



Home Office

Wethersfield Large Accommodation Site

Operational Management Plan

Revision History

Version	Author & Job Title	Date of Change	Paragraph No.	Purpose/Change
1.0	██████████ – Business Change Manager	22/06/2023	All	First Draft 1.0 (to support EIA process)
2.0	██████████ – Business Change Manager	18/09/2023	1.6,1.7, 4.4,40.1,43.2,44.3,45.2,46.5,56	Version 2 (to support EIA process and review ownership of the document)
2.0	██████████ – Business Change Manager	19/09/2023	All CRH Annexes added	To provide all relevant artefacts ready for reviewer sign off
3.0	██████████ – Project Support Officer	19/01/2024	All	Full review of all content
3.3	██████████ EIA & EqIA Lead	23/02/2024	Paras 32.1; 32.2; 32.9; 45.2	Version 3.3 to support planning proposal

The reviewer signoff shall signify the recommendations for acceptance of this document.

Reviewed By	Role/Grade	Date
██████████	Project Support Officer	19/01/2024
██████████	G7 EIA & EQIA Lead	23/02/2024

Contents of this document will be kept under periodic review collaboratively by Home Office and ██████████ representatives.

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1. Overview

1.1 This document sets out the Home Office intentions on how we operationalise the Accommodation Site in Wethersfield in a proportionate, legal, and accountable way with our contractors. It sets out the methodology and legality.

1.2 The Home Office has mobilised up a new Accommodation Site in Wethersfield, an Ex-MoD site in July 2023 to accommodate asylum-seekers (Service Users), who would otherwise be destitute, under the powers set out in sections 95 and 98 of the Immigration and Asylum Act 1999. Wethersfield has been secured as an emergency measure due to a shortage of space across the general asylum accommodation estate.

1.3 The Home Office expects the deployment of a staffing model which will facilitate the operation of a safe and secure site. We have identified a costed programme of works to refurbish the existing accommodation to deliver improved partitioned living accommodation and upgraded amenities. A phased mobilisation involving refurbishment and installation of modular units is underway to accommodate up to 1700 residents. This would involve refurbishment plus the potential installation of some modular units.

1.4 Wethersfield in North Essex falls in the East region of England. The postcode falls within Braintree Parliamentary constituency.

1.5 **Area Type:** Urban

Constituency: Braintree

Local Authority: Three Fields Ward of Braintree District Council within Essex County Council

1.6 Wethersfield provides full board, short-term accommodation for single adult males (SAM) aged 18-65 asylum applicants. There are no females, families, or unaccompanied children accommodated on site.

1.7 A full Equality Impact Assessment (EqIA) was prepared and signed off on 06/03/2023 and sent to the Public Sector Equality Duty team before the first asylum seekers arrived at Wethersfield. A refreshed EqIA has been undertaken and was completed in January 2024.

1.8 The Ministry of Defence (MoD) handed over responsibility of the site to the Home Office on 31/05/2023. Proposals are under review to redevelop the site when the Home Office ceases to use it to accommodate Asylum Seekers.

1.9 The management of the accommodation and support services provided at the site is through the existing Asylum Accommodation and Support (AAS) contractor [REDACTED] the provider. The Provider shall comply with the duties imposed on them by section 55 of the Border, Citizenship, and Immigration Act 2009.

1.10 The primary inflow route will be small boat arrivals after screening from ring-fenced hotels.

1.11 Asylum seekers entering the support system with an immediate accommodation need are placed in an "Initial Accommodation" facility. This is generally a multi-person full-board hostel where food, toiletries and other assistance is provided on site.

1.12 The system relies on turnover, i.e., once asylum claims, or appeals, of those in dispersed accommodation, are decided, they leave asylum support and move into other accommodation (for instance, provided by local authorities). This then frees up spaces for those making an asylum claim and entering the system.

1.13 There remains a considerable inflow, with increasing pressures caused by the widely reported arrivals of new asylum claimants, coupled with historical failed asylum

seekers claiming support under section 4(2) of the 1999 Act on the grounds of destitution and an inability to return to their country of origin.

1.14 The accommodation and support arrangements at Wethersfield are not materially different to those already in place in the asylum system - in particular the arrangements in place at the Initial Accommodation facility, as described above.

1.15 The detailed service standards set out in the “Statement of Requirements” to the Asylum Accommodation Support (AAS) contracts, apply to the provision of accommodation and other support provided to cover the “essential living needs” of those accommodated, as well as various requirements to provide appropriate information and ensure access to medical services.

