDACTED]]  
**Sent:** 30 April 2021 12:40  
**To:** Hinchliffe, Keiran <Keiran.Hinchliffe@trafford.gov.uk>; 'Karen.Packer@gmp.police.uk' <Karen.Packer@gmp.police.uk>; CCTV Control Room <CCTVCONTROLROOM@trafford.gov.uk>; 'Zeashan.nasim@gmp.police.uk' <Zeashan.nasim@gmp.police.uk>; safer communities <safer.communities@trafford.gov.uk>; 'events@tfgm.com' <events@tfgm.com>; 'ian.elliott@amey.co.uk' <ian.elliott@amey.co.uk>; Licensing <licensing@trafford.gov.uk>; Public Protection Admin <Public.Protection\_Admin@trafford.gov.uk>; Shaw, Nicky <Nicky.Shaw@trafford.gov.uk>; Duckworth, Nicola <Nicola.Duckworth@trafford.gov.uk>  
**Subject:** o2 Victoria \warehouse update

Hi All

I hope you are well

AMG are not planning to operate any socially distanced events when the next restrictions are lifted. We will not be operating until restrictions are lifted on June 21<sup>st</sup> (or later if the road map timeline is extended). Our first live event is currently planned for the 10<sup>th</sup> July and anything before the 21<sup>st</sup> June that is currently on sale will either be cancelling, postponing or re scheduling to a date post June 21<sup>st</sup>

Victoria Warehouse (The Leaseholder) are planning (subject to the next easing of restriction)s to operate some socially distanced events. Details of these are to follow but are likely to include socially distanced clubs and possibly Football screening . A personal Licence holder from AMG will be on site when the public are in the venue and Victoria Warehouse will be providing Covid management plans for AMG and yourselves to review. They will be in touch soon if they haven't already to provide details of the events and how they will be run.

Please give me a call if you have any questions on the above

Thanks

Lee

LEE ATKINSON | General Manager | O2 Victoria Warehouse Manchester

Email [REDACTED]  
[REDACTED]  
[REDACTED]

O2 Victoria Warehouse Manchester, Trafford Wharf Road, Manchester, M17 1AB



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## APPENDIX D



**TRAFFORD  
COUNCIL**

FAO – Chair of Licensing Committee  
Trafford Town Hall  
Talbot Road  
Stretford  
M32 0TH

**Keiran Hinchliffe**  
Senior Licensing Officer  
**Trafford Council**  
Ground Floor, Trafford Town Hall, Talbot Road  
Stretford, Manchester M32 0TH  
**Keiran.Hinchliffe@trafford.gov.uk**  
0161 912 2593  
www.trafford.gov.uk

6 March 2020  
Reference O2 Victoria Warehouse

Dear Cllr Duffield,

### **Responsible Authority Representation under Licensing Act 2003**

#### **RE: Application to Vary a Premises Licence at O2 Victoria Warehouse, Trafford Park Road, Manchester M17 1AB.**

I am employed by Trafford Council in the position of Senior Licensing Officer; I have 7 years of experience as a Licensing Officer and have been in this post for 2 years. I am a Full Individual Member of the Institute of Licensing, which is a membership achieved by demonstrating professional knowledge and experience in one or more fields of licensing, along with a broader general appreciation of licensing practice and its context. I have substantial experience of applying for reviews of licensed premises and experience of taking licensing prosecutions to the Magistrates' Court on behalf of the Licensing Authority.

I am qualified through the Institute of Licensing as a Professional Licensing Practitioner and I have attained an Advanced Professional Certificate in Investigative Practice (APCIP), which is the equivalent to a post graduate level 7 qualification in the vocational field of public sector investigation.

I act under delegated authority and represent the Licensing Authority as Responsible Authority under the above Act. I write this letter in formal representation to the application to vary the premises licence at O2 Victoria Warehouse, Trafford Park Road, Manchester M17 1AB.

Before expanding on the grounds for representation, it is important to highlight that the Licence Holder and Designated Premises Supervisor have been working with Council Officer's and have acted on advice to improve safety at the premises. The purpose of this representation is to draw attention to the fact that despite some good work from the operator - measures have still not been fully satisfied. As the current state of play does not reflect the greatest scope of public safety for events, it is an appropriate and necessary step for the licensing sub-committee to refuse to grant this variation application.

I submit this formal representation on behalf of the Licensing Authority as a Responsible Authority to direct the Members of the Licensing Sub-Committee to the Council's Statement of Licensing Policy, and the licensing objectives of public safety, prevention of crime and disorder and prevention of public nuisance.

### TIMELINE

**8 September 2018** – Officers of the Licensing Authority conducted an inspection at Victoria Warehouse.

**25 September 2018** – a number of matters were highlighted for attentions at a multi-agency inspection debrief meeting which was held at the premises, matters included the following:

- Premises Licence Conditions: -  
*Sound Limiter and Noise Management Plan and Smoking area*
- Event Management Plans/Risk Assessment Communication – Agreed timeframes for joint working approach.
- One entrance/exit point congestion at Warehouse
- Dispersal Policy: -  
*Police Support*  
*Taxi Management*  
*Road Closure*
- Designated Premises Supervisor Authorisation list.

**30 October 2018** – Steve Hoyland responded to the above points. **Appendix A.**

**05 November 2018** – Police arranged a multi-agency meeting at the premises. Advice given that Police Support is going to be withdrawn and that measures need to be in place.

**01 December 2018** – Regulatory Services Manager visits venue to observe trial of road closure. The closure offered control of the immediate outside area but created additional traffic problems towards the junction of Trafford Park Road, and further problems at the junction by Hotel Football. **Appendix B.**

**12 March 2019** – A Multi-Agency Meeting was arranged to progress measures. Following this meeting, a further session was arranged for **14 March 2019** to progress with requirements around a Traffic Management Plan as part of the dispersal policy for the venue. **Appendix C.**

**11 June 2019** – Officers of Trafford Council Licensing and Health and Safety visit premises. Observations include a change in method for ingress and egress; Officers observed issues around sufficient lighting in the queuing area and maintenance of CCTV system in good working order. The Licensing Officer found the following;

- Annex 2 condition 15, other conditions – 2, CD13, CD15 and Annex 3 condition 7 were allegedly being breached.

#### **Annex 2: Condition 15**

The Premises licence holder shall ensure that there is sufficient lighting in the queuing area to facilitate the effective capture of CCTV images.

#### **Other conditions –**

**CD13** A tamper proof CCTV system shall be installed at the premises in liaison with and to the satisfaction of the Greater Manchester Police Local Crime Reduction Officer and shall be used to record during all hours that a licensable activity takes place on the premises.

**CD15** Where CCTV equipment is fitted; it shall be maintained in good working order in accordance with the manufacturer's instructions.

*The Licensing Officer noted that part of the CCTV System is not of the same quality to the rest of the system. Some of the cameras were out of service. Furthermore, due to a change in operation of the queuing system, CCTV coverage did not extend to the outside area, nor did it provide sufficient lighting to the outside area.*

#### **Annex 3: Condition 7**

Lobbies must be provided at each entrance to the venue where there is a direct sound transmission path between the noise source and external areas. Details of the design of the location and design of the lobbies shall be provided to the Local Authority prior to the use of the licence.

*The Licensing Officer noted that the lobby door system had been altered. Furthermore, there are a number of conditions on the existing premises licence relevant to the prevention of public nuisance objectives which need to be addressed such as the condition concerning a noise limiter. It may be necessary to conduct a discussion on the current licence conditions and perhaps the need for a variation to the licence.*

#### **Other conditions – 2.**

To operate a comprehensive documented dispersal policy when the premises are used after 22:00hrs for an entertainment event. The policy is to be submitted to the Licensing Authority for approval. The policy is to be approved before the first such entertainment event takes place.

*There has been considerable progress in this area, with several attempts at managing the dispersal procedures following egress. An agreed dispersal policy remains outstanding. Officers noted the use of the public highway with barriers and cones, whilst this provided some benefit to managing dispersal – the use of the public highway requires the appropriate permissions from the Highways Authority – Amey.*

**18 July 2019** - Letter to Premises Licence Holder from Trafford Council Environmental Health Team Leader. Contents include management of events/notification to the local authority, management of crowds inside and outside the venue, medical provision, risk assessments, and audit checklists. **Appendix D.**

**12 September 2019** – Multi Agency Meeting with Licence Holder, Licensing Officers and Health & Safety Officers. Unfortunately, both Police and Amey Highways officers sent their apologies so the traffic management advice could not be progressed.

Additional agenda items included a discussion on the upcoming boxing event, counter terrorism recommendations and H&S documents request.

**05 February 2020** – Trafford Council Environmental Health Team Leader writes to the licence holder to request risk assessments for the venue ingress and egress. **Appendix E.**

**05 February 2020** – Officer of Trafford Council Licensing, Health and Safety, Community Safety and Emergency Planning visit the premises to observe ingress and egress.

**10 February 2020** – Premises Licence Holder submits application to vary licence to increase opening hours and hours for licensable activity.

**26 February 2020** – Multi Agency Meeting Cancelled by Premises Licence Holder – Nicky Shaw, Emergency Planning Manager meets separately with the Designated Premises Supervisor to make arrangements for the licence holder to source their own traffic management company.

## REPRESENTATION

When considering applications for later closing times in respect of premises licences, where relevant representations have been made, the Council will take the following into consideration in accordance with Government Guidance:

- **Whether the premises is located in a predominately residential area** – this application is submitted for a premises with a large residential apartment block being built directly opposite.
- **The nature of the proposed activities to be provided at the premises** – the application includes boxing as a regulated activity. Attached is the Council's advice to organisers of boxing events, **Appendix F.** This should be taken into consideration, further the Police have described the following conditions supporting public safety:
  - A qualified medical practitioner present throughout a Boxing entertainment event
  - Medical provision that fall in line with a Boxing event – registered doctor and paramedic. Ambulances be on site.
  - Details of the ring set up and the materials used
  - Fixed seating to prevent them being used as a weapon and to avoid an increase consumption of alcohol by vertical drinking.
  - Polycarbonate or non-glass drinking vessels.
- **Whether the operating schedule indicates that the applicant is taking appropriate steps to comply with the licensing objective of preventing public nuisance?** – The application does not contain sufficient detail in how they intend to manage ingress and egress.

The Council's policy recognises that opening hours beyond midnight may be more likely to attract relevant representations; it goes on to say that if the Council's discretion is engaged - it is possible conditions relating to opening hours may be imposed. The Sub-Committee should approach any condition relating to the agreement of a dispersal policy with caution given the evidenced timeline of difficulty in achieving compliance with this condition.

All premises applying for licensing beyond midnight must demonstrate that its customers will be capable of leaving the area without causing a disruption to local residents or impact upon crime and disorder. For example, an assessment of the availability of late night transport and the likely flow of pedestrian traffic away from the premises could be included within the operating schedule. This applicant has not provided such an assessment. This is essentially the main point of representation, that a safe and effective dispersal policy has not been agreed between the licence holder and the licensing authority.

The modus operandi of ingress and egress has changed since the original premises licence was granted. The changes include queuing on ingress now takes place along the full length of Trafford Park Road which is a risk to a hostile vehicle terrorist attack.

On egress, patrons now leave via one exit onto Trafford Park Road. Concerns here are for public safety as the road is live with taxis and other vehicles there is risk of pedestrians leaving the venue who may be vulnerable to crossing the road safely. This point is further highlighted with the addition of a metrolink station at Wharfside.

Images of the current method of ingress and egress are attached as **Appendix G**.

Greater Manchester Police agree with the Licensing Officer position regarding the extension to hours on a Thursday to be contested, until such time that egress has been agreed and finalised. Police are of the opinion that allowing the venue to extend their hours when known issues have been identified will only add to existing problems.

The Council policy is that the Sub-Committee will have regard as to whether the above issues have been addressed in applications for the licensing of premises beyond midnight. Paragraph 6.8 of Trafford Council's Statement of Licensing Policy states: 'Where Police representations indicate that any matter has not been addressed sufficiently to avoid a potential negative impact on crime and disorder, the applicant will be expected to demonstrate that the issues can be satisfactorily addressed before the Council will grant an application for a licence.'

Yours sincerely,



Mr Keiran C. P. Hinchliffe M10L APCIP  
Senior Licensing Officer – Regulatory Services

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## List of Appendices

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**Appendix A** Response from Steve Hoyland to Licensing Inspection dated 30 October 2018

**Appendix B** Traffic Management Plan inspected on 01 December 2018

**Appendix C** Minutes from Multi-Agency Meeting on 12 March 2019

**Appendix D** Letter to PLH from Environmental Health Team Leader dated 18 July 2019

**Appendix E** Letter to PLH from Environmental Health Team Leader dated 05 February 2019

**Appendix F** Trafford Council Advice to Organisers of Boxing Events

**Appendix G** Council CCTV Images of ingress and egress at O2 Victoria Warehouse

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NID05

INDOZ

## APPENDIX D

**Duckworth, Nicola**

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**From:** Christie, Rachel  
**Sent:** 09 July 2021 17:13  
**To:** 'lee'  
**Cc:** Hinchliffe, Keiran; Hague, Andrew; Duckworth, Nicola; Whittle, Clare  
**Subject:** FW: Multi-Agency: O2 Victoria Warehouse

**Importance:** High

Hi Lee

It was good to talk to you today.

As you said whether the dance event goes ahead on the 23<sup>rd</sup> July depends on the announcement by the PM next Monday. Assuming all current restrictions are removed you intend to ahead with a full capacity event with extra sanitisers, and a deep clean prior to the event. Please can you send the updated event management plan by Tuesday next week. If restrictions are not removed you will not be going ahead with the event.

In terms of traffic management and crowd control you explained that you did not feel you had sufficient guidance from the Council as to the extent of the area that you should control. I explained that you are more familiar with the issues arising from the event than any one public agency, plus this is your event and therefore your responsibility. Hence the extent of the traffic and crowd management outside of the area is for you to determine. You explained where some of the pinch points are, such as Trafford Wharf Rd, and I think this shows how you understand what is happening in the area and this means you are well placed to determine how to manage the crowd safety and traffic management issues. Thank you for sending me your dispersal plan and I note that this is dated the 2018. From talking to colleagues it is apparent that this plan has not worked in terms of managing crowd safety, access for emergency vehicles and mitigation of terrorist attack; so this plan needs to be much more comprehensive. A review of what has happened in the past in terms of the road closure may provide some insight into what further measures may be necessary. . If you feel you lack expertise in determining the solutions to these issues one of your options is to employing professional expertise to advise you on the measures required and also to provide onsite support at the start and finish of the event.

We discussed the future plans for traffic management in the area such as red route designation and additional car parking provision. I explained that your plan needed to deal with the current situation and that any changes that the Council wanted to bring in would take time to develop and your events are imminent. We also discussed the concerns you had about license enforcement issues, primarily private hire illegally plying for hire and illegal car parking. We are aware of both of these issues. With the completion of the development site the illegal car parking issue may well be less of an issue; but we will carry out surveillance of the potential illegal plying for hire and illegal car parking and undertake enforcement of illegal activities.

As I explained I am on leave next week but if you can please send the crowd safety/traffic mgt plan to Keiran as well as the updated event management plan by next Tuesday. I appreciate that may seem a tight timescale but I understand that these matters were drawn to your attention in late 2019 and therefore there has been ample time to develop a robust plan.

Many thanks

Rachel Christie

## APPENDIX D

**From:** Hinchliffe, Keiran

**Sent:** 09 July 2021 10:17

**To:** Hague, Andrew <Andrew.Hague@trafford.gov.uk>; 'Karen.Packer@gmp.police.uk' <Karen.Packer@gmp.police.uk>; CCTV Control Room <CCTVCONTROLROOM@trafford.gov.uk>; 'Zeashan.Nasim@gmp.police.uk' <Zeashan.Nasim@gmp.police.uk>; safer communities <safer.communities@trafford.gov.uk>; 'events@tfgm.com' <events@tfgm.com>; 'ian.elliott@amey.co.uk' <ian.elliott@amey.co.uk>; Licensing <licensing@trafford.gov.uk>; Owen, John <John.Owen@trafford.gov.uk>; Public Protection Admin <Public.Protection.Admin@trafford.gov.uk>; Shaw, Nicky <Nicky.Shaw@trafford.gov.uk>; Duckworth, Nicola <Nicola.Duckworth@trafford.gov.uk>; Whittaker, Suzanne <Suzanne.Whittaker@trafford.gov.uk>; Shaw, Nicky <Nicky.Shaw@trafford.gov.uk>; Grant, Helen <Helen.Grant@trafford.gov.uk>; Underhill, Ian <Ian.Underhill@trafford.gov.uk>; 'Nicolas.Young@gmp.police.uk' <Nicolas.Young@gmp.police.uk>

**Cc:** Christie, Rachel <Rachel.Christie@trafford.gov.uk>

**Subject:** FW: Multi-Agency: O2 Victoria Warehouse

**Importance:** High

Hi Lee,

Apologies for the delay in coming back to you, I have circulated your email with relevant authorities and have met with internal leads from each service area relevant to your points raised. I understand that TfGM have already met with you.

In terms of direction, at this stage what we need is to see your plans for ingress, Dispersal Policy and Traffic Management as things stand at the moment. I understand there are several areas which may change dynamics in the future but all of which will not be completed in the short term.

Can you please advise me on the below so that we can finalise meeting arrangements:

- A date for you to submit documentation addressing plans for reopening, including matters around ingress/egress
- A date for a multi-agency meeting to hear about your plans and take questions
- A date for documentation updates (if required following the multi-agency meeting)

With regards,

Keiran Hinchliffe MIO/APCIP

**Senior Licensing Officer**

Place Directorate - Regulatory Services

Trafford Town Hall

Talbot Road

Stretford

M32 0TE



**Email:** [keiran.hinchliffe@trafford.gov.uk](mailto:keiran.hinchliffe@trafford.gov.uk)

**GCSX:** [keiran.hinchliffe@trafford.gcsx.gov.uk](mailto:keiran.hinchliffe@trafford.gcsx.gov.uk)

**On Call Forward Incident Officer (Bronze)**



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## APPENDIX D

**From:** Lee Atkinson [mailto:le[REDACTED]]  
**Sent:** 24 May 2021 14:27  
**To:** Hinchliffe, Keiran <Keiran.Hinchliffe@trafford.gov.uk>  
**Subject:** RE: o2 Victoria \warehouse update

Hi Keiran

Please see below comments regarding issues raised on the attached letter.

### CCTV

The cameras and back office recording system has been upgraded and we now have 80 cameras covering the venue which is in line with other venues of this size.

They are now under an annual inspection regime which is carried out by One 2C, who upgraded the current system to HDR level and are an approved contractor for AMG venues throughout the UK - as you know we have a separate control room which is being upgraded as well. Prior to Lockdown last year we had a quote to improve surveillance on the search areas. With the landlords site proposals now having been approved by Trafford Council we will re visit this to ensure new CCTV will work within the new geography of the site.

### Public Highway

At our last meeting on the 26<sup>th</sup> February 2020 I agreed that we would pull back from using barriers on the road. Ian from Highways agreed that we could use the layby on Trafford Wharf Road and also remove the blue barriers on the same road as they are a hindrance rather than providing any assistance. I will send him an email just to double check that his stance hasn't changed over the last year.

### Dispersal

AMG are currently undertaking a review of it's venue operating policies in conjunction with Live Nation's Global Security Team. This should soon be completed and we will incorporate any amendments into our current operating policies and procedures, including the Dispersal Policy which we will send to you as a draft.

However, before we can finalise any further changes required to our Dispersal Policy, we really do need assistance and clarification on a number of issues which I have listed below, as these will have an impact on the availability of transport and the safe and effective dispersal of customers away from our venue.

Taxi rank on Trafford Wharf Road – I was informed this was to be fully re instated and lengthened. Is this still the plan and if so do you know when this will happen?

Taxis – The mix of unlicensed, licenced and Ubers is an on-going problem as has been mentioned at previous meetings. We are not able to control the road and the traffic on it without any assistance from the relevant authorities. What support will Trafford provide going forward in dealing with unlicensed taxis and when will this take place? Are there still plans to put up additional fixed notice signage for illegal operating taxis?

Trafford Wharf Road – I was told that new markings were going to be put down so that it would be illegal to park on it (red zone?). Is this still the case and if so when will this happen?

Crossing Trafford Wharf Road – Is it possible to provide a crossing outside the venue so we can direct people straight to the new tram stop. We need to take advantage of the new tram stop to promote green

travel and to try and reduce traffic in the area. AMG's policy on travelling to and from the venue is to promote the use of public transport, but without a crossing very close to the venue, it is likely that customers will cross the main road where they wish to reach the tram stop despite our best intentions.

Unlicensed Car Parks – What support will Trafford provide to stop their operation? Again, it is very difficult for us to try and manage the situation when there is illegal parking in the vicinity of our operation.

Hostile Vehicle Attack Mitigation Survey – DJ Goode and Associates contacted us just before lockdown regarding this survey. Has this been completed? In conversation with them they mentioned that they were likely to recommend retractable bollards at the top of Trafford Wharf Road. Can you please update?

TfGM – I am waiting for a reply on picking back up how they can help with messaging and extra trams at our peak egress times and will pass this on to you.

I hope you will appreciate that positive updates on the above issues will be very important to finalising our dispersal plan going forward

With the landlord looking to make significant changes to the site, I have been speaking to them regarding a more integrated approach to how we all interact as in the future there will be multiple events happening across the hotel and Warehouse simultaneously as well as how we all operate during the construction phase. We see all the changes as a positive not just for the venues but for the local area as well making it a more attractive and exciting place for people to visit.

We will also have to file for a minor variation of the licence as work completes as additional entry points are being created.

I look forward to hearing from you on the above queries.

Regards

Lee

---

**From:** Hinchliffe, Keiran [<mailto:Keiran.Hinchliffe@trafford.gov.uk>]  
**Sent:** 24 May 2021 14:18  
**To:** Lee Atkinson <lee [REDACTED]>  
**Subject:** FW: o2 Victoria \warehouse update  
**Importance:** High

[EXTERNAL]

Hi Lee,

Any progress on dates for the below please?

With regards,

Keiran Hinchliffe MLOL APCIP  
**Senior Licensing Officer**  
Place Directorate - Regulatory Services  
Trafford Town Hall  
Talbot Road

Stretford  
M32 0TH.



[REDACTED]  
Email: [keiran.hinchliffe@trafford.gov.uk](mailto:keiran.hinchliffe@trafford.gov.uk)  
GCSX: [keiran.hinchliffe@trafford.gcsx.gov.uk](mailto:keiran.hinchliffe@trafford.gcsx.gov.uk)  
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**From:** Hinchliffe, Keiran  
**Sent:** 12 May 2021 16:43  
**To:** 'Lee Atkinson' <[lee@trafford.gov.uk](mailto:lee@trafford.gov.uk)>; 'Karen.Packer@gmp.police.uk' <[Karen.Packer@gmp.police.uk](mailto:Karen.Packer@gmp.police.uk)>; CCTV Control Room <[CCTVCONTROLROOM@trafford.gov.uk](mailto:CCTVCONTROLROOM@trafford.gov.uk)>; 'Zeashan.nasim@gmp.police.uk' <[Zeashan.nasim@gmp.police.uk](mailto:Zeashan.nasim@gmp.police.uk)>; safer communities <[safer.communities@trafford.gov.uk](mailto:safer.communities@trafford.gov.uk)>; 'events@tfgm.com' <[events@tfgm.com](mailto:events@tfgm.com)>; 'ian.elliott@amey.co.uk' <[ian.elliott@amey.co.uk](mailto:ian.elliott@amey.co.uk)>; Licensing <[licensing@trafford.gov.uk](mailto:licensing@trafford.gov.uk)>; Public Protection Admin <[Public.Protection.Admin@trafford.gov.uk](mailto:Public.Protection.Admin@trafford.gov.uk)>; Shaw, Nicky <[Nicky.Shaw@trafford.gov.uk](mailto:Nicky.Shaw@trafford.gov.uk)>; Duckworth, Nicola <[Nicola.Duckworth@trafford.gov.uk](mailto:Nicola.Duckworth@trafford.gov.uk)>; Whittaker, Suzanne <[Suzanne.Whittaker@trafford.gov.uk](mailto:Suzanne.Whittaker@trafford.gov.uk)>  
**Subject:** RE: o2 Victoria \warehouse update  
**Importance:** High

Afternoon Lee,

As part of your plans for reopening, I wanted to pick up the matters covered in the attached letter mainly concerning ingress/egress.

Are you able to provide a response detailing plans for reopening in that regard?

I am not proposing to arrange a multi-agency meeting to discuss the concerns because they are covered in the attached document. But can I please arrange with you the following dates at fortnightly intervals - working backwards from the first event at the premises (AMG/Victoria Warehouse):

- A date for you to submit documentation addressing plans for reopening, including matters around ingress/egress
- A date for a multi-agency meeting to hear about your plans and take questions
- A date for documentation updates (if required following the multi-agency meeting)

I will be available to take a call on the number below tomorrow if you need to get in touch.

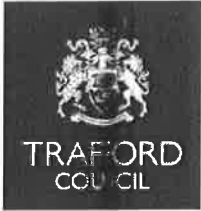
With regards,

Keiran Hinchliffe MIO APCIP  
Senior Licensing Officer  
Place Directorate - Regulatory Services  
Trafford Town Hall  
Talbot Road

Stretford  
M32 0TH.



**Email:** [keiran.hinchliffe@trafford.gov.uk](mailto:keiran.hinchliffe@trafford.gov.uk)  
**GCSX:** [keiran.hinchliffe@trafford.gcsx.gov.uk](mailto:keiran.hinchliffe@trafford.gcsx.gov.uk)  
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**From:** Lee Atkinson [mailto:[redacted](mailto:lee@trafford.gov.uk)]  
**Sent:** 30 April 2021 12:40  
**To:** Hinchliffe, Keiran <[Keiran.Hinchliffe@trafford.gov.uk](mailto:Keiran.Hinchliffe@trafford.gov.uk)>; 'Karen.Packer@gmp.police.uk' <[Karen.Packer@gmp.police.uk](mailto:Karen.Packer@gmp.police.uk)>; CCTV Control Room <[CCTVCONTROLROOM@trafford.gov.uk](mailto:CCTVCONTROLROOM@trafford.gov.uk)>; 'Zeashan.nasim@gmp.police.uk' <[Zeashan.nasim@gmp.police.uk](mailto:Zeashan.nasim@gmp.police.uk)>; safer communities <[safer.communities@trafford.gov.uk](mailto:safer.communities@trafford.gov.uk)>; 'events@tfgm.com' <[events@tfgm.com](mailto:events@tfgm.com)>; 'ian.elliott@amey.co.uk' <[ianelliott@amey.co.uk](mailto:ianelliott@amey.co.uk)>; Licensing <[licensing@trafford.gov.uk](mailto:licensing@trafford.gov.uk)>; Public Protection Admin <[Public.Protection\\_Admin@trafford.gov.uk](mailto:Public.Protection_Admin@trafford.gov.uk)>; Shaw, Nicky <[Nicky.Shaw@trafford.gov.uk](mailto:Nicky.Shaw@trafford.gov.uk)>; Duckworth, Nicola <[Nicola.Duckworth@trafford.gov.uk](mailto:Nicola.Duckworth@trafford.gov.uk)>  
**Subject:** o2 Victoria \warehouse update

Hi All

I hope you are well

AMG are not planning to operate any socially distanced events when the next restrictions are lifted. We will not be operating until restrictions are lifted on June 21<sup>st</sup> (or later if the road map timeline is extended). Our first live event is currently planned for the 10<sup>th</sup> July and anything before the 21<sup>st</sup> June that is currently on sale will either be cancelling, postponing or re scheduling to a date post June 21<sup>st</sup>

Victoria Warehouse (The Leaseholder) are planning (subject to the next easing of restriction)s to operate some socially distanced events. Details of these are to follow but are likely to include socially distanced clubs and possibly Football screening . A personal Licence holder from AMG will be on-site when the public are in the venue and Victoria Warehouse will be providing Covid management plans for AMG and yourselves to review. They will be in touch soon if they haven't already to provide details of the events and how they will be run.

Please give me a call if you have any questions on the above

Thanks

Lee

LEE ATKINSON | General Manager | O2 Victoria Warehouse Manchester

Email: [redacted](mailto:lee@trafford.gov.uk)



[REDACTED]  
O2 Victoria Warehouse Manchester, Trafford Wharf Road, Manchester, M17 1AB



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ND06

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## APPENDIX D

**Duckworth, Nicola**

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**From:** Whittaker, Suzanne  
**Sent:** 07 September 2021 09:01  
**To:** 'Lee Atkinson'; Duckworth, Nicola; Whittle, Clare  
**Cc:** Christie, Rachel  
**Subject:** RE: Ingress at o2VW  
**Attachments:** Photo 1.jpg; Photo 2.jpg; Photo 3.jpg

Hi Lee

Thanks for your time last night and thank you for confirming the queueing arrangements from tonight. As discussed last night, we are concerned about the safety of the ticketholders who are queuing along Trafford Wharf Road, due to the speed of vehicles along this road and lack of HVM measures. There was also a lack of stewards managing the queue when we arrived (see photos attached).


Whilst you are working with your consultant regarding traffic management measures, it is vital that you stop queues forming along the pavement. Bringing the queue inside car park significantly reduce the risk and therefore if we find that this system is not being used on future visits, a health and safety prohibition notice will be served. Once you have a proposal for your traffic management system for the various types of events, we can then explore if this queueing arrangement is still the safest option.

