

SEPTEMBER HEARINGS - INFORMATION PACK

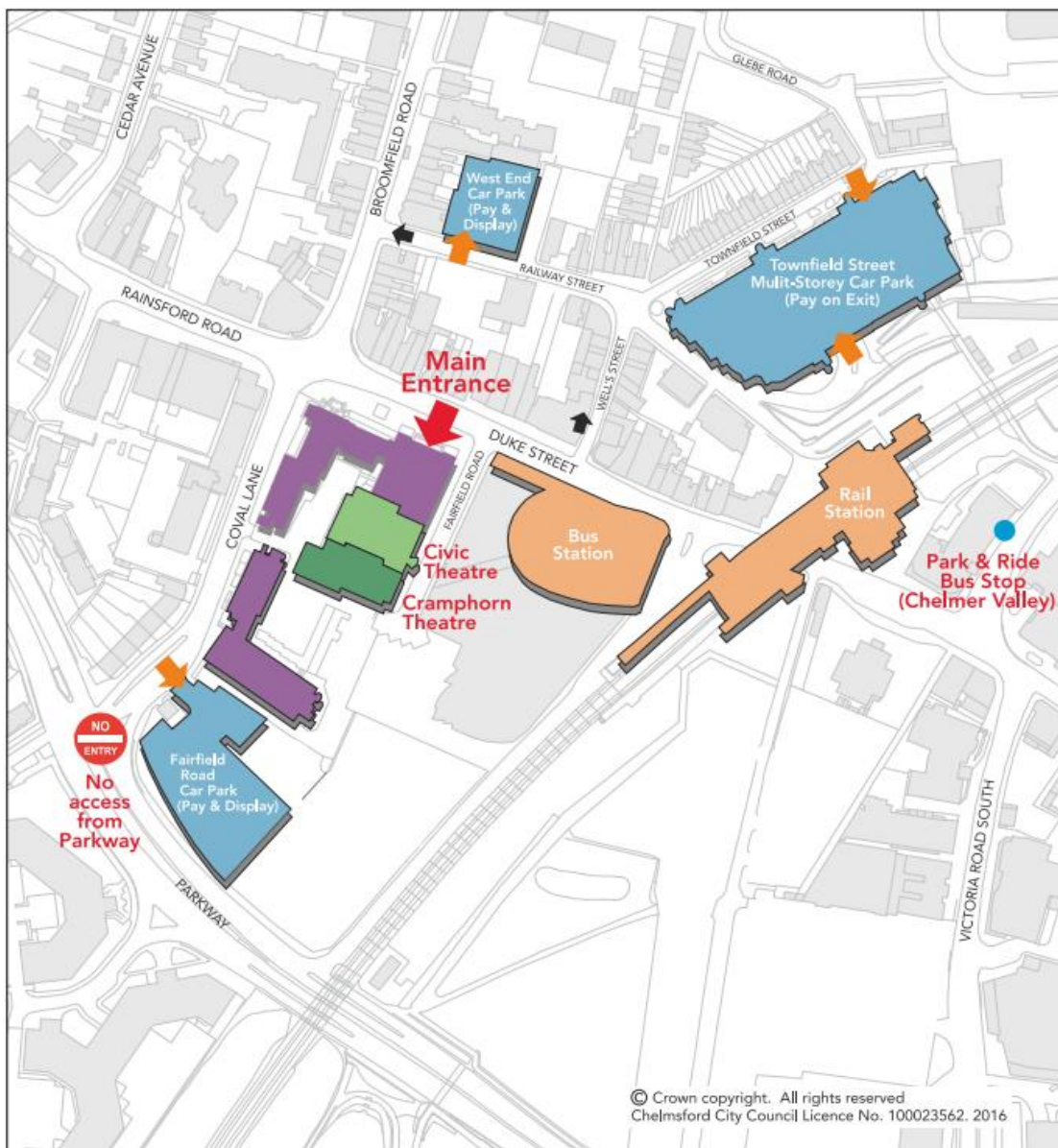
This guide provides information about the Lampard Inquiry's opening hearings, taking place at the Civic Centre in Chelmsford, Essex during September 2024.

It is to help you get to the hearing centre and gives information on what to expect when you arrive and further details about the venue, facilities and support available.

ESSENTIAL INFORMATION

Location of the Opening Hearings

The Lampard Inquiry's September 2024 hearings are taking place in the Council Chamber at Chelmsford Civic Centre, Duke Street, Chelmsford, CM1 1JE.



Dates and Times of Hearings

The hearings will take place from the 9th to 25th September. The Inquiry will not be sitting on Fridays or the weekends.

Witnesses

We would be grateful if witnesses could arrive between 8:45am and 9:15am if your commemorative impact account has been scheduled for the morning and between 12:45pm and 1:15pm for those whose accounts have been scheduled for the afternoon.

All other attendees

For all other attendees, the doors will open to the public at **09:10am** each day. We would be grateful if you could please arrive by **9.30am at the latest** in order to register, pass through security and be seated before the hearing begins each day.