1.16 The speed at which residents move to dispersal accommodation will depend on the availability of that dispersal accommodation. The Home Office have committed to ensuring that an asylum claimant will not reside at Wethersfield any longer than 9 months from their date of arrival, except where the Secretary of State is unable to find suitable onward dispersed accommodation despite reasonable efforts to do so.

1.17 It is standard policy, as set out in the “Allocation of Accommodation” guidance, to consider a range of factors when assessing residents for different accommodation sites.

1.18 In general, the key consideration is whether the individual requires accommodation in a particular location because of their specific circumstances, e.g., to preserve continuity of medical treatment or established support networks. These considerations are less likely to apply to new claimants.

1.19 The assessment process and other information that may become known, for example, as the result of medical information or representations, may demonstrate that a particular individual has needs that mean they should no longer be accommodated at the site.

1.20 Wethersfield is not a detention centre, and those accommodated there are not detained under immigration powers. Service users (SUs) are free to leave the site but are requested to sign in and out when they leave and return, to ensure their safety and to comply with Fire and Health & Safety regulations. The purpose of the register is to assist with any fire drills, evacuations, or incidents in which it is necessary to ensure all are accounted for.

1.21 The Wethersfield site provides:

- dormitory style sleeping accommodation setting with additional facilities for both single and shared room accommodation.
- a canteen
- medical consultation facility
- Multi-faith facilities
- interview rooms
- recreational rooms
- outdoor recreation area

1.22 Senior Responsible Owner (SRO) is [REDACTED]

2. Site Staffing Model

2.1 [REDACTED] will operate the site under contract with the Home Office. [REDACTED] and [REDACTED] are subcontracted by CRH to provide security, cleaning, and welfare at Wethersfield. [REDACTED] provide maintenance and facilities management services of the buildings and infrastructure.

2.2 The staffing model to operate a safe and secure site, currently consists of:

- Service Provider appointed Management position(s)
 - Service Provider appointed Site Manager(s) (On site day and night)
 - Service Provider appointed Welfare and Housing Officer(s)
 - Service Provider appointed Driver(s)
 - Service Provider appointed Maintenance Operative(s) (██████████)
 - Service Provider appointed Office Administrator(s) (Admin staff are remote, not aware if solely dedicated to Weathersfield).
 - Service Provider appointed Security Team:
██
██
██
██
██
- Service Provider appointed Catering (██████████) and Kitchen Staff
 - Service Provider Cleaning Team(s)

It should be noted that the companies employed as sub-contractors ██████ at Wethersfield may change over the life cycle of the site. The Operational Management Plan will change whenever a long-term change in sub-contractor occurs.

The full organisation chart is in [Annex A](#). A table showing the security staff to SUs ratio is in [Annex B](#).

3. Access to Legal Services

3.1 Migrant Help (MH) is the Home Office contracted deliverer of the Advice, Issue Reporting, Eligibility (AIRE) contract.

3.2 SUs at Wethersfield have access to the normal AIRE services, 24 hours a day, 365 days a year. This is contact centre based and is available ██████████. There are outreach advisors who offer advice, guidance, and support on their asylum process, including signposting, pastoral care, and legal services. In addition, to helping them to raise issues and complaints about the standard of the services they are receiving.

3.3 All SUs eligible for an asylum interview are signposted to legal representatives by MH before their asylum interview is booked.

3.4 SUs have access to consultation rooms on-site. The rooms offer a private space for them to make phone calls or to meet with their legal representatives in person.

4. Accommodation

4.1 The sleeping accommodation will be made up of different numbers depending on the capacity available in each block/ modular buildings. All rooms have opening windows to allow ventilation.

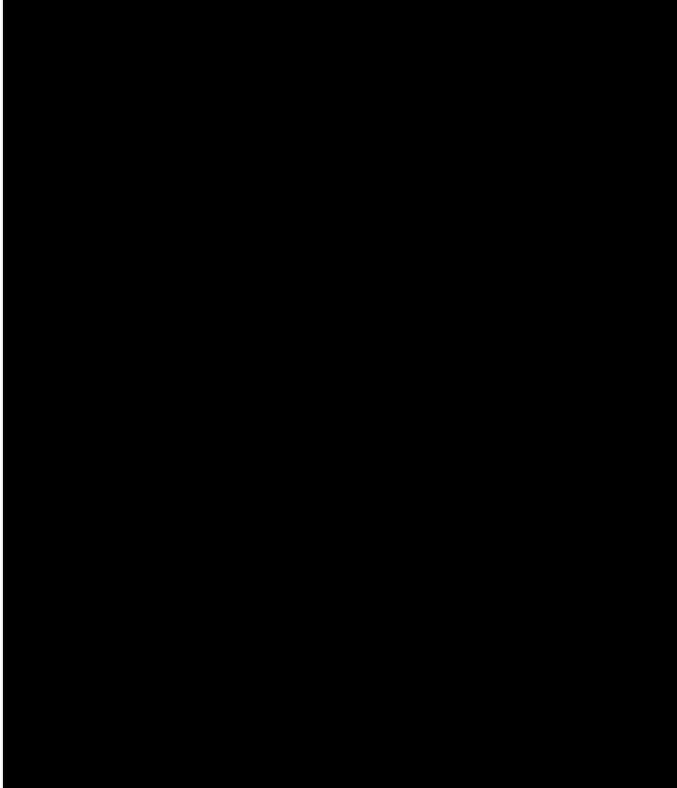
4.2 All SUs will have a single bed (some in bunk beds), duvet, pillow, bedsheets, and lockable unit/drawer.