Kind regards

Suzanne Whittaker  
Regulatory Services Manager (Environmental Health)  
Regulatory Services  
Trafford Council  
Ground Floor  
Trafford Town Hall  
Talbot Road  
Stretford  
M32 0TH  
Phone - 0161 912 4911  
Fax - 0161 912 1113  
Email: [suzanne.whittaker@trafford.gov.uk](mailto:suzanne.whittaker@trafford.gov.uk)

Please note my working pattern is Tuesday to Friday

---

**From:** Lee Atkinson [mailto:  
**Sent:** 06 September 2021 21:45  
**To:** Whittaker, Suzanne <Suzanne.Whittaker@trafford.gov.uk>; Duckworth, Nicola <Nicola.Duckworth@trafford.gov.uk>; Whittle, Clare <Clare.Whittle@trafford.gov.uk>  
**Subject:** Ingress at o2VW

Hi All

As discussed we will be bringing the queue in through the E3 car park from tomorrow until further agreement on the current Traffic issues

Thanks

lee

LEE ATKINSON | General Manager | O2 Victoria Warehouse Manchester

Email [REDACTED]  
[REDACTED]  
[REDACTED]

O2 Victoria Warehouse Manchester, Trafford Wharf Road, Manchester, M17 1AB



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NDO7

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## APPENDIX D

**Duckworth, Nicola**

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**From:** Duckworth, Nicola  
**Sent:** 21 September 2021 16:53  
**To:** 'Melissa Bury'  
**Cc:** Whittle, Clare; Whittaker, Suzanne; 'Steve Hoyland'; 'Lee Atkinson'  
**Subject:** RE: Wednesday 22nd

Hi Melissa

When we visited on the 6<sup>th</sup> September and met with Lee he gave a written undertaking that queuing of people would cease on the pavement /highway , as it was unsafe and we were considering serving a legal notice to this effect. The fact that there is also a Manchester United fixture taking place at the same time , makes the situation in relation to crowds even worse.

Therefore you should review your procedures immediately and arrange for an alternative queuing system which is within the curtilage of your premises or any adjacent premises and come back to me asap.

Regards

Nicola Duckworth  
Team Leader Environmental Health ( Safety at Sports Grounds Lead)  
Regulatory Services  
Place Directorate  
Trafford Council  
Trafford Town Hall  
Ground Floor  
Talbot Road  
Stretford  
Manchester  
M32 0TH  
Telephone: - 0161 912 4734  


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---

**From:** Melissa Bury [mailto:melissa.bury@o2victoriawarehouse.co.uk]  
**Sent:** 21 September 2021 16:46  
**To:** Duckworth, Nicola <Nicola.Duckworth@trafford.gov.uk>

Cc: Whittle, Clare <Clare.Whittle@trafford.gov.uk>; Whittaker, Suzanne <Suzanne.Whittaker@trafford.gov.uk>; Steve Hoyland <steve@academy-music-group.co.uk>; Lee Atkinson <lee@o2victoriawarehouse.co.uk>  
Subject: RE: Wednesday 22nd

Yes, the plan is to queue people on the pavement as we are unable to use E3 car park. The measures we are putting in place will minimise time spent in that queue on the pavement, and get people into the venue as quickly and safely as possible.

Thanks

Mel

---

From: Duckworth, Nicola <Nicola.Duckworth@trafford.gov.uk>  
Sent: 21 September 2021 16:43  
To: Melissa Bury <melissa.bury@trafford.gov.uk>  
Cc: Whittle, Clare <Clare.Whittle@trafford.gov.uk>; Whittaker, Suzanne <Suzanne.Whittaker@trafford.gov.uk>; Steve Hoyland <steve@academy-music-group.co.uk>; Lee Atkinson <lee@o2victoriawarehouse.co.uk>  
Subject: RE: Wednesday 22nd

[EXTERNAL]

Hi Melissa

Thanks for sending this information through. Can I just clarify that the plan is queue people on the public highway/pavement ?

Regards

Nicola

Nicola Duckworth  
Team Leader Environmental Health ( Safety at Sports Grounds Lead)  
Regulatory Services  
Place Directorate  
Trafford Council  
Trafford Town Hall  
Ground Floor  
Talbot Road  
Stretford  
Manchester  
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Telephone: - 0161 912 4734  
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0161 912 4734  
[REDACTED]

**To:** Melissa Bury <melissa.bury@[REDACTED]>  
**Cc:** Whittle, Clare <Clare.Whittle@trafford.gov.uk>; Whittaker, Suzanne <Suzanne.Whittaker@trafford.gov.uk>  
**Subject:** FW: Wednesday 22nd  
**Importance:** High

[EXTERNAL]

Hi Melissa

I have received an out of office from lee are you able to respond ?

Regards

Nicola Duckworth  
Team Leader Environmental Health ( Safety at Sports Grounds Lead)  
Regulatory Services  
Place Directorate  
Trafford Council  
Trafford Town Hall  
Ground Floor  
Talbot Road  
Stretford  
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Working days Mon-Thurs

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**From:** Duckworth, Nicola  
**Sent:** 21 September 2021 13:24  
**To:** 'Lee Atkinson' <lee@[REDACTED]>  
**Cc:** Whittle, Clare <Clare.Whittle@trafford.gov.uk>  
**Subject:** Wednesday 22nd

Hi Lee

Further to your email in relation to you not being able to use the Man Utd car park for this event, please could you provide your crowd management plan, prior to this event. As you are aware we have concerns in relation to queuing on the roads and pavements outside the venue.

Working days Mon-Thurs

---

**From:** Melissa Bury [mailto:melissa.bury@trafford.gov.uk]  
**Sent:** 21 September 2021 16:13  
**To:** Duckworth, Nicola <Nicola.Duckworth@trafford.gov.uk>  
**Cc:** Whittle, Clare <Clare.Whittle@trafford.gov.uk>; Whittaker, Suzanne <Suzanne.Whittaker@trafford.gov.uk>; Steve Hoyland <steve.hoyland@trafford.gov.uk>; Lee Atkinson <lee.atkinson@trafford.gov.uk>  
**Subject:** RE: Wednesday 22nd

Good afternoon,

Alongside our event plan we have the following crowd management measures in place to mitigate the increased footfall due to the match at Old Trafford.

Please see attached for event plan and enhanced security deployment, the outside positions highlighted in yellow.

1. Pedestrian barrier from the side gate to E3 ensuring the path is shared between our queue and public/Man United ingress.
2. Increased external front gate team in place
3. Static stewarding along the pedestrian barrier line proactively and vocally managing the queue. All briefed to engage with the public and asking for tickets to be ready for scanning and proof of Covid protocols ready for viewing ahead of entry
4. Enhanced security booked on in the form of 1 supervisor and 3 SIA to be an external mobile queue control to actively move up and down Trafford Wharf and be proactive in managing the above stewarding on the pavement. They will be advising match goers to be careful on the road.
5. We will work with production to open the venue earlier than the advertised door times.
6. Activity on our socials and via GMPTE ensuring clear messaging for the attendees.

This event is a low risk event with minimal to moderate alcohol consumption. They are a co operative crowd who will listen to instruction.

Kind regards,

Mel

---

**From:** Melissa Bury  
**Sent:** 21 September 2021 15:16  
**To:** Duckworth, Nicola <Nicola.Duckworth@trafford.gov.uk>  
**Cc:** Whittle, Clare <Clare.Whittle@trafford.gov.uk>; Whittaker, Suzanne <Suzanne.Whittaker@trafford.gov.uk>  
**Subject:** RE: Wednesday 22nd

Hi Nicola,

Of course, I'll have one over to you shortly.

Kind regards,

Mel

---

**From:** Duckworth, Nicola <Nicola.Duckworth@trafford.gov.uk>  
**Sent:** 21 September 2021 13:25

ND08

80 DIM

# IMPROVEMENT NOTICE



HEALTH AND SAFETY AT WORK ETC. ACT 1974

Sections 21, 23 and 24

Reference No: I/3331

Name: Academy Music Group Ltd

Address: 211 Stockwell Road, London, SW9 9SL

Trading as\*: 02 Victoria Warehouse

I, Nicola Jane Duckworth, one of Trafford Council's Environmental Health Officers being an Inspector appointed by an instrument in writing made pursuant to section 19 of the said Act and entitled to issue this notice of Trafford Council, Regulatory Services, Trafford Town Hall, Talbot Road, Stretford, Manchester, M32 0TH Telephone number: 0161-912 1377

hereby give you notice that I am of the opinion that:

at: **Victoria Warehouse, Trafford Wharf Road, Trafford Park, Manchester, M17 1AG**

you, as an employer

are contravening\*/have contravened in circumstances that make it likely that the contravention will continue or be repeated\* the following statutory provisions: **Health and Safety at Work etc. Act 1974 Section 2(1) and 3(1), Management of Health and Safety at Work Regulations 1999, Regulation 3,**

The reasons for my said opinion are: **A suitable and sufficient risk assessment has not been carried out to ensure safe ingress and egress of all people visiting your premises is so far as is reasonably practicable, safe.**

and I hereby require you to remedy the said contraventions or, as the case may be, the matters occasioning them by: **22<sup>nd</sup> October 2021**

And I direct that the measures specified in the Schedule which forms part of this Notice shall be taken to remedy the said contraventions or matters

Signature

Date 23.9.21

This is a relevant notice for the purposes of the Environment and Safety Information Act 1988 – Yes  
This page only will form the register entry\*

Signature

Date 23.9.21

## Notes

1. Failure to comply with this Improvement Notice is an offence as provided by section 33(1)(g) of the Health and Safety at Work etc Act 1974 and section 33(2) and Schedule 3A of this Act renders the offender liable on summary conviction, to imprisonment for a term not exceeding 6 months, or to a fine, or both, or, on conviction on indictment, to imprisonment for a term not exceeding 2 years, or a fine, or both.
2. An Inspector has power to withdraw an Improvement notice or to extend the period specified in the notice, before the end of the period specified in it. If you wish this to be considered you should apply to the Inspector who issued the notice, but you must do so before the end of the period given in it. Such an application is not an appeal against this notice.
3. The issue of this notice does not relieve you of any legal liability for failing to comply with any statutory provision referred to in the notice or to perform any other statutory or common law duty resting on you.
4. You can appeal against this notice to an Employment Tribunal. Details of the method of making an appeal can be found on the GOV.UK website at <https://www.gov.uk/employment-tribunals/make-a-claim>. An appeal can be either submitted online at the above website address, or by downloading form ET1 and posting it to the Employment Tribunal Central Office (England and Wales), PO Box 10218, Leicester, LE1 8EG.

**If you do not have access to the internet, contact the person who issued the Notice and ask to be supplied with a hard copy of form ET1 and guidance T420: Making a claim to an Employment Tribunal.**

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### Time limit for appeal

A notice of appeal must be sent to the Employment Tribunal within 21 days from the date of service on the appellant of the notice, or notices, appealed against, or within such further period as the tribunal considers reasonable in a case where it is satisfied that it was not reasonably practicable for the notice of appeal to be presented within the period of 21 days.

The entering of an appeal suspends the improvement notice until the appeal has been determined or withdrawn., but does not automatically alter the date given in the notice by which the matters contained in it must be remedied.

The rules for the hearing of an appeal are given in The Employment Tribunals (Constitution and Rules of Procedure) Regulations 2013 (SI 2013 No 1237),

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### PUBLIC AVAILABILITY OF INFORMATION ON ALL ENFORCEMENT NOTICES

1. Under the requirements of the Environment and Safety Information Act 1988, Trafford BC maintains at its Offices public registers of information on notices which do not impose requirements or conditions solely for the protection of persons at work. These are called "relevant notices" under this Act and will be identified by the inspector serving the notice (see overleaf). Entries will be kept in the public register for a period of at least three years.
2. Information on a notice will not be made available until the right of appeal against the notice has expired. Where a notice is withdrawn or cancelled on appeal no entry will be made. Entries relating to notices served on individuals will be kept on the register for a period of 5 years from the date of issue. Notices served on individuals under the age of 18 will be removed sooner.
3. Information will be withheld where, in Trafford BC's belief, its disclosure would:
  - Cause harm or prejudice; or
  - Be in breach of the law.
4. Personal information is dealt with in accordance with the Data Protection Act 1998. Where disclosure of personal information would be incompatible with the Act it will not be included on the database.



5. if you are not satisfied with the information contained in the entry you have a further right to Appeal to Trafford Council in the first instance.



## **Improvement Notice Schedule**

**Health and Safety at Work, etc. Act 1974, Sections 21, 23 24**

**Serial No. I/3331**

**You should carry out a risk assessment which identifies the significant risks and control measures required to ensure the safe ingress and egress for all people attending an event.**

**This should include:**

- **A suitable and sufficient transport management plan., including arrangements**
- **An assessment of the numbers of stewards required to manage the safe ingress and egress at any event.**
- **A suitable assessment of the risks associated when other events are happening in the surrounding area and consideration of their Traffic management plans, crowd management plans.**

**OR**

**Any other equally effective measures to remedy said contraventions**



ND09

PODUM

## APPENDIX D

Duckworth, Nicola

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**From:** Phil Crier [REDACTED]  
**Sent:** 15 October 2021 14:27  
**To:** Duckworth, Nicola; Whittle, Clare  
**Cc:** Steve Hoyland; Lee Atkinson  
**Subject:** O2 Victoria Warehouse, Trafford - Multi Agency Meeting 13th October 2021  
**Attachments:** O2 VW Improvement Notice Appeal 12.10.21 .pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Nicola and Clare

Further to the remote Multi-Agency Meeting on Wednesday 13th October, as I mentioned my clients have lodged an appeal against the Improvement Notice and I attach a copy for your information.

I have received an acknowledgement from the Tribunal and they have confirmed a copy will be sent to yourselves as the Respondents.

In the meantime, as we stated at the meeting, my clients intend to cooperate fully with the Council and, as requested, will be providing further detailed Ingress and Egress Risk Assessments early next week. At the same time, we will update you on the position with regard to the Traffic Management Plan (TMP) element of the risk assessment and the estimated timescale involved.

In order to assist my clients and their consultant with the Traffic Management Plan, please could you provide any relevant documentation in relation to the Council's Strategic Traffic Management Plan and Risk Assessment for the Trafford Wharf Road and Old Trafford FC Ground and any other plans, proposed plans or recommendations in relation to Hostile Vehicle Mitigation or road safety measures for the relevant area around my client's premises. These plans were partly referred to by Nicky Shaw at the meeting and please advise on the best means for this documentation to be provided.

The Improvement Notice Schedule requires "A suitable assessment of the risks associated when other events are happening in the surrounding area and consideration of their Traffic management plans, crowd management plans." In relation to the last part (underlined italics), can you assist in how we may have sight of these external plans so that we can provide these to our traffic management consultant for him to consider.

Thank you for your assistance and I look forward to hearing from you.

Regards

Phil Crier

*PBC Licensing Solicitors  
Compton House  
79 New Road, Ascot  
Berkshire SL5 8PZ*

Email: [REDACTED]



<b>For official use only</b>	
<b>Tribunal Office</b>	
<b>Case number</b>	
<b>Date received</b>	

**APPEAL TO AN EMPLOYMENT TRIBUNAL AGAINST AN IMPROVEMENT OR PROHIBITION NOTICE ISSUED UNDER THE HEALTH AND SAFETY AT WORK etc ACT 1974**

You must complete all questions marked with an “\*”

**1.1 Please give the name of the appellant\***

<b>Name</b>	ACADEMY MUSIC GROUP LTD
-------------	-------------------------

**1.2 Address\***

<b>Number or Name</b>	211
<b>Street</b>	STOCKWELL ROAD
<b>Town/City</b>	LONDON
<b>County</b>	
<b>Post Code</b>	SW9 9SL

<b>Telephone Number</b>	
<b>Fax Number</b>	
<b>Email address</b>	

**2.1 If a representative is acting for you please give their details below:**  
(Note that all correspondence will be sent to your representative)

<b>Name</b>	MR PHIL CRIER
-------------	---------------

**2.2 Address**

<b>Number or Name</b>	PBC LICENSING SOLICITORS
<b>Street</b>	COMPTON HOUSE
<b>Town/City</b>	79 NEW ROAD
<b>County</b>	ASCOT
<b>Post Code</b>	BERKSHIRE
	SL5 8PZ

<b>Telephone No</b>		<b>Fax No</b>	
---------------------	--	---------------	--

<b>Email address</b>	
----------------------	--

3. Information about the notice under appeal

3.1 What type of Notice is it?

<input type="checkbox"/> Prohibition	<input type="checkbox"/> Improvement	<input checked="" type="checkbox"/>
--------------------------------------	--------------------------------------	-------------------------------------

3.2 Please give the address of the premises or place to which the Notice applies (if applicable)

Number or Name	02 VICTORIA WAREHOUSE
Street	TRAFFORD WHARF ROAD
Town/City	TRAFFORD PARK, MANCHESTER
County	
Post Code	M17 1AG

Telephone No	[REDACTED]
--------------	------------

Date of the Notice	23/9/21	Serial Number of Notice	1/3331
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4.1 Please give the name of the Inspector who served the Notice\*

Name	NICOLA JANE DUCKWORTH
------	-----------------------

4.2 Address\*

Number or Name	TRAFFORD COUNCIL, REGULATORY SERVICES
Street	TRAFFORD TOWN HALL
Town/City	TALBOT ROAD
County	STRETFORD, MANCHESTER
Post Code	M32 0TH

5. Which requirement(s) or direction(s) in the Notice do you want to appeal against?\*

PLEASE SEE ATTACHED GROUNDS OF APPEAL
---------------------------------------



**6. Please give full details of your grounds for this appeal**

PLEASE SEE ATTACHED GROUNDS  
OF APPEAL

Signature  Name PHIL CRIER

Date 12/10/21 Telephone No 

Position (if in company organisation) DIRECTOR - PBL LICENSING SOLICITORS  
AGENTS ON BEHALF OF APPELLANT

Once the form has been signed it should be sent with the relevant fee (£160) or application for a remission (if you are a sole trader) to the appropriate Central Office where claims are first processed. The addresses of the Central Offices are:

Employment Tribunals Central Office (England and Wales)/Employment Appeal Tribunal (EAT) Fees  
PO Box 10218  
Leicester LE1 8EG

Or

Employment Tribunals Central Office Scotland/Employment Appeal Tribunal (EAT) Fees  
PO Box 27105  
Glasgow G2 9JR

[CLICK TO RETURN TO MAIN DOCUMENT](#)

**IN THE MATTER OF AN APPEAL UNDER SECTION 24 HSWA 1974**

**BETWEEN**

**ACADEMY MUSIC GROUP LIMITED**

Appellant

**-and-**

**NICOLA JANE DUCKWORTH**

**(as one of Trafford Council's Environmental Health Officers)**

Respondent

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**GROUNDS OF APPEAL**

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Ground One

1. The Improvement Notice is defective because it fails to stipulate whether it is the inspector's opinion either that the employer is contravening the statutory provisions or that the employer has contravened the statutory provisions in circumstances that make it likely that the contravention will continue or be repeated.

Ground Two

2. The Improvement Notice is defective because it fails to give sufficient particulars of the reasons why the inspector is of that said opinion.

Ground Three

3. The inspector was wrong to form the opinion that there had been any contravention of s.2(1) HSWA 1974 or that any such contravention was likely to be repeated.

Ground Four

4. The inspector was wrong to form the opinion that there had been any contravention of s.3(1) HSWA 1974 or that any such contravention was likely to be repeated.

Ground Five

5. The inspector was wrong to form the opinion that there had been any contravention of regulation 3 of the MHSW Regs 1999 or that any such contravention was likely to be repeated.

Ground Six

6. The measures specified in the Schedule which forms part of the Improvement Notice imposes an obligation which exceeds the duty owed under s.2(1) and s.3(1) HSWA 1974, namely "to ensure the safe ingress and egress for all people attending an event".

Ground Seven

7. The measures specified in the Schedule which forms part of the Improvement Notice imposes an obligation which is unattainable by the Appellant by itself namely "a suitable and sufficient transport management plan, including arrangements". Any transport management plan, including arrangements, would require a multi-agency approach. Furthermore, any transport management plan, including arrangements, cannot in any event be determined in the timescales set out in the Improvement Notice.

Ground Eight

8. The measures specified in the Schedule which forms part of the Improvement Notice imposes an obligation which is unattainable by the Appellant by itself namely "a suitable assessment of the risks associated when other events are happening in the surrounding area and consideration of their Traffic management plans, crowd management plans". Furthermore, any such assessment cannot in any event be determined in the timescales set out in the Improvement Notice.



ND10

ND10

## APPENDIX D

**Duckworth, Nicola**

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**From:** Lee Atkinson <lee [REDACTED]>  
**Sent:** 05 December 2021 21:58  
**To:** Elliott, Ian; Scott Dow  
**Cc:** Steve Hoyland; Alan Wallace; Peter Gates; Phil Crier; Hague, Andrew  
**Subject:** RE: o2 VW Draft TMP  
**Attachments:** E3 traffic 1.jpg; E3 traffic 2.jpg

Hi Ian,

Since our last site meeting we have had 2 follow up site visits as per below

24.11.21 – Scott met with myself, Alan and Peter to discuss CT implications of the draft TMP

02.12.21 – Scott, and Alan met with myself to observe the clash with Manchester United with a view to an update of the draft TMP

Scott is working on amendments to the plan to cover match days and will get this over shortly. Can you provide us with any plans from Manchester United for Trafford Wharf Road as currently there seems to be none and we are effectively looking after their customers. There E3 car park has cars coming in and out through the pedestrians on their way to both the match and the concert and no one is controlling the access or release of the vehicles. Please see the attached pictures.

Scott and I chatted with Donna and James on Thursday regarding the traffic and parking issues with match day cars parked on any spare piece of available road or land including the double yellows on Trafford Wharf Road. Would we be able to cone along the cycle path (similar to the cones on the cycle route on Chester Road) to keep the cycle lane established but stop the parking on the double yellows and give the barriers a layer of protection?

As discussed in our meeting on the 05.11.21 the draft TMP was not meant as a finished article but the first step into agreeing an operating plan and to allow Scott to apply for the TRO. Can we get the ball moving on this as I'm very conscious that it takes approximately 6 weeks to process and we would like to be operating the TMP for our first scheduled show mid January.

Thanks,

Lee

---

**From:** Elliott, Ian <Ian.Elliott@amey.co.uk>  
**Sent:** 03 December 2021 15:32  
**To:** Lee Atkinson <lee [REDACTED]>; Scott Dow < [REDACTED]>  
**Cc:** Steve Hoyland < [REDACTED]>; Alan Wallace < [REDACTED]>; Peter Gates < [REDACTED]>; Phil Crier <phil.crier@pbclicensing.co.uk>; andrew.hague@trafford.gov.uk  
**Subject:** Re: o2 VW Draft TMP

[EXTERNAL]

Lee,  
As per our conversations I'm still unclear of what measures are proposed to be in place on occasions where your event is on the same night as an MUFC fixture and you cannot use the MUFC car park for queuing.

Attached is a photo that was sent last night, there doesn't look to be any traffic management protecting the metal barriers that were used or ramps to assist footway users getting up and down the kerbs. If barriers are required on the carriageway the plastic reflective type would be a better option.

Please can you look at this in more detail and confirm the position, as the current arrangement is not acceptable use of the footway.

Regards,

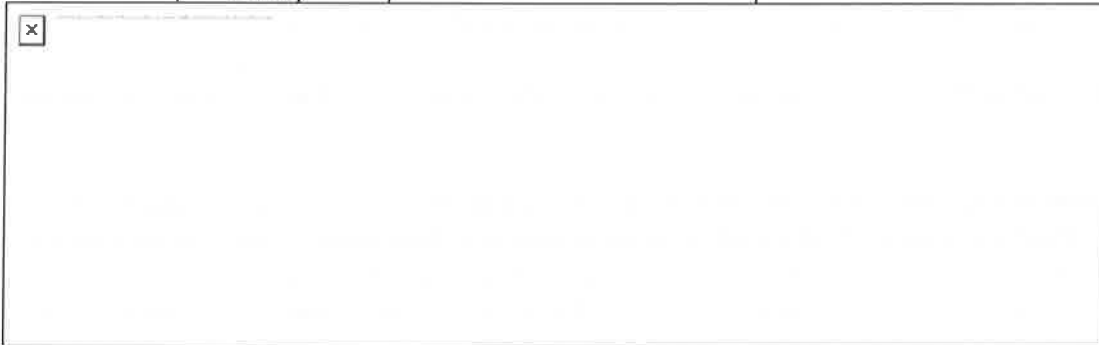
**Ian Elliott**

Streetworks Manager

**Amey**

m: [REDACTED] [ian.elliott@amey.co.uk](mailto:ian.elliott@amey.co.uk)

Tatton House | 11 Caldey Road | Roundthorn Industrial Estate | Manchester | M23 9LF



---

**From:** Lee Atkinson <[lee\[atkinson@trafford.gov.uk\]](mailto:lee[atkinson@trafford.gov.uk)>  
**Sent:** 01 December 2021 16:58  
**To:** Elliott, Ian <[ian.elliott@amey.co.uk](mailto:ian.elliott@amey.co.uk)>; [andrew.hague@trafford.gov.uk](mailto:andrew.hague@trafford.gov.uk) <[andrew.hague@trafford.gov.uk](mailto:andrew.hague@trafford.gov.uk)>; Scott Dow <[scott.dow@trafford.gov.uk](mailto:scott.dow@trafford.gov.uk)>  
**Cc:** Steve Hoyland <[steve.hoyland@trafford.gov.uk](mailto:steve.hoyland@trafford.gov.uk)>; Alan Wallace <[alan.wallace@trafford.gov.uk](mailto:alan.wallace@trafford.gov.uk)>; Peter Gates <[peter.gates@trafford.gov.uk](mailto:peter.gates@trafford.gov.uk)>; Phil Crier <[phil.crier@pbclicensing.co.uk](mailto:phil.crier@pbclicensing.co.uk)>  
**Subject:** RE: o2 VW Draft TMP

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Thanks Ian

---

**From:** Elliott, Ian <[ian.elliott@amey.co.uk](mailto:ian.elliott@amey.co.uk)>  
**Sent:** 01 December 2021 15:58  
**To:** Lee Atkinson <[lee\[atkinson@trafford.gov.uk\]](mailto:lee[atkinson@trafford.gov.uk)>; [andrew.hague@trafford.gov.uk](mailto:andrew.hague@trafford.gov.uk); Scott Dow <[scott.dow@trafford.gov.uk](mailto:scott.dow@trafford.gov.uk)>  
**Cc:** Steve Hoyland <[steve.hoyland@trafford.gov.uk](mailto:steve.hoyland@trafford.gov.uk)>; Alan Wallace <[alan.wallace@trafford.gov.uk](mailto:alan.wallace@trafford.gov.uk)>; Peter Gates <[peter.gates@trafford.gov.uk](mailto:peter.gates@trafford.gov.uk)>; Phil Crier <[phil.crier@pbclicensing.co.uk](mailto:phil.crier@pbclicensing.co.uk)>  
**Subject:** Re: o2 VW Draft TMP

[EXTERNAL]

Lee,

I will come back to you later this week with a response.

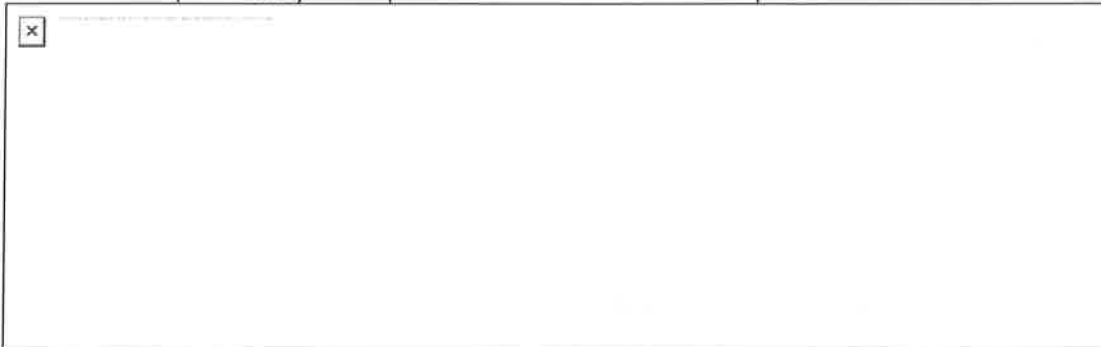


I'm just looking at it in detail.

