



UK Covid-19 Inquiry - London Hearing Centre

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UK Covid-19 Inquiry's London hearing centre

Welcome to the UK COVID-19 Inquiry's guide to its London hearing centre. This document is designed to help you get to and use the hearing centre. It will run you through the different areas within the building, its facilities and some of the processes and policies in place.

This guide is designed to help you find out where the hearing centre is, how to get there and what to expect when you arrive.

The UK COVID-19 Inquiry's London hearing centre is based in Dorland House, which is a Grade II listed building in Paddington, London W2. It is located around the corner from the new Elizabeth Line entrance at Paddington Station.

Dorland House has two entrances:

- **Public entrance** (open during public hearings days only) - [121 Westbourne Terrace](#) - the public entrance to Dorland House is located in Westbourne Terrace near the junction with Bishop's Bridge Road.
- **Step-free entrance** - [13 Bishop's Bridge Road](#) - a step free entrance is located at 13 Bishop's Bridge Road. Wheelchair users and those who require assistance to enter the building should use this entrance

Opening hours during hearing days

Monday - Hearings start at 10.30am and doors at the building open to visitors an hour before the Hearing begins.

Tuesday - Thursday

09:00 am - Building opens to visitors an hour before the hearing begins

09.30 am - Hearing room doors open thirty minutes before the hearing begins

10.00 am - Hearings due to start

16:15 pm - Hearing due to finish for day

16:30 pm - Hearing room closes fifteen minutes after the hearing finishes

17:00 pm - Building closes to visitors thirty minutes after the hearing finishes

Hearings start and end times are occasionally subject to change due to scheduling requirements. Please check our [website](#) and [twitter](#) for updates.

What does Dorland House look like?

121 Westbourne Terrace



13 Bishop's Bridge Road



How do I get to the hearing centre?

Travelling to the hearing centre and transport links

The hearing centre in Dorland House is located in Paddington, an area in west London. It is a well connected area by tube, bus and national rail services locally, regionally and nationally. It has good links from all mainline stations in London.

Click [here](#) to find further details around transport to Dorland House and use Transport For London's journey planner.

Nearby Stations	Lines Available	Distance from DH
Paddington Railway Station	Elizabeth Line	Approx. 7 Mins Walk
	GWR	
	Heathrow Express	
Paddington Underground Station	Bakerloo	Approx. 9 Mins Walk
	Circle	
	District	
	Hammersmith & City	

Travelling by bus

If you are travelling by bus, the following bus routes stop at the north of the building - Bishop's Bridge Road M (Bishop's Bridge Road / Westbourne Terrace - eastbound) and Bus Stop R (Westbourne Terrace - westbound).

