

GREATER LONDON AUTHORITY

[REDACTED]
(By email)

Our Ref: MGLA110219-5417

1 March 2019

Dear [REDACTED]

Thank you for your request for information which the GLA received on 10 February 2019. Your request has been dealt with under the Freedom of Information Act (2000). As previously discussed, the GLA is London's strategic government and does not operate in the same way as local councils. In London you would need to contact the Borough Councils, Westminster City Council and the City of London: <https://www.london.gov.uk/in-my-area>. The only information the GLA holds in scope of your request relates to the Crystal Palace National Sports Centre

Our response to your request is as follows:

1. *If you have introduced mixed-sex changing or showering facilities, please provide a copy of any risk assessment or equality impact assessment carried out.*

The changing facilities at Crystal Palace NSC are all single sex with separate changing facilities for male and female.

2. *Do you provide training for staff on recognising spy cameras and, if so, what percentage of staff employed at your sports facilities have received this training? What procedures do you have in place to check that a spy camera is not installed either by a member of staff or the public?*

The NSC is managed on behalf of the GLA by Greenwich Leisure Limited and that the centre rules state that photography, filming or any type of recording of images or sound is strictly not permitted (without prior appropriate written permission e.g. filming a sporting activity), staff are trained as part of their staff induction and receive regular ongoing staff training at the centre with regards to monitoring and implementing the centres policies and undertaking regular supervisory building checks throughout the day to identify any breaches or potential issues.

3. *Please provide details of the procedures you have in place to prevent inappropriate behaviour in mixed-sex facilities (for example, voyeurism, nudity in communal areas).*

The changing facilities at Crystal Palace NSC are all single sex with separate changing facilities for male and female.

4. *Are statistics maintained to monitor complaints and compare the type and number of complaints to those prior to the introduction of mixed-sex facilities? If so, please provide this data and any analysis which has been carried out.*

As stated previously, the changing facilities at Crystal Palace NSC are all single sex, however complaints and comments are recorded and reviewed by management on an ongoing basis to identify any operational issues or trends. These are reported to the Authority on a monthly basis and reviewed at the quarterly performance review meetings.

5. *For outsourced sports facilities what provisions are included in the contract to ensure that changing and showering facilities protect the privacy, dignity and safety of all customers?*

The contract between the GLA and GLL includes a detailed specification governing the operational requirements of the centre including:

- Health and Safety
- Safe working practices and risk assessment (staff and customers)
- Security
- Recording and reporting of incidents
- Staffing, supervision and training
- Building inspections and maintenance

If you have any further questions relating to this matter, please contact me, quoting the reference at the top of this letter.

Yours sincerely

Paul Robinson
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>