Regards,

**Ian Elliott**  
Streetworks Manager  
Amey

[REDACTED] | e: [ian.elliott@amey.co.uk](mailto:ian.elliott@amey.co.uk)  
Tatton House | 11 Caldey Road | Roundthorn Industrial Estate | Manchester | M23 9LF



---

**From:** Lee Atkinson <[lee@amey.co.uk](mailto:lee@amey.co.uk)>  
**Sent:** 30 November 2021 18:13  
**To:** [andrew.hague@trafford.gov.uk](mailto:andrew.hague@trafford.gov.uk) <[andrew.hague@trafford.gov.uk](mailto:andrew.hague@trafford.gov.uk)>; Elliott, Ian <[Ian.Elliott@amey.co.uk](mailto:Ian.Elliott@amey.co.uk)>; Scott Dow <[scott.dow@amey.co.uk](mailto:scott.dow@amey.co.uk)>  
**Cc:** Steve Hoyland <[steve.hoyland@amey.co.uk](mailto:steve.hoyland@amey.co.uk)>; Alan Wallace <[alan.wallace@amey.co.uk](mailto:alan.wallace@amey.co.uk)>; Peter Gates <[peter.gates@amey.co.uk](mailto:peter.gates@amey.co.uk)>; Phil Crier <[phil.crier@pbclicensing.co.uk](mailto:phil.crier@pbclicensing.co.uk)>  
**Subject:** RE: 02 VW Draft TMP

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Hi Andy/Ian,

I hope you are well

Have you had a chance to look at the draft plan. We would very much like to have something in place for our first show mid January and Scott is keen to get on with the application for the TRO

Scott, Alan Peter and I have since had a follow up site meeting to look deeper into the CT elements of the plan

Thanks

lee

---

**From:** Lee Atkinson  
**Sent:** 18 November 2021 15:17  
**To:** 'Hague, Andrew' <[Andrew.Hague@trafford.gov.uk](mailto:Andrew.Hague@trafford.gov.uk)>; Elliott, Ian <[Ian.Elliott@amey.co.uk](mailto:Ian.Elliott@amey.co.uk)>; 'Scott Dow' <[scott.dow@amey.co.uk](mailto:scott.dow@amey.co.uk)>  
**Cc:** Steve Hoyland <[steve.hoyland@amey.co.uk](mailto:steve.hoyland@amey.co.uk)>; Alan Wallace <[alan.wallace@amey.co.uk](mailto:alan.wallace@amey.co.uk)>; Peter Gates <[peter.gates@amey.co.uk](mailto:peter.gates@amey.co.uk)>

Gates [REDACTED] 'Phil Crier' <[phil.crier@pbclicensing.co.uk](mailto:phil.crier@pbclicensing.co.uk)>  
**Subject:** o2 VW Draft TMP

Hi,

I hope you are well

Please find attached a draft TMP. As discussed in our recent site visit that there is a level of flexibility to the plan that allows us to adjust the operation by mutual agreement

Please let us know your thoughts so Scott can proceed with the TRO application

Thanks

Lee

**LEE ATKINSON** | General Manager | O2 Victoria Warehouse Manchester

Email: [REDACTED]  
[REDACTED]  
[REDACTED]

O2 Victoria Warehouse Manchester, Trafford Wharf Road, Manchester, M17 1AB



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# COMPACT SECURITY

SERVICES



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## O2 Victoria Warehouse

### Ingress Queue Management and Egress Method Statement

Contact Name: Christopher Banks

Contact Number: [REDACTED]

Email Address:  
[REDACTED]

## Contents

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<b>Under normal conditions key positions are identified and will have adequate resources (management, supervisor, radios holders) assigned to them. These would be;</b>	<b>7</b>
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## Introduction

### Overview of the Event

The purpose of this method statement is to outline the Compact Security staffing operation for ingress and egress at the O2 Victoria Warehouse during periods when the E3 car park cannot be used and as such should be used as an amendment to plans already in place.

### Client

Compact are contracted to supply Security & Stewarding Services to the client.

Client	AMG
--------	-----

The key client contacts are:

General Manager	Lee Atkinson
-----------------	--------------

## Ingress

### Aims

To aid the venue in delivering a safe and efficient ingress operation in line with the AMG Crowd Management, and Queue Management Policy's and to help the venue meet the 4 licensing objectives set out in the Licensing Act 2003;

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

### Walk-up & Queue Management

Query	Action
Entrance Barrier Build	<ul style="list-style-type: none"><li>• Built by Venue Production</li></ul>
Queue Space Available	<ul style="list-style-type: none"><li>• TBC</li></ul>
Designated Queue / Entrances	<ul style="list-style-type: none"><li>• With ingress at E3 not available, ingress will be via the alley accessing the side entrance of the venue.</li></ul>
Ability to Soft Open	<ul style="list-style-type: none"><li>• Staff will be on duty from 15:00 (based on 19:00 doors) to queue any early arrival off the pavement of Trafford Wharf Road</li></ul>

Covid 19	<ul style="list-style-type: none"> <li>• Staff under direction of the venue will check customers eligibility according to the venue Covid rules which can be found on the O2 Victoria Warehouse website</li> </ul>
Anti-Social Behaviour Reduction Methods	<ul style="list-style-type: none"> <li>• High visibility staffing</li> <li>• Access Control</li> <li>• Right of Refusal</li> <li>• Other covert/overt security tactics</li> </ul>

Each event is assessed to determine if a security deployment is required earlier than the current 15:00 time. This is based off historic information and intelligence from the same artist at other venues. Where a queue is formed without prior expectance, the venue management will set up barriers initially until the booked security/site crew staff arrives.

### Box Office

Query	Action
Location of Box Office Collections	<ul style="list-style-type: none"> <li>• Hotel car park, Gate 2-3</li> </ul>
Location of Guest list	<ul style="list-style-type: none"> <li>• Hotel car park, Gate 2-3</li> </ul>

### Example Entrance Diagram (Barrier Design)

Plotted as notional positions of Compact Security staff, these are queue management staff only and do not included staffing assigned to other ingress roles such as search. It should be accepted that each event is different and ad hoc situations on an event may require the head of security to make operational changes, Compact staff are deployed to the venues infrastructure to help deliver their strategic objectives.



## Infrastructure

The entrance design should be robust ingress system that is based on previous events that respond to the event demographic and topographical needs. This should have adequate barriers in place provided and installed by the venue in good time prior to each show.

The venue should have sufficient signage and lighting should be at the entrance and approach routes to the entrance.

Ingress set up is checked prior to doors going green by both the Compact Security Manager and the Venue Duty Manager.

## Staff Roles

Staff will receive a briefing sheet per event and a brief from the external supervisor. Role will be included but not limited to:

- Assisting O2 customers in directing them the correct way into the venue
- Directing any Manchester United football, the correct way and reducing the chance they will join the o2 queue
- Helping to maintain a clear route on the pavement that is not blocked by O2 customers
- Help maintain orderly queuing to the venue to reduce impact on any neighbours to the venue
- Profile customers attending the event
- Vigilance in reporting any suspicious activity to the external of the venue, to include;

- Suspicious vehicles
- Suspicious person's
- Reporting of any potential suspect packages
- Maintain an orderly queue of customers waiting to enter the venue
- Customer service
- Pre entry checks such as challenging people not meeting the venue requirement on such things as age policy and bag size policy

## Normal Egress

### Infrastructure

The egress design should be robust ingress system that is based on previous events and that meets the aims from internal and external stakeholders. This should have adequate barriers in place provided and installed by the venue in prior to egress to meet the needs of their dispersal aims.

The venue should have sufficient signage and lighting to maximise the efficiency of any egress plans and objectives.

### Example Entrance Diagram (Barrier Design)







# COMPACT SECURITY SERVICES



**Compact Security Services**

**Victoria Warehouse**

**Trafford Warf Road**

**M17 1AB**

**0161 8268019**

**[www.compactsecurity.co.uk](http://www.compactsecurity.co.uk)**

## **Pre-Egress Checks**

The control room will drive the recording of the pre-event checks. These will be to confirm that each supervisor has deployed their staff to the egress positions, has the correct infrastructure deployed and that they have adequate means of communicating to the crowd and back to the control room. Pre-egress checks will be completed a minimum of 30 minutes before the expected egress time.

## **Egress Routes**

It is the responsibility of the Venue to calculate safe means of egress and evacuation from the event.

Under normal circumstances egress will be via the venues side gate (gate 4)

## **Key Egress Positions**

Under normal conditions key positions are identified and will have adequate resources (management, supervisor, radios holders) assigned to them. These would be;

- External – gate 4
- Internal - Shed A – flappy doors
- Shed C

## **Staffing Roles**

- To ensure that the egress routes are kept clear
- To provide a visible security presence in Hi Viz uniform to deter any anti-social behaviour and or criminal behaviour
- Prevent alcohol being taken off site
- Encourage people to leave the venue in a way that will minimise effect neighbours and residents by discouraging anti-social behaviour
- Encourage people to keep to the pavement and not walk along the road
- Provide a customer service function in providing information on transport locations
- Provide staff to look out for welfare concerns of customers once they have left the venue but in the direct vicinity of our area of operation
- Compact cannot take responsibility and have no legal powers for customers that do not follow the advice of staff once external to the venue as such all roles are advisory only
- Staff will not be deployed onto the highway and will only work from the footpath if safe to do so

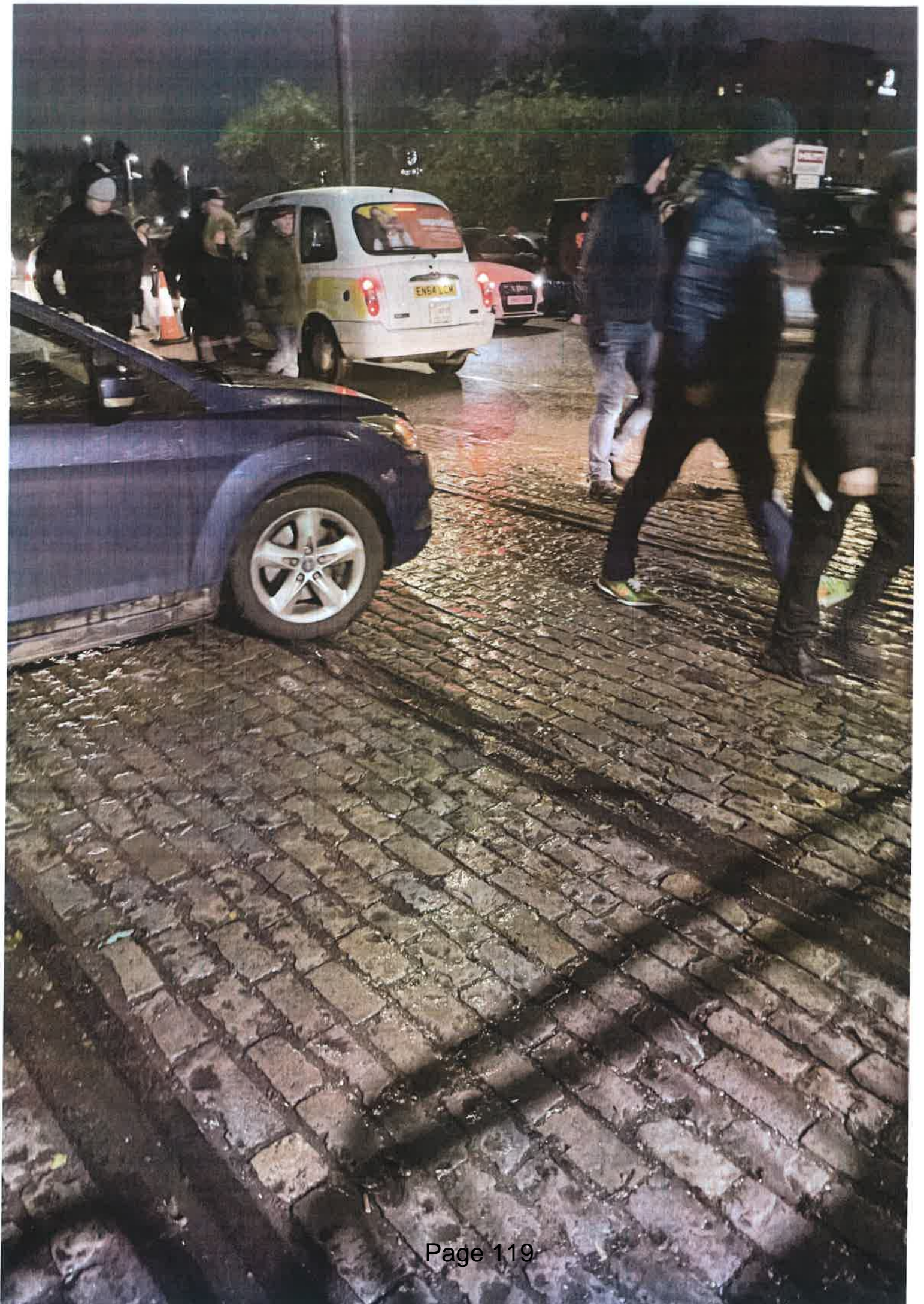
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# Risk Assessment

Site Name	o2 Victoria Warehouse	Department name	Operations
Activity	Approach arrival and queuing		
Description of Activity	Approach and ingress of customers to the venue. The boundary of the building runs along Trafford Wharf Road from the E3 car park to the external coal yard at the front of the building. Entry through the side alley adjacent to the venue on Trafford Wharf Road. This is an alternative entry point for use when E3 car park is unavailable. Customers will need to be queued along Trafford Wharf Road if the alley fills to capacity. Customers are advised to arrive at the venue via public transport via our communications. AMG to liaise with TfGM to spread this message wider. The nearest tram stop is Wharfside		
Who could it Affect			
Public		Y	
Employee		Y	
Contractors		Y	
Pregnant persons		Y	
Young persons under 18		Y	
Visiting production personnel		Y	

# Risk Assessment

What are the hazards?	Who might be harmed and how?	Risk Rating	What existing controls do you have?	Additional controls required	Who needs to carry out the action?	Likelihood	Severity	Risk Rating
Terrorism (see specific hazards considered below) - Current Threat Level is <b>Severe</b>		0	All security staff receive Counter terrorism training, delivered by NaCTSO (ACT Awareness), briefing An event specific briefing delivered by GM to Security staff includes CT element. First Aid on site in line with current guidance. Personal Mobile Radio in use on show day, contact with key areas (Control / Sec Staff / DM. Event control operator in situ on all events monitoring CCTV and logging key event details.	Security contractor to provide copy of security staff briefing for our records. Security minded comms strategy to be developed with marketing and TfGM	Louise to liaise with	0	0	0



## Risk Assessment

<p>Vehicle as a weapon (VAW)</p>	<p>Staff / Public / contractors, collision with vehicle</p>	<p>3</p>	<p>5</p>	<p>Customers are separated from the road by the wall along Trafford Wharf Road. Vehicle stopping rating unknown. This is not a vehicle security barrier. Event control and external security deployment to monitor the road for suspicious behaviour and report this behaviour into event control. By taking a large amount of customers off the pavement the chance of a VAW is reduced. CCTV monitored by event control for suspicious behaviour such as hostile reconnaissance.</p>	<p>Consideration of additional vehicle security barrier (bollards) on Trafford Wharf road from E3 car park to Trafford Road. Consideration of concrete jersey barrier from Wharfedale to Trafford Wharf Road on left side pavement on approach to venue. Arrange an audit of the bollard rating required. Traffic management planning consultant to write a plan. Plan may include traffic calming measure, bollards and another pedestrian crossing. Liaise with local authority to discuss traffic calming measures on approach route to the venue. Liaise with CSS regarding stewarded approach to venue. Review CCTV and lighting once Landlords proposed work is completed</p>	<p>AMG, venue management, local authority, Traffic Management Consultant, landlord, property services</p>	<p>2</p>	<p>5</p>	<p>10</p>
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## Risk Assessment

<p>Vehicle borne improvised explosive device (VBIED)</p>	<p>Staff / Public / contractors, explosion causing injury</p>	<p style="text-align: center;">3</p>	<p style="text-align: center;">5</p>	<p>Vehicles requiring access to the hotel car park as part of the event to be advanced prior to the show and details taken and passed onto security for access control.No unknown or unauthorised vehicles to be allowed onto our agreed car park space. Control via CCTV and external security deployment to monitor the road for suspicious behaviour. By taking a large amount of customers off the pavement into the alley the chance of a VBIED is reduced. Current stand off on Trafford Wharf Road is approx 5 meters. It is recommended that this is 30 meters (every meter counts). Currently vehicles are parked (some illegally) opposite the venues main point of egress and approach on a regular basis.</p>	<p>Invacuation plan to be written by GM. Formalised vehicle accreditation system to be written and adopted to identify vehicles as suspicious or otherwise. Engage with a Traffic Management company regarding management of the road. Engage with hotel regarding access control to their car park</p>	<p>Venue Management, Landlord, Traffic Management consultant</p>	<p style="text-align: center;">2</p>	<p style="text-align: center;">5</p>	<p style="text-align: center;">10</p>
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## Risk Assessment

<p>Person borne improvised explosive device (PBIED)</p>	<p>Staff / Public / contractors, explosion causing injury</p>	<p style="text-align: center;">3</p>	<p style="text-align: center;">5</p>	<p style="text-align: center;">15</p> <p>CCTV coverage of queue monitored by control and external security deployment. External security staff to be in clerly marked uniform with Hi Vis and to report into event control via 2 way radios any suspicious behaviour. Security interact with public by pre screening before access into the alley. Each person to be visually screen, searched and communicated with by security staff on entry to the venue</p> <p>The alley wall prevents observation of the queueing and search procedures on the car park. This supports counter hostile reconnaissance operations</p> <p>Event staff undergo a bag check on arrival at the venue</p>	<p>Invacuation plan and lock down plan to be written by venue management. Review CCTV and external lighting once landlords building work is completed</p>	<p>Venue Management, CSS, Landlord, property services</p>	<p style="text-align: center;">2</p>	<p style="text-align: center;">5</p>	<p style="text-align: center;">10</p>
<p>Improvised explosive device left near queue</p>	<p>Staff / Public / contractors, explosion causing injury</p>	<p style="text-align: center;">3</p>	<p style="text-align: center;">5</p>	<p style="text-align: center;">15</p> <p>Pre event check of the queueing space to establish area clear by both security and Duty manager. Control to monitor CCTV coverage of the queue and patrolled by security staff. High viz external security staff monitor and patrol area. Public pre screened before joining queue via external security deployment.</p> <p>All bags checked before entry to venue.</p> <p>Event staff undergo a bag check on entry to the venue</p> <p>The alley wall prevents observation of the queueing and search procedures. This supports counter hostile reconnaissance operations</p>	<p>Evacuation plan to be updated to include cordon area at 200m and update queue dispersal/invacuation procedures</p> <p>Increase scope of pre event check to include approach of venue.</p> <p>Loud hailers required for communicating with public.</p> <p>Review CCTV and lighting requirements on completions of landlords building</p>	<p>Venue management, Landlord, property services</p>	<p style="text-align: center;">2</p>	<p style="text-align: center;">5</p>	<p style="text-align: center;">10</p>

## Risk Assessment

Bomb threat to the venue	Staff / Public / contractors, explosion causing movement	2	5	10	<p>Venue Pre Event Checklist in use, signed off before doors open. CCTV in place and monitored by control. Organised queue using security staff barrier and security</p> <p>No direct phone line into the venue.</p> <p>Event staff under go a bag check on arrival for work</p>	<p>Evacuation plan to be updated to look at the possibility of cordon areas (200m) and update queue dispersal/invacuation procedures</p> <p>.Develop bomb threat procedure with Hotel</p> <p>Consider system of searching all event associated staff on entry to the venue.</p> <p>Change access PIN codes periodically</p>	Venue Management, Hotel	1	5
Chemical, biological, Radiological substances (CBR)	Staff / Public / contractors, irritative or corrosive substance causing injury	2	5	10	<p>External queue monitored by control and queue managed by barrier and external security deployment.</p> <p>Customers searched on entry.</p> <p>Medical team have burns treatment packs on site</p> <p>Aersols stopped at customer search as they are a prohibited item.</p> <p>Event staff undergo a bag check on arrival forwork</p>	<p>Regular checks that burns treatment packs are in situ.</p> <p>Remove remove remove.</p> <p>Look at adding prohibited items beign added to venue website / comms</p>	Venue Management, AMG	1	5

## Risk Assessment

<p>Marauding Terror Attack (MTA)</p>	<p>Staff / Public / contractors, fire arm / knife attack causing injury</p>	<p style="text-align: center;">3</p>	<p style="text-align: center;">5</p>	<p>CCTV coverage of queue monitored by control. High viz external security staff monitor and patrol area and organise the queue. Public interacted with before joining queue and soft ticket checks carried out customers searched before entry and tickets checked. The alley wall prevents observation of the queueing and search procedures on the car park and provides soem protection from a MTA Event staff undergo a bag check on arrival for work</p>	<p>MTA plan to be formalised. Loudhailers bought to assist in communication with the public</p>	<p>Security staff to be briefed on action on MTA, venue management to write Invacuation plan</p>	<p style="text-align: center;">2</p>	<p style="text-align: center;">5</p>	<p style="text-align: center;">10</p>
<p>Unmanned aircraft system (UAS)</p>	<p>Staff / Public / contractors, payload of explosive / noxious substance</p>	<p style="text-align: center;">2</p>	<p style="text-align: center;">5</p>	<p>No Drones policy at venue. CCTV monitored by control. Security staff to be vigilant for drones and report into control</p>	<p>Security staff to locate pilot if possible. Drones to be added to security event brief</p>	<p>Venue Management</p>	<p style="text-align: center;">1</p>	<p style="text-align: center;">5</p>	<p style="text-align: center;">5</p>

# Risk Assessment

Fire as a weapon	Staff / Public / contractors, fire used as a weapon to cause physical harm and or distraction	3	5	15	<p>CCTV coverage of queue monitored by control and external security deployment. External security staff to be in clerly marked uniform with Hi Vis and to report into event control any suspicious behaviour. Security interact with public by pre screening before access into the alley. Each person to be visually screen, searched and communicated with by security staff on entry to the venue.</p> <p>Cleaners on site to ensure no build up of flammable rubbish.</p> <p>Pre event checks by CSS and Duty Manager</p> <p>Flammable chemicals to be kept in locked store rooms away from the general public</p> <p>A line of covered Heras to prevent observation of the queueing and search procedures on the car park. This supports counter hostile reconnaissance operations</p> <p>Event staff undergo a bag check on arrival at the venue</p>	<p>Invacuation plan and lock down plan to be written by venue management. Review CCTV and external lighting once landlords building work is completed</p>	Venue Management, CSS, Landlord, property services	2	5	10
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By taking most of the queue away from the road chances of a RTA affecting the customers is reduced

	1=very unlikely	2= unlikely	3=Likely	4=very likely	5=Will occur
1=No Injury	1	2	3	4	5
2=Minor Injury	2	4	6	8	10
3=Lost time injury	3	6	9	12	15
4=Fatality	4	8	12	16	20
5=Multi Fatalities	5	10	15	20	25

Risk 1-5= Low Maintain Controls

# Risk Assessment

**Risk 5-9=Adequate (but look to Improve)**

**Risk 10-12= Medium (look to Improve within a Specific Time scale)**

**Risk 15-25= High (stop Immediate Action Required)**

Examples of Minor Injuries: Bruises, Cuts, Abrasions, Strains. Examples of Lost Time Injuries: RIDDOR Fractures, 7 day

Risk Assessment carried out By

Date of initial assessment

Authorised Satisfactory by

Date Authorised





ND11

1101

## APPENDIX D

**Duckworth, Nicola**

---

**From:** Lee Atkinson <lee@[REDACTED]>  
**Sent:** 06 May 2022 16:57  
**To:** Whittle, Clare; Pickup, Jade; Duckworth, Nicola; Whittaker, Suzanne  
**Cc:** Russell Toal; Helen McGee; Steve Hoyland; Melissa Bury  
**Subject:** Staffing changes at o2 Victoria Warehouse

Hi All,

I hope you are well.

There have been some staffing changes at the venue.

I am leaving and Russell will be replacing me as General Manager. Russell was previously my deputy manager and left to become General Manager at the Ritz in Manchester.

Steve has recently had a promotion and Helen is now our divisional manager.

Helen is organising the process of changing the DPS status over to Russell.

Steve/Helen/Russell/Mel – Jade is now Senior Licencing Office replacing Keiran who is no longer with Trafford Council.

Any questions please give me a shout.

Thanks

Lee

LEE ATKINSON | General Manager | O2 Victoria Warehouse Manchester

Email: [REDACTED]  
[REDACTED]  
[REDACTED]

O2 Victoria Warehouse Manchester, Trafford Wharf Road, Manchester, M17 1AB



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ND12

NDIS

# APPENDIX D

## Duckworth, Nicola

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**From:** Russell Toal <[REDACTED]>  
**Sent:** 09 February 2023 23:28  
**To:** Duckworth, Nicola  
**Subject:** RE: Visit carried out 6/2/23  
**Attachments:** Victoria Warehouse Egress Capacity Assessment Drawings.pdf; ABD Capacity Assessment.pdf; Event Medical Plan O2 You Me At Six 2023.docx

Dear Nicola

Re: Visit carried out 6/2/23

Thank you for your email received 7<sup>th</sup> February 2023

Please see below our response to the matters you raised, which is laid out point by point as in your email.

### **Health & Safety At work Etc Act 1974 section 3: Food Safety and Hygiene Regulations 2013.**

- **There was no hot water behind the bars:**

All bars were visited and in some cases the hot water taps had no water coming out at all, and others the water was cold. One bar had a portable teal WHB, but the water inside this was cold, not easily accessible. You need to provide hot water to behind the bar area's, this is for cleaning and also for hand washing:

#### **Temporary bars**

Prior to your visit we had already ordered new electric hot water units for each temporary bar. These will be delivered tomorrow morning in advance of the next show and will be in place for each and every show going forward. The previous units we were using had been recently recalled due to a manufacturing fault and we had been waiting for replacements for a short time.

In addition to this, we have ordered all the necessary material to construct mobile hand wash stations for each of these bars. All stations will consist of an electric water heating unit, a blue roll dispenser, hand sanitiser, soap and a first aid kit.

#### **Permanent bars**

We do have hot water on each of these bars however, following your visit, we have discovered an intermittent fault on the heating system which meant that it could not produce enough hot water at the peak time on Monday. Subsequently we have commissioned a comprehensive survey of the hot water supply throughout the venue and will have this repaired asap. In the meantime we will supplement what we already have with portable hot water units, same as the temporary bars.

- **There was no hot water in the toilets ( Ladies )- again some had cold water , some had no water coming out at all.**

**All toilet facilities should be provided with a supply of hot and cold water:**

There is water available in all rest-rooms. However, some taps have been damaged during recent shows. There are still plenty available to service each wash area. The toilet areas have been affected by the same problem as above as the same tank feeds all areas. It is being resolved as quickly as possible.

**This should be remedied by the next event: Please email to confirm this has been done.**

- **There was no hot or cold running water provided at the food outlet.**

**This facility was serving and reheating high risk food. There should be hot water for cleaning and washing hands**

*This has been resolved, the food concession have purchased a portable electric unit that keeps water hot throughout service and have been reminded of their responsibilities.*

- **The surface on which food was being prepared was not capable of being easily cleaned. The tables had black table cloths on them. Food should be prepared on a surface which can be easily cleaned and wiped down with antibacterial cleaner.**

*This has been remedied, the contractor has replaced the area that the food is prepped and served from, all surfaces will be able to be cleaned with antibacterial cleaner.*

- **There was no probe wipes or means of cleaning the probe thermometer .**

*This has been remedied, probe wipes and other means of cleaning will be provided on each and every event that the concession is in use.*

### Medical Facility

- **There was no hot water in the medical room : Despite being 3 hours into the event, no one had noticed.**

*The recently replaced water heater in this location is working but only providing lukewarm water due to the temperature of the external pipework during the winter months- it needs upgrading and a new unit has been ordered.*

- **The floor in medical room was filthy and needs deep cleaning/ and or replacing**

*The Medical Room and floor have been deep cleaned – New floor covering has been ordered and will be replaced at the earliest opportunity.*

- **The infection control procedures inside the medical room were not satisfactory, staff were sat on the beds with feet up, leaving footprints.**

*Our first aid provider has given assurances that the floor in the medical room will be cleaned on a regular basis BEFORE, DURING and AFTER each shift and they will have in place a cleaning log that gets signed when this is done. They have assured the venue that staff will not sit on the medical beds and all infection control procedures will be followed.*

**Please provide the following information in relation to the medical plan:**

- **The medical plan and needs assessment for the event**

*This is already on site and could have been presented if asked for on the night of your visit, please see attached. We always have comprehensive medical cover for all shows which is increased should the show type or audience require it. In addition to this, we always operate a welfare/quiet space for all shows.*

- **The qualifications of all the staff on site, operating the medical facility.**

*This has been provided in the attached medical and safeguarding plan, please see attached.*

### Capacity:

**Please provide the following in relation to crowd capacity:**

- **Capacity calculations for Shed A**
- **Capacity calculations for mezzanine area**



The original assessment was undertaken in 2018 after we acquired the venue and was undertaken against the fire safety guidance contained within the building regulations approved document B, volume 2 of the 2006 edition for buildings other than dwelling houses.

As part of that assessment, final escape widths and stair capacities were calculated, and simple outline drawings annotated. The drawings and tables are attached for reference.

In summary, the available escape capacities are as follows, based on a **7-11 live concert** with an operating trading/saleable capacity of 3500 persons.

Area:	Escape Capacity (number of people):
Ground Floor Shed A and Bar:	3257
First floor Mezzanine and Balcony:	660
<b>Total Maximum Capacity:</b>	<b>3917</b>
<b>Trading Capacity:</b>	<b>3500</b>

Our Group Property Manager, Keith Forshaw, has provided the attached details. If you have any questions regarding this, Keith is available (by appointment) to meet you at the venue to go through in more detail.

- **Crowd management plan for the mezzanine area**
- **Crowd Management plan for shed A**

We are currently undertaking a review and update of all of our processes & procedures throughout the group – as requested, we'll have the management plans for Mezzanine and shed A with you within 14 days of your original email.

We are more than happy to run through everything with you on site at a mutually agreeable time if you feel that would be of benefit.