For members of the public watching the hearings from the public gallery, please only attend if we have confirmed your place via email and please also bring with you one piece of photographic identification.

On the **first day of hearings**, Monday 9th September, hearing will begin at **11:00am and finish by 4:30pm**.

For all other days, hearings will begin each day at **10.00am and finish by 4.30pm**.

There will be a short break in the morning and afternoon in which **teas and coffees** will be provided free of charge.

There will be a 1 hour break for **lunch** each day.

BEFORE ARRIVING AT THE HEARINGS

How to Book a Seat at the Hearing

Priority for seating in the venue will be given to Core Participants and witnesses but additional capacity will be made available for members of the public to attend on each sitting day.

So that the Inquiry can ensure that all those wishing to attend can do so comfortably and for reasons of security, members of the public who are not Core Participants, witnesses or their legal representatives will need to register in order to attend. Members of the public are therefore invited to express an interest in attending the hearings in person using [this form](#). Confirmation of attendance will be sent by email on the week commencing 2nd September. Please only attend if we have confirmed your place via email and please also bring with you one piece of photographic identification.

The hearings will also be live-streamed on the [Lampard Inquiry YouTube Channel](#) for anyone who wishes to attend remotely (and no registration is required for this).

How to Get to the Hearings

By train

The nearest train station to the Civic Centre is Chelmsford Station. You can look at National Rail to check which trains stop at Chelmsford Station.

The station is less than a five minute walk from the Civic Centre.

By car

The post code of the venue for satellite navigation is CM1 1JE.

The nearest car parks are:

Car Park	Charges
Chelmsford Station Viaduct Road Chelmsford CM1 1TS (24 hour) 4 minute walk to the Civic Centre Open 24 hours; and No electric charging points.	Monday to Sunday <ul style="list-style-type: none"> • Daily peak 4.00am – 10.00am: £8.00 • Off peak rated from 10.00am: £6.00 • Night rate: 4.00pm – 4.00am: £4.00

<p>Townfield Street Car Park Railway Street Chelmsford CM1 1QX</p> <p>3 minute walk to the Civic Centre</p> <p>Opening hours: 5.30am to 11.00pm; No electric charging points.</p>	<p>Monday to Friday (from 5:30am)</p> <ul style="list-style-type: none"> • Up to 1 hour: £2.50 • Up to 2 hours: £3.50 • Up to 3 hours: £4.50 • Up to 11pm: £10
<p>Fairfield Road Car Park Chelmsford CM1 1TD</p> <p>3 minute walk to the Civic Centre</p> <p>Open 24 hours; entrance in Coval Lane; and 2 electric charging points.</p>	<p>Monday to Friday (from 5:30am)</p> <ul style="list-style-type: none"> • Up to 1 hour: £2.50 • Up to 2 hours: £3.50 • Up to 3 hours: £4.50 • Up to 11pm: £10
<p>Coval Lane Car Park Coval Lane Chelmsford CM1 1TG</p> <p>8 minute walk to the Civic Centre</p> <p>Open 24 hours; Entrance in Rainsford Lane; and No electric charging points.</p>	<p>Monday to Friday - All day</p> <ul style="list-style-type: none"> • 1 Hour: £2.50 • 2 Hours: £3.50 • 3 Hours: £4.50 • 24 Hours: £10.00 (ends at 5.00am)

By bus

The Civic Centre is next to Chelmsford Bus Station in Duke Street. You can look at [First Essex](#) to check which buses stop on Duke Street.

By bike

There are bike racks:

- by the main entrance to the Civic Centre on Duke Street; and
- in [Marconi Plaza](#).

Witness Expenses Policy

Witnesses and their necessary companions may be able to claim expenses for attending Inquiry hearings. These expenses may include costs such as transport,

food and childcare. The [Lampard Inquiry website has guidance](#), explaining the rules and the process for claiming witness expenses.

ON ARRIVAL AT THE HEARINGS

Media Presence

Please note that there may be a press area (also known as a press pen) outside of the main Civic Centre entrance for media cameras and journalists to base themselves. The media will not be filming all the time or everyone who enters. If you do not wish to be filmed walking in, you can politely ask the media not to do so. If you have strong concerns about this, please contact the Inquiry team by email at contact@lampardinquiry.org.uk, or by phone leaving a voicemail (020 7972 3500) and we can discuss possible alternative options.

When interviewing families, the Inquiry has asked the media to avoid the main entrance of the building and consider other areas nearby to hold interviews.

Please be aware that the hearing is being filmed throughout and will be broadcast via YouTube (with a 10-minute delay). All those in the hearing room may be caught on camera in the background, or while the cameras are panning.

Registration

Please enter the building from the front entrance on Duke Street and continue up the stairs to the first floor. Once you are in the foyer area of the first floor, a member of the Inquiry team will greet you to sign you in.