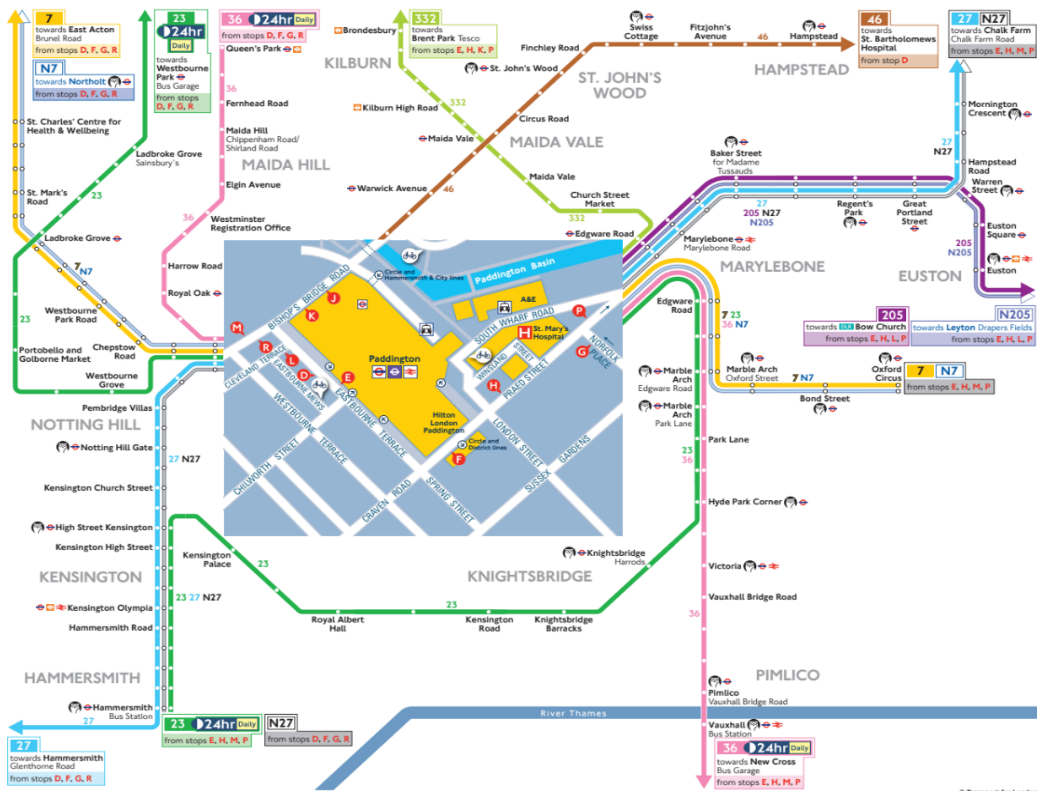
Bus Route	Start Point	End Point
7	Brunel Road (North Acton)	Oxford Circus Station / John Lewis
23	Hammersmith Bus Station	Westbourne Park Bus Garage
27	Hammersmith Stn / H&C and Circle Lines	Hartland Road / Camden Market
36	Claremont Road (Queen's Park)	New Cross Bus Garage
N7	Northolt Station	Oxford Circus Station / John Lewis

N27	Hammersmith Bus Station	Hartland Road / Camden Market
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Other routes that are nearby north to the building at Paddington Station bus stop K (Bishop's Bridge Road - southbound) or bus stop J.

Bus Route	Start Point	End Point
332	Brent Park Tesco	Bishop's Bridge / Paddington Station
46	St Bartholomew's Hospital	Bishop's Bridge / Paddington Station

Buses from Paddington



Accessibility via public transport

The hearing centre in Dorland House is accessible via step-free access from the following London Underground stations:

- Circle and Hammersmith & City lines lift (towards Edgware Road only)
- Elizabeth line lift

Buses can also provide step free access to the street level.

Assisted travel is available for mainline rail services, buses and trams. This is commonly available through an online booking form but can also be made via phone. Requests are usually required no less than 24 hours in advance via the Passenger Assist website or by calling 0343 222 2000, open seven days a week, between 8am and 8pm.

Disabled Persons Protection Policies (DPPPs) are available at the [Transport for London website](#)

Advice and assistance on accessible travel throughout London is also available through the charity Transport for All who run a dedicated helpline Monday to Friday, 1000 to 1300 and 1400 to 1700 on 020 7737 2339, or 07984 755 894 for text phone.

Facilities nearby

A Changing Places disabled toilet is available at Paddington Station and is situated by Platform 12.

The Changing Places disabled toilet has a hoist and is opened by the attendant with a key. It is available for all customers to use. There is also another disabled toilet in the same location but without a hoist.

<https://www.changing-places.org/find>

Opening Times: Monday to Sunday - 7:00 am- 22:00 pm

Contact name: Natalie Holden - 08457114141

Car parking around the hearing centre

Any visitors to the hearing centre with mobility problems can request a free space for the day of their visit and will be first come first served basis. Requests must be made three working days in advance (the parking spaces are in Westbourne Terrace and are limited) to the operations.team@covid19.public-inquiry.uk. Step-free access will be via the Bishop's Bridge Road entrance.

Public parking

- APCOA Paddington Station Car Park - The Kiosk, Car Park, 25 Bishop's Bridge Rd, London W2 6AA
- [Parkopedia](#) - to find other nearby car parks
- On street parking is available locally - charges will apply.