- **Structural calcs for mezzanine to support the capacity calcs/crowd management plan.**

This will be provided by our landlord in line with your 14-day request

**This information should be provided to us within the next 14 days.**

Kind regards

Russell

RUSSELL TOAL, MSc | General Manager | O2 Victoria Warehouse Manchester

Email: [REDACTED]

[REDACTED]  
O2 Victoria Warehouse Manchester, Trafford Wharf Road, Manchester, M17 1AB

---

**From:** Duckworth, Nicola <Nicola.Duckworth@trafford.gov.uk>

**Sent:** 07 February 2023 16:33

**To:** Russell Toal [REDACTED]

**Cc:** Whittle, Clare <Clare.Whittle@trafford.gov.uk>

**Subject:** FW: Visit carried out 6/2/23

[EXTERNAL]

Good afternoon

Further to the visit carried out last night, a number of matters need addressing prior to the next event.

**Health & Safety At work Etc Act 1974 section 3:  
Food Safety and Hygiene Regulations 2013.**

- **There was no hot water behind the bars:**

All bars were visited and in some cases the hot water taps had no water coming out at all, and others the water was cold. One bar had a portable teal WHB, but the water inside this was cold, not not easily accessible.

You need to provide hot water to behind the bar area's, this is for cleaning and also for hand washing:

- There was no hot water in the toilets ( Ladies )- again some had cold water , some had no water coming out at all.

All toilet facilities should be provided with a supply of hot and cold water:

This should be remedied by the next event: Please email to confirm this has been done.

- There was no hot or cold running water provided at the food outlet.

This facility was serving and reheating high risk food. There should be hot water for cleaning and washing hands

- The surface on which food was being prepared was not capable of being easily cleaned. The tables had black table cloths on them. Food should be prepared on a surface which can be easily cleaned and wiped down with antibacterial cleaner.

- There was no probe wipes or means of cleaning the probe thermometer .

**Medical Facility**

- **There was no hot water in the medical room : Despite being 3 hours into the event, no one had noticed.**
- **The floor in medical room was filthy and needs deep cleaning/ and or replacing**
- **The infection control procedures inside the medical room were not satisfactory, staff were sat on the beds with feet up, leaving footprints.**

**Please provide the following information in relation to the medical plan:**

- **The medical plan and needs assessment for the event**
- **The qualifications of all the staff on site, operating the medical facility.**

**Capacity:**

Please provide the following in relation to crowd capacity:

- Capacity calculations for Shed A
- Capacity calculations for mezzanine area
- Crowd management plan for the mezzanine area
- Crowd Management plan for shed A
- Structural calcs for mezzanine to support the capacity calcs/crowd management plan.

This information should be provided to us within the next 14 days.

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**Victoria Warehouse  
Means of Escape Capacity Assessment  
Assessment in Accordance with the Building Regulations, Approved Document B**

<b>Ground Floor Shed A &amp; Bar Area:</b>		
<b>Exit:</b>	<b>Exit Width (mm):</b>	<b>ADB Capacity:</b>
External Exit 1	1000	60
External Exit 2	1200	240
External Exit 3	1180	236
External Exit 4	3050	610
External Exit 5	1200	240
External Exit 6	1500	300
External Exit 7	1560	312
External Exit 8	1480	296
External Exit 9	1430	286
External Exit 10	1470	294
Internal Exit 1	3060	488
Internal Exit 2	2720	614
External Exit 11	1410	141
External Exit 12	1420	142
External Exit 13	1310	131
External Exit 14	1310	131
External Exit 15	2110	422
<b>Totals:</b>		<b>4943</b>
<i>Based on a potential stage fire scenario, external exits 1 to 6 have been discounted due to their close proximity to each other and stage location. This is considered conservative based on the overall number of doors provided.</i>		
<b>Total Capacity:</b>		<b>3257</b>

<b>First Floor Mezzanine and Balcony</b>		
<b>Exit:</b>	<b>Exit Width (mm):</b>	<b>ADB Capacity:</b>
Internal Exit 14	1660	332
Internal Exit 15	1770	340
Internal Stair 10	1220	320
Internal Stair 10*	1220	80
<b>Totals:</b>		<b>1072</b>
<i>Internal exit 14 has been discounted due to fire. Stair 9 is the limiting factor regarding exit 15. IE 10 discharges on to stair 2 which is the limiting factor. IE10* is limited by IE8, 11 and 12 from shed E which also discharge into stair 2 therefore the capacity has been divided by 4 for each exit when the mezzanine and Shed E are occupied simultaneously.</i>		
<b>Total Capacity (when Shed E is occupied):</b>		<b>420</b>
<b>Total Capacity (when Shed E is un-occupied):</b>		<b>660</b>

Victoria Warehouse  
Means of Escape Capacity Assessment  
Assessment in Accordance with the Building Regulations, Approved Document B

First Floor - Total Stair Capacity		
Stair:	Width (mm):	ADB Capacity:
1	1670	320
2	1640	320
3	900	150
4	900	150
5	900	150
6	900	150
7	900	150
8	1660	320
9	1700	340
<b>Total Capacity:</b>		<b>2050</b>
<p><i>Stair 9 has been discounted due to a fire scenario  Stairs 6, 7, and 8, discharge internally so have been discounted.</i></p>		
<b>Total Capacity:</b>		<b>1090</b>

# EVENT MEDICAL AND SAFEGUARDING PLAN

O2 Victoria Warehouse  
You Me At Six

Recommended by	Event Organisers
Approved by	Dale Ingall - Clinical Director
Approval date	4 <sup>th</sup> January 2023
Version number	1.1
Review date	January 2024
Responsible event manager	Dale Ingall

## 1. Introduction

This document outlines the parameters of all services covered, as the stakeholders mutually understand them. This document does not supersede current processes and procedures unless explicitly stated herein. This document outlines the Event Medical Plan for the O2 Victoria Warehouse 'You Me At Six' music event.

## 2. Objective & Goals

The objective of this document is to provide a clear understanding of the Event Medical Plan for the event. This plan is to be followed and implemented by the Event Management Team.

The goals of this document are to:

- Provide clear reference to accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Provide a clear and concise management structure to the event.
- Provide clear and concise safety procedures and protocols for staff & customers.

## 3. Periodic Review

This document is valid from the **Effective Date** outlined herein and is valid until further notice. This document should be reviewed at a minimum one month prior to the event; however, in lieu of a review during any period specified, the current document will remain in effect.

This document is an event medical plan for O2 Victoria Warehouse 'You Me At Six' music events based on a NARU score of 25.

The **Business Relationship Manager** ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

**Business Relationship Manager:** Dale Ingall  
**Review Period:** January 2023  
**Previous Review Date:** N/A  
**Next Review Date:** January 2024

## 4. Management Structure

### **Medical Operations Manager – Dale Ingall**

Dale will be responsible for co-ordinating all Medical Staff on the event.

Dale or an alternative designated manager / team leader will be the direct contact for Emergency Medical Services on the event.

### **Clinical Manager & Paramedic -**

Clinical Manager will be responsible for all aspects of the medical team's triage, assessment and treatment of patients.

Clinical Manager will be the Clinical Lead on the event and will be the responsible manager when it comes to making any 999 calls for North West Ambulance Service.



## **5. Co-Ordination**

Hourly logs are to be maintained by Event Control.

This information will be viewed by the designated Event Manager who will relay that information to North West Event Medical Solutions Ltd if relevant. This is to be relayed to the following people:

Event Operations Manager

Clinical Manager & Team Leaders

Should an employee/volunteer have an issue, concern or are unsure on anything they are to speak with a team leader/manager who will advise on and/or log the issue. Should they be unable to assist, they will refer the issue to a senior member of event staff who will endeavour to solve the problem.

## **6. Information and Induction**

All staff working the event are suitably trained, qualified and reviewed to carry out all tasks required on the day. All staff are to attend a medical briefing 30 minutes prior to the commencement of their shift. During this briefing all staff will be given details on all Health and Safety aspects and Management Structures as well as a full induction of the site.

Team Leaders, Supervisors and Senior Managers will be onsite throughout the event supervising all works carried out by staff, thus ensuring staff safety throughout the event.

Should a member of staff injure themselves on the event they should first attend the Medical Treatment Centre or Radio for Medical Assistance if unable to move.

Event control will then log the incident in the Operations Log and inform a member of the Management Team.

Staff accident report forms are to be stored by Dale Ingall, Operations Manager if needed along with the companies Employer's Liability Insurance Documents.

## **7. Venue**

Venue address:

O2 Victoria Warehouse  
Trafford Wharf Road  
Manchester  
M17 1AB

Emergency Service access will be gained off Trafford Wharf Road and escorted by Stewards/Security Personnel.

## **8. Welfare**

The Event Medical Team on site will also operate a welfare service. Potential welfare patients will be triaged by senior medical staff and where deemed appropriate guided to the welfare area whereby they will be monitored for deterioration by medical staff until they feel well enough to be discharged. Examples of welfare patients include anxiety attacks, mild drug misuse or too intoxicated to leave the event safely.

## **9. Communication Arrangements**

All event staff will be on fixed channel secure radio communication throughout the event.

Should a member of staff's radio fail, we will have a number of spare units on site to ensure communication is maintainable throughout the event.

A Site visit and test of radio equipment has been carried out and will be carried out again prior to the event to ensure that communication is obtainable throughout the site.

All radio messages will be run through a central control centre who will log every message, therefore leaving an audit trail if needed.

A back up plan to this is that all members of staff will have a list of telephone contact numbers if radio communication fails.

Any emergency service calls (999) will be authorised by Dale Ingall or the designated Event Operations Manager and will be logged with control and given an individual incident reference number.

## 10. Event Medical Cover

Event Medical Cover will be provided by North West Event Medical Solutions Ltd.

Minimum resources to be provided on the event field are:

2 x Emergency Medical Technician  
2 x Emergency First Responder (min FREC3)  
2 x Welfare staff – FREC 3 or equivalent

1 x Lifepak Defibrillator  
3 x Immediate Response Bags  
1 x Entonox Cylinders  
2 x Oxygen Cylinders

All Medical incidents will be reported to the medical team via radio communication. This will be done from an event steward or security via control.

**Resilience** ... Any patient deemed 'time critical' shall be transported to the nearest receiving appropriate A&E department with pre-alert given via telephone using North West Event Medical Solutions vehicle where appropriate and designated to the event on a risk assessed basis.

Non-life threatening journeys will be via 999 / direct clinician transport request line to North West Ambulance Service to ensure NWEMS event resilience for potentially life threatening cases.

NOTE : this option WILL ONLY be utilised where a patient is immobile or as a very last resort whereby all other resources investigated are exhausted - examples of this would be where the patient is unable to travel in a taxi or in friends / relatives vehicles, unable to travel in alternative NWEMS available vehicles (RRV), significant safeguard issues, significant mental health issues.

Ambulance movement on the event site will be escorted by Event Safety Stewards and Security to ensure public safety at all times. This will be done at a maximum of 5mph with emergency lighting (blues) and hazard lights.

### **The nearest Accident and Emergency hospital is:**

Salford Royal Hospital  
Scott Lane  
Salford  
M6 8HD

Distance from event – 3.5 miles (Approx 7 minutes)

### **The nearest Major Trauma Centre hospital is:**

Manchester Royal Infirmary  
Upper Brook Street  
Manchester  
M13 9NZ

Distance from event – 4 miles (Approx 8 minutes)

### **The nearest PCI Centre hospital is:**

Manchester Royal Infirmary  
Upper Brook Street  
Manchester  
M13 9NZ

Distance from event – 4 miles (Approx 8 minutes)

## **11. Safeguarding**

Safeguarding lead for the event will be provided by North West Event Medical Solutions Ltd. The safeguarding lead will address any safeguarding issues as per national safeguarding protocols and report to NHS Adult / Child safeguarding teams where appropriate.

The safeguarding lead for this event will be Dale Ingall –North West Event Medical Solutions Clinical Director.

All North West Event Medical Solutions staff coming into direct contact with members of the public must possess a current Enhanced Disclosure Barring Service (DBS) which will be logged with the safeguarding lead.

# **Event Medical & Safeguarding Plan**

## **Created by:**

Dale Ingall, Clinical Director



ND 13

NDP

## APPENDIX D

### Duckworth, Nicola

---

**From:** Russell Toal [REDACTED]  
**Sent:** 20 February 2023 19:58  
**To:** Duckworth, Nicola  
**Subject:** RE: Visit carried out 6/2/23  
**Attachments:** O2 Victoria Warehouse Stewarding Plan V1.3.pdf

Hello Nicola

Further my email, sent on 9<sup>th</sup> February, please find attached O2 Victoria Warehouse Stewarding plan, which I hope answers some of the points you raised.

#### Regarding capacity, density control measures

- For live shows venue capacity is 3917 however we only sell 3,500 tickets.
- Front of stage barrier. This gives a safe working environment for the pit team to monitor the audience safety. Page 35
- Fire exits staff cover. evacuation Page 32
- Crowd spotter, we can on a show by show basis decide to use a crowd spotter from an elevated position on the mezzanine. Page 35
- Closure plans , plans for strategic cordons to restrict access of over dense area page 41 onwards
- Event control provide real time updates, and collate radio traffic to facilitate an incident response

We are still waiting for the Structural report for the mezzanine from our landlord, which I was hoping to have received by now. I will of course forward that on to you once I receive it.

Please let me know if I can be of further assistance in the meantime.

Kind regards

Russell

---

**From:** Duckworth, Nicola <Nicola.Duckworth@trafford.gov.uk>  
**Sent:** 20 February 2023 16:53  
**To:** Russell Toal [REDACTED]  
**Cc:** Whittle, Clare <Clare.Whittle@trafford.gov.uk>  
**Subject:** RE: Visit carried out 6/2/23

[EXTERNAL]

Good afternoon Russell

I just wanted to touch base as I have not heard from you following the email which was sent on the 7<sup>th</sup> February in relation to the visit carried out. ?

Regards

Nicola Duckworth

Team Leader Environmental Health ( Safety at Sports Grounds Lead) Regulatory Services Trafford Council | 1st Floor  
| Trafford Town Hall | Talbot Road Stretford | M32 0TH Phone - 0161 912 473 [REDACTED]

Email: [Nicola.Duckworth@trafford.gov.uk](mailto:Nicola.Duckworth@trafford.gov.uk)

Please note my working pattern is Monday to Thursday

Trafford, a place where all residents, communities and businesses prosper. Our Trafford, Our Future 2021-24 - Better Health, Better Jobs, Greener Future

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**From:** Duckworth, Nicola  
**Sent:** 07 February 2023 16:33  
**To:** 'russe [REDACTED]  
**Cc:** Whittle, Clare <Clare.Whittle@trafford.gov.uk>  
**Subject:** FW: Visit carried out 6/2/23

Good afternoon

Further to the visit carried out last night, a number of matters need addressing prior to the next event.

**Health & Safety At work Etc Act 1974 section 3:  
Food Safety and Hygiene Regulations 2013.**

- **There was no hot water behind the bars:**

All bars were visited and in some cases the hot water taps had no water coming out at all, and others the water was cold. One bar had a portable teal WHB, but the water inside this was cold, not not easily accessible.

You need to provide hot water to behind the bar area's, this is for cleaning and also for hand washing:

- There was no hot water in the toilets ( Ladies )- again some had cold water , some had no water coming out at all.

All toilet facilities should be provided with a supply of hot and cold water:

This should be remedied by the next event: Please email to confirm this has been done.

- There was no hot or cold running water provided at the food outlet.

This facility was serving and reheating high risk food. There should be hot water for cleaning and washing hands

- The surface on which food was being prepared was not capable of being easily cleaned. The tables had black table cloths on them. Food should be prepared on a surface which can be easily cleaned and wiped down with antibacterial cleaner.

- There was no probe wipes or means of cleaning the probe thermometer .

**Medical Facility**

- **There was no hot water in the medical room : Despite being 3 hours into the event, no one had noticed.**
- **The floor in medical room was filthy and needs deep cleaning/ and or replacing**
- **The infection control procedures inside the medical room were not satisfactory, staff were sat on the beds with feet up, leaving footprints.**

Please provide the following information in relation to the medical plan:



- **The medical plan and needs assessment for the event**
- **The qualifications of all the staff on site, operating the medical facility.**

**Capacity:**

Please provide the following in relation to crowd capacity:

- Capacity calculations for Shed A
- Capacity calculations for mezzanine area
- Crowd management plan for the mezzanine area
- Crowd Management plan for shed A
- Structural calcs for mezzanine to support the capacity calcs/crowd management plan.

This information should be provided to us within the next 14 days.

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ND 14

NDIT

## APPENDIX D

**Duckworth, Nicola**

---

**From:** Russell Toal [REDACTED]  
**Sent:** 21 April 2023 15:41  
**To:** Duckworth, Nicola  
**Cc:** Russell Toal  
**Subject:** RE: Visit carried out 6/2/23  
**Attachments:** 10104 dwg a.pdf; 10104 calcs b.pdf

Hi Nicola

Hope you are well

Further to the below, I thought I would give you an update on works carried out at the venue since your last visit. Firstly, please find attached structural report for the balcony area of O2VW, as requested. I've only just received these today from our Landlord sorry for the delay in getting this to you.

- **There was no hot water behind the bars: We have now had individual water tanks fitted behind each permanent bar – this now relieves usage pressure on our main hot water tank – temporary bars now have a more robust portable water heaters fit for purpose**
- **There was no hot water in the toilets ( Ladies )- again some had cold water , some had no water coming out at all. We have had new taps installed in all washrooms on the ground floor these are more environmentally sound in terms of water flow/usage which helps to protect the hot water supply**
- **There was no hot or cold running water provided at the food outlet. Catering franchise now has a more substantial portable hot water unit**
- **There was no hot water in the medical room. Medical room has been fitted with a more substantial mains fed water heater**
- **The floor in medical room was filthy and needs deep cleaning/ and or replacing – The floor covering and substructure of the medical cabin has been replaced**
- **Structural calcs for mezzanine to support the capacity calcs/crowd management plan. Please see attached documents**

Our head office have noticed that O2 Victoria Warehouse have been awarded a 1 star food rating from the council We would like this revisiting if possible at your convenience.

Kind regards

Russell

---

**From:** Russell Toal  
**Sent:** 23 February 2023 10:43  
**To:** Duckworth, Nicola <Nicola.Duckworth@trafford.gov.uk>  
**Subject:** FW: Visit carried out 6/2/23

Hi, Nicola

This is the email I sent to you 9.02.23 – I've also attached the OOO response from your email address

Best

Russell

---

**From:** Russell Toal  
**Sent:** 09 February 2023 23:28  
**To:** Duckworth, Nicola <[Nicola.Duckworth@trafford.gov.uk](mailto:Nicola.Duckworth@trafford.gov.uk)>  
**Subject:** RE: Visit carried out 6/2/23

Dear Nicola

Re: Visit carried out 6/2/23

Thank you for your email received 7<sup>th</sup> February 2023

Please see below our response to the matters you raised, which is laid out point by point as in your email.

**Health & Safety At work Etc Act 1974 section 3:  
Food Safety and Hygiene Regulations 2013.**

- **There was no hot water behind the bars:**

**All bars were visited and in some cases the hot water taps had no water coming out at all, and others the water was cold. One bar had a portable teal WHB, but the water inside this was cold, not easily accessible. You need to provide hot water to behind the bar area's, this is for cleaning and also for hand washing:**

**Temporary bars**

*Prior to your visit we had already ordered new electric hot water units for each temporary bar. These will be delivered tomorrow morning in advance of the next show and will be in place for each and every show going forward. The previous units we were using had been recently recalled due to a manufacturing fault and we had been waiting for replacements for a short time.*

*In addition to this, we have ordered all the necessary material to construct mobile hand wash stations for each of these bars. All stations will consist of an electric water heating unit, a blue roll dispenser, hand sanitiser, soap and a first aid kit.*

**Permanent bars**

*We do have hot water on each of these bars however, following your visit, we have discovered an intermittent fault on the heating system which meant that it could not produce enough hot water at the peak time on Monday. Subsequently we have commissioned a comprehensive survey of the hot water supply throughout the venue and will have this repaired asap. In the meantime we will supplement what we already have with portable hot water units, same as the temporary bars.*

- **There was no hot water in the toilets ( Ladies )- again some had cold water , some had no water coming out at all.**

**All toilet facilities should be provided with a supply of hot and cold water:**

*There is water available in all rest-rooms. However, some taps have been damaged during recent shows. There are still plenty available to service each wash area. The toilet areas have been affected by the same problem as above as the same tank feeds all areas. It is being resolved as quickly as possible.*

**This should be remedied by the next event: Please email to confirm this has been done.**

- **There was no hot or cold running water provided at the food outlet.**

**This facility was serving and reheating high risk food. There should be hot water for cleaning and washing hands**

*This has been resolved, the food concession have purchased a portable electric unit that keeps water hot throughout service and have been reminded of their responsibilities.*

- **The surface on which food was being prepared was not capable of being easily cleaned.  
The tables had black table cloths on them. Food should be prepared on a surface which can be easily cleaned and wiped down with antibacterial cleaner.**

*This has been remedied, the contractor has replaced the area that the food is prepped and served from, all surfaces will be able to be cleaned with antibacterial cleaner.*

- **There was no probe wipes or means of cleaning the probe thermometer .**

*This has been remedied, probe wipes and other means of cleaning will be provided on each and every event that the concession is in use.*

**Medical Facility**

- **There was no hot water in the medical room : Despite being 3 hours into the event, no one had noticed.**

*The recently replaced water heater in this location is working but only providing lukewarm water due to the temperature of the external pipework during the winter months- it needs upgrading and a new unit has been ordered.*

- **The floor in medical room was filthy and needs deep cleaning/ and or replacing**

*The Medical Room and floor have been deep cleaned – New floor covering has been ordered and will be replaced at the earliest opportunity.*

- **The infection control procedures inside the medical room were not satisfactory, staff were sat on the beds with feet up, leaving footprints.**

*Our first aid provider has given assurances that the floor in the medical room will be cleaned on a regular basis BEFORE, DURING and AFTER each shift and they will have in place a cleaning log that gets signed when this is done. They have assured the venue that staff will not sit on the medical beds and all infection control procedures will be followed.*

**Please provide the following information in relation to the medical plan:**

- **The medical plan and needs assessment for the event**

*This is already on site and could have been presented if asked for on the night of your visit, please see attached. We always have comprehensive medical cover for all shows which is increased should the show type or audience require it. In addition to this, we always operate a welfare/quiet space for all shows.*

- **The qualifications of all the staff on site, operating the medical facility.**

*This has been provided in the attached medical and safeguarding plan, please see attached.*

**Capacity:**

**Please provide the following in relation to crowd capacity:**

- **Capacity calculations for Shed A**
- **Capacity calculations for mezzanine area**

*The original assessment was undertaken in 2018 after we acquired the venue and was undertaken against the fire safety guidance contained within the building regulations approved document B, volume 2 of the 2006 edition for buildings other than dwelling houses.*

*As part of that assessment, final escape widths and stair capacities were calculated, and simple outline drawings annotated. The drawings and tables are attached for reference.*

*In summary, the available escape capacities are as follows, based on a **7-11 live concert** with an operating trading/saleable capacity of 3500 persons.*

Area:	Escape Capacity
-------	-----------------

	(number of people):
Ground Floor Shed A and Bar:	3257
First floor Mezzanine and Balcony:	660
<b>Total Maximum Capacity:</b>	<b>3917</b>
<b>Trading Capacity:</b>	<b>3500</b>

Our Group Property Manager, Keith Forshaw, has provided the attached details. If you have any questions regarding this, Keith is available (by appointment) to meet you at the venue to go through in more detail.

- **Crowd management plan for the mezzanine area**
- **Crowd Management plan for shed A**

We are currently undertaking a review and update of all of our processes & procedures throughout the group – as requested, we'll have the management plans for Mezzanine and shed A with you within 14 days of your original email.

We are more than happy to run through everything with you on site at a mutually agreeable time if you feel that would be of benefit.

- **Structural calcs for mezzanine to support the capacity calcs/crowd management plan.**

This will be provided by our landlord in line with your 14-day request

**This information should be provided to us within the next 14 days.**

Kind regards

Russell

RUSSELL TOAL, MSc | General Manager | O2 Victoria Warehouse Manchester

Email: [REDACTED]

O2 Victoria Warehouse Manchester, Trafford Wharf Road, Manchester, M17 1AB

---

**From:** Duckworth, Nicola <[Nicola.Duckworth@trafford.gov.uk](mailto:Nicola.Duckworth@trafford.gov.uk)>

**Sent:** 07 February 2023 16:33

**To:** Russell Toal [REDACTED]

**Cc:** Whittle, Clare <[Clare.Whittle@trafford.gov.uk](mailto:Clare.Whittle@trafford.gov.uk)>

**Subject:** FW: Visit carried out 6/2/23

[EXTERNAL]

Good afternoon

Further to the visit carried out last night, a number of matters need addressing prior to the next event.

**Health & Safety At work Etc Act 1974 section 3:**  
**Food Safety and Hygiene Regulations 2013.**

- **There was no hot water behind the bars:**



All bars were visited and in some cases the hot water taps had no water coming out at all, and others the water was cold. One bar had a portable teal WHB, but the water inside this was cold, not not easily accessible.

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- There was no hot water in the toilets ( Ladies )- again some had cold water , some had no water coming out at all.

All toilet facilities should be provided with a supply of hot and cold water:

This should be remedied by the next event: Please email to confirm this has been done.

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- The surface on which food was being prepared was not capable of being easily cleaned. The tables had black table cloths on them. Food should be prepared on a surface which can be easily cleaned and wiped down with antibacterial cleaner.

- There was no probe wipes or means of cleaning the probe thermometer .

#### Medical Facility

- **There was no hot water in the medical room : Despite being 3 hours into the event, no one had noticed.**
- **The floor in medical room was filthy and needs deep cleaning/ and or replacing**
- **The infection control procedures inside the medical room were not satisfactory, staff were sat on the beds with feet up, leaving footprints.**

**Please provide the following information in relation to the medical plan:**

- **The medical plan and needs assessment for the event**
- **The qualifications of all the staff on site, operating the medical facility.**

#### Capacity:

Please provide the following in relation to crowd capacity:

- Capacity calculations for Shed A
- Capacity calculations for mezzanine area
- Crowd management plan for the mezzanine area
- Crowd Management plan for shed A
- Structural calcs for mezzanine to support the capacity calcs/crowd management plan.

This information should be provided to us within the next 14 days.