We will provide you with a lanyard to wear at all times while you are in the building. This is for security and identification purposes.

Security Checks

All those attending the hearings must go through a security check each time they enter the hearing room. Please allow extra time to go through security and be aware you may have to queue upon entry.

The security check may include:

- A bag check and/or emptying your pockets
- Walking through an archway detector

- Being checked by a handheld scanner

If you're wearing a head covering for religious or cultural reasons, you can ask for it to be checked with a handheld scanner so you do not have to take it off.

Prohibited Items

You cannot take the following items into the hearing room:

- Any weapons or sharp objects - these include blades, such as scissors, penknives, razors, hammers or other tools and cutlery.
- Any glass - for example bottles, other than framed pictures which will be allowed.
- Syringes - (unless you have a prescription).
- Alcohol - solvents and other potentially harmful substances.
- Liquids that are not drinks (water only) or prescription medicine - such as oils, perfumes, lighter refills, glues, and cleaning products. Prescription medicines must have the pharmacist label with your name and the date they were issued.

You will also not be allowed to bring in items that security staff reasonably think could be used as a weapon, even if you think they are harmless.

You will be reported to the police if you try to take a weapon into the hearing centre.

Please advise us if you need any reasonable adjustments to be taken during security checks by emailing us at contact@lampardinquiry.org.uk or calling 020 7972 3500 and leaving a voicemail.

Facilities at the Hearing Centre

The main rooms and facilities at the hearing centre are:

- **Hearing room** - the Inquiry's proceedings will take place in the Council Chamber. There is a public gallery in this room. Seats need to be reserved in advance.
- For witnesses providing evidence at the hearings, there will be a seat available next to the witness for a support person for that witness.
- **Crompton room** – will be used by legal representatives and as an overflow room in case there is insufficient seating in the main hearing room.

- **Christie room** – will be reserved for witnesses. Witnesses will be able to use this room before giving evidence.
- **Emotional support room** – a small meeting room has been reserved as a private space for emotional support to be provided by independent counsellors on a confidential basis.

Toilets

There are toilets available in the Civic Centre, although please note that they are limited in number and therefore you may have to queue at busy times, such as during the breaks.

Conduct in the Hearing Room

The opening hearings will involve deeply personal accounts of the utmost sensitivity, often describing tragic circumstances. The Chair recognises the resilience and courage of those witnesses who are willing to share their accounts and asks everyone attending hearings to do the same.

The Chair expects all those attending opening hearings to honour the principles of the Inquiry by treating all parties with courtesy.

Those who are giving commemorative or impact evidence, as well as those who are making opening statements, must be given the opportunity to be heard and must be afforded respect throughout.

The Chair recognises that for many of those attending, there may be parts of the hearings that may be extremely difficult or distressing to hear. It is vitally important that all legal representatives and witnesses, whatever their role or their perspective on the Inquiry's work, are afforded the time and the appropriate environment in which to give their evidence and that they can do so as comfortably as possible.

In the hearing room:

- Those attending will listen quietly and respectfully to the opening statements and the evidence being given.
- There will be no disruptions, shouting out or disturbances of any kind.
- Mobile phones must be switched to silent within the hearing room and no recording or filming devices of any kind will be permitted. Laptops for legal representatives, the Inquiry team and the media are permitted.
- Filming or taking pictures, including on mobile phones, will not be permitted.
- Food and drink (other than water) will not be permitted.
- Anyone who needs assistance during a hearing should leave the hearing room quietly and alert a member of the Inquiry team if support is needed.

In the event that anyone does not follow the code of conduct, they may be asked to leave the hearing room. If necessary, the Chair may also consider holding hearings in private, with limited attendance.

Safeguarding and Support

The wellbeing of people participating with the Inquiry is extremely important to the Chair and the Inquiry team and the Inquiry aims to implement a trauma informed approach.

The Inquiry has specialist emotional support available on site for Core Participants and witnesses, as well as other attendees, offered by independent counsellors and overseen by the Inquiry's Chief Psychologist.

If you feel that you need the support of a counsellor, please make your need known to a member of the Inquiry team, who will be wearing purple inquiry branded lanyards.

SAFEGUARDING NOTE: If you are concerned about the immediate safety of yourself or someone else at the hearing centre, please alert a member of the Inquiry staff or security team who will provide or locate support as soon as possible.

For more information on the emotional support available, please see the [Lampard Inquiry website](#).

Evacuation and Fire Alarm Test

Attendees will be advised of any fire alarm tests and the relevant muster points at the start of each sitting day.

Inquiry staff will be on site to direct attendees out of the building in the event of a fire.

Public Wi-Fi

There is public Wi-Fi available at the Civic Centre.

Please note that you cannot use your mobile phone whilst in the hearing room, but you can use it in all other areas of the Civic Centre.

Feedback

If you would like to share feedback about your experience or support at the Lampard public hearing, please let us know at contact@lampardinquiry.org.uk or by leaving a voicemail on 020 7972 3500