4.3 Bathroom facilities, including toilets/urinals, sinks and showers are shared at a ratio of 1:5 of each unit per five residents (minimum). These facilities are provided through a combination of bathrooms within the accommodation blocks and modular units located next to the accommodation. All bathrooms have sufficient extraction fans for the size of the rooms to ensure adequate ventilation.

4.4 Accommodation is covered for residents as part of their induction process and reinforced through the occupancy agreement, which also details the provider's

requirements to ensure accommodation is kept at the required standard. Occupancy agreements are provided in a language understood by residents to support their understanding.

4.5 The current site arrangement (subject to change) is as follows:



5. Suitability Assessment

5.1 The Home Office undertakes a suitability assessment before a person is transferred to the Wethersfield site. Details of the suitability criteria are at:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/990240/allocation-of-accommodation-v6.0-gov-uk.pdf

5.2 A person who arrives at Wethersfield who declares a previously undisclosed issue that might affect their suitability will have their suitability for the site reviewed and if appropriate moved to alternative accommodation.

5.3 If alternate accommodation is required, the Home Office will instruct the on-site provider [REDACTED] to instigate a transfer elsewhere. [REDACTED] will liaise with the Medical Centre to ensure there are no medical concerns/isolation requirements preventing or delaying a move. If all parties are content, [REDACTED] will identify a suitable accommodation and provide transportation for the service user.

6. Admissions / Access to Site

6.1 Transport is provided to take individuals from their previous accommodation to Wethersfield via [REDACTED].

[REDACTED]

[REDACTED]

[REDACTED]

6.4 Security officers are responsible for checking that only authorised persons are allowed on site, including managing this requirement for newly arrived SUs receptions and departures as well as visitors. Gatehouse security checks will include I.D. and vehicle security checks. Instructions to the security personnel staffing the gate and managing access are at. An induction to site is provided in the laminated pass for their car with a site map and contact details.

6.5 Wethersfield postal address is:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

7. Induction

7.1 Upon arrival, SUs are invited of the coach and are taken to the Induction room. Here, they are welcomed and briefed on the site rules and expectations, facilities available and day to day arrangements. Snacks and refreshments are offered to all SUs upon arrival. Interpreters are utilised where necessary to ensure all residents understand this briefing.

7.2 Their Home Office paperwork is checked, their name registered, and cross referenced against the expected arrivals list. They are asked whether they have any food allergies or health concerns. Using the assistance of interpreters where necessary.

7.3 SU's are provided with an induction pack which includes site information in their preferred language and supplies for their basic needs, such as personal hygiene products.

7.4 An accommodation block and a specific bedspace is then allocated to them.

7.5 SUs are invited to sign to confirm the recorded details are correct before signing their Occupancy Agreement, which is translated into a language they understand.

7.6 All SUs will be offered a health screening following their induction. This includes initial consultation with a general practitioner as well as a variety of blood tests to identify pre-existing diseases/conditions.

7.7 The Welfare Officer or Housing Officer then escorts SUs on a familiarisation tour of the site.

7.8 On completion of the site familiarisation tour residents are introduced to their Welfare/Housing Officer, before being taken to their specific sleeping accommodation.

7.9 CRH will supply shower gel, shampoo, a toothbrush, toothpaste, deodorant, and a razor. Replacement toiletries will be provided on request.

7.10 The Occupancy Agreement form is at [Annex E](#).

7.11 CRH Welfare staff are present on site 24/7. If residents have any queries following their induction, they can raise these with Welfare at any time. Welfare Staff have access to interpreters to assist any conversations.

7.12 Cultural Awareness sessions will commence at Wethersfield as an addition to inductions to introduce residents to UK norms and values, whilst providing an awareness of antisocial behaviour. These sessions were positively received at other

large sites, such as Napier Barracks. Awareness sessions will be conducted alongside an interpreter to ensure residents can understand and are able to ask questions.