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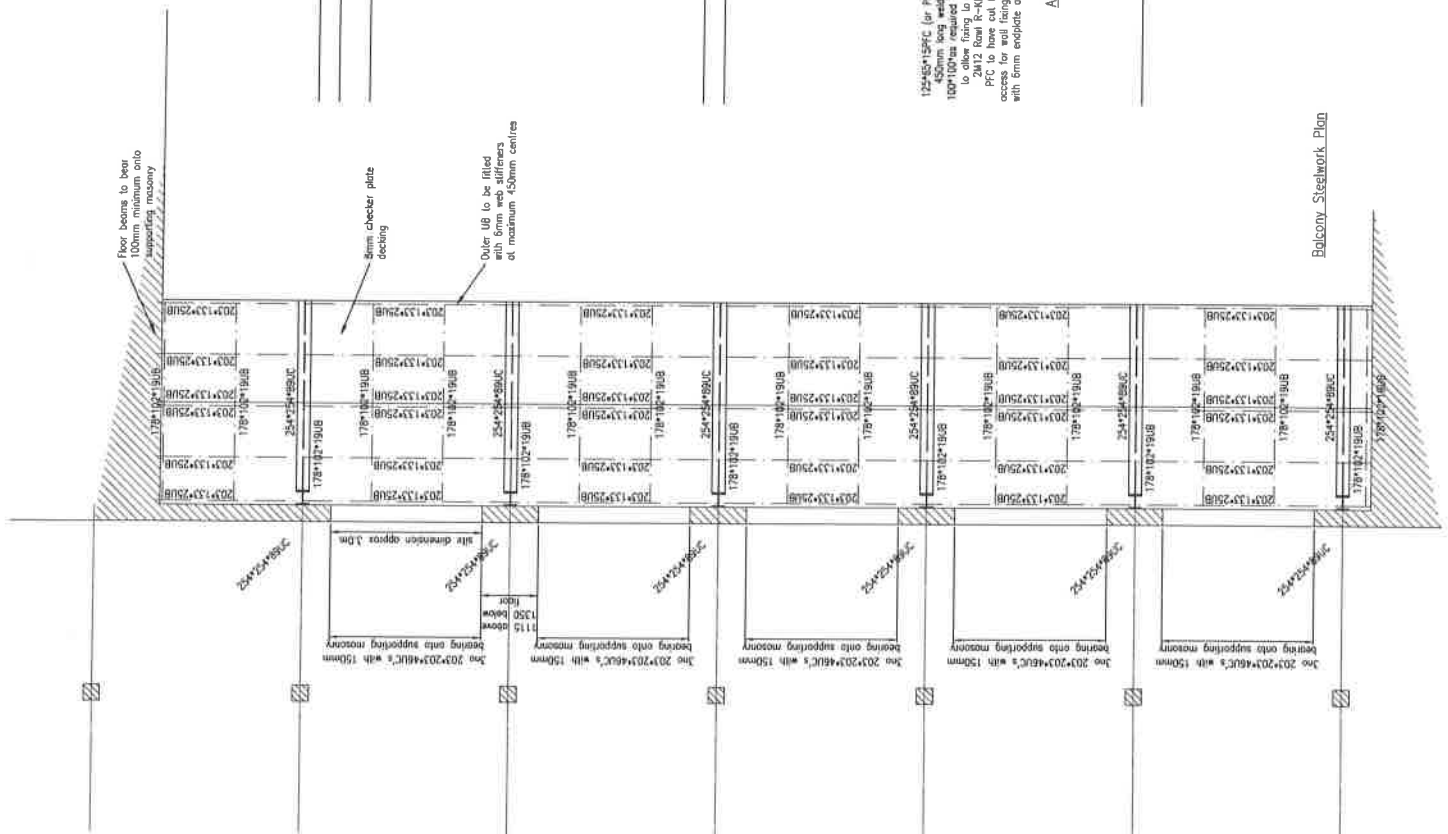
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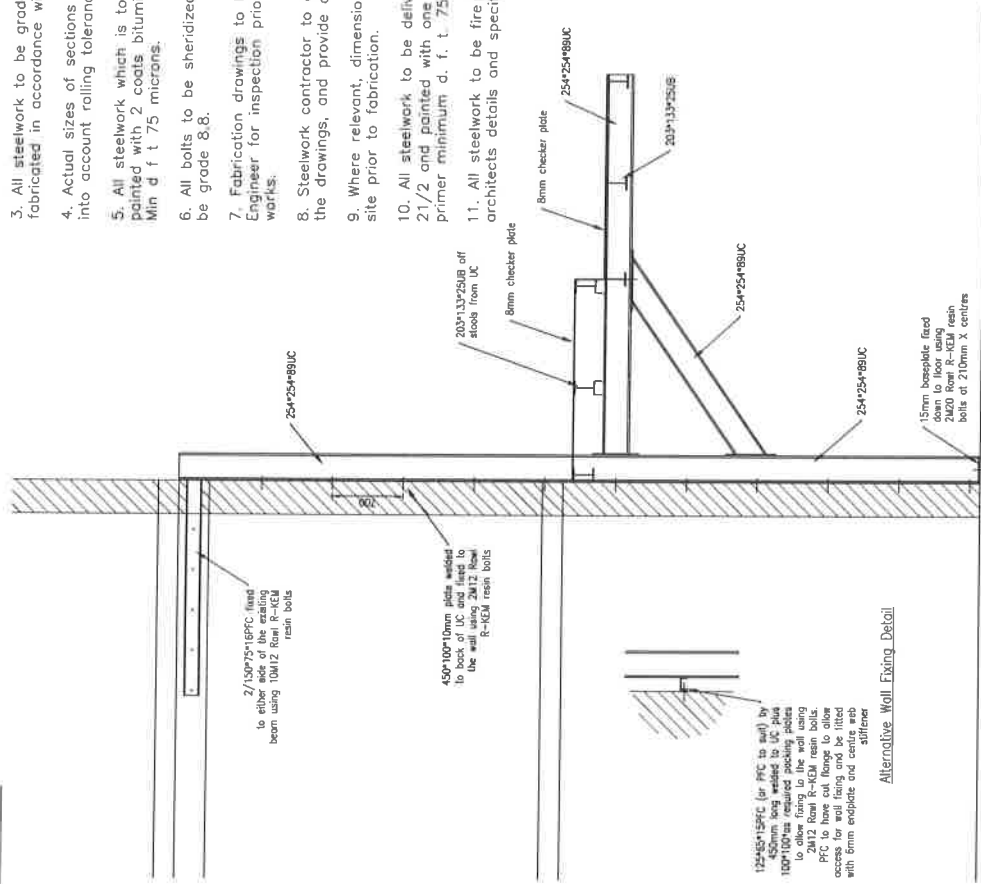
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**Steelwork Notes:**

1. This drawing should be read in conjunction with other relevant architects and Engineers drawings and specifications.
2. All work is to be in accordance with the relevant BS codes of practice.
3. All steelwork to be grade 43 A or C to BS4360 and fabricated in accordance with BS449 or BS5950.
4. Actual sizes of sections are shown, but they do not take into account rolling tolerances.
5. All steelwork which is to be enclosed within cavities is to be painted with 2 coats bituminous paint by general contractor. Min d t 75 microns.
6. All bolts to be sheridized. All bolts principal connections to be grade 8.8.
7. Fabrication drawings to be submitted in good time to the Engineer for inspection prior to commencement of fabrication works.
8. Steelwork contractor to design all connections not detailed on the drawings, and provide calculations where necessary.
9. Where relevant, dimensions and levels are to be checked on site prior to fabrication.
10. All steelwork to be delivered to site shot blasted to s. a. 2 1/2 and painted with one coat of high build zinc phosphate primer minimum d. t. 75 microns.
11. All steelwork to be fire protected in accordance with the architects details and specifications.



Balcony Steelwork Plan



Typical Balcony Steelwork Section

Revises:  
A Nov 13 Updated

**HARRY SEYMOUR & ASSOCIATES**  
CORPORATE STRUCTURAL ENGINEERS  
114-116, The Quadrant, Victoria  
T: 03 9594 2222  
F: 03 9594 2227  
E: hseymour@harryseymour.com.au

Adam Geoffrey & Co

Project:  
New Balcony at Victoria Warehouse  
Old Trafford  
Location:  
Balcony Structural Details

Issue: 04 13  
Checked By: MRS  
Drawn By: AS-1100/150  
10/104  
A



**HARRY SEYMOUR & ASSOCIATES**  
CONSULTING STRUCTURAL ENGINEERS

DOLFRWNOG NEWYDD,  
LLANFACHRETH,  
DOLGELLAU,  
GWYNEDD,  
LL40 2PB

P: 07801233925  
E: harryseymourandassociates@msn.com

<u>Title</u>	<u>Job No.</u>	<u>Rev</u>
Victoria Warehouse, Old Trafford	10104	B

**1.00 Loadings**

The balcony has been design to comply with imposed loadings as specified in BS6399-1:1996 and BS EN 1991-1-1:2002 category C5

Balcony	=	DL	=	deck	=	0.68	kN/m <sup>2</sup>
				frame	=	0.20	"
					=	0.88	"
		IL	=	Cat C5	=	5.00	"
					=	5.88	"
Brickwork	=	DL	=	100 brick	=	2.00	kN/m <sup>2</sup>
					=	2.00	"
Roof	=	DL	=	asphelt	=	0.50	kN/m <sup>2</sup>
				screed	=	1.20	"
				concrete	=	3.60	"
				battons	=	0.02	"
				ceiling	=	0.20	"
					=	5.52	"
		IL	=	no access	=	1.50	"
					=	7.02	"
Floors	=	DL	=	screed	=	1.20	kN/m <sup>2</sup>
				concrete	=	4.80	"
				battons	=	0.02	"
				partitions	=	1.00	"
				ceiling	=	0.20	"
					=	7.22	"
		IL	=	bedroom	=	2.00	"
					=	9.22	"
Roof (warehouse)	=	DL	=	deck	=	0.20	kN/m <sup>2</sup>
				purlins	=	0.05	"
				frame	=	0.15	"
				ceiling	=	0.40	"
				services	=	0.25	"
					=	1.05	"
		IL	=	no access	=	0.60	"
					=	1.65	"

**HARRY SEYMOUR & ASSOCIATES**  
CONSULTING STRUCTURAL ENGINEERS

DOLFRWNOG NEWYDD,  
LLANFACHRETH,  
DOLGELLAU,  
GWYNEDD,  
LL40 2PB

P: 07801233925  
E: harryseymourandassociates@msn.com

<u>Title</u>	<u>Job No.</u>	<u>Rev</u>
Victoria Warehouse, Old Trafford	10104	B

**2.00 Decking**

therefore use - **8mm checker plate supported on a 1.5\*1.25m grid maximum**

**3.00 Trimming Beams**

therefore use - **178\*102\*19UB**

**4.00 Decking Support Beams**

span (m) = 4.10 effective length (m) = 4.10

W/m		kN/m <sup>2</sup>		m	kN/m	ultkN/m
	balcony	5.88	x	1.10	6.47	10.35
	sw	0.25	x	1.00	0.25	0.35
					<u>6.72</u>	<u>10.70</u>

**R = 13.77 kN**      **ultR = 21.93 kN**

**M = 14.12 kNm**      **ultM = 22.48 kNm**

**Sreqd = 84.83 cm<sup>3</sup>**

**Ireqd = 1033.44 cm<sup>4</sup>**

therefore try - **203\*133\*25UB**

**Sx = 259.80**      **I = 2356.00**

**r = 3.10**      **D/T = 26.00 = x**

**l/r = 132.26 = λ**

therefore

**Pb = 128.00 N/mm<sup>2</sup>**

therefore

**Mb = 33.25 kNm**

therefore **say OK**

Check bearing onto masonry:

**Ultimate R = 21.93 kN**

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GWYNEDD,  
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**All. Stress** = 2.81 N/mm<sup>2</sup>  
therefore area = 7815.04 mm<sup>2</sup>  
therefore use **150mm minimum bearing onto supporting masonry**

## 5.00 Main Support Beams

Loads taken from Masterseries Frame Analysis:

span (m) = 2.00 effective length (m) = 4.00  
**T** = 116.85 kN **ultT** = 183.68 kN  
**V** = 43.05 kN **ultV** = 67.65 kN  
**M** = 61.50 kNm **ultM** = 96.76 kNm  
**Sreqd** = 365.13 cm<sup>3</sup>  
therefore try - **254\*254\*89UC**

Sx = 1228.00 I = 14307.00  
r = 6.52 D/T = 15.00 = x  
l/r = 61.35 = λ  
A = 114.00

therefore

**Pb** = 236.00 N/mm<sup>2</sup>

therefore

**Mb** = 289.81 kNm

therefore **say OK**

**Py** = 265.00 N/mm<sup>2</sup>

therefore

**Pt** = 3021.00 kN

therefore **say OK**

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E: harryseymourandassociates@msn.com

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LLANFACHRETH,  
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LL40 2PB

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combined = 0.39

therefore **say OK**

## 6.00 Diagonal Prop

Loads taken from Masterseries Frame Analysis:

**W** = 147.86 **kN**  
**ultW** = 231.93 **kN**

therefore try - **254\*254\*89C**

**$l_{er}$**  = 2.85                       **$r_y$**  = 6.52  
 **$l/r$**  = 43.71                      **A** = 114.00  
 **$f_c$**  = 20.34                      **N/mm<sup>2</sup>**  
 **$p_c$**  = 224.00                      **N/mm<sup>2</sup>**

therefore **say OK**

## 7.00 Column Adjacent to Wall

Loads taken from Masterseries Frame Analysis:

span (m) = 4.00      effective length (m) = 4.00  
**T** = 104.55 **kN**                      **ultT** = 164.00 **kN**  
**V** = 84.56 **kN**                      **ultV** = 132.84 **kN**  
**M** = 129.15 **kNm**                      **ultM** = 203.36 **kNm**  
**Sreqd** = 767.40 **cm<sup>3</sup>**

therefore try - **254\*254\*89UC**

**S<sub>x</sub>** = 1228.00                      **I** = 14307.00  
**r** = 6.52                      **D/T** = 15.00 = x  
 **$l/r$**  = 61.35 =  **$\lambda$**   
**A** = 114.00

therefore



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$$P_b = 236.00 \text{ N/mm}^2$$

therefore

$$M_b = 289.81 \text{ kNm}$$

therefore **say OK**

$$P_y = 265.00 \text{ N/mm}^2$$

therefore

$$P_t = 3021.00 \text{ kN}$$

therefore **say OK**

$$\text{combined} = 0.76$$

therefore **say OK**

**8.00 Beams Over New Openings**

$$\text{span (m)} = 3.30 \quad \text{effective length (m)} = 3.96$$

<b>W/m</b>		<b>kN/m<sup>2</sup></b>	<b>m</b>	<b>kN/m</b>	<b>ultkN/m</b>
	floor	9.22	x 1.50	13.83	20.75
	wall	4.00	x 3.00	12.00	16.80
	sw	0.30	x 1.00	0.30	0.45
				<u>26.13</u>	<u>38.00</u>

$$R = 43.11 \text{ kN} \quad \text{ultR} = 62.69 \text{ kN}$$

$$M = 35.57 \text{ kNm} \quad \text{ultM} = 51.72 \text{ kNm}$$

$$S_{reqd} = 195.17 \text{ cm}^3$$

$$I_{reqd} = 2095.92 \text{ cm}^4$$

therefore try - **203\*203\*46UC**

$$S_x = 497.40 \quad I = 4564.00$$

$$r = 5.11 \quad D/T = 18.50 \quad x$$

$$I/r = 77.50 = \lambda$$

therefore

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$$P_b = 207.00 \text{ N/mm}^2$$

therefore

$$M_b = 102.96 \text{ kNm}$$

therefore **say OK**

Check bearing onto masonry:

$$\text{Ultimate R} = 62.69 \text{ kN}$$

$$\text{All. Stress} = 2.81 \text{ N/mm}^2$$

$$\text{therefore area} = 22338.44 \text{ mm}^2$$

therefore use **150mm minimum bearing onto supporting masonry**

#### 9.00 Check Pier Between New Openings

<b>W</b>	=		=	<b>kN/m<sup>2</sup></b>	x	<b>m<sup>2</sup></b>	=	<b>kN</b>	=	<b>ultkN</b>
		roof	=	7.02	x	6.56	=	46.05	=	66.77
		3rd	=	9.22	x	6.56	=	60.48	=	90.72
		2nd	=	9.22	x	6.56	=	60.48	=	90.72
		roof	=	1.65	x	43.05	=	71.03	=	106.55
		wall	=	6.00	x	15.58	=	93.48	=	130.87
		wall	=	8.00	x	15.58	=	124.64	=	174.50
		wall	=	10.00	x	4.10	=	41.00	=	57.40
		sw	=	10.00	x	3.35	=	33.45	=	46.83
								<u>530.62</u>		<u>764.37</u>

$$\text{hef} = 2.50 \quad \text{tef} = 550.00 \quad \text{t} = 550.00$$

$$\text{fk} = 6.30 \quad \text{Ym} = 3.50 \quad \text{b} = 1115.00$$

$$\text{hef/tef} = 4.55$$

$$\text{Capacity reduction factor} = 0.77$$

$$\text{Vertical Load Resistance} = 849.9645 \text{ kN}$$

therefore **say OK**

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GWYNEDD,  
LL40 2PB

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<u>Title</u>	<u>Job No.</u>	<u>Rev</u>
Victoria Warehouse, Old Trafford	10104	B

---

## Appendix A:



ND 15

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## APPENDIX D

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**From:** Duckworth, Nicola  
**Sent:** 17 May 2023 14:41  
**To:** 'BillyLiggins@kuits.com' <BillyLiggins@kuits.com>  
**Cc:** 'John X Lloyd' <John.Lloyd@gmp.police.uk>; Affleck, Lee <Lee.Affleck@trafford.gov.uk>; Reeves, Jonathan <Jonathan.Reeves@amey.co.uk>; Whittle, Clare <Clare.Whittle@trafford.gov.uk>  
**Subject:** Structural information- Victoria Warehouse

Hi Billy

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I have passed the information to our structural engineers who have asked for the following information.

1. Can you please confirm that an application for change of use was originally submitted and building regulations approval was given following the change of use from the warehouse to an entertainment venue, hence a requirement for assessing the load bearing capacity of existing floor? Is 5.0 KN/m<sup>2</sup> sufficient for a warehouse?
2. In the letter they commented that a "brief summary of the assessment is included"- can we have the full assessment, please?
3. The letter stated that the construction date of the building was 1927, however, the three documents used for the "Historical live load data for this type of buildings" go back to 1909. Can you please explain why were these 3 documents chosen?

Regards

Nicola Duckworth

Team Leader Environmental Health ( Safety at Sports Grounds Lead) Regulatory Services Trafford Council | 1st Floor  
| Trafford Town Hall | Talbot Road Stretford | M32 0TH Phone - 0161 912 4734 Mobile - [REDACTED]

Email: [Nicola.Duckworth@trafford.gov.uk](mailto:Nicola.Duckworth@trafford.gov.uk)

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## Duckworth, Nicola

---

**From:** Duckworth, Nicola  
**Sent:** 19 June 2023 16:16  
**To:** 'BillyLiggins@kuits.com'  
**Cc:** 'John X Lloyd'; Affleck, Lee; 'Reeves, Jonathan'; Whittle, Clare; 'Russell Toal'; Manchha, Amit  
**Subject:** RE: Structural information- Victoria Warehouse

Hi Billy

I have still not received a response to the email, below please could you respond as soon as possible.

Regards

Nicola Duckworth

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## Duckworth, Nicola

---

**From:** Billy Liggins <BillyLiggins@kuits.com>  
**Sent:** 19 June 2023 16:24  
**To:** Duckworth, Nicola; 'Tom Brinkworth'  
**Cc:** John X Lloyd; Affleck, Lee; Reeves, Jonathan; Felicity Tulloch; Whittle, Clare; Russell Toal; Manchha, Amit  
**Subject:** RE: Structural information- Victoria Warehouse (VWC1/2)

Hi Nicola

Thank you for your email.

@Tom Brinkworth can you please liaise with Nicola directly in relation to the below chain of emails.

Many thanks  
Billy

**Billy Liggins**  
Trainee Solicitor  
Licensing  
For and on behalf of Kuit Steinart Levy LLP  
Dept:  
Fax: +44 (0)161 838 8109

tel: +44 (0)161 832 3434  
3 St Marys Parsonage  
Manchester M3 2RD  
[www.kuits.com](http://www.kuits.com)  
Email: [info@kuits.com](mailto:info@kuits.com)



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**From:** Duckworth, Nicola <Nicola.Duckworth@trafford.gov.uk>  
**Sent:** Monday, June 19, 2023 4:16 PM  
**To:** Billy Liggins <BillyLiggins@kuits.com>  
**Cc:** John X Lloyd <John.Lloyd@gmp.police.uk>; Affleck, Lee <Lee.Affleck@trafford.gov.uk>; Reeves, Jonathan <Jonathan.Reeves@amey.co.uk>; Whittle, Clare <Clare.Whittle@trafford.gov.uk>; Russell Toal <russell [REDACTED]>; Manchha, Amit <Amit.Manchha@amey.co.uk>  
**Subject:** RE: Structural information- Victoria Warehouse

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Hi Billy

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## Duckworth, Nicola

---

**From:** Reeves, Jonathan <Jonathan.Reeves@amey.co.uk>  
**Sent:** 19 June 2023 16:43  
**To:** Duckworth, Nicola  
**Cc:** Manchha, Amit; Meadows, Sally  
**Subject:** RE: Structural information- Victoria Warehouse (VWC1/2)

Hi Nicola and Amit,

As agreed, I tried to contact the developer but got no answer.


The situation may be clarified if we ask:

- Have applications for planning permission and building regulations both been made?
- Please can we have the full assessment, rather than the 'brief summary' provided?
- Please provide a copy of the technical note referred to on the drawings.
- Send details (drawings and justification) of the modifications that are proposed for this structural change of use.

Kind regards, Jonathan

### Jonathan Reeves

Highway Structures Engineer | AmeyConsulting

 e: [jonathan.reeves@amey.co.uk](mailto:jonathan.reeves@amey.co.uk)  
Tatton House | 11 Caldey Road | Roundthorn Industrial Estate | Manchester | M23 9LF

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**Cc:** John X Lloyd <John.Lloyd@gmp.police.uk>; Affleck, Lee <Lee.Affleck@trafford.gov.uk>; Reeves, Jonathan <Jonathan.Reeves@amey.co.uk>; Felicity Tulloch <felicitytulloch@kuits.com>; Whittle, Clare <Clare.Whittle@trafford.gov.uk>; Russell Toal ; Manchha, Amit <Amit.Manchha@amey.co.uk>  
**Subject:** RE: Structural information- Victoria Warehouse (VWC1/2)

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Billy

**Billy Liggins**

Trainee Solicitor

Licensing

For and on behalf of Kuit Steinart Levy LLP

Dept:

Fax: +44 (0)161 838 8109

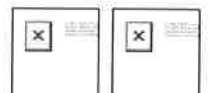
tel: +44 (0)161 832 3434

3 St Marys Parsonage

Manchester M3 2RD

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Team Leader Environmental Health ( Safety at Sports Grounds Lead) Regulatory Services Trafford Council | 1st Floor  
| Trafford Town Hall | Talbot Road Stretford | M32 0TH Phone - 0161 912 4734 Mobile – [REDACTED]

Email: [Nicola.Duckworth@trafford.gov.uk](mailto:Nicola.Duckworth@trafford.gov.uk)

Please note my working pattern is Monday to Thursday

Trafford, a place where all residents, communities and businesses prosper. Our Trafford, Our Future 2021-24 - Better Health, Better Jobs, Greener Future

---

**From:** Duckworth, Nicola  
**Sent:** 17 May 2023 14:41  
**To:** 'BillyLiggins@kuits.com' <BillyLiggins@kuits.com>  
**Cc:** 'John X Lloyd' <John.Lloyd@gmp.police.uk>; Affleck, Lee <Lee.Affleck@trafford.gov.uk>; Reeves, Jonathan <Jonathan.Reeves@amey.co.uk>; Whittle, Clare <Clare.Whittle@trafford.gov.uk>  
**Subject:** Structural information- Victoria Warehouse

Hi Billy

I have passed your information from John Lloyd from Greater Manchester Police, he has passed on the structural information which you have provided in relation to Victoria warehouse and the licensing application which has been made in respect of Tobacco Stores.

I have passed the information to our structural engineers who have asked for the following information.

1. Can you please confirm that an application for change of use was originally submitted and building regulations approval was given following the change of use from the warehouse to an entertainment venue, hence a requirement for assessing the load bearing capacity of existing floor? Is 5.0 KN/m<sup>2</sup> sufficient for a warehouse?
2. In the letter they commented that a "brief summary of the assessment is included"- can we have the full assessment, please?
3. The letter stated that the construction date of the building was 1927, however, the three documents used for the "Historical live load data for this type of buildings" go back to 1909. Can you please explain why were these 3 documents chosen?

Regards

Nicola Duckworth



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| Trafford Town Hall | Talbot Road Stretford | M32 0TH Phone - 0161 912 4734 Mobile – [REDACTED]

Email: [Nicola.Duckworth@trafford.gov.uk](mailto:Nicola.Duckworth@trafford.gov.uk)

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ND16

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## APPENDIX D

**Duckworth, Nicola**

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**From:** Russell Taylor-Toal [REDACTED]  
**Sent:** 10 August 2023 14:55  
**To:** Acton, Alison  
**Cc:** Duckworth, Nicola  
**Subject:** RE: Victoria Warehouse, Trafford Wharf Road, Manchester. M17 1AB.

Thanks Alison

I've passed your email onto Academy Music Group head office, who I believe will contact the Landlord. I note that you also copied in Tom Brinkworth, presumably as VW Group have recently licensed an area on the upper floor of the building we occupy. Tom has direct access to the Landlord so I expect him to contact you directly. I just wanted to clarify that VW Group are a separate company and are not part of Academy Music Group LTD

Kind Regards  
Russell Taylor -Toal  
General Manager O2 Victoria Warehouse Manchester

---

**From:** Acton, Alison <Alison.Acton@trafford.gov.uk>  
**Sent:** 08 August 2023 15:44  
**To:** Russell Taylor-Toal <russell [REDACTED]>; tom [REDACTED]  
**Cc:** Duckworth, Nicola <Nicola.Duckworth@trafford.gov.uk>  
**Subject:** Victoria Warehouse, Trafford Wharf Road, Manchester. M17 1AB.

[EXTERNAL]

Hi,

Health and Safety at Work etc Act 1974 Section 20.

I have been accessing the information relating to the above premises and specifically the structural requirements of the building.

I have been forwarded many e mails, which also seem to chase the structural proof that the floors, especially the mezzanine, is suitable for the use. Some calculations were sent over but these are inadequate to prove what is required. These do not provide adequate information and still leave a gap in the proof that the floors are adequate for the use at the time an event takes place.

You have advised us that it is the landlords responsibility. As such, please provide us with their company details and contacts so that we will be able to take action under section 4 of the Health and Safety at Work etc Act 1974, as well. I will also need your lease, to show who is responsible and any other proof that it is their responsibility to maintain the building in a safe condition.

I must however advise you that I require suitable and sufficient structural information to prove the floors are adequate for the use when events take place. I require this information within the next 7 days. This information has been requested since February 2023 and we have not had any success. Once this is received they can be checked to ensure all is correct for the load bearing requirements of the events.

I am very concerned that this matter has not been resolved previously and I must advise that if it cannot be shown that the premises is structurally suitable, I will be considering a prohibition notice for the event or parts of it.

I am sure you are aware of the collapsed mezzanine floor in a small restaurant in London, this occurred fairly recently and the devastating damage that was caused. We would not want anything like that to happen and there, is no doubt, that such a disaster, could be a risk of serious injury.

If you have access to the building regulations sign off for the works carried out at the venue at the time of change of use, I am sure that will have the adequate information to show all is satisfactory. There will be calculations, that were part of the application, and details that will have shown the construction that took place. I have requested information from the building control section here, to provide the application details and the building control company that was in use for this premises. If this cannot be found and you have no proof of building regulations we will have to assume that the works was done without the required building regulations. This will assume that the works were not carried out, necessarily to building control requirements.

Please forward this e mail to the required persons in the Company, if you cannot deal with it.

Regards

*Alison Acton*

Environmental Health Officer

Tel 0161 912 4037

Fax 0161 912 1113

Trafford Council, Regulatory Services, Trafford Town Hall, Talbot Road, Stretford. M32 0TH.

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Academy Music Group Limited. Registered Office: 211 Stockwell Road, London SW9 9SL. Registered in England, Company Number 03463738. VAT Number 710648159.

ND17

FIDM



## APPENDIX D

**Duckworth, Nicola**

---

**From:** Acton, Alison  
**Sent:** 06 September 2023 10:20  
**To:** Duckworth, Nicola  
**Subject:** FW: VWH

All there

---

**From:** Keith Forshaw <[REDACTED]>  
**Sent:** 16 August 2023 08:10  
**To:** Acton, Alison <Alison.Acton@trafford.gov.uk>  
**Subject:** FW: VWH

Morning Alison,

Sorry this is slightly later than promised – I had some PC update issues!

As promised, further to our discussions earlier today, please see the email below from Richard Stone who is a chartered structural engineer with Booth King.

As you can see, Richard is happy for us to continue to use the balcony; however, we will restrict the capacity to 25 people in the short term until Booth King have completed a full analysis of the balcony over the next few weeks. The reduced balcony capacity will continue until the full analysis is complete; therefore, we will continue to trade as discussed previously.

Happy to discuss anything further with you from the tenants perspective and would be grateful if you could keep me copied on your discussions with Adam Geoffrey.

Speak soon,

Regards,

*Keith*

**Keith Forshaw**  
**Property Manager**

E-Mail: [REDACTED]

Address: 02 Apollo Theatre | Stockport Road | Ardwick Green | Manchester | M12 6AP | United Kingdom



---

**From:** Keith Forshaw  
**Sent:** Wednesday, August 16, 2023 8:01 AM  
**To:** 'Richard Stone' <[REDACTED]>  
**Cc:** Andrea Manenti <[REDACTED]>; Dhanish Musafer <[REDACTED]>  
**Subject:** RE: VWH

Excellent, thanks Richard.

Sorry I didn't reply last night as my PC got stuck updating!

Can you draft a proposal for the further assessment work with a timescale please?

Thanks again for helping at short notice.

Speak soon,

Regards,



**Keith Forshaw**  
Property Manager

[REDACTED]  
Address: O2 Apollo Theatre | Stockport Road | Ardwick Green | Manchester | M12 6AP | United Kingdom



---

**From:** Richard Stone [REDACTED]  
**Sent:** Tuesday, August 15, 2023 9:08 PM  
**To:** Keith Forshaw [REDACTED]  
**Cc:** Andrea Manenti [REDACTED]; Dhanish Musaffer [REDACTED]  
**Subject:** RE: VWH

[EXTERNAL]

Hi Keith,

Further to our site visit this morning we have run a frame design check on the balcony steelwork. As discussed, this is to satisfy two principal questions in the immediate short term to satisfy all that the balcony can continue in use:

- 1) Are the calculations provided by Harry Seymour & Associates in accordance with the as-built situation;
- 2) Are the ties fixing the columns back to the existing structure within design capacity.

We have run a 2D frame model to resolve these queries and provide you with comfort that the structural design is adequate for the demands of use. The model was simplified by ignoring the masonry ties back into the masonry piers, and only including the pair of ties at the head of the column – this is a conservative assumption.

- 1) Following our site inspection, the as built situation closely follows the drawing, with some minor differences in the cleat fixing back to masonry (these make no difference to the design results). The design model shows that the loads and resultant forces /moments are as determined by Harry Seymour & Associates. These are all within design limits of the steel. The deflection on the tip of the cantilever is within serviceability parameters.
  - a. We note that the applied design load of 5kN/m<sup>2</sup> is approximately double the maximum capacity of people on the balcony, which should provide some further comfort.

2) The resultant force at the head of the column is a 45kN (ULS) tie force – a visual confirmation on site shows that there are at least 8 M12 fixings on each frame fixed back into the existing concrete encased steel structure. This equates to 5.6kN per bolt, which is within the capacity of an M12 bolt fixed to concrete. We will send you a brief report showing the results tomorrow, as evidence of the above.

Further to this design analysis, we undertook our inspection today and saw no signs of distress on the structure; including the bolts, brickwork and concrete. We are therefore of the view that the structure is within design and serviceability limits, and can continue in use.

---

Whilst the frame analysis raises no alarms, we would suggest some further analysis is undertaken to demonstrate a footfall analysis on the full balcony structure to check if there are any vibration issues. The fact there is no sign of distress, nor complaints of 'bounce' in the balcony over the years of use suggests this is a conservative check, but it would close out any concerns. Turnaround on this won't be as quick, as the analysis is quite involved, so we can discuss this over the next couple of days to confirm our scope as things develop.