The nearest taxi ranks are at Paddington Railway Station

Witness expenses policy

[UK Covid-19 Inquiry- Witness Expenses.pdf](#)

Arriving at the hearing centre

QUEUING TO ENTER THE HEARING:

When you arrive you may have to queue to enter. We will have queuing system in place for:

1. General public - to the left as you're facing the public entrance
2. Core participant legal teams and the media - to the right as you're facing the public entrance

Attendees such as those with reserved seating should bypass the queues and let security or the front of house team know they have a reserved seat.

On entry you will be able to choose whether to sit in the public gallery in the hearing room (41 seats in total), or in the viewing room (18 seats), depending on capacity. We will be using tickets/tokens to manage total visitor numbers in the centre on each day.

On arrival you'll be given a ticket/token, indicating your choice of room, and will then go through a security bag check and body scanner (same as at an airport).

HEARING ROOM OPENING TIME:

The hearing room will open around 30 minutes before the hearing is due to start. When the hearing room is open, if you have a ticket/token for the hearing room public gallery you will be able to enter. Please show your ticket/token to the ushers and they will take you to any unreserved seat available. You can sit in the viewing room or the refreshment area whilst waiting to go into the hearing room.

SITTING IN THE HEARING ROOM:

In the hearing room there is water available but no other food and drink may be consumed in the room. Devices with recording or filming capabilities including mobile phones are not permitted to be used in the hearing room. You will be able to leave and re-enter the hearing room while the hearings are running. We

respectfully ask that people entering or leaving during proceedings do so as quietly as possible to minimise additional noise.

FILMING IN THE HEARING ROOM:

Please note that filming and recording of the Inquiry will be taking place throughout the entire duration of the hearing and simultaneously broadcast via YouTube (with a three minute delay). Anyone within the hearing room may be captured on camera in the background, or while cameras are panning the room. If you do not wish to be filmed, please make your way to the viewing room where the hearing will be broadcast with a three minute delay.

SITTING IN THE VIEWING ROOM:

The viewing room will be open at the same time as the main hearing room doors. In the viewing room there is a theatre style seating area (18 seats) as well as two more relaxed seating areas. There will be water and hot drinks available and you are permitted to eat and use devices, including mobile phones.

You can leave the centre during the day and return. Please take your ticket/token with you. On return, you will need to show your ticket/token and go through security again. If you are leaving the centre for the day please return your ticket/token. Any returned tickets/tokens will be offered to the next person in the queue.

Security process

After entering the building through either the public or step-free access entrances you will need to go through a security check and a bag search - a requirement for everyone attending the hearing centre. This will involve stepping through a metal detector arch and putting your (small) bag/backpack through an X-Ray machine, similar to other court settings.

We encourage those attending to arrive in plenty of time and to bring as little as possible with them to the hearing centre.

There is no cloakroom available, but you are able to leave any luggage at the left luggage drop at Paddington station.

[Usebounce Radical Storage](#)

Or if staying overnight please check if you can leave luggage at your hotel.

The following items will not be permitted inside the hearing centre:

- **Any type of knife or bladed article** – for example pen knives, key-ring knives, belt knives, craft knives or cutlery
- **‘Sharps’** – for example, scissors, syringes (unless these are for medical purposes), craft needles
- **Real or Replica Guns** – for example lighters or jewellery that looks like a gun or toy gun
- **Work tools** – for example hammers, screwdrivers, wrenches, nails
- **Alcohol-** solvents and other potentially harmful substances
- **Non-prescription drugs (unless they are for medical purposes),**
- **All photographic, audio and video recording equipment, whether digital or analogue,** with the exception of mobile phones (which should be switched to silent in the hearing room and attendees are not permitted to film, take videos or make recordings in the hearing room).
- **Any other item including paint, glue or padlocks** which, in the opinion of the security officer, could be used as a weapon, cause a hazard to others in the building or be used to disrupt proceedings.

Please advise us if you need reasonable adjustments to be taken during security checks when attending the centre and contact us via email at - operations.team@covid19.public-inquiry.uk

Facilities at the hearing centre

The main rooms and facilities at the hearing centre are all on the ground floor:

Hearing room - There is a public seating area within the hearing room for any individual to come in and see the hearings in session.