8. Service Users Leaving and Returning to the site

8.1 SUs are not detained under immigration powers, and Wethersfield is not a detention accommodation. SUs are free to leave the site at any time and can stay overnight away from the site for a maximum of seven consecutive nights, if they do not return to site on day seven, [REDACTED] will notify the Home Office of the continued absence and will store their possessions securely pending a Home Office decision to reallocate the bed space.

8.2 SUs are requested to provide a contact number, the address they are staying at, their Wethersfield room number, and details of the person they are staying with including their contact number. The admin team retain records for external overnight stays, records securely stored in the admin building. It is requested each SU will sign out in the daily security SU log and hand in their individual room key until they return. This log is for the purposes of site security, emergency roll call.

8.3 When they return to the site, SUs are asked for their names and accommodation block and bed/room number. Security will check the details against the list of people who have left site before access is granted. In cases of doubt, security will not permit access until further checks are carried out to establish the identity of the person seeking access.

8.4 SU's who have not returned to the site by 10pm will receive a welfare call by the site night-time team to check on their safety and well-being. **This does not constitute a curfew and SUs are permitted back on site after 10pm.**

8.5 Completed daily security logs are retained by the administration team.

8.6 Records for external overnight stays are held securely by the welfare team in the welfare office.

8.7 If a SU wishes to leave the site on foot, to ensure their safety, high visibility jackets and headtorches are provided and stored at the front gate. It is down to SU discretion as to whether they wish to take them.

9. Access for New Arrivals

9.1 The Home Office expects that new SUs will arrive at the site via transport arranged by [REDACTED].

[REDACTED]

9.3 Details of the process which will govern access for new arrivals will be agreed between Home Office and [REDACTED].

10. Access for Emergency Services

10.1 [REDACTED] and onsite security personnel will ensure that all emergency vehicles have free and easy access to the site.

11. Access for Deliveries / Taxis/ Sub-Contractors / Visitors

11.1 Access to the site may also be required by, authorised visitors, delivery drivers, taxi drivers and sub-contractors.

[REDACTED]



The security team use a daily Visitors Log to record visitors' details including:

- the visitor's full name
- the company they work for
- postcode
- contact numbers.
- the purpose of the visit
- vehicle registration number
- time In and Out

11.3 Members of the media are **not** allowed on the site unless there is evidence of prior approval from the Home Office.

11.4 The gatehouse security team issue a laminated parking pass to all vehicle drivers (which includes health and safety related information for the site and a map of the site), with instructions to display the pass in the viewable windscreen of the driver's vehicle.

12. Visiting residents

12.1 The Home Office expects that SUs of the Wethersfield site will, from time-to-time, want to have visitors.

12.2 Legal representatives planning to meet their clients can gain access to the site provided they give prior notice. They will be subject to the same checks as above and escorted to a space where they can meet with their client in a private setting.

13. Traffic Management

13.1 The site is provided with a vehicle road system and pedestrian pavements. Vehicle safety control measures include a maximum speed limit of 15MPH, speed ramps, road signage and designated “zebra” pedestrian crossing points. Street and road lighting is provided. There are adequate vehicle parking facilities throughout the site near to buildings.

13.2. On the airfield area (runway, taxiways, and aprons) the speed limit is 25mph.

14. Site Signage

14.1 All key signage on site is clearly visible and available in the 10 languages most frequently used by SUs (as determined by [REDACTED])

14.2 CRH regularly review the signage to ensure the messages are clear, accurate and up to date.

15. On Site Activities

15.1 The Home Office and [REDACTED] encourage NGOs to deliver activities on-site at Wethersfield for the residents of Wethersfield. At present activities are planned to include art classes, maths classes, English classes, and a gardening club. The Home Office (along with Braintree District Council and [REDACTED]) reviews all activities on a quarterly basis to ensure they enhance the experiences for people staying at Wethersfield. The attached document outlines the review process at [Annex V.](#)

15.2 Awareness of on-site activities is signposted through the [REDACTED] Welfare Team. Posters are produced and displayed on numerous notice boards located across Wethersfield. Flyers are often produced as well and disseminated among residents.

Further information can be sought from the Welfare Team who have a 24/7 site presence and access to interpreters to support understanding.

16. Education & Physical Recreation

16.1 The Home Office expects that the site will include facilities for the provision of educational services. The details of the on-site educational provision will be agreed between the Home Office, [REDACTED] and, other Government departments, the Local Authority, charities, and other Third Sector organisations.

