

Sector: **PUBLIC HERITAGE**

Service: **HERITAGE WARDENS**

Client: **GREATER LONDON AUTHORITY**



About the GLA

The Greater London Authority (GLA) consists of an elected Mayor of London, currently Boris Johnson and 25-member London Assembly. The authority was established in 2000, as part of the GLA Act 1999 and 2007.

The GLA is a strategic authority, with powers over transport, policing, economic development, fire and emergency planning.

The GLA is responsible for the care, control and management of Trafalgar Square and Parliament Square Gardens and the Heritage Wardens perform a range of tasks that support the Authority in discharging this duty.

The Security Challenges

Trafalgar Square plays host to major city events and has millions of people visit each year, it is one of London's most recognised public spaces. As an iconic site, it is regularly a focal point for protestors. The GLA experienced numerous issues from protestors, including camping on GLA property and other anti-social behaviour in breach of the Byelaws.

To address the issues being faced, new primary legislation was enacted in the form of the Police Reform & Social Responsibility Act 2011, which specifically focused on PSG and the Byelaws were amended to bring them up to date.

Our Solution

In partnership with the GLA, AOS developed and implemented a comprehensive training programme to up-skill Heritage Wardens. AOS also put in place a recruitment drive to attract a higher calibre of individual into the Warden role.

The Heritage Wardens receive continual assessment and improved training to ensure that operations remain fit for purpose.

AOS have provided the Heritage Warden Service for the Mayor of London since May 2011 and have demonstrated their expertise.