- There are 41 seats available in this area and up to 8 of the seats in the public gallery in the hearing room are available to reserve by Core Participants' legal teams that represent private individuals who were impacted by the pandemic. It does not cover members of staff from CP organisations, nor their legal teams. If you would like to reserve a seat please contact your CP legal team. Individuals can also contact us directly if they have additional accessibility needs and want to attend.
- The hearing is being filmed throughout and broadcast, all those in the hearing room may be caught on camera in the background or while the cameras are panning.
- Use of devices, including mobile phones, are not permitted inside the hearing room.
- Food and drink, other than water, are not permitted in the hearing room
- Water is available in this room

Viewing room - Open to visitors, there will be seats available to watch the hearing proceedings, as well as more informal spaces for use during breaks in the hearings.

- Hearing proceedings will be subject to a 3-minute delay in this room - this is to protect any sensitive information that is accidentally disclosed in the hearings from being reported outside the hearing room
- Use of devices including mobile phones are permitted in this room
- Hot drinks and water are available, and can be consumed, in this room
- Mobile devices can be used in this room

Support room - Where support can be provided by our emotional support team (identifiable as they will be wearing coloured patterned scarves).

Reflection room - A room for prayer, contemplation and first aid emergencies if needed.

Refreshment area - an open area where individuals can watch the hearing proceedings in a more informal space, or for use during breaks in the hearing

- Vending machines with a selection of free hot drinks
- Snacks and cold drinks are available for purchase from the vending machines
- Hearing proceedings maybe shown and will be subject to a 3-minute delay here
- Mobile devices can be used in this area

Toilets - Male and Female

Accessible toilet/baby changing room

Refreshments at the hearing centre and nearby

Water, hot drinks, cold drinks and snacks are available at the centre.

- Hot drinks and water will be free of charge
- Cold drinks and snacks can be paid for via contactless or cash.

Food and drink, other than water, are not permitted in the hearing room.

Paddington Basin and Paddington station have a wide range of facilities, including shops and riverside cafes, which are a short walk away from the venue.

Supermarkets are also close by, including Sainsbury's and Marks & Spencer Food Hall in Paddington Station, and Tesco in Praed Street.

Where can I go to get some fresh air?

Green spaces in the nearby area include

- [Little Venice](#) - Little Venice, with its canals and waterways, can be found just to the north of Paddington. Positioned where the Grand Union and Regent's canals meet, it is home to waterside cafes and pubs. Get there in under 10 minutes by turning right on to Bishop's Bridge Road from the main public entrance to the Hearing Centre, and when you get to the bridge you can take the stairs to the right or cross the road for both stairs and step free access.
- [Italian Gardens](#) - This is a park with multiple carved historic pools, fountains, sculptures & walking paths. This is a fifteen minute walk from Dorland House.
- [Paddington Green](#) - a green space and conservation area in the City of Westminster located off Edgware Road and adjacent to the Westway, is a 10 minute walk

Electronic devices in the hearing room

The use of all electronic equipment is not allowed in the public gallery or media gallery in the main hearing room.

If you would like to use devices while watching the hearing then you can sit in the viewing room (proceedings subject to a 3 minute delay)

If you need to communicate with your lawyer during the hearing, you can do so during the breaks throughout the day.

There are limited plug sockets in the public gallery in the hearing room, if you need to charge your electronic device there are power sockets in the viewing room that are available for use.

Please advise us if you need to use your mobile devices constantly for medical use and want to watch the hearing from the public gallery in the hearing room.
operations.team@covid19.public-inquiry.uk

Filming in the hearing room

Please note that filming and recording of the Inquiry will be taking place throughout the entire duration of the hearing and simultaneously broadcast via YouTube (with a three minute delay).

Anyone within the hearing room may be captured on camera in the background or while cameras are panning the room.

If you do not wish to be filmed, please make your way to the viewing room where the hearing will be broadcast with a three minute delay.