16.2 4G routers have been placed in all areas at Wethersfield. Furthermore, Starklink has also been installed in both Welfare Centres, alongside all communal spaces.

16.3 Indoor and outdoor recreation facilities are available for SUs. Indoor fitness areas include marked hard surface areas for volleyball, basketball, and football. The sports equipment is stored in the gym facility and can be signed out by the SU when required.

16.4 Outdoor areas include two full size football pitches and a baseball field. These are located within a larger grassed area which can be utilised for other sports and cardio activities.

16.5 Indoor recreational facilities include several recreational rooms containing a variety of recreation activities such as pool tables, table tennis tables and TVs.

16.6 Each accommodation block has a dedicated recreational/communal room which is open seven days a week.

16.7 A weekly events schedule is produced that includes NGO pre-arranged events. This schedule is produced, shared with the SU community, and updated weekly.

16.8 Awareness of Education & Physical Recreation areas is provided to residents initially during their induction, with the support of interpreters where required. Residents are also shown these areas as part of their site familiarisation tour following induction.

17. Religious Worship

17.1 Facilities are provided at the site for religious worship, including a multi-faith facility that can accommodate 50+ worshippers at any one time.

17.2 Service users can access these facilities 24 hours per day, seven days per week.

17.3 Site staff respect SUs rights to observe their religious festivals on site and will, where possible, facilitate access to space to enable them to practice as required.

17.4 Local Religious Leaders attend site to provide services/prayers to residents on site. Residents are made aware of the scheduling of these events via posters on notice boards across Wethersfield.

17.5 A Wethersfield Chaplaincy Coordinator is being provided by the local parish to support wider religious engagements from a variety of faiths at Wethersfield.

17.6 Site staff respect all religions practiced at Wethersfield. Some residents desire to attend services at local places of worship. Residents can liaise with the 24/7 Welfare Team to identify the location of their nearest place of worship. Maps of the local areas and points of interest are provided on notice boards but may not include every place of worship. Transportation services into local towns & cities will facilitate residents' attendance at their place of worship.

18. Length of stay at Wethersfield

18.1 The Home Office has committed to ensuring that SUs will remain at Wethersfield for a maximum of 9 months upon their first day of arrival on site, except where the Secretary of State is unable to find suitable onward dispersed accommodation despite reasonable efforts to do so.

18.2 The Home Office Accommodation Team monitors each SUs length of stay at Wethersfield to ensure that they are dispersed to longer term accommodation during this time.

18.4 Site staff are informed of moves via a spreadsheet from the Home Office and advise residents of their day of departure. They are given 7 days' notice prior to this date.

19. Arrangements for Expenditure

19.1 The MoD has entered into an agreement with the Home Office to permit occupation of the Site with the aim of eventually transferring the Site to the Home Office in early 2024. The Home Office will supply an oversight team to assist with the running of the site.

19.2 The Home Office is in effect the landlord of the site and [REDACTED] is contracted by the Home Office to manage the site on its behalf.

19.3 Expenditure on site such as site maintenance costs are covered as a "pass through cost" i.e., [REDACTED] identify parts of the site that need maintenance, identify suppliers, arrange quotes and pass the quotes to the Home Office service delivery team to consider and authorise where appropriate.

19.4 Once the expenditure is approved, [REDACTED] pay the authorised contractor and "pass" the final invoice to the Home Office for reimbursement.

19.5 [REDACTED] are authorised to make emergency repairs or repairs relating to the health and safety of residents at Wethersfield without prior authorisation from the Home Office. [REDACTED] submit the subsequent invoice to the Home Office Service delivery team for retrospective authorisation.

20. Asylum Claim – Case progress

20.1 Private rooms are available at Wethersfield to conduct remote asylum interviews with caseworkers from the Home Office.

20.2 SUs who are eligible for an asylum interview while they reside at Wethersfield will have a minimum of 10 working days' notice of their interview to enable them to access legal representation.

20.3 There are no individual asylum casework surgeries offered. Individual queries on status are directed through Migrant Help with signposting offered on the provision of legal aid.

20.4 Substantive interviews are held onsite for cases that fall out of the inadmissible process.

20.5 No substantive decisions are served on-site. The Asylum Casework Teams will notify SUs of their decisions once they have left the Wethersfield site. This is in accordance with published policy.

<https://www.gov.uk/government/publications/drafting-implementing-and-serving-asylum-decisions>

21. Catering

21.1 A canteen is available at Wethersfield to provide three meals per day seven days per week in accordance with para 2.6 of Schedule 2 of AASC contract.

