

# GREATER LONDON AUTHORITY

[REDACTED]  
(By email)

Our Ref: **MGLA280519-3453**

21 June 2019

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 26 May 2019. Your request has been dealt with under the Freedom of Information Act 2000.

You requested:

*I am conducting a survey of visitor access to public buildings as part of an assignment. I would be grateful if you could answer the following FOI request:*

1. *Do you have a policy and/or process for visitor access to City Hall?*

Yes

2. *Are all visitors required to provide photographic ID?*

No

3. *Is this policy/process provided to all staff in the building, for example during induction? If yes please provide details of who is responsible for overseeing this and how staff are informed of this policy/process.*

Yes, there is an Admission Policy and official visitors coming to see members of staff are pre-notified to reception, members of the public attending public meetings or just visiting the public areas of the building do not need to be pre-notified to reception. They are at liberty to enter the building, subject to the requirements of the Admission Policy. All visitors are subject to security search as part of the Admissions Policy. Managers are responsible for briefing their staff and all new starters attend a security briefing which highlights the process. Staff are responsible for looking after their visitors. The Policy is owned by Facilities Management

4. *Please provide a copy of this policy, or process, or both.*

Please see attached the Admissions Policy.

If you need more information about the role and work of the GLA, please go to our website: [www.london.gov.uk](http://www.london.gov.uk). If you have any further questions relating to this matter, please contact me, quoting the reference MGLA280519-3453.

Yours sincerely

**[REDACTED]**

**Information Governance Officer**

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>

## City Hall Admissions Policy

**Welcome to City Hall, while you are waiting to go through the search point please familiarise yourself with the Admissions Policy.**

As part of City Hall's health and safety arrangements, admission for all visitors is conditional upon agreeing to go through the search procedures and complying with all security arrangements and instructions as detailed below. The Greater London Authority (GLA) reserves the right to refuse admission.

### **Search Procedures**

All visitors wishing to enter City Hall will be subject to a security search of both their person and any bags or carried items, including folding bicycles. The search aims to ensure that no prohibited items (please refer to the list displayed nearby) are either deliberately or accidentally brought into the building.

Please note that visitors may also be required to place their outer garments, hats, shoes and belts through the x-ray scanner, and laptop computers will need to be removed from their cases. Wheelchairs will also be subject to search. The scanning equipment will not harm electronic media devices and it is photographic film is safe up to ISO1600 (33 din).

It will assist the search process if people are ready to remove metal objects carried on their person (with the exception of very small items of jewellery) and place them in the trays provided.

At the discretion of the Security Officer, visitors found in possession of prohibited items may be refused entry to the building, or will only be admitted if they are prepared to surrender the items to Security, for which a receipt will be issued. Any confiscated items can be collected from Security, on production of the receipt on departure from the building, with the exception of certain prohibited items which are considered likely to pose safety risks to staff and the public which will be passed to the Police.

At the discretion of the Security Officer, visitors deliberately trying to conceal prohibited items or being obstructive may be refused entry and reported to the Police.

### **Visitor's Behaviour and Conduct**

Visitors to City Hall are respectfully requested to behave in a considerate and courteous manner at all times and comply with official instructions given by Security Officers and GLA Staff. Anyone who is considered to be a threat to good order will not be admitted. Visitors must not disrupt or interfere with the activities that are taking place at City Hall.

The intimidation of Security Officers or other members of GLA Staff will not be tolerated and neither will; assault on staff, aggressive behaviour, offensive, threatening or abusive language or gestures.

Anyone displaying these behaviours or not complying with official instructions will be required to leave City Hall immediately and may at the discretion of the Security Officer be refused from future entry.

Visitors are advised not to make comments to security staff that could be interpreted as a potential threat; such actions could result in the Police being called.

### **Children**

Young people under the age of sixteen will not be permitted access to the building unless accompanied by an appropriate adult or by prior arrangement. Security staff may ask for proof of age if the visitor does not look sixteen years of age or over.

### **Animals**

The only animals permitted access to City Hall are assistance animals and police search dogs with appropriate official identification.

### **Photography and Filming**

No photography or filming of City Hall security and reception arrangements or equipment is permitted.

The use of camera or audio-video recording equipment in such a way so as to cause alarm, distress or harassment of staff or visitors or using it in such a way that causes interference with their duties or visit is prohibited.

No commercial photography or filming at City Hall is permitted without prior written agreement from the Greater London Authority.

### **CCTV**

For everyone's security and safety, monitored and recorded CCTV is in operation at City Hall.

### **Changes to Security Arrangements**

Please note in the interests of everyone's health and safety, security arrangements are subject to no notice extension and change.

## Prohibited Items

To help protect the safety and welfare of both visitors and staff the following is a non-exclusive list of items that are prohibited from being brought into City Hall;

- Bladed items, including; pen knives, fixed bladed knives and scalpels
- Offensives weapons eg. tasers, etc.
- Imitation or toy weapons, including toy hand grenades and guns
- Items that could be readily converted into weapons
- Component parts of weapons
- Flares, fireworks or other pyrotechnics
- Candles with naked flames
- Party poppers, party canons and confetti
- Helium filled balloons
- Gas canisters
- Strobe lights, high intensity torches and lasers
- Hazardous materials eg. radioactive items, CS gas, pepper spray, glue, acids & alkalis
- Spray paints or cans of paint
- Powders that are not personal prescription medicines or for cosmetic purposes
- Illegal drugs
- Opened bottles / cans of alcohol
- Pointed Scissors / pointed tweezers
- Knitting Needles
- Syringes (unless required for personal medical use)
- Placards, Banners, Flags, Leaflets and Flyers
- Mobile phone jamming devices
- Items that could cause loud audible disruption eg. whistles, megaphones, sirens, air horns, large radios / cd players / speakers
- Covert surveillance and recording equipment
- Climbing and abseiling equipment
- Tools eg. pliers, screwdrivers, wire cutters, padlocks, chains, saws, etc.
- Any items considered to be suspicious or unacceptable by security staff that the owner cannot provide a reasonable explanation for possessing