



Home Office

Public Caller Policy – Information and Procedures

Home Office Security

Owner: Home Office Security Policy Team

Handling instructions: This is a controlled document. It should not be altered in any way without the express permission of the owner.

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What you need to know

Customer care and safety is of the highest priority to the Home Office and its staff.

In order to keep the Home Office safe for everyone, we have security measures you will need to follow when you visit. The Home Office will ensure that all information and instructions are accessible to all visitors entering its buildings and that this is clearly communicated to all visitors.

This document outlines the terms and conditions of entry to the Home Office estate. All terms and conditions are applicable to all members of the public and visitors to the Home Office estate, except where specified.

The aim of these terms and conditions is to provide and maintain a safe and secure environment for all users of the Home Office estate. Refusal to comply with the terms and conditions of entry to the Home Office estate will result in entry and access being denied.

All Home Office buildings are COVID-secure and we follow the latest government guidance on [working safely in offices and contact-centres](#). You will receive further instructions regarding any health and safety matters and what to bring with you to your visit, via your appointments letter and the Home Office business area you are visiting.

Terms and conditions of entry to Home Office Buildings

Admission restrictions, controls and standards of behaviour:

- You agree to comply with these terms and conditions of entry at all times whilst on the Home Office Estate and with any directions given to you by Home Office Security personnel. Failure to do so may result in your immediate exclusion from the Home Office Estate.
- We reserve the right to refuse you entry to the Home Office Estate if you fail to submit to or comply with our security checks.
- You will not be admitted into the Home Office Estate without evidence of your valid appointment. You should bring with you any paperwork relating to your visit and present this to security staff at the Home Office reception (for verification). Where requested, you should also bring along your photo identification.
- We reserve the right to refuse entry to, or removal at any time during a visit, any person whom we consider to pose a risk to security on the Home Office Estate.

- We reserve the right to refuse admission, terminate a visit, close rooms or restrict access to areas of the Home Office Estate at short notice, without prior warning and at our sole and absolute discretion.
- We reserve the right, at any time, during a visit to confiscate any item in the possession of a visitor which we consider to pose a risk to security.
- The use of aggression or violence will not be tolerated towards any Home Office member of staff or towards anyone using Home Office services. Home Office Security personnel will seek to remove anyone behaving in an aggressive, abusive and/or violent behaviour within the Home Office Estate and where necessary, the Police will be informed.
- We may require anyone whose behaviour is in any way disruptive or abusive, to leave the Home Office Estate immediately. This includes visitors who are children (those under the age of 18 years) and their responsible adult.
- In the event of an emergency, a single stage voice alarm will inform visitors and staff to leave the building. You must comply immediately with any fire evacuation or emergency procedures whilst on the Home Office Estate.
- All children (those under the age of 18 years) must be accompanied by a responsible adult at all times.
- Smoking, including electronic cigarettes, is not permitted anywhere on the Home Office Estate.
- You must not take photographs or use audio, video or film recording equipment, without prior permission from Home Office Security.
- Only assistance dogs are permitted onto Home Office Estate

Security Procedures on Entry to Home Office Buildings

You will be required to go through security procedures each time you enter a Home Office building. There may be queues to go through the security procedures, therefore, please allow yourself extra time to go through these security procedures.

- There are strict rules on what items you will be allowed to bring in with you. Some examples of prohibited items include:
 - liquids;
 - sharp items (e.g., knives, glass bottles, scissors, cutlery and screwdrivers);
 - flammable/hazardous liquids;

- spray paint;
- padlocks, chains and climbing gear;
- noisemaking items (e.g., whistles).

This list is not exhaustive and is provided for guidance only

- All members of the public are asked to declare upon entry to the Home Office Estate any metal objects they have on their person. You will not be allowed entry to the Home Office Estate if you are carrying any prohibited items or items deemed to pose a risk to security on the Home Office Estate. You will be reported to the Police if you try to take a weapon into a Home Office building. You may not bring in anything which may be used as a weapon, even if you believe this item to be harmless and/or you carry these items for religious reasons.

If you have any items on your person held for medical/health reasons or religious reasons, please speak to a member of the Home Office Security team on arrival, who will assist you and discuss alternative appropriate security arrangements for such items with you.

- On entry, you agree to submit to and comply with security screening at the point of admission to the Home Office Estate:
 - All members of the public will be submitted to a search on entry to the Home Office Estate and all baggage will either be searched and/or passed through a bag x-ray machine.
 - All members of the public will have to pass through a walkthrough arch scanner and may be required to be searched via a hand-held search wand.
 - All members of the public will be asked to remove any face coverings for identification and recognition purposes; this includes those worn for health or religious reasons. On arrival, Home Office Security staff will advise you on how this will be handled.
 - Please note that the Home Office can operate a number of separate queuing systems for access to its various business areas within its buildings. Individuals in the same queue may not necessarily be queuing for the same business area as you and so may be called before you, even if they arrived later.
- You may be subject to secondary checks once inside the Home Office Estate.
- You are requested to minimise the amount of hand baggage you bring with you. Bags larger than airline-approved carry-on luggage may not be brought in to the Home Office Estate. Decisions on whether an item of baggage may

be brought into the Home Office Estate are at the sole discretion of Home Office Security staff. Please be advised that there is nowhere for you to store luggage.

- Once you have passed through search and screening and if eligible, you will be given a visitor pass to wear. This must be worn visibly throughout your visit. You will be escorted throughout your visit by a Home Office member of staff.
- You should expect to be challenged by Home Office Security staff or other Home Office staff if they cannot see your pass or if you are not being escorted.

Security cameras

The Home Office has in place several CCTV surveillance systems installed across its estate.

The CCTV systems are operational and are capable of being monitored 24 hours a day, 365 days per year.

The principal purposes of the CCTV systems are for the prevention, reduction, detection and investigation of crime and other incidents and to ensure the safety and protection of our assets, which includes staff and other persons entering the buildings.

Liability

You acknowledge that you will be liable to us for any damage caused by you to any part of the Home Office Estate or any of its contents or for any injury caused to any of our staff, representatives or to any other visitors during your visit. Without prejudice to the above, you further agree that:

- Where you are the Responsible Adult, you will also be liable for all children that you accompany and for any damage or injury caused by them; and
- We exclude our liability for any loss, damage, cost or expense suffered by you or occurring to any items belonging to you as a result of your visit; and
- We will not be liable for any breaches of these terms and conditions or delays arising from any event outside our control, including (but not limited to) fire, flood, storm, strikes, riots, civil commotion, material disaster, unscheduled State occasions, war or acts of governmental or parliamentary authority.
- Except in respect of death or personal injury caused by our negligence or by that of our employees or any other liability that cannot, as a matter of law be excluded or limited.

Contact us

You will encounter Home Office Security personnel on arrival to the Home Office Estate who will be happy to assist you. Home Office Security personnel are committed to ensuring that, wherever possible, the access needs of all public callers are met, provided that they do not conflict with or compromise any security or safety procedures, which are in place to ensure the safety of staff and other visitors.

All Home Office Security personnel have been trained around the requirements of the Equality Act 2010 and appreciate the need to communicate with staff and visitors in a way that supports their particular need and/or based around their particular disability profile.

If you have any questions or complaints about security procedures in relation to your visit to a Home Office building, please contact : ContactUs@cluster2security.gov.uk