21.2 Catering services are provided onsite by [REDACTED]. The canteen is also available for employees working at the site. [REDACTED] catering team provide cooked food and caterings services.

21.3 There is a set three-week rotating menu, with the set menu for each week available to all SUs. All food is culturally appropriate including Halal meat and vegetarian options within the daily menu.

21.4 Mealtimes are as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

21.6 SUs with known food allergies are identified at induction, known by the Nurse and canteen staff who will ensure they are only provided food that is safe for their type of allergy.

21.7 A Hazard Analysis Critical Control Point (HACCP) process is used for food safety management. A food safety audit is completed at least annually, but more frequently if there is an increase in food complaints, a confirmed episode of food poisoning or if the findings of a visit to the kitchen from an Environmental Health Officer (EHO) identifies improvements are required.

21.8 An independent food nutritionist reviews the food content of the menus and confirms food is both nutritious and of a calorific value required for adults.

21.9 SUs are encouraged to provide feedback on the quality of food whilst using the canteen.

21.10 A typical example of the three-week rotating food menu is at Annex P

22. Clothing

22.1 Clothing is not supplied to asylum claimants in any accommodation throughout the United Kingdom. SUs will be made aware to Migrant Help for queries regarding clothing. We are in consultation with the voluntary sector/local council to see what provisions can be provided. The Red Cross have been asked to undertake a needs assessment and once done, we will work closely with all to provide a sustainable service using the voluntary sector and local councils' provisions moving forward.

23. Laundry

23.1 Dedicated [REDACTED] laundry workers, with a laundry room and dryer room contained within each block, provide laundry services on-site.

23.2 Bed linen is washed once per fortnight.

23.3 SUs may submit a bag of their clothing that will be cleaned once per week by [REDACTED] staff. Each block has a specific day for personal laundry washed. Housing Officers coordinate laundry requirements for their allocated house block/s of responsibility.

24. Cleaning

24.1 Cleaning services are provided by [REDACTED], with cleaners identified by a uniformed upper garment.

24.2 Cleaning is completed twice a day, seven days a week, in the accommodation blocks and at least once per day in the dining hall, welfare centre and blocks.

28.1 Residents at Wethersfield are entitled to S95 asylum support payments and as such are currently provided £9.80 per week financial support.

28.2 Financial support is provided to each person via the use of Aspen cards.

28.3 Residents are free to use the payment as they wish, the Home Office does not determine how the money is spent.

29. Service Users Property

29.1 SUs at all accommodation sites are allowed a limited amount of property in their personal possessions. These possessions are transported with them to Wethersfield.

29.2 At Wethersfield lockers are provided for each person to enable them to store their belongings securely.

29.3 Any unauthorised property or excessive amounts of property are securely stored in the █████ storage facilities until they leave Wethersfield for alternative accommodation.

29.4 Any complaints regarding lost or stolen property are managed via the complaints procedure and are reported to Migrant Help and the police, where applicable.

30. Disabled Residents

30.1 The suitability criteria in place is intended to screen out anyone for whom Wethersfield is not a suitable accommodation option, including those with a disability that would otherwise make them unsuitable to reside on-site.

30.2 Anyone who presents at Wethersfield with a disability will be reassessed against the suitability criteria and if appropriate will be moved from Wethersfield to alternative accommodation.

31. Handling a Death at the Site

31.1 In the event of a death at Wethersfield, emergency services will be called immediately, all residents removed from the location and the area locked down until advised by emergency services that it is appropriate to reopen the space.

31.2 If the death occurs in any sleeping quarters, that building will be closed and the other SUs of that block either relocated within Wethersfield or moved to alternative accommodation off site until further notice.

31.3 █████ will inform the Home Office within four hours of the death via an incident report (copying the details of the event widely to the █████ Safeguarding and Management team but avoiding any reference to names to retain GDPR compliance). The Home Office will generate an internal High Priority Notification (HPN) and update the systems.

31.4 █████ and Home Office Safeguarding teams will work together to make appropriate referrals, depending on the cause of death and will locate and inform the residents next of kin. No member of the █████ team may attempt to contact NOK without express permission of the Home Office, sanctioned by a █████ Director and Head of Safeguarding. This SOP is also available at [Annex W](#).

32. Health Care

32.1 The Medical Centre is open Monday to Friday currently between 10:00 to 18:00. These times may be varied at the discretion of the Medical Centre Manager dependant on operational requirements.

32.2 Staffing of the Medical Centre is subject to review and an operational matter for the ICB and centre manager. The staff based at the Medical Centre comprise of:

- Reception staff
- Health care Assistants

- Mental Health Nurse
- General Nurse
- General Practitioners
- Advanced Nurse Practitioners
- Service Manager
- Deputy Service Manager.