Safeguarding and support

Attending the hearing centre in person to experience the proceedings may be challenging and trigger difficult and upsetting memories, emotions, and sensory responses.

The Inquiry aims to implement a trauma informed approach acknowledging that the impact of Covid 19 has been widespread and caused trauma on individual, group, and community levels.

To make the hearings more accessible, and reduce barriers to attending in person, we have emotional support available at the hearing centre.

Before you attend the hearing centre

Please let us know if you have additional needs, including needs related to neurodiversity, that require accessibility considerations being made in advance by contacting operations.team@covid19.public-inquiry.uk

At the hearing centre

We have trained trauma-informed counsellors available at the hearing centre on each day of the hearings. They will be wearing colourful, patterned scarves and will be identified during announcements before the start of the morning and afternoon sessions.

Counsellors will locate themselves across the centre in:

- the main hearing room
- the viewing room
- the refreshment area (located between the main hearing room and viewing room)

Counsellors can be approached by you for support and they may move between areas throughout the day.

You may be approached by counsellors, a member of the support and safeguarding team, or Inquiry staff, to actively check in with you at various points during your time at the hearing centre.

There is a private support room at the hearing centre which is available for use by the counsellors and the safeguarding and support team with people where privacy and discretion is required. If the room is in use then alternative support will be provided until the room becomes free.

Please be mindful that when speaking to support staff and counsellors outside the support room that complete privacy cannot be guaranteed. We will endeavour to be as discreet as possible in public areas.

If you cannot locate a counsellor please approach any Inquiry staff member who will locate one of the counsellors.

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.

After you attend the hearing centre

If you would like to share feedback about your support experience at the hearing centre please let us know at operations.team@covid19.public-inquiry.uk.

Alternatively you can write to us at:

FREEPOST

UK Covid-19 Public Inquiry.

We understand that attending the hearing centre can be impactful in a number of ways. Please look at the Inquiry website where you will find contact information for a number of organisations that offer a range of types of support, advice, and services. Opening times vary for these organisations but Samaritans are available 24/7, and are free to call on 116 123.

For urgent support please call 111 or 999

Commemoration

As part of our efforts to recognise and acknowledge the human impact of the pandemic, and to ensure it remains at the heart of proceedings, those present at the hearing centre will be able to view our commemorative tapestry installation.

The tapestry consists of a number of framed panels, each created from an illustration by a different artist, working with a different community or group of individuals impacted by the pandemic.

Some of the tapestry will also travel around the country as Inquiry hearings take place in different parts of the UK.

There are pictures of pandemic memorials from around the country in the public areas of the hearing centre. These include the National Covid Memorial Wall in London and the Scottish Covid Memorial Walk in Pollok Park, Glasgow.

Covid policy

[2023-05-25 Covid Policy](#)

This policy is designed to reduce the risk of Covid-19 transmission whilst the Inquiry hosts its hearings.

This document is aimed at all Inquiry staff attending hearings. This includes secretariat, legal teams, contractors and security staff. This document also applies to all visitors attending hearings, including core participants, legal representatives, media and the general public.

Evacuation and fire alarm test

For all evacuations the **muster point** for all building users, staff, public and any witness giving evidence, is the car park area in Westbourne Terrace outside the main entrance doors.

Alternative muster point if Westbourne Terrace is inaccessible is Eastbourne Terrace (runs alongside Paddington Station).

If the Fire Alarm sounds or PA notifies building users to leave:

- All building users on the ground floor and first floor at the time of the alarm activation should evacuate the building immediately by the nearest exit.
- Trained fire wardens on the ground floor and first floor will help direct you to the nearest exit.
- Do not stop to collect any personal belongings before evacuating the building.
- Within the main hearing room there are four clearly marked fire exits.

The fire alarm is generally tested every Friday.



Muster point will be the car park near Bishop's Bridge Road.

First aiders and Fire marshalls

All security guards at Dorland House are trained First Aiders and there is a First Aid Kit and Defibrillator at Reception.

All security guards are Fire Marshall trained in the case of an evacuation.

Secure Wifi access

Username - C19Inquiry_Guest

Password - DorlandHouse19