I'm in and out of meetings tomorrow, but will talk any of this through as you need. If there are any further updates / comments from the council please keep us updated.

*Kind regards,*

**Richard Stone MEng CEng MStructE**  
Associate

[REDACTED]



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---

**From:** Keith Forshaw [REDACTED]  
**Sent:** Tuesday, August 15, 2023 10:29 AM  
**To:** Richard Stone [REDACTED]  
**Subject:** VWH

Hi Richard,

These are the details the landlord has previously provided to the council.

Speak later,

Regards,

*Keith*

Keith Forshaw

Property Manager

[REDACTED]

E-Mail:

[REDACTED]

Address: O2 Apollo Theatre | Stockport Road | Ardwick Green | Manchester | M12 6AP | United Kingdom



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Live Nation (Music) UK Limited. Registered Office: 30 St John Street, London EC1M 4AY. Registered in England and Wales. Company Number 02409911.

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# PROHIBITION NOTICE

## HEALTH AND SAFETY AT WORK ETC. ACT 1974 Sections 22, 23 and 24



Reference Number: P/3465

Name: Live Nation(Music) UK Ltd and Subsidiary Companies

Address: 30, St John Street, London. EC1M 4AY

Trading as O<sup>2</sup> Victoria Warehouse

I, Alison Acton, one of Trafford Council's Environmental Health Officers being an Inspector appointed by an instrument in writing made pursuant to section 19 of the said Act and entitled to issue this notice of Trafford Council, Regulatory Services, Trafford Town Hall, Talbot Road, Stretford, Manchester, M32 0TH Telephone number: 0161 912 4037

hereby give you notice that I am of the opinion that the following activity namely: the use of the first floor which are being carried out by you/likely to be carried on by you/under your control at; O<sup>2</sup> Victoria Warehouse, Trafford Wharf Road, Trafford Park. M17 1AG

Involve a risk of serious personal injury, and that matters which give rise to the said risks are: there is no comprehensive assessment of the first floor loading including a detailed analysis that takes into account dynamic loading resulting from crowd movement, Therefore there is a risk of overloading and collapse

and that the said matters involve contravention of the following statutory provisions: Health and Safety at Work etc. Act 1974 section 2(1) and section 3(1)

because:

The building has undergone a change of use, which necessitates a reassessment of its load-bearing capacity.

- Historical Data: The letter from Harry Seymour & Associates assumes design loadings for the floor based on historical data. However, there is no evidence to indicate that the floors were constructed to meet the standards expected in 1927.
- Current Standards: The mere existence of the building does not serve as conclusive evidence that it meets current structural standards and safety requirements.
- Crowd Load Consideration: The existing assessment letter does not sufficiently demonstrate the building's ability to safely support the anticipated crowd loads, especially in the context of events and gatherings.

and I hereby direct that the said activities shall not be carried on by you or under your control **immediately** unless the said contraventions and matters have been remedied.

I further direct that the measures specified in the schedule which forms part of this notice shall be taken to remedy the said contraventions or matters\*

Signature

Date 6<sup>th</sup> September 2023

This is a relevant notice for the purposes of the Environment and Safety Information Act 1988 –yes

Signature



Date 6<sup>th</sup> September 2023

This information above will form the register entry\*

A similar notice has been served on

Academy Music Group Ltd, of 211, Stockwell Road, London. SW9 9SL. and

Mr David Cohen 

Mr Thomas Brinkworth, 

related to the matters contained in this notice



## NOTES

1. Failure to comply with this Prohibition Notice is an offence as provided by section 33(1)(g) of the Health and Safety at Work etc Act 1974 and section 33(2) and Schedule 3A of this Act renders the offender liable on summary conviction, to imprisonment for a term not exceeding 6 months, or to a fine, or both, or, on conviction on indictment, to imprisonment for a term not exceeding 2 years, or a fine, or both.
2. Except for an immediate Prohibition Notice, an Inspector has power to withdraw a notice or to extend the period specified in the notice, before the end of the period specified in it. If you wish this to be considered you should apply to the Inspector who issued the notice, but you must do so before the end of the period given in it. Such an application is not an appeal against this notice.
3. The issue of this notice does not relieve you of any legal liability for failing to comply with any statutory provision referred to in the notice or to perform any other statutory or common law duty resting on you.
4. You can appeal against this notice to an Employment Tribunal. Details of the method of making an appeal can be found on the GOV.UK website at <https://www.gov.uk/employment-tribunals/make-a-claim>. An appeal can be either submitted online at the above website address, or by downloading form ET1 and posting it to the Employment Tribunal Central Office (England and Wales), PO Box 10218, Leicester, LE1 8EG.

**If you do not have access to the internet, contact the person who issued the Notice and ask to be supplied with a hard copy of form ET1 and guidance T432: Making a claim to an Employment Tribunal.**

---

### Time limit for appeal

A notice of appeal must be sent to the Employment Tribunal within 21 days from the date of service on the appellant of the notice, or notices, appealed against, or within such further period as the tribunal considers reasonable in a case where it is satisfied that it was not reasonably practicable for the notice of appeal to be presented within the period of 21 days.

The entering of an appeal does not have the effect of suspending this notice. Application can be made for the suspension of this notice to the Employment Tribunal, but the notice continues in force until a tribunal otherwise directs.

An application for suspension of the notice must be in writing and must set out:

- (a) the case number of the appeal, if known, or particulars sufficient to identify it; and
- (b) the grounds on which the application is made. (It may accompany the appeal.)

The rules for the hearing of an appeal are given in The Employment Tribunals (Constitution and Rules of Procedure) Regulations 2013 (SI 2013 No 1237).

---

### PUBLIC AVAILABILITY OF INFORMATION ON ALL ENFORCEMENT NOTICES

1. Under the requirements of the Environment and Safety Information Act 1988, Trafford BC maintains at its Offices public registers of information on notices which do not impose requirements or conditions solely for the protection of persons at work. These are called "relevant notices" under this Act and will be identified by the inspector serving the notice (see overleaf). Entries will be kept in the public register for a period of at least three years.
2. Information on a notice will not be made available until the right of appeal against the notice has expired. Where a notice is withdrawn or cancelled on appeal no entry will be made. Entries relating to notices served on individuals will be kept on the register for a period of 5 years from the date of issue. Notices served on individuals under the age of 18 will be removed sooner.
3. Information will be withheld where, in Trafford BC's belief, its disclosure would:
  - Cause harm or prejudice; or
  - Be in breach of the law.
4. Personal information is dealt with in accordance with the Data Protection Act 1998. Where disclosure of personal information would be incompatible with the Act it will not be included on the database.
5. If you are not satisfied with the information contained in the entry you have a further right to Appeal to Trafford Council in the first instance.



# Prohibition Notice Schedule

**Health and Safety at Work, etc. Act 1974, Sections 22, 23 24**

**Reference No: P/3465**

Cease to use the first floor until there has been a comprehensive analysis of the floor loadings, to include a typical beam, column, and floor analysis and to consider dynamic crowd loading. This approach will ensure that there is a robust understanding of the building's structural integrity, compliance with modern standards, and its ability to safely accommodate the intended activities.

**Or,**

**Any other equally effective measures to remedy said contraventions**

# PROHIBITION NOTICE



## HEALTH AND SAFETY AT WORK ETC. ACT 1974 Sections 22, 23 and 24

Reference Number: P/3466

Name: Academy Music group Ltd

Address: 211, Stockwell Road, London. SW9 9SL

Trading as O<sup>2</sup> Victoria Warehouse

I, Alison Acton, one of Trafford Council's Environmental Health Officers being an Inspector appointed by an instrument in writing made pursuant to section 19 of the said Act and entitled to issue this notice of Trafford Council, Regulatory Services, Trafford Town Hall, Talbot Road, Stretford, Manchester, M32 0TH Telephone number: 0161 912 4037

hereby give you notice that I am of the opinion that the following activity namely: the use of the first floor

which are being carried out by you/likely to be carried on by you/under your control at; O<sup>2</sup> Victoria Warehouse, Trafford Wharf Road, Trafford Park. M17 1AG

Involve a risk of serious personal injury, and that matters which give rise to the said risks are: there is no comprehensive assessment of the first floor loading including a detailed analysis that takes into account dynamic loading resulting from crowd movement, Therefore there is a risk of overloading and collapse

and that the said matters involve contravention of the following statutory provisions: Health and Safety at Work etc. Act 1974 section 2(1) and section 3(1) because:

The building has undergone a change of use, which necessitates a reassessment of its load-bearing capacity.

- Historical Data: The letter from Harry Seymour & Associates assumes design loadings for the floor based on historical data. However, there is no evidence to indicate that the floors were constructed to meet the standards expected in 1927.
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- Crowd Load Consideration: The existing assessment letter does not sufficiently demonstrate the building's ability to safely support the anticipated crowd loads, especially in the context of events and gatherings.

and I hereby direct that the said activities shall not be carried on by you or under your control **immediately** unless the said contraventions and matters have been remedied.

I further direct that the measures specified in the schedule which forms part of this notice shall be taken to remedy the said contraventions or matters\*

Signature

Date 6th September 2023

This is a relevant notice for the purposes of the Environment and Safety Information Act 1988 –yes

Signature



Date 6<sup>th</sup> September 2023

The information above will form the register entry\*

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Mr Thomas Brinkworth, 

related to the matters contained in this notice

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3. Information will be withheld where, in Trafford BC's belief, its disclosure would:
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# Prohibition Notice Schedule

**Health and Safety at Work, etc. Act 1974, Sections 22, 23 24**

**Reference No: P/3466**

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**Or,**

**Any other equally effective measures to remedy said contraventions**

# PROHIBITION NOTICE



## HEALTH AND SAFETY AT WORK ETC. ACT 1974 Sections 22, 23 and 24

Reference Number: P/3467

Name: Mr David Geoffrey Cohen, Address: Lloyds House, 18-20, Lloyds Street, Manchester M2 5WA

Trading as O<sup>2</sup> Victoria Warehouse

I, Alison Acton, one of Trafford Council's Environmental Health Officers being an Inspector appointed by an instrument in writing made pursuant to section 19 of the said Act and entitled to issue this notice of Trafford Council, Regulatory Services, Trafford Town Hall, Talbot Road, Stretford, Manchester, M32 0TH Telephone number: 0161 912 4037

hereby give you notice that I am of the opinion that the following activity namely: the use of the first floor

which are being carried out by you/likely to be carried on by you/under your control at; O<sup>2</sup> Victoria Warehouse, Trafford Wharf Road, Trafford Park. M17 1AG

Involve a risk of serious personal injury, and that matters which give rise to the said risks are: there is no comprehensive assessment of the first floor loading including a detailed analysis that takes into account dynamic loading resulting from crowd movement, Therefore there is a risk of overloading and collapse

and that the said matters involve contravention of the following statutory provisions: Health and Safety at Work etc. Act 1974 section 4, because:

The building has undergone a change of use, which necessitates a reassessment of its load-bearing capacity.

- Historical Data: The letter from Harry Seymour & Associates assumes design loadings for the floor based on historical data. However, there is no evidence to indicate that the floors were constructed to meet the standards expected in 1927.
- Current Standards: The mere existence of the building does not serve as conclusive evidence that it meets current structural standards and safety requirements.
- Crowd Load Consideration: The existing assessment letter does not sufficiently demonstrate the building's ability to safely support the anticipated crowd loads, especially in the context of events and gatherings.

and I hereby direct that the said activities shall not be carried on by you or under your control **immediately** unless the said contraventions and matters have been remedied.

I further direct that the measures specified in the schedule which forms part of this notice shall be taken to remedy the said contraventions or matters\*

Signature

Date 6<sup>th</sup> September 2023

This is a relevant notice for the purposes of the Environment and Safety Information Act 1988 –yes

Signature



Date 6<sup>th</sup> September 2023

The information above will form the register entry\*

A similar notice has been served on

Academy Music Group Ltd, of 211, Stockwell Road, London. SW9 9SL. and

Live Nation (Music) UK Ltd, of 30, St John Street, London.EC1M4AY. and

Mr Thomas Brinkworth,



related to the matters contained in this notice



## NOTES

1. Failure to comply with this Prohibition Notice is an offence as provided by section 33(1)(g) of the Health and Safety at Work Act 1974 and section 33(2) and Schedule 3A of this Act renders the offender liable on summary conviction, to imprisonment for a term not exceeding 6 months, or to a fine, or both, or, on conviction on indictment, to imprisonment for a term not exceeding 2 years, or a fine, or both.
2. Except for an immediate Prohibition Notice, an Inspector has power to withdraw a notice or to extend the period specified in the notice, before the end of the period specified in it. If you wish this to be considered you should apply to the Inspector who issued the notice, but you must do so before the end of the period given in it. Such an application is not an appeal against this notice.
3. The issue of this notice does not relieve you of any legal liability for failing to comply with any statutory provision referred to in the notice or to perform any other statutory or common law duty resting on you.
4. You can appeal against this notice to an Employment Tribunal. Details of the method of making an appeal can be found on the GOV.UK website at <https://www.gov.uk/employment-tribunals/make-a-claim>. An appeal can be either submitted online at the above website address, or by downloading form ET1 and posting it to the Employment Tribunal Central Office (England and Wales), PO Box 10218, Leicester, LE1 8EG.

**If you do not have access to the internet, contact the person who issued the Notice and ask to be supplied with a hard copy of form ET1 and guidance T432: Making a claim to an Employment Tribunal.**

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### Time limit for appeal

A notice of appeal must be sent to the Employment Tribunal within 21 days from the date of service on the appellant of the notice, or notices, appealed against, or within such further period as the tribunal considers reasonable in a case where it is satisfied that it was not reasonably practicable for the notice of appeal to be presented within the period of 21 days.

The entering of an appeal does not have the effect of suspending this notice. Application can be made for the suspension of this notice to the Employment Tribunal, but the notice continues in force until a tribunal otherwise directs.

An application for suspension of the notice must be in writing and must set out:

- (a) the case number of the appeal, if known, or particulars sufficient to identify it; and
- (b) the grounds on which the application is made. (It may accompany the appeal.)

The rules for the hearing of an appeal are given in The Employment Tribunals (Constitution and Rules of Procedure) Regulations 2013 (SI 2013 No 1237).

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### PUBLIC AVAILABILITY OF INFORMATION ON ALL ENFORCEMENT NOTICES

1. Under the requirements of the Environment and Safety Information Act 1988, Trafford BC maintains at its Offices public registers of information on notices which do not impose requirements or conditions solely for the protection of persons at work. These are called "relevant notices" under this Act and will be identified by the inspector serving the notice (see overleaf). Entries will be kept in the public register for a period of at least three years.
2. Information on a notice will not be made available until the right of appeal against the notice has expired. Where a notice is withdrawn or cancelled on appeal no entry will be made. Entries relating to notices served on individuals will be kept on the register for a period of 5 years from the date of issue. Notices served on individuals under the age of 18 will be removed sooner.
3. Information will be withheld where, in Trafford BC's belief, its disclosure would:
  - Cause harm or prejudice; or
  - Be in breach of the law.
4. Personal information is dealt with in accordance with the Data Protection Act 1998. Where disclosure of personal information would be incompatible with the Act it will not be included on the database.
5. If you are not satisfied with the information contained in the entry you have a further right to Appeal to Trafford Council in the first instance.



# Prohibition Notice Schedule

**Health and Safety at Work, etc. Act 1974, Sections 22, 23 24**

**Reference No: P/3467**

Cease to use the first floor until there has been a comprehensive analysis of the floor loadings, to include a typical beam, column, and floor analysis and to consider dynamic crowd loading. This approach will ensure that there is a robust understanding of the building's structural integrity, compliance with modern standards, and its ability to safely accommodate the intended activities.

**Or,**

**Any other equally effective measures to remedy said contraventions**

NOD 19.

PIED

# IMPROVEMENT NOTICE

HEALTH AND SAFETY AT WORK ETC. ACT 1974  
Sections 21, 23 and 24



Reference I/3468

Name: **Academy Music Group Ltd**

Address: **211 Stockwell Road, London, SW9 9SL**

Trading as\*: **0<sup>2</sup> Victoria Warehouse**

I, Alison Joy Acton, one of Trafford Council's Environmental Health Officers being an Inspector appointed by an instrument in writing made pursuant to section 19 of the said Act and entitled to issue this notice of Trafford Council, Regulatory Services, Trafford Town Hall, Talbot Road, Stretford, Manchester, M32 0TH  
Telephone number: 0161-912 1377

hereby give you notice that I am of the opinion that:

at: **0<sup>2</sup> Victoria Warehouse, Trafford Wharf Road, Trafford Park, Manchester, M17 1AG**

you, as an employer

are contravening\*/have contravened in circumstances that make it likely that the contravention will continue or be repeated\* the following statutory provisions: **Health and Safety at Work etc. Act 1974 Section 2(1) and 3(1), Management of Health and Safety at Work Regulations 1999, Regulation 3,**

The reasons for my said opinion are: suitable and sufficient site specific and event specific risk assessments have not been carried out to ensure, so far as reasonably practicable, the health, safety and welfare of employees, sub-contractors, volunteers and spectators, that they are not exposed to risks arising from the operation of events.

and I hereby require you to remedy the said contraventions or, as the case may be, the matters occasioning them by: **5<sup>th</sup> October 2023**

and, I direct that the measures specified in the Schedule which forms part of this Notice shall be taken to remedy the said contraventions or matters

Signature

Date 6<sup>th</sup> September 2023

This is a relevant notice for the purposes of the Environment and Safety Information Act 1988 – Yes  
This page only will form the register entry\*

Signature

Date 6<sup>th</sup> September 2023

## Notes

1. Failure to comply with this Improvement Notice is an offence as provided by section 33(1)(g) of the Health and Safety at Work etc Act 1974 and section 33(2) and Schedule 3A of this Act renders the offender liable on summary conviction, to imprisonment for a term not exceeding 6 months, or to a fine, or both, or, on conviction on indictment, to imprisonment for a term not exceeding 2 years, or a fine, or both.
2. An Inspector has power to withdraw an Improvement notice or to extend the period specified in the notice, before the end of the period specified in it. If you wish this to be considered you should apply to the Inspector who issued the notice, but you must do so before the end of the period given in it. Such an application is not an appeal against this notice.
3. The issue of this notice does not relieve you of any legal liability for failing to comply with any statutory provision referred to in the notice or to perform any other statutory or common law duty resting on you.
4. You can appeal against this notice to an Employment Tribunal. Details of the method of making an appeal can be found on the GOV.UK website at <https://www.gov.uk/employment-tribunals/make-a-claim>. An appeal can be either submitted online at the above website address, or by downloading form ET1 and posting it to the Employment Tribunal Central Office (England and Wales), PO Box 10218, Leicester, LE1 8EG.

**If you do not have access to the internet, contact the person who issued the Notice and ask to be supplied with a hard copy of form ET1 and guidance T420: Making a claim to an Employment Tribunal.**

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### Time limit for appeal

A notice of appeal must be sent to the Employment Tribunal within 21 days from the date of service on the appellant of the notice, or notices, appealed against, or within such further period as the tribunal considers reasonable in a case where it is satisfied that it was not reasonably practicable for the notice of appeal to be presented within the period of 21 days.

The entering of an appeal suspends the improvement notice until the appeal has been determined or withdrawn., but does not automatically alter the date given in the notice by which the matters contained in it must be remedied.

The rules for the hearing of an appeal are given in The Employment Tribunals (Constitution and Rules of Procedure) Regulations 2013 (SI 2013 No 1237),

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### PUBLIC AVAILABILITY OF INFORMATION ON ALL ENFORCEMENT NOTICES

1. Under the requirements of the Environment and Safety Information Act 1988, Trafford BC maintains at its Offices public registers of information on notices which do not impose requirements or conditions solely for the protection of persons at work. These are called "relevant notices" under this Act and will be identified by the inspector serving the notice (see overleaf). Entries will be kept in the public register for a period of at least three years.
2. Information on a notice will not be made available until the right of appeal against the notice has expired. Where a notice is withdrawn or cancelled on appeal no entry will be made. Entries relating to notices served on individuals will be kept on the register for a period of 5 years from the date of issue. Notices served on individuals under the age of 18 will be removed sooner.
3. Information will be withheld where, in Trafford BC's belief, its disclosure would:
  - Cause harm or prejudice; or
  - Be in breach of the law.
4. Personal information is dealt with in accordance with the Data Protection Act 1998. Where disclosure of personal information would be incompatible with the Act it will not be included on the database.
5. if you are not satisfied with the information contained in the entry you have a further right to Appeal to Trafford Council in the first instance.

## Improvement Notice Schedule

Health and Safety at Work, etc. Act 1974, Sections 21, 23 24

Serial No. I/3468



You should carry out site and event specific risk assessments which identifies the significant risks and control measures required to ensure that persons attending the event are not exposed to risks to their health, safety & welfare.

This should include, but not limited to

- Venue Suitability / Design
- Resilience activities for events (contingency & emergency planning)
- Medical plan / assessment
- Communications
- Transport management
- Working at height
- Temporary demountable structures
- Fire safety
- Electrical safety
- Barriers and Fencing
- Crowd management/demographic
- Special Effects
- Amusements
- Waste management
- Noise
- Toilet facilities
- Information & Welfare
- Food, drink & water provision
- Pyrotechnics- special effects
- Dealing with Crime and Disorder
- Working with Regulatory Bodies
- Worker Welfare
- Accessibility
- Counter Terrorism
- Licensing of Events

OR

Any other equally effective measures to remedy said contraventions.



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- Faint bulleted list of items.



APPENDIX E1  
Trafford Council

## The Licensing Act 2003

### Responsible Authority Representation Form

FAO The Licensing Service, Licensing Section, Trafford Town Hall, Talbot Road,  
Stretford, M32 0TH

Section 1 - Application Details	
<b>I wish to make a representation regarding the application for the review of a premises licence for the following premises:</b>	
Premises name: Victoria Warehouse	
Premises name and address: Trafford Park Road, Trafford Park, Manchester, M17 1AB	
Type of Application: Application for the Review of a Premises Licence	
Application Number (if known):	PL000631

Section 2 – Responsible Authority's Details	
<b>Responsible Authority's Details:</b>	
Please tick appropriate box:	
<input type="checkbox"/>	Chief Officer of Police
<input type="checkbox"/>	Fire and Rescue Authority
<input type="checkbox"/>	Local Planning Authority
<input type="checkbox"/>	Health and Safety Authority
<input type="checkbox"/>	Environmental Health Authority
<input type="checkbox"/>	Bodies recognised as being responsible for protection of children from harm
<input type="checkbox"/>	Local Authority Director of Public Health
<input checked="" type="checkbox"/>	Local Weights and Measures Authority (Trading Standards)
<input type="checkbox"/>	Licensing Authority
<input type="checkbox"/>	Home Office Immigration Enforcement
<input type="checkbox"/>	Other
Full name:	Elizabeth Pritchard
Job Title:	Trading Standards Officer
Tele number:	07760 167474
Email:	<a href="mailto:Elizabeth.pritchard@trafford.gov.uk">Elizabeth.pritchard@trafford.gov.uk</a>

## APPENDIX E1

Address:

Trading Standards Service,  
Trafford Council,  
Trafford Town Hall  
Talbot Road  
Stretford  
Manchester  
M32 0TH

### Section 3 – Representations

In relation to the review of a premises licence, if the licensing committee are minded to modify the terms of the licence, either immediately or after a period of suspension, we would like to see the conditions outlined in section 3B included on the licence for the reasons outlined in section 3A.

### Section 3A – The Licensing Objectives

To prevent  
crime and  
disorder

*Please state your reasons:*

Public safety

*Please state your reasons:*

## APPENDIX E1

<p>To prevent public nuisance</p>	<p><i>Please state your reasons:</i></p>
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<p>The protection of children from harm</p>	<p><i>Please state your reasons:</i></p> <p>We support the content of Nicola Duckworth's witness statement as Clare Whittle was present for the majority of the visits and has been copied into all email correspondence regarding this review application.</p> <p>The existing licence conditions relevant to Protection of Children from Harm are felt to be inadequate – due to the size and nature of the venue and our experience it is felt they need to be more robust in order to meet the licensing objective.</p>
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## APPENDIX E1

### Section 3B – Suggestions/Further information

Please give any suggested conditions that could be added to the licence to remedy the cause of your representations, or other considerations you would like the Licensing Sub-Committee to take into account.

Please see attached document for additional conditions to fit alongside those proposed by Environmental Health.

I confirm that this representation may become a public document

Signed Elizabeth Pritchard

dated 29<sup>th</sup> September 2023

N.B if you do make a representation you will be expected to attend the Licensing Sub-Committee hearing and any subsequent appeal proceedings.

It is an offence, under section 158 of the Licensing Act 2003, to knowingly or recklessly make a false statement in connection with this representation. This is punishable, on summary conviction, by a fine not exceeding level 5 on the standard scale.

Please return this form along with any additional sheets to: **The Licensing Service, Trafford Council; Trafford Town Hall, Talbot Road, Stretford, Manchester, M32 0HT** or email to [licensing@trafford.gov.uk](mailto:licensing@trafford.gov.uk).

## APPENDIX E1

This form must be returned within the Statutory Period. Please check with the Licensing Section by emailing [licensing@trafford.gov.uk](mailto:licensing@trafford.gov.uk)

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## APPENDIX E2

### 4.3 Alcohol Management Plan and Drugs Policy

4.3.1 The Alcohol Management Plan will set out procedures to minimise any contribution to crime and disorder from the consumption of alcohol. This Plan will also set out procedures to minimise the occurrence of underage drinking, the supply of alcohol to persons under the age of 18 and the supply to persons who are drunk.

4.3.2 The Premises Licence Holder shall operate a 'Challenge 25' Policy. Anyone who appears to be under the age of 25 and who is attempting to buy alcohol must be required to produce satisfactory "proof of age" that they are over the age of 18 such as a passport, photo card, driving license or citizen card before such a sale is made.

4.3.3 No children shall be allowed to approach the bar unless accompanied by an adult.

4.3.4 No persons under the age of 18 shall be permitted within the premises after 12 midnight.

4.3.5 The Premises Licence Holder shall prominently display notices at bars stating it is an offence for persons under 18 to purchase or attempt to purchase alcohol, and that they operate a challenge 25 policy.

4.3.6 The Premises Licence Holder shall take all reasonable steps to minimise the likelihood of supply or consumption of alcohol by persons under 18. Including:

-Age assessment shall be conducted by both door staff and bar staff.

-Bar staff shall ask for proof of age if the person appears to be underage, even if door supervisors or other members of staff have already done so.

4.3.7 The Premises Licence Holder shall take all reasonable steps to prevent drunkenness or other disorderly conduct and shall not permit entertainments which are obscene, offensive, to public decency or calculated to incite a breach of the peace.

4.3.8 Soft drinks and free water shall be available on the Licensed Premises as an alternative to alcohol.

4.3.9 No drink to be sold from a bar or by a bar staff or consumed in or on the premises other than in a container made from non-splintering plastic, paper or shatterproof glass.

4.3.10 No drinks shall be removed from the premises at any time.

4.3.11 The Premises Licence Holder shall prepare a drugs policy where appropriate which will be based on 3 core messages:

- Prevention;
- Preventing or discouraging the presence of drug dealers;
- Welfare and treatment

4.3.12 The premises licence holder operates a zero-tolerance policy with regards to drug use and/or supply.

## APPENDIX E2

### 4.4 Training Plan

4.4.1 All staff will receive training in Drinks & Drunkenness, Underage Drinking (Challenge 25) , Drugs, General Crime Prevention, Dealing with Disorder and Fire & Evacuation procedures.

4.4.2 To provide written training for all new staff on the sale of age restricted products in line with Challenge 25 framework and to provide training, at least every 6 months, to existing staff, on the law relating to underage sales of alcohol, including types of identification to look out for. Staff to sign and date records to confirm that the training has been received and understood by way of a maintained logbook

4.4.3 To notify staff of any reports of alleged underage sale incidents that has been brought to your attention by Trading Standards or Police.

4.4.4 To keep a log of such notifications on file, ready for inspection by authorised officers of Trafford if required.

4.4.5 To inform all staff of changes in the law relating to age-restricted products as and when required.

4.4.6 All staff are instructed as part of the training never to serve customers who are, or appear to be drunk, under any circumstances. Ongoing training of staff to recognise drunkenness and refuse service to customers who have consumed excessive alcohol. No person who is drunk will be allowed into the premises.

4.4.7 All staff shall be provided with adequate and suitable training to make them aware of the Licensing Act 2003 problems associated with the spiking of drinks and how to reduce the risks of the same.

4.4.8 Training Staff to be vigilant and to identify and report suspected drug use or abuse to management and to be trained and know the signs to look for.

4.4.9 All staff are given training/guidance in recognising the signs and symptoms of drug use and supply and are instructed to be vigilant at all times and to report any concerns to the senior manager as soon as possible.

4.4.10 Any evacuation procedure shall be documented and staff shall be made aware and trained in their roles in the event of an evacuation.

4.4.11 To attend training seminars organised by the Trading Standards Service or other Local Authorities as and when requested to do so.



## Boyle, Joanne

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**From:** Belfield, Peter  
**Sent:** 04 October 2023 12:49  
**To:** Licensing  
**Cc:** phil.crier@pbclicensing.co.uk; Duckworth, Nicola; Pollitt, Richard; Pickup, Jade; Whittaker, Suzanne  
**Subject:** REPRESENTATION re: Application for a Review of Premises Licence PL000631 - Victoria Warehouse, Trafford Park Road, Trafford Park, Manchester, M17 1AB  
**Attachments:** REPRESENTATION FORM - Peter Belfield.pdf  
**Importance:** High  
**Categories:** Management

Dear Licensing Team,

On behalf of a responsible authority (Environmental Health – Pollution Team), I wish to provide the following Representation in support of a Review of the Premises Licence granted to the above premises. I consider that the current Licence does not adequately promote the Licensing Objective for the Prevention of Public Nuisance, with respect to the control of noise emissions from regulated entertainment taking place on the premises. I have detailed the reasoning for my Representation within the attached Form, which also includes a set of revised conditions that can be attached to any reviewed Licence that would resolve my concern.