32.3 The Medical Centre operates a zero-tolerance policy. If any SU verbally or physically abuses staff, they will receive a warning letter, and the incident will be reported to the police, home office and welfare team.

32.4 SU's are made aware of the presence of the on-site nurse during their induction.

32.5 The on-site nurse facility acts as a GP outreach service and is currently linked to a local GP surgery. During their induction, SUs will be made aware of the on-site GP and nurse-led Medical Centre and of how they can book appointments at the Medical Centre reception. The Medical Centre offer appointments between 10:00 – 18:00.

32.6 The SU can make the appointments directly by calling [REDACTED] or asking one of the Welfare Team to book an appointment for them. There is a daily mental health support group that is available as a walk-in service, if a SU is feeling low or would like to discuss a private matter.

32.7 All prescriptions are generated electronically. The SU is given a token and can visit any pharmacy to collect their medication (they must produce the token when collecting their medication). The Medical Centre will only issue up to seven days of medication at a time.

32.8 When the Medical Centre is closed, SUs can speak to the Welfare Team or call 111. If there is a medical emergency, 999 is to be called.

32.9 As with the general population access to secondary healthcare such as dentistry and ophthalmology, including emergency, is subject to NHS service availability.

33. Infectious and Notifiable Communicable Diseases

33.1 Not All SUs will have been medically health screened before arriving on-site. Any potential new arrivals who identify as having an infectious disease are not allowed entry to Wethersfield. In the case of an outbreak while in residence, there are currently 28 isolation beds available. The Wethersfield Infectious Diseases Management Plan [Annex D](#) contains procedures for management and containment of the most likely varieties of infectious diseases including TB and scabies.

33.2 Signage providing reminders and UK Health Security Agency (UKHSA) guidance on hand washing is displayed throughout the site.

Tuberculosis (TB)

33.3 Any SUs who is identified by the on-site nurse as being symptomatic for TB is referred for immediate TB testing. As a temporary measure, while waiting for the results and any advice from UKHSA, they will be placed in an isolation accommodation.

Scabies

33.4 The risk of scabies at Wethersfield has been determined as low, as continual prolonged skin contact is required for others to become infected; in most cases this condition will be dealt with by the on-site nurse. So far, most cases identified have been infectious from arrival. Very low numbers of scabies cases have occurred after arrival.

34. Interpreters/Translations

34.1 [REDACTED] provides access to interpreters for SUs.

34.2 If an interpreter is required for an interaction between a SU and [REDACTED] or any other onsite personnel, a [REDACTED] interpreter can be pre-booked.

34.3 [REDACTED] also provides a service with interpreters also available via telephone.

34.4 For day-to-day informal interactions several of the permanent employees speak several languages and are available to support the SUs.

35. CRH Employee Training

35.1 All CRH staff at Wethersfield are required as a minimum to complete the following training:

➤ E-Learning

- Infection Prevention and Control in Care
- First aid Appointed Person
- Conflict Resolution
- Modern Slavery
- Fire Awareness
- Manual Handling
- Mental Health Awareness
- Safeguarding Children (Level 2)
- Safeguarding Adults (Level 2)
- Health and Safety essentials
- Equality, Diversity & Inclusion
- Lone worker safety
- Cyber Security Awareness
- Data protection/GDPR

➤ Remotely Delivered Training

- Property Inspection
- Gender Based Violence
- Trauma informed.
- WRAP CT
- Maintaining Professional Boundaries & unconscious bias
- Managing Race Relations & Cultural Awareness
- Defibrillator Training on site
- Mental Health First aid for managers

35.2 Employee training commitments and training processes are contained within the Employee Handbook (Document held within [REDACTED] HR). The Site Employee Training Plan is at [Annex U](#). In addition, the Home Office may specify training as a requirement.

36. Security Issues: Management, Intelligence & Procedures, Control

39.2 Replacement keys for lockable cabinets are supplied by [REDACTED].

39.3 The site main gate is not locked but is monitored 24/7 by the security team.

40. Security Tools, Equipment and Materials

[REDACTED]

40.2 CCTV and GDPR. All properties used for [REDACTED] service users need to make sure that they comply with data protection requirements, and specifically concerning any requests for any evidence that may be covered by the recorded data. Management on site who have access to the CCTV system must not, under any circumstances, release any CCTV records, without reference from the [REDACTED] Data Protection Officer (DPO) via the appropriate [REDACTED] representative. This applies to everyone, including the police, and any request by a third party. Requests will need to be made via a GDPR Data request and then responded to in accordance with the procedures. This is not optional, or negotiable. All staff who can access the CCTV system must be made aware of the processes and a copy of the [REDACTED] procedures are available to refer to if any requests are received.

40.3 The release of data includes letting a third party simply view the images on the monitor screen – this is NOT allowed under the Home Office contract, or the Data Protection regulations. It is imperative that data is kept securely both access and disclosure must be restricted. Internal systems are to be handled in accordance with the following Contingency Accommodation-CCTV and GDPR documents:

1. Contingency Accommodation CCTV Summary Document- [Annex EE](#)
2. CCTV Request Form- Template- [Annex O](#)
3. GDPR Weaknesses, Events and Breach Reporting Procedures – [Annex FF](#)
4. GDPR Control of Records Process – [Annex GG](#)

41. Security Issues: Searching

41.1 Security teams will not routinely search SUs or their belongings while on-site unless directed by [REDACTED] when conducting compliance checks with occupancy agreements of rooms-additionally from time-to-time they may be asked to disclose contents of bags etc when entering or re-entering the site.

41.2 Security will routinely check vehicles arriving on site and may also conduct random searches of vehicles exiting site.

42. Use of Force

42.1 In the event of any disturbance or confrontation, attempts will be made to resolve the situation.

42.2 Security will only use reasonable force where there is a need protect either themselves or others.

42.3 Police will be called, if deemed necessary. It is the responsibility of [REDACTED] site lead to make that decision.

43. Business Continuity and Incident Management

43.1 The site has identified the following situations as potential emergency situations. Loss of essential services (electricity/gas), extreme weather, fire, building defect/damage resulting in loss of accommodation, local community civil disorder, staff shortages due to sickness, transportation issues, protestors and terrorists related incidents including bomb threats.

43.2 The full Business Continuity Plans for the site are at [Annex F](#). Further supporting instructions and procedures include the Emergency Evacuation Plan [Annex G](#), the Process Flowchart for a Fire Emergency at [Annex H](#) and a Local Emergency Flowchart with contact numbers for key emergency response personnel. The Site Welfare Officers, [REDACTED] Manager and [REDACTED] Maintenance Manager act as the Incident commanders on site. Flash Cards that give a summary of the immediate response to a range of incidents are at [Annex I](#).

44. Adverse Weather Management Plan

44.1 Extreme weather conditions & emergencies caused by such conditions:

With modern weather prediction now available from numerous sources it is extremely unlikely that such a situation will occur without at least 24 hours' notice. [REDACTED] will consider actions necessary in the event of forecast/ predicted weather patterns and unforeseen climate extremes, both hot and cold, especially for any extended periods.

44.2 Forecast Extreme Weather

When extreme weather is forecast for 24/48 hours hence every effort is to be made by [REDACTED] and Sub-Contractor staff on-site to prioritise attendance via whatever available viable means of transport as necessary, local accommodation arrangements may be possible with directors' approval. The full adverse weather plans are at [Annex F](#).

44.3 Grit bins and grit will be distributed across the site. This is managed by the FM provider on site.

45. Protestor Management

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

46. Health and Safety

46.1 All incidents whether involving residents, employees, visitors, or subcontractors working on site will be reported and documented in the site Accident Book which is retained in the main admin office.

46.2 All accidents will be investigated to identify causational factors and any actions required to prevent a recurrence.

46.3 The Site Manager has responsibility for accident investigation.

46.4 Near Miss reporting is actively encouraged, with Near Misses also investigated and feedback provided to those reporting the matter. █████ encourage the reporting of near misses. They can be reported via the welfare team or security staff. They can also be reported by whomever the person encounters first. Anyone can support a near miss.

46.5 In compliance with the requirements of the Management of Health and Safety at Work Regulations 1999 there is a documented overall general risk assessment for the site, available on request from the Site Manager. The Wethersfield General Risk Assessment is available at [Annex LL](#).

46.6 The risk assessment will be reviewed after every injurious accident or dangerous occurrence or when there have been any significant changes to the operation of the site.

47. Staff Actions on Finding a Fire and Raising the Alarm

47.1 Staff at Wethersfield are instructed by █████ to take the following action in the event of a fire onsite.

47.2 If a fire is discovered:

- only tackle it if it is contained to a localised spot; and small enough to tackle without risk to life.
- set off the fire alarm.
- contact the site manager on the radio giving details of location.

47.3 the site manager will:

- call 999
- instruct Fire Marshals to evacuate all residents to the designated muster point.
- instruct all staff to make their way to the designated muster point.

47.4 Once all buildings are clear, report to site manager and await the arrival of Fire & Rescue