I would invite the Licence Holder's representative to agree the revised set of conditions, whereupon I should be able to support a reviewed Licence being granted subject to the said conditions being attached to it.

Alternatively I would welcome any feedback should this not be possible.

Regards,  
Peter Belfield

Environmental Health Officer  
Pollution & Housing Team, Regulatory Services, Trafford Council, Trafford Town Hall, Talbot Road, Stretford, Trafford M32 0TH.  
**Tel:** 0161 912 4579 **Email:** [peter.belfield@trafford.gov.uk](mailto:peter.belfield@trafford.gov.uk)

Trafford, a place where all residents, communities and businesses prosper. Our Trafford, Our Future 2021-24 - Better Health, Better Jobs, Greener Future.

## The Licensing Act 2003

### Responsible Authority Representation Form

FAO The Licensing Service, Licensing Section, Trafford Town Hall, Talbot Road, Stretford, M32 0TH

<b>Section 1 - Application Details</b>	
<b>I wish to make a representation against the following application:</b>	
Applicant's name (if known):	
Premises name and address: 02 Victoria Warehouse, Trafford Wharf Road, M17 1AG	
Type of Application: Application for the review of a premises licence	
Application Number (if known):	PL000631

<b>Section 2 – Responsible Authority's Details</b>	
<b>Responsible Authority's Details:</b>	
Please tick appropriate box:	
<input type="checkbox"/>	Chief Officer of Police
<input type="checkbox"/>	Fire and Rescue Authority
<input type="checkbox"/>	Local Planning Authority
<input type="checkbox"/>	Health and Safety Authority
<input checked="" type="checkbox"/>	Environmental Health Authority (Pollution Control Team)
<input type="checkbox"/>	Bodies recognised as being responsible for protection of children from harm
<input type="checkbox"/>	Local Authority Director of Public Health
<input type="checkbox"/>	Local Weights and Measures Authority (Trading Standards)
<input type="checkbox"/>	Licensing Authority
<input type="checkbox"/>	Home Office Immigration Enforcement
<input type="checkbox"/>	Other
Full name:	Peter Belfield
Job Title:	Environmental Health Officer
Tele number:	07760 167385
Email:	peter.belfield@trafford.gov.uk

Address:

Pollution Control Team  
Regulatory Services  
Trafford Council  
Trafford Town Hall  
Talbot Road  
Stretford  
Manchester  
M32 0TH

### Section 3 – Representations

- |                                     |   |
|-------------------------------------|---|
| <input type="checkbox"/>            | We object to the application being granted at all               |
| <input checked="" type="checkbox"/> | We object to the application being granted in its current form* |

\*If you choose this option remember to tell us in section 3B what changes you would like to see.

Your representation must be relevant to the effect of the application on the promotion of one or more of the four licensing objectives. Please complete the boxes below as fully as possible. If you do not then your representation may not be accepted.

Please attach supporting documents/further pages as necessary. Please number all extra pages and add the applicant's name and your name to each page.

### Section 3A – The Licensing Objectives

To prevent crime and disorder	<i>Please state your reasons: N/A</i>
Public safety	<i>Please state your reasons: N/A</i>

<p>To prevent public nuisance</p>	<p><i>Please state your reasons:</i></p> <p><u>Noise Management Plan</u></p> <p>I have reviewed the current Premises Licence conditions which relate to the prevention of public nuisance, specifically regarding the emission of noise from regulated entertainment held on the premises.</p> <p>Noise emissions are controlled by Victoria Warehouse principally through the implementation of a Noise Management Plan (NMP) that has been agreed by this service. Since the plan was implemented, complaint levels have been relatively low.</p> <p>However, the Premises Licence does not include any condition to require the implementation of the NMP. The council therefore has no means of enforcing the implementation of the NMP, should a valid complaint from a resident or other noise sensitive premises be received.</p> <p>An additional condition is therefore proposed to ensure that the implementation of the NMP is required by Licence condition to uphold the Licensing Objective for the Prevention of Public Nuisance. I have proposed such a condition (no. 4.11.1) in section 3B.</p> <p><u>Redundant Conditions</u></p> <p>The current Premises Licence contains conditions relating to the control of noise from the premises which are no longer considered to be relevant. I have referred to these conditions and present the reason for them being considered redundant below:</p> <p><i>1. Licensable activities shall not commence until the start of operations of the associated hotel.</i></p> <p>The associated hotel has now commenced operation, therefore the condition is not enforceable.</p> <p><i>3. All amplified music shall be routed through the sound limiter.</i></p> <p><i>4. Neither the sound limiter nor its settings shall be changed save with the consent in advance of Trafford Borough Council, Pollution Section</i></p> <p>The current NMP does not specify a noise limiter for the control of internal sound levels. In addressing complaints during the first few years of operation, Victoria Warehouse's acoustic consultants recommended an alternative approach based on a regime for off-site noise monitoring at identified receptor positions with sound level logging, including within the frequency bands associated with 'bass beat' nuisance effects. This approach is detailed within the latest NMP and complaint levels have since been relatively low.</p> <p>In view of this, it is considered that conditions referring to a noise</p>
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	<p>limiter are no longer required and do not reflect the current agreed approach to the control of noise emissions.</p> <p><u>Conditions requiring revision</u></p> <p>The current Premises Licence contains two conditions with essentially the same objective but with slightly differing requirements:</p> <p><i>2. For premises where entertainment takes place on a regular basis, music and associated sources (including DJs and amplified voices) should generally not be audible inside noise sensitive properties at any time. Where entertainment takes place less frequently, such noise should generally not be audible inside noise sensitive properties. (Based on IOA Good Practice Guide on the Control of Noise from Pubs and Clubs)</i></p> <p><i>12. Noise from the premises shall not be such as to cause nuisance in Salford or at the nearest noise sensitive location. (Agreed with both Salford City Council and Trafford Council). The licensable activities shall take place in areas C and D as shown on the Licensing Plan attached to the Application.</i></p> <p>In order to ensure that conditions are precise and avoid duplication or contradiction, I would request that the above conditions are replaced with one more precisely worded condition. I have proposed such a condition (no. 4.11.2) in section 3B.</p> <p><u>Existing conditions to be retained</u></p> <p>The remaining existing conditions of the Premises Licence relating to the control of noise at Victoria Warehouse are still relevant and it is requested that they be retained within any reviewed Licence.</p> <p>For clarity I have collated the additional, revised and retained conditions into a complete set presented within Section 3B. I recommend that this set of conditions replaces those currently presented within section 4.11 <i>Noise Management Plan and Sound Assessment</i> of the document <i>Proposed Licence Conditions 02 Victoria</i> supporting the review application.</p> <p>The reviewed Licence should then contain clear and sufficient conditions pertaining to the control of noise emissions, which better promotes the Licensing Objective for the Prevention of Public Nuisance.</p>
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<p>The protection of children from harm</p>	<p><i>Please state your reasons:</i> N/A</p>
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### **Section 3B – Suggestions/Further information**

Please give any suggested conditions that could be added to the licence to remedy the cause of your representations, or other considerations you would like the Licensing Sub-Committee to take into account.

See next page

- 4.11.1. *Any regulated entertainment shall be provided in accordance with a Noise Management Plan that has been agreed in writing by the Licensing Authority*
- 4.11.2. *No noise shall emanate from the premises that gives rise to a nuisance at any residential or noise sensitive properties, including those within Salford City Council's jurisdiction.*
- 4.11.3. *All doors and windows to be kept closed, except for normal access and egress whenever regulated entertainment is taking place.*
- 4.11.4. *Lobbies must be provided at each entrance to the venue where there is a direct sound transmission path between the noise source and external areas.*
- 4.11.5. *There shall be no external regulated entertainment or "funfairs" or similar outdoor activity at the premises.*
- 4.11.6. *Smokers shall use a designated smoking area shown marked on a plan which shall be lodged with Trafford Borough Council, Pollution Section. The smoking area shall be supervised by a minimum of one member of staff after 23.00 until close to ensure that smokers do not cause a disturbance. Any smoker behaving in a noisy manner shall be required to return inside the premises.*
- 4.11.7. *Only smokers shall be allowed to use the designated smoking area.*
- 4.11.8. *The premises licence holder shall give not less than 28 days notice of events to be held at the premises to Greater Manchester Police (unless a shorter time is agreed with Greater Manchester Police).*
- 4.11.9. *Each calendar year a minimum of one month's written notice (or a lesser period if agreed in writing with the Licensing Authority) will be given to the Police and Trafford Council Pollution Control of proposed events to be held at the venue. The notice will contain a brief description of the event and the licensable activities proposed, including the start and finish time, attendance numbers, nature of event and details of artistes / performers, whether there is live and/or recorded music, and any proposed alterations to sound limits.*
- 4.11.10. *When required by Trafford Council, sound propagation tests will be undertaken prior to specified events. The specified events shall be those notified by the Council to the premises licence holder. If required, the sound limits shall be modified to the satisfaction of Trafford Council prior to the specified events taking place and retained thereafter.*
- 4.11.11. *For music events continuing later than 02:00 Trafford Council will be notified to agree sound limits prior to each event unless sound limits have been previously set in agreement with Trafford Council and those limits are not to be altered.*

I confirm that this representation may become a public document



Signed *PB* dated 4 October 2023

N.B if you do make a representation you will be expected to attend the Licensing Sub-Committee hearing and any subsequent appeal proceedings.

It is an offence, under section 158 of the Licensing Act 2003, to knowingly or recklessly make a false statement in connection with this representation. This is punishable, on summary conviction, by a fine not exceeding level 5 on the standard scale.

Please return this form along with any additional sheets to: **The Licensing Service, Trafford Council; Trafford Town Hall, Talbot Road, Stretford, Manchester, M32 0HT** or email to [licensing@trafford.gov.uk](mailto:licensing@trafford.gov.uk).

This form must be returned within the Statutory Period. Please check with the Licensing Section by emailing [licensing@trafford.gov.uk](mailto:licensing@trafford.gov.uk)

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APPENDIX G  
Trafford Council

## The Licensing Act 2003

### Responsible Authority Representation Form

FAO The Licensing Service, Licensing Section, Trafford Town Hall, Talbot Road, Stretford, M32 0TH

<b>Section 1 - Application Details</b>	
<b>I wish to make a representation regarding the application for the review of a premises licence for the following premises:</b>	
Premises name: Victoria Warehouse	
Premises name and address: Trafford Park Road, Trafford Park, Manchester, M17 1AB	
Type of Application: Application for the Review of a Premises Licence	
Application Number (if known):	PL000631

<b>Section 2 – Responsible Authority’s Details</b>	
<b>Responsible Authority’s Details:</b>	
Please tick appropriate box:	
<input type="checkbox"/>	Chief Officer of Police
<input type="checkbox"/>	Fire and Rescue Authority
<input type="checkbox"/>	Local Planning Authority
<input type="checkbox"/>	Health and Safety Authority
<input type="checkbox"/>	Environmental Health Authority
<input type="checkbox"/>	Bodies recognised as being responsible for protection of children from harm
<input type="checkbox"/>	Local Authority Director of Public Health
<input type="checkbox"/>	Local Weights and Measures Authority (Trading Standards)
<input checked="" type="checkbox"/>	Licensing Authority
<input type="checkbox"/>	Home Office Immigration Enforcement
<input type="checkbox"/>	Other
Full name:	Jade Pickup
Job Title:	Senior Licensing Officer
Tele number:	0161 912 4242
Email:	<a href="mailto:jade.pickup@trafford.gov.uk">jade.pickup@trafford.gov.uk</a>

## APPENDIX G

Address:

Regulatory Services - Licensing  
Trafford Council  
Trafford Town Hall  
Talbot Road  
Stretford  
Manchester  
M32 0TH

### Section 3 – Representations

In relation to the review of a premises licence, if the licensing committee are minded to modify the terms of the licence, either immediately or after a period of suspension, we would like to see the conditions outlined in section 3B included on the licence for the reasons outlined in section 3A.

### Section 3A – The Licensing Objectives

To prevent crime and disorder	<p><i>Please state your reasons:</i></p> <p>We support the content of Nicola Duckworth's witness statement as Clare Whittle was present for the majority of the visits and has been copied into all email correspondence regarding this review application.</p> <p>The existing licence conditions relevant to the prevention of crime and disorder are felt to be inadequate – due to the size and nature of the venue and our experience it is felt they need to be more robust in order to meet the licensing objective.</p>
Public safety	<p><i>Please state your reasons:</i></p> <p>We support the content of Nicola Duckworth's witness statement as Clare Whittle was present for the majority of the visits and has been copied into all email correspondence regarding this review application.</p> <p>The existing licence conditions relevant to public safety are felt to be inadequate – due to the size and nature of the venue and our experience it is felt they need to be more robust in order to meet the licensing objective.</p>

## APPENDIX G

To prevent public nuisance	<i>Please state your reasons:</i>
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The protection of children from harm	<i>Please state your reasons:</i>
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### **Section 3B – Suggestions/Further information**

Please give any suggested conditions that could be added to the licence to remedy the cause of your representations, or other considerations you would like the Licensing Sub-Committee to take into account.

Please see attached document for additional conditions to fit alongside those proposed by Environmental Health.

I confirm that this representation may become a public document

Signed



dated 05/10/2023

N.B if you do make a representation you will be expected to attend the Licensing Sub-Committee hearing and any subsequent appeal proceedings.

It is an offence, under section 158 of the Licensing Act 2003, to knowingly or recklessly make a false statement in connection with this representation. This is punishable, on summary conviction, by a fine not exceeding level 5 on the standard scale.

Please return this form along with any additional sheets to: **The Licensing Service, Trafford Council; Trafford Town Hall, Talbot Road, Stretford, Manchester, M32 0HT** or email to [licensing@trafford.gov.uk](mailto:licensing@trafford.gov.uk).

This form must be returned within the Statutory Period. Please check with the Licensing Section by emailing [licensing@trafford.gov.uk](mailto:licensing@trafford.gov.uk)

# APPENDIX G

## 4.3 Alcohol Management Plan and Drugs Policy

4.3.1 The Alcohol Management Plan will set out procedures to minimise any contribution to crime and disorder from the consumption of alcohol. This Plan will also set out procedures to minimise the occurrence of underage drinking, the supply of alcohol to persons under the age of 18 and the supply to persons who are drunk.

4.3.2 The Premises Licence Holder shall operate a 'Challenge 25' Policy. Anyone who appears to be under the age of 25 and who is attempting to buy alcohol must be required to produce satisfactory "proof of age" that they are over the age of 18 such as a passport, photo card, driving license or citizen card before such a sale is made.

4.3.3 No children shall be allowed to approach the bar unless accompanied by an adult.

4.3.4 No persons under the age of 18 shall be permitted within the premises after 12 midnight.

4.3.5 The Premises Licence Holder shall prominently display notices at bars stating it is an offence for persons under 18 to purchase or attempt to purchase alcohol, and that they operate a challenge 25 policy.

4.3.6 The Premises Licence Holder shall take all reasonable steps to minimise the likelihood of supply or consumption of alcohol by persons under 18. Including:

-Age assessment shall be conducted by both door staff and bar staff.

-Bar staff shall ask for proof of age if the person appears to be underage, even if door supervisors or other members of staff have already done so.

4.3.7 The Premises Licence Holder shall take all reasonable steps to prevent drunkenness or other disorderly conduct and shall not permit entertainments which are obscene, offensive, to public decency or calculated to incite a breach of the peace.

4.3.8 Soft drinks and free water shall be available on the Licensed Premises as an alternative to alcohol.

4.3.9 No drink to be sold from a bar or by a bar staff or consumed in or on the premises other than in a container made from non-splintering plastic, paper or shatterproof glass.

4.3.10 No drinks shall be removed from the premises at any time.

4.3.11 The Premises Licence Holder shall prepare a drugs policy where appropriate which will be based on 3 core messages:

- Prevention;
- Preventing or discouraging the presence of drug dealers;
- Welfare and treatment

4.3.12 The premises licence holder operates a zero-tolerance policy with regards to drug use and/or supply.

# APPENDIX G

## 4.4 Training Plan

4.4.1 All staff will receive training in Drinks & Drunkenness, Underage Drinking (Challenge 25) , Drugs, General Crime Prevention, Dealing with Disorder and Fire & Evacuation procedures.

4.4.2 To provide written training for all new staff on the sale of age restricted products in line with Challenge 25 framework and to provide training, at least every 6 months, to existing staff, on the law relating to underage sales of alcohol, including types of identification to look out for. Staff to sign and date records to confirm that the training has been received and understood by way of a maintained logbook

4.4.3 To notify staff of any reports of alleged underage sale incidents that has been brought to your attention by Trading Standards or Police.

4.4.4 To keep a log of such notifications on file, ready for inspection by authorised officers of Trafford if required.

4.4.5 To inform all staff of changes in the law relating to age-restricted products as and when required.

4.4.6 All staff are instructed as part of the training never to serve customers who are, or appear to be drunk, under any circumstances. Ongoing training of staff to recognise drunkenness and refuse service to customers who have consumed excessive alcohol. No person who is drunk will be allowed into the premises.

4.4.7 All staff shall be provided with adequate and suitable training to make them aware of the Licensing Act 2003 problems associated with the spiking of drinks and how to reduce the risks of the same.

4.4.8 Training Staff to be vigilant and to identify and report suspected drug use or abuse to management and to be trained and know the signs to look for.

4.4.9 All staff are given training/guidance in recognising the signs and symptoms of drug use and supply and are instructed to be vigilant at all times and to report any concerns to the senior manager as soon as possible.

4.4.10 Any evacuation procedure shall be documented and staff shall be made aware and trained in their roles in the event of an evacuation.

4.4.11 To attend training seminars organised by the Trading Standards Service or other Local Authorities as and when requested to do so.



Joanne Boyle  
Licensing Team Leader  
Licensing Section, Place Directorate  
Trafford Council  
Talbot Road  
Stretford M32 OTH

SENT BY EMAIL

Dear Ms Boyle

**O2 Victoria Warehouse, Trafford Park Road, Trafford Park M17 1AB – Application for Review of Premises Licence – Licensing Sub-Committee Hearing 20<sup>th</sup> October 2023**

I am instructed by Academy Music Group Ltd, the Premises Licence Holder for the above premises, in respect of the Review application which has been listed for hearing before the Licensing Sub-Committee on 20<sup>th</sup> October 2023.

Please find attached a Conditions document which consists of the licence conditions proposed by Trafford Council Responsible Authorities to replace the existing Annex 2 and Annex 3 conditions on the current Premises Licence together with AMG proposed revisions which are highlighted in blue.

I would be obliged if this document along with this letter could be included in the Agenda papers for committee members and officers for the hearing of the Review application. I have also attached a WORD copy as a working document if this is helpful.

I have notified the applicant responsible authority by email that I will be serving the conditions document today for inclusion in the Agenda papers have and sent them a Word copy as this is still a working draft. At the same time, I submitted a Zip Folder with a Draft Event Management Plan and supporting Appendices for their review and comments. I have also requested a further meeting with officers to discuss the proposed conditions with a view to seeking agreement in advance of the Review hearing.

I would be obliged if you could acknowledge receipt and please let me know if you have any queries.

Yours sincerely

*P B Crier*

Phil Crier  
**PBC Licensing Solicitors**

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## O2 Victoria Warehouse

### DRAFT AMG Revisions and Comments in blue to Trafford Proposed Conditions

#### SECTION 1 – GENERAL

- 1.1 Prior to licensable activities commencing, the Premises Licence Holder shall provide to the Licensing Authority an Operating Manual setting out how licensable activities are managed on a day-to-day basis. The Operating Plan shall also include a plan showing the situation of permanent points of sale or supply of alcohol. No Licensable activity shall take place until this Operating Plan is approved by the Licensing Authority.

Proposed Alternative

*The Premises Licence Holder shall provide to the Licensing Authority an Alcohol Management Plan setting out how licensable activities are managed on a day-to-day basis. The Plan shall also include a plan showing the location of permanent points of sale or supply of alcohol.*

- 1.2 The Premises Licence Holder shall produce an Alcohol Management Plan for the Licensed Premises identifying the permanent points of sale or supply of alcohol on the Licensed Premises. The Alcohol Management Plan shall be updated when requested by the Licensing Authority. The position of the permanent points of sale or supply may only be varied or increased with the consent of the Licensing Authority.

Proposed Alternative

*The Premises Licence Holder shall produce an Alcohol Management Plan for the Licensed Premises identifying the permanent points of sale or supply of alcohol on the Licensed Premises.*

- 1.3 The Premises Licence Holder shall provide electronic access for the Licensing Authority to the diary of events for the Licensed Premises.

*Refer to 1.3.1 proposed alternative for suggested re-wording for 1.3 and 1.3.1*

- 1.3.1 Two months prior to an event notice must be given to the Licensing Authority and Responsible Authorities of each of the dates of each of the proposed events together with a brief description of the licensable activities proposed.

Proposed Alternative

*The Premises Licence Holder will provide an electronic Events List of forthcoming events to the Police and Licensing Authority at least one month prior to an event taking place. The Events List will include a summary of the nature of each event and the proposed licensable activities. Any change to the Events List or the event summary occurring less than a month before the event will be provided to the Police and Licensing Authority within 48 hours of the information becoming known together with its impact on the event risk assessment and any operational measures required.*

- 1.4 Public liability insurance shall be maintained in respect of the premises.

AGREED

## **Section 2: Maintenance of Event Management Plans** *[See below after 3.3 for Proposed Alternative]*

2.1 The Premises Licence Holder shall produce, retain and where required by a further condition produce to the Licensing Authority:

2.1.1 An Event Management Plan – which may include, as appendices, the additional plans set out below:

2.1.2 An Alcohol Management Plan and drugs policy.

2.1.3 Training Plan

2.1.3 Counter Terrorism Risk Assessment and Counter Terrorism Plan.

2.1.4. Incident contingency and emergency plans (including a Major Incident Plan)

2.1.5 A medical ambulance and first aid plan.

2.1.6 A fire safety plan.

2.1.7 A site safety plan including site safety rules, details of electrical installations and lighting arrangement which shall include a Safety Policy and Risk Assessment to include details of arrangements for co-ordinating and controlling event safety on site, details for the provision of cleaning and maintenance of sanitary accommodation, washing facilities and drinking water, details of the arrangements and facilities for disabled persons.

2.1.8 A crowd management, stewarding and security plan.

2.1.9 A noise management plan and sound assessment with details and proposals for monitoring and controlling sound emission.

2.1.10 A traffic management plan.

2.1.11 Safeguarding: Children and Disabled Persons

2.1.12 CCTV Plan

2.2 The draft Event Management Plan and its subordinate plans set out within above shall be produced no later than 2 months prior to an event and the Final Event Management Plan to be produced no later than 28 days before an event takes place under the provisions of this section, or within such a lesser period may be agreed by the Licensing Authority. This should be available should be available upon request of the Police and any responsible authorities to inspect, should this be requested.

*Proposed Alternative to 2.1 and 2.2 above and 3.1; 3.2 and 3.3 – SEE BELOW AFTER 3.3*

## **Section 3**

### **The Event Management Plan** *[See below after 3.3 for Proposed Alternative]*

3.1 All events shall be managed in accordance with the Event Management Plan applicable to the relevant event and must be made available to authorised officers of the Local Authority or GMP upon request. Any changes to the final or subsequently amended Event Management Plan must be communicated to all Responsible Authorities within one working day of that amendment, or before the next relevant event commences, where an event is to commence before the expiration of one working day.

3.2 The Event Management Plan shall include the names, addresses, contact email addresses and telephone numbers of the person and/or organisations and key person within any organisation responsible for:

3.2.1 Overall event safety control;

3.2.2 Production;

3.2.3 Medical and first aid provision;

3.2.4 Crowd management, stewarding and security;

3.2.5 Fire safety and control;

3.2.6 Configuration and control of sound systems;

3.2.7 Management of on-site car parking;

3.2.8 Management of concessions and franchises;

3.2.9 Provision and maintenance of water supplies;

3.2.10 Welfare and provision of information;

3.2.11 Provision and maintenance of sanitary facilities;

3.2.12 Reception collection and removal of litter and other waste.

3.2.13 The Event Management Plan shall include: 4.16.1 The proposed capacity for the event;

3.2.14 Plans to agreed scales detailing exits, entrances, temporary bars, marquees and all facilities to be provided;

3.2.15 Details of proposals for entertainments, together with information regarding any special effects;

3.2.16 Specification of the date by which obligations in the Event Management Plan must be complied with, such as, the provision of final plans, provision of information to responsible authorities for approval and completion of the infrastructure for the event.

3.3 The Event Management Plan shall require the Premises Licence Holder shall maintain an incident log, which may held electronically and which shall be kept at the premises for at least six months, and made available on request to the police or an authorised officer of the Licensing Authority, which will record the following incidents including pertinent details:

[Proposed Alternative \[Incorporating clauses 2.1; 2.2; 3.1; 3.2 and 3.3 Trafford draft conditions\]](#)

*3.1 All events shall be managed in accordance with the Event Management Plan applicable to the relevant event and must be made available to authorised officers of the Local Authority or GMP upon request. Any significant changes to the final or subsequently amended Event Management Plan must be communicated to the licensing authority and the Police within one working day of that amendment, or before the next relevant event commences, where an event is to commence before the expiration of one working day. The Event Management Plan shall incorporate operational plans where relevant to the event in the following areas:*

*3.1.1 Event Specific Risk Assessment;*

*3.1.2 Crowd Management, Stewarding and Security Plan;*

*3.1.3 Noise Management Plan;*

*3.1.4 Medical Management and First Aid Plan;*

*3.1.5 Alcohol Management Plan;*

*3.1.6 Drugs Policy*

*3.1.7 Traffic Management Plan;*

*3.1.8 Safeguarding Policy;*

*3.1.9 Welfare provision;*

*3.1.10 An incident log. This may be held electronically and it shall be kept at the premises for at least six months and made available on request to the police or an authorised officer of the Licensing Authority.*

*3.1.11 Waste Management Plan*

*3.2 The Security Operating Plan for the venue will incorporate event safety control measures including contingency measures, emergency evacuation and Major Incident Plans and the Counter Terrorism Plan and Risk Assessment. These Plans will be retained at the premises and made available on reasonable request by an authorised officer of the local authority or the Police.*

*3.3 The Event Specific Risk Assessment shall be prepared in advance of any event to be held at the premises which shall set out risks and control measures for each identified risk. The Event Specific Risk Assessment shall include:*

*3.3.1 The nature of the event;*

*3.3.2 Relevant risks;*

*3.3.3 Appropriate control measures*

*The Event Specific Risk Assessment shall be available for inspection at the premises on immediate request by the licensing authority and the Police during trading hours.*

#### **Section 4 Overall Supervision- Designated Premises Supervisor and Safety Officer**

4.1 Whilst the Licensed Premises are used for regulated entertainment, the Premises Licence Holder or some other responsible person nominated in writing by the Premises Licence Holder shall be in charge of and present at the Licensed Premises and shall be responsible for the carrying out of all conditions of the Premises Licence. In this connection the Premises Licence Holder shall appoint sufficient staff whose duties it shall be to exercise general supervision and to assist in the observance of the conditions of the Premises Licence.

AGREED although "Designated Premises Supervisor and Safety Officer" to be removed from Heading so it will simply read "Section 4 Overall Supervision."

4.2 The Premises Licence Holder will make adequate provision for monitoring and controlling the number of persons entering the licensed site by way of fencing, gate systems, security or other provision to prevent unauthorised access to the licensed site or any part thereof.

### Proposed Alternative

*4.2 The Premises Licence Holder will make adequate provision for monitoring and controlling the number of persons permitted entry to the premises.*

### **4.3 Alcohol Management Plan and Drugs Policy**

4.3.1 The Alcohol Management Plan will set out procedures to minimise any contribution to crime and disorder from the consumption of alcohol. This Plan will also set out procedures to minimise the occurrence of underage drinking, the supply of alcohol to persons under the age of 18 and the supply to persons who are drunk.

AGREED

4.3.2 The Premises Licence Holder shall operate a 'Challenge 25' Policy. Anyone who appears to be under the age of 25 and who is attempting to buy alcohol must be required to produce satisfactory "proof of age" that they are over the age of 18 such as a passport, photo card, driving license or citizen card before such a sale is made.

AGREED

4.3.3 No children shall be allowed to approach the bar unless accompanied by an adult.

Condition **NOT AGREED**. The controls in relation to under age alcohol sales are covered by the statutory provisions in the LA 2003 and 4.3.1 and 4.3.2 above

4.3.4 No persons under the age of 18 shall be permitted within the premises after 20:00 hours.

Amend wording of 4.3.4 to "No persons under the age of 18 shall be permitted within the premises after 12 midnight." [Agreed with Trafford officers at meeting on 19<sup>th</sup> September 2023]

4.3.5 The Premises Licence Holder shall prominently display notices at bars stating it is an offence for persons under 18 to purchase or attempt to purchase alcohol, and that they operate a challenge 25 policy.

AGREED

4.3.6 The Premises Licence Holder shall take all reasonable steps to minimise the likelihood of supply or consumption of alcohol by persons under 18. Including:

-Age assessment shall be conducted by both door staff and bar staff.

The specific 'age assessment' clause immediately above NOT AGREED – see below for proposed alternative.

-Bar staff shall ask for proof of age if the person appears to be underage, even if door supervisors or other members of staff have already done so. This clause is AGREED – Incorporated into proposed alternative to 4.3.6 – See below.

### Proposed Alternative to 4.3.6:

*4.3.6 The Premises Licence Holder shall take all reasonable steps to minimise the likelihood of supply or consumption of alcohol by persons under 18 to include bar staff asking for proof of age if the person appears to be underage, even if door supervisors or other members of staff have already done so.*

4.3.7 The Premises Licence Holder shall take all reasonable steps to prevent drunkenness or other disorderly conduct and shall not permit entertainments which are obscene, offensive, to public decency or calculated to incite a breach of the peace.

AGREED

4.3.8 Soft drinks and free water shall be available on the Licensed Premises as an alternative to alcohol.

AGREED

4.3.9 No drink to be sold from a bar or by a bar staff or consumed in or on the premises other than in a container made from non-splintering plastic, paper or shatterproof glass.

*Proposed Alternative:*

*4.3.9 No drinks shall be sold from a bar or by a member of bar staff or consumed in or on the premises other than in a container made from non-splintering plastic, paper or recyclable material, shatterproof glass or cans.*

4.3.10 No drinks shall be removed from the premises at any time.

AGREED

4.3.11 The Premises Licence Holder shall prepare a drugs policy where appropriate which will be based on 3 core messages:

- Prevention;
- Preventing or discouraging the presence of drug dealers;
- Welfare and treatment

AGREED

4.3.12 The premises licence holder operates a zero-tolerance policy with regards to drug use and/or supply.

AGREED

4.3.13 The Designated Premises Supervisor shall in conjunction with the security team risk assess each event and look to use drugs trained search dogs for these nights when drug use is expected

*Proposed Alternative*

*4.3.13 The Premises Licence Holder shall, in conjunction with the security team, risk assess each event and look to use drugs trained search dogs for events when significant drug use is anticipated.*

4.3.14 Random searching may take place at all entrances and within the Licensed Premises for drugs, drugs paraphernalia, offensive weapons or other prohibited items. Searching of persons shall be carried out by members of the same gender. If appropriate, the ticket conditions shall indicate that searching will be carried out and there shall be signage with this message at all entrances. This notice will state any person refusing to be searched will not be allowed to enter. Persons found to be in possession of drugs will be removed from the premises.

AGREED

4.3.15 A drugs amnesty box shall be in place at the premises.



## AGREED

4.3.16 The Premises Licence Holder shall ensure the prominent signage on display to inform customers of the venue's policy towards drug use and supply as well as of health protection messaging to discourage smoking at the entrances to the premises and prominently within the premises

## AGREED (minor typo corrected – drug “use”)

4.3.17 Admission will be refused to those dealing drugs, if a person is found dealing on the premises, then staff will seek advice from the police.

### Proposed Alternative:

*4.3.17 Any person found dealing drugs on the premises will be immediately ejected and the Police will be notified.*

4.3.18 The confiscation or discovery of all drugs must be witnessed, logged in the relevant incident book and the drugs handed to the most senior member of management, who will then secure them in a designated place such as a drug safe or lockable filing cabinet. These will be held in a designated area for this premises in a secure holding room prior to police collection. The earliest notification of any drug-related incidents must be given to the Police.

### Proposed Alternative

*4.3.18 The confiscation or discovery of all drugs must be witnessed, logged in the relevant incident book and the drugs handed to the most senior member of management to be secured in a designated place such as a drug safe or lockable filing cabinet. The earliest notification of any drug-related incidents must be given to the Police and dealt with in accordance with their prescribed and agreed policy.*

4.3.19 Any drugs seized, and the amnesty box shall be retained and handed over to the police and a receipt obtained. A logbook of drug seized shall be maintained and handed to the police as requested.

### Proposed Alternative

*4.3.19 Any drugs seized, and the amnesty box shall be retained and handed over to the police where requested and a receipt obtained and logbook or electronic record kept at the premises for at least 6 months.*

## **4.4 Training Plan**

4.4.1 All staff will receive training in Drinks & Drunkenness, Underage Drinking (Challenge 25) , Drugs, General Crime Prevention, Dealing with Disorder and Fire & Evacuation procedures.

NOT AGREED – Alcohol awareness training (including Challenge 25) and drugs awareness training and Fire and Evacuation procedures for Staff are dealt with in the other 4.4 and 4.6 clauses – 4.4.1 is therefore not required.

4.4.2 To provide written training for all new staff on the sale of age restricted products in line with Challenge 25 framework and to provide training, at least every 6 months, to existing staff, on the law relating to underage sales of alcohol, including types of identification to look out for. Staff to sign

and date records to confirm that the training has been received and understood by way of a maintained logbook

[AGREED subject to including “relevant” before staff where mentioned in the paragraph.](#)

4.4.3 To notify staff of any reports of alleged underage sale incidents that has been brought to your attention by Trading Standards or Police.

[AGREED subject to including “relevant” before staff](#)

4.4.4 To keep a log of such notifications on file, ready for inspection by authorised officers of Trafford if required.

[AGREED](#)

4.4.5 To inform all staff of changes in the law relating to age-restricted products as and when required.

[AGREED subject to including “relevant” before staff.](#)

4.4.6 All staff are instructed as part of the training never to serve customers who are, or appear to be drunk, under any circumstances. Ongoing training of staff to recognise drunkenness and refuse service to customers who have consumed excessive alcohol. No person who is drunk will be allowed into the premises.

[AGREED subject to including “relevant” before staff and the last line amended to “No person who is drunk will be allowed into the premises unless for welfare reasons and/or for receiving medical attention.”](#)

4.4.7 All staff shall be provided with adequate and suitable training to make them aware of the Licensing Act 2003 problems associated with the spiking of drinks and how to reduce the risks of the same.

[AGREED subject to including “relevant” before staff.](#)

4.4.8 Training Staff to be vigilant and to identify and report suspected drug use or abuse to management and to be trained and know the signs to look for.

[NOT AGREED - 4.4.8 is effectively duplicated by 4.4.9](#)

4.4.9 All staff are given training/guidance in recognising the signs and symptoms of drug use and supply and are instructed to be vigilant at all times and to report any concerns to the senior manager as soon as possible.

[AGREED subject to adding the word “security” before “staff” in the first line.](#)

4.4.10 Any evacuation procedure shall be documented and staff shall be made aware and trained in their roles in the event of an evacuation.

[AGREED](#)

4.4.11 To attend training seminars organised by the Trading Standards Service or other Local Authorities as and when requested to do so.

[Proposed Alternative:](#)

4.4.11 Venue management will endeavour to attend any training seminars organised by the Trading Standards Service or other recognised body when requested to do so.

#### **4.5 Counter Terrorism Risk Assessment and Counter Terrorism Plan.**

4.5.1 The Venue will have a Counter Terrorism Plan, including a Counter Terrorism Emergency Response Plan which is compliant with the standards set out within the Protect Legislation, any subsequent legislation, statutory guidance or statement of good practice.

AGREED

#### **4.6 Major Incident contingency and emergency plans (including a Major Incident Plan).**

- The Venue will maintain a Major Incident contingency and emergency plans (including a Major Incident Plan) which shall be made available to Responsible Authorities upon request.
- The contingency plans should include, but not be limited to the following details:
  - Action to be taken in the event of fire or bomb alert;
  - Action to be taken in the event of failure of the electrical supply to the public address, emergency lighting or fire alarm systems;
- The procedures for training of staff and stewards, sounding the fire alarm system and tackling fires;
  - The procedure for carrying out evacuation exercises or other emergency drills;
  - The identification and location of one or more areas of the venue which can be promptly made available for the treatment of casualties in the event of a incident, together with procedures for bringing this area into use;
  - Procedure for contacting the emergency services and details of local hospitals having accident and emergency departments;
  - The arrangements laid down for the safe evacuation of disabled persons, including entrance and exit routes.

AGREED

#### **4.7 Medical Ambulance and First Aid Plan**

4.7.1 The Premises Licence Holder shall provide a designated medical area inside the venue and will appoint a suitably competent provider to manage and provide suitably manned and equipped medical/first aid facilities to the satisfaction of the Responsible Authorities.

##### Proposed Alternative:

*The Premises Licence Holder shall provide a designated medical area and will appoint a suitably competent provider to manage and provide suitably manned and equipped medical/first aid facilities.*

4.7.2 First Aid trained personnel shall be in attendance at each night of the every event.

##### Proposed Alternative

*First Aid trained personnel shall be present for every event taking place at the premises.*

4.7.3 A designated area will be provided and clearly marked in the car park in close vicinity to the venue entrance for use of emergency vehicles (not limited to just ambulances). Access to this area will be available at all times whilst the venue is in operation.

Proposed Alternative

*A designated area will be available in close vicinity to the venue for use by emergency vehicles (not limited to just ambulances). Access to this area will be available at all times whilst the venue is in operation.*

#### **4.8 Fire Safety Plan**

4.8.1 A full and suitable fire risk assessment shall be conducted prior to the premises opening and measures identified shall be put in place and to include an evacuation procedure and appropriate fire safety equipment. This will include, but not limited to the following:

- suitable fire alarm system;
- suitable means of escape;
- suitable occupancy levels;
- systematic testing procedures of fire safety equipment;

4.8.2 The control measures identified will be fully implemented to the satisfaction of the Licensing Authority and the Fire and Rescue Service.

4.8.3 Any agreed evacuation procedure to include the evacuation of disabled customers and shall be communicated to all staff.

AGREED

#### **4.9 Site Safety Plan**

4.9.1 The Premises Licence Holder must complete, retain and make available for inspection, a specific event, written, risk assessment in respect of all events conducted upon the licenced premises.

*AGREED subject to 4.9 Heading being changed from 'Site Safety Plan to "Event Risk Assessments" and also slight change in wording suggested to 4.9.1 to: "The Premises Licence Holder must complete, retain and make available for inspection, a specific event risk assessment in respect of all events carried out within the licensed premises."*

4.9.2 The risk assessments should include the nature of the vent and expected capacity- for validation by the Police and Local authority (Trafford Licensing) within at least 28 days' notice of the event taking place.

Proposed Alternative:

*The specific event risk assessment shall include details of the event including the expected capacity and will be prepared at least 28 days in advance and be made available to the Police and Trafford Licensing Authority upon request.*

4.9.3 For any event which is to take place over two or more days, where changes to the site safety rules are to be made following a debrief on any specific day, those changes must be documented and the amended site safety plan, highlighting the changes which have been made, must be sent to the Licensing Authority before the commencement of the event on the subsequent day(s)

**NOT AGREED – The proposed condition is more relevant to an outdoor event than a venue.**

#### 4.9.4 General

The venue and all equipment, furnishing, fittings and the like shall be constructed, provided, and maintained so as to be in a thoroughly safe condition for entertainment purposes.

AGREED

Suitable records shall be kept by the Premises Licence Holder or his agent regarding fire safety precautions, electrical installations and the construction of the built environment.

#### Proposed Alternative:

*Suitable records shall be kept by the Premises Licence Holder or his agent regarding fire safety precautions and electrical installations.*

Authorised officers of the Licensing Authority, authorised officers of the Fire Authority, the Ambulance Service or Police Officers shall have free access to all parts of the Licensed Premises for the purpose of inspection at all reasonable times.

AGREED

The Premises Licence Holder shall ensure that the Premises Licence and all conditions attached thereto are retained at the Licensed Premises and are available for inspection at all reasonable times by authorised officers of the Licensing Authority, Fire Authority, Ambulance Service and Police Officers

AGREED in principle – although duplicates existing statutory requirements and so question whether it is required as a licence condition?

#### 4.9.5 Lighting and Electrical Installations

Adequate lighting levels will be maintained at all times across the Licensable Premises.

#### Proposed Alternative

*There shall be adequate lighting maintained of the means of escape and exits from the premises at all times the premises is open for licensable activities.*

Entrances and exits to the Licensed Premises including events to be held in the outside area of the Licensed Premises shall be clear of obstructions and at all times will be adequately illuminated during periods of darkness.

AGREED

Emergency lighting shall be maintained in good working order.

AGREED

#### 4.9.6 Staging of Structures

Details of any temporary structure (including staging) shall be included in the Event Management Plan.

#### Proposed Alternative

*Any new temporary structures shall be subject to a documented risk assessment before any event.*

#### 4.9.7 Sanitary and cleaning Provision

The Premises Licence Holder shall ensure that adequate sanitary provisions and hand washing and drying facilities are provided for the number of people expected to attend the event to the satisfaction of the Licensing Authority. Toilets shall be kept in good order and repair and serviced throughout the event to ensure that they are safe, clean and hygienic. Toilets shall be supplied with toilet paper, in a holder or dispenser, at all times.

#### Proposed Alternative

*The Premises Licence Holder shall ensure that adequate sanitary provisions and hand washing and drying facilities are provided for the number of people expected to attend an event. Toilets shall be kept in good order and repair and serviced throughout the event to ensure that they are safe, clean and hygienic. As far as reasonably practicable, toilets shall be supplied with toilet paper, in a holder or dispenser, at all times during an event.*

Regular toilet check shall be made. To ensure the toilet areas are not being used for drug use/taking.

#### AGREED

On each day of the event the external area of the premises shall be inspected and cleaned of all litter prior to the opening of the event and also at the close of the event.

#### Proposed Alternative

*On each day of the event, so far as reasonably practicable, the external area in the immediate vicinity of the premises for ingress and egress routes shall be inspected and cleaned of all litter prior to the opening of the event and also at the close of the event.*

Suitable notices shall be provided throughout the Licenced Premises to indicate clearly the location of all available services and facilities such as sanitary accommodation, refreshments, drinking water, first aid points and exits, all of which shall be clearly signposted.

AGREED subject to changing “throughout” on the first line to “within.”

All signage will comply with the appropriate guidance given in the Event Management Plan

NOT AGREED – Not sure this is required as a licence condition for a venue licence.

#### 4.9.8 Refreshment Facilities

All food concessions shall be available for inspection at times suitable to the Council’s Environmental Health Officers. Any food concession not complying with the food safety or occupational Health and Safety at Work Requirements will be closed upon request of the appropriate Licensing or Enforcement Officer.

#### Proposed Alternative:

*All food concessions shall be available for inspection at all reasonable times suitable to the Council’s Environmental Health Officers.*

No glass containers or glass bottles shall be sold on the Licensed Premises without the prior approval of the Licensing Authority. The Premises Licence Holder shall also take appropriate measures to prevent glass containers, glass bottles or cans being brought onto the premises by the public.

Consent for the sale of cans at events is permissible only where the contents of the can is decanted into a plastic or cardboard container unless otherwise reasonably agreed by the licensing authority.

*Proposed Alternative:*

*The Premises Licence Holder shall take appropriate measures to prevent glass containers, glass bottles or cans being brought on to the premises by the public. No drinks shall be sold from a bar or by a member of bar staff or consumed in or on the premises other than in a container made from non-splintering plastic, paper or recyclable material, shatterproof glass or cans.*

4.9.9 Details of the arrangements and facilities for disabled persons

The Site Safety Plan shall include written details of the arrangements and facilities for disabled persons.

*NOT AGREED – ‘Site Safety Plan’ not an accurate description and ‘details of arrangements and facilities for disabled persons’ not appropriate as a licence condition although will be provided by the venue.*

4.9.10 Boxing

The site Safety Plan shall include written details of the arrangements for any Boxing events that are held at the Licenced Premises.

A suitable and sufficient health and safety risk assessment (or Event Management Plan) of the boxing activity be submitted to the Licensing Authority and Environmental Health a minimum of 28 days prior to each event taking place.

As part of the event management plan we would expect the following points to be addressed:

- Full contact details of the organisers and other parties involved in the event.
- The medical cover that will be provided at this event. The Council expect that a Registered Doctor and a Paramedic will be provided as a minimum. The Council would also prefer that an ambulance be also provided.
- The medical checks that will be carried out on the boxers before and after the fight. The Council would expect all boxers taking part to have a medical card and competition record book. This should detail previous bouts, medical history etc.
- How boxers will be matched up for the event. All boxers will be expected to be evenly matched and fall in the same weight category.
- Description of how the safety of minors will be protected during the event. The Council would not expect to see any fighters under the age of 18 matched up with those over 18. Fights involving minors should not be taking place late in the evening.
- Details of the ring set up and who will be carrying this out.
- The numbers of referees and judges taking part in the event.
- The type and weight of boxing gloves that will be used by the boxers and how these will be inspected.

- What will be the safety rules for the fight and how these rules will be communicated to the boxers, coaches, trainers and other relevant parties.
- Details of the Personal Protective Equipment that will be worn by boxers.
- Actions that will be taken in an emergency and how parties will communicate.
- Site checks that will be completed prior to the event taking place.

AGREED in principle subject to terminology – ‘Site Safety Plan’ to be changed to “Event Risk Assessment”

#### 4.9.11 Emergency Evacuation Plan

- Any evacuation procedure shall be documented and staff shall be made aware of their roles in the event of an evacuation.
- Training for relevant staff on what to do in the event of a fire or other emergency to include the evacuation of disabled persons, in so far as that is not included within the major incident plan.
- All staff shall be trained in how to handle emergencies and emergency evacuation.

AGREED

#### 4.9.12 Dispersal Policy

A dispersal policy shall be implemented as follows;

The ticket sales website to contain a map or details / or directed to details showing suggested routes for customers to take on leaving the premises. (which directs) Directing customers away from residential areas and towards public transport networks and Manchester City Centre.

Any person who is ejected from the premises for any reason MUST be treated fairly and given assistance by security staff to reunite the person with a friend.

No person shall be allowed to leave the area of the venue on their own whilst intoxicated if they have been ejected.

Notices shall be displayed at exits of the premises requesting customers to leave the area quietly and as directed by door staff and stewards.

Prior to the event a minimum of 4 local taxi operators shall be informed that the event is taking place not less than 7 days before its commencement.

Customers shall be advised that staff on duty shall operate a taxi request service on behalf of customers.

Customers may use this free service for the purpose of arranging taxis for transport home at the end of each evening.

Music policy to include a half hour run down period to consist of a change of style of music to a quieter, less high tempo style commencing half an hour before close. DJ/ House announcements during the half hour run period requesting customers to leave the area quietly.

Door staff to ensure that customers do not leave the premises with bottles or glassware.



Proposed Alternative to 4.9.12:

*The Premises Licence Holder shall operate a Dispersal Policy which will form part of the Event Management Plan for the venue. The Dispersal Policy will include procedures which address in particular but not exclusively the following matters:*

- *Egress routes and control measures*
- *Security checks and securing the venue*
- *Messaging and communications*
- *Transport management*
- *Neighbourhood policy*
- *Housekeeping and cleaning*

**4.10 Crowd Management, Stewarding and Security Plan**

4.10.1 The Premises Licence Holder shall maintain good order in the Licensed Premises by the deployment of SIA staff.

NOT AGREED – 4.10.1 is superfluous as the matters are covered by the following sub-clauses.

4.10.2 The Premises Licence Holder will produce a full stewarding/security plan which will be contained within an Event Management Plan. This should be available for inspection 28 days prior to the event should the Licensing Authority or Responsible Authority wish to review.

AGREED

4.10.3 A written record shall be kept on the premises by the DPS of every person employed on the premises as a door supervisor in a register kept for that purpose. The register is to contain the following details, the door supervisors name, company working for along with his/her SIA license number. The time and date start of shift, and time/date end of shift. Time of any breaks. Each entry to be signed by the door supervisor. The personal details of employed/contracted SIA staff shall be provided to Greater Manchester Police or any responsible appropriate authority when requested

Proposed Alternative:

*4.10.3 A written record shall be kept on the premises by the Premises Licence Holder of every person employed on the premises as a door supervisor in a register kept for that purpose. The register is to contain the following details: the door supervisors name, company working for along with his/her SIA licence number. The time and date start of shift, and time/date end of shift. Each entry to be signed by the door supervisor. The personal details of employed/contracted SIA staff shall be provided to Greater Manchester Police or any responsible appropriate authority on reasonable request. Records are to be kept for 28 days following an event.*

4.10.4 SIA registered door staff to be employed from 30 minutes before opening until 30 minutes after close (assuming all customers have left the premises in this time, if not staff to remain until clear). The number of door staff to be such as considered by management to be appropriate following a risk assessment for each event.

AGREED

4.10.5 All Security Staff shall be controlled from a central control point and shall be under the control of supervisors, equipped with suitable means of communication to the Even Control Team.

While on duty they shall not be engaged on other activities which would prevent them from carrying out these functions.

AGREED

4.10.6 Security staff located outside the premises shall wear high visibility jackets.

AGREED

4.10.7 A door entry policy shall be implemented at the premises. This will include the buying of tickets through a secure website as advertised prior to any event. Staff will ensure that all main entrances and fire exits are kept clear at all times.

AGREED

4.10.8 All security staff shall be made aware of the position and arrangements for First Aid.

Proposed Alternative

*4.10.8 All security staff shall be made aware of the position and arrangements for medical facilities.*

4.10.9 Security shall be positioned at all exits and at key points where control of the crowds is most needed. They will exercise proper control over the audience or patrons and shall ensure that there is safe movement of crowds at every point within the Licensed Premises. The operation of the bars, refreshments and concessions shall be appropriately managed by stewards to ensure effective crowd flow in these areas.

AGREED

4.10.10 The premises licence holder operates a policy for searching patrons on entrance to the venue. A policy of random search of customers prior to entry shall be implemented. Notices at the entrance stating any person refusing to be searched will not be allowed to enter. Persons found to be in possession of drugs will be removed from the premises. Only SIA registered door personnel will conduct searches on the premises. Consent will always be obtained before a search is carried out. If the search request is refused, then entry will be denied, and details recorded in a designated incident/logbook.

AGREED subject to deleting last part of final sentence "and details recorded in a designated incident/logbook."

4.10.11 Both Male and Female door supervisors will be employed to ensure that no search is conducted on someone of the opposite sex.

Proposed Alternative:

*4.10.11 The Premises Licence Holder will endeavour to employ both Male and Female door supervisors to ensure that no search is conducted on someone of the opposite sex.*

4.10.12 Age assessment shall be conducted by both door staff and bar staff.

Proposed Alternative:

*4.10.12 Age assessment shall be conducted by door staff.*

4.10.13 The premises licence holder will ensure that all areas of the premises can be safely monitored by security staff and check for signs of drug use.

AGREED

#### **4.11 Noise Management Plan and Sound Assessment**

4.11.1. Any regulated entertainment shall be provided in accordance with a Noise Management Plan that has been agreed in writing by the Licensing Authority

4.11.2. No noise shall emanate from the premises that gives rise to a nuisance at any residential or noise sensitive properties, including those within Salford City Council's jurisdiction.

4.11.3. All doors and windows to be kept closed, except for normal access and egress whenever regulated entertainment is taking place.

4.11.4. Lobbies must be provided at each entrance to the venue where there is a direct sound transmission path between the noise source and external areas.

4.11.5. There shall be no external regulated entertainment or "funfairs" or similar outdoor activity at the premises.

4.11.6. Smokers shall use a designated smoking area shown marked on a plan which shall be lodged with Trafford Borough Council, Pollution Section. The smoking area shall be supervised by a minimum of one member of staff after 23.00 until close to ensure that smokers do not cause a disturbance. Any smoker behaving in a noisy manner shall be required to return inside the premises.

4.11.7. Only smokers shall be allowed to use the designated smoking area.

4.11.8. The premises licence holder shall give not less than 28 days notice of events to be held at the premises to Greater Manchester Police (unless a shorter time is agreed with Greater Manchester Police).

4.11.9. Each calendar year a minimum of one month's written notice (or a lesser period if agreed in writing with the Licensing Authority) will be given to the Police and Trafford Council Pollution Control of proposed events to be held at the venue. The notice will contain a brief description of the event and the licensable activities proposed, including the start and finish time, attendance numbers, nature of event and details of artistes / performers, whether there is live and/or recorded music, and any proposed alterations to sound limits.

4.11.10. When required by Trafford Council, sound propagation tests will be undertaken prior to specified events. The specified events shall be those notified by the Council to the premises licence holder. If required, the sound limits shall be modified to the satisfaction of Trafford Council prior to the specified events taking place and retained thereafter.

4.11.11. For music events continuing later than 02:00 Trafford Council will be notified to agree sound limits prior to each event unless sound limits have been previously set in agreement with Trafford Council and those limits are not to be altered.

**The Noise Management Plan Conditions in Section 4.11 are all AGREED [These are the Revised Conditions proposed by Mr Belfield in his 4.10.23 Representation]**

#### **4.12 Safeguarding: Children and Disabled Persons**

4.12.1 The Premises Licence Holder will ensure that arrangements and provision for disabled persons, namely access and egress, sanitation facilities and viewing areas are provided and maintained for each event to the satisfaction of the Responsible Authorities.

*Proposed Alternative:*

*4.12.1 The Premises Licence Holder will provide and maintain suitable and sufficient arrangements and provision for disabled persons for each event, namely access and egress, sanitation facilities and viewing areas.*

4.12.2 No persons under the age of 18 shall be permitted within the premises after 20:00 hours.

*Proposed alternative:*

*4.12.2 No person under the age of 18 shall be permitted within the premises after 12 midnight.*

4.12.3 The Premises Licence Holder will carry out a risk assessment for every event to consider the implication of attendance of children at the event.

*Proposed Alternative:*

*4.12.3 The Premises Licence Holder will consider the implication of any children attending an event within the event specific risk assessment.*

4.12.4 Where the event involves the display of cinematic films, the following certification shall be used on all promotional material.

NOT AGREED – Condition as worded not complete, but in any case the issue is covered by the mandatory conditions.

#### **4.13 Traffic Management Plan**

4.13.1 A Traffic Management Plan/Transport Management Plan and associated risk assessment shall be produced, maintained and made available for the Local Authority to inspect at least 28 days before an event

*Proposed Alternative:*

*4.13.1 A Traffic Management Plan/Transport Management Plan and any associated risk assessment shall be made available for the Local Authority to inspect at least 28 days before any relevant event.*

4.13.2 The Traffic Management Plan and an accompanying risk assessment will detail how vehicle movements are controlled and must include the following:

NOT AGREED. The condition is more relevant to an outdoor event.

4.13.3 Details of vehicles arriving on site throughout the set up of the event, the day of the event and post event;

- Details of where vehicles are parked on site;
- Details of how pedestrians and vehicles are segregated;
- Details of how sufficient lighting is provided to areas where vehicle movements occur;

NOT AGREED. The condition is more relevant to an outdoor event.

4.13.4 Any additional controls as identified by the risk assessment.

NOT AGREED. The condition is more relevant to an outdoor event and 4.13.1 covers relevant risk assessments being made available.

4.13.5 The Plan will contain details of how patrons will travel to and from the event and on site vehicular traffic management.

NOT AGREED. The condition is more relevant to an outdoor event.

4.13.6 Vehicle movements within the Licensed Premises will be limited to those which are essential and will be controlled to ensure safety of the public and staff.

AGREED

#### **4.14 CCTV Plan**

4.14.1 The Premises Licence Holder must ensure that:

4.14.2 CCTV cameras are located within the premises to cover the areas permitted for Licensable activities, including entrances, exits and Key areas in accordance with industry guidance such as the Centre for Protection of National Infrastructure or NaCTSO

AGREED

4.14.3 CCTV will be in operation inside and outside the building at all times the premises is in use for licensable activities. All equipment must have a constant and accurate time and date generation.

AGREED

4.14.4 A digital CCTV recording system will be installed and maintained at the premises in consultation with GMP Crime reduction officer that is capable of complying with: -

CONDITION NOT CLEAR?

4.14.5 At all times the CCTV system and recordings must be kept in a secured environment under the control of the DPS or other nominate responsible person.

AGREED

4.14.6 A full instruction manual will be available at all times.

AGREED

4.14.7 The CCTV system is fitted with security functions to prevent recordings being tampered with, i.e password protected.

AGREED

4.14.8 The CCTV system must be maintained in full working order to: -

- Operate on real time at a minimum of 20 frames per second with correct time and date generation. Be capable of providing individual pictures.
- Provide clean, clear and unobstructed camera views of evidential quality in all lighting conditions.
- Provide accurate date and time stamped recordings, stored in date order and kept for a minimum of 31 days and handed to the Police or Local Authority on demand. Export all

footage to another medium with time and date integral image. Exported footage must also be of same quality as system recordings.

AGREED

4.14.9 During all periods of activity, a nominated and trained CCTV operator must be on duty to:

- Inspect the CCTV system and ensure all equipment and cameras are in full working order. Record inspection on a CCTV maintenance record log and endorse with a signature.
- Facilitate the downloading of any image as requested by the Police or Local Authority (Trafford Council).

AGREED subject to first line amending to “Whilst licensable activities are taking place.....etc”

4.14.10 The CCTV system must:

- Have at least one camera at every entrance and exit; all individuals must be identifiable from the screen image. Have cameras on all areas where the sale of alcohol takes place; including bars and, all individuals must be identifiable. At least one camera covering any queue outside the premises, individuals must be identifiable. Cameras covering car-parking areas. In the event of any failure of the system an engineer will be informed without delay and the failure reported to the licensing officer as soon as practicable.
- The bar area is supervised, and CCTV is in operation.

AGREED

#### **4.15 General Conditions**

All written records including CCTV, drug seizures, SIA door staff must be kept on the premises and in control of the DPS and handed to the Police for inspection on demand. **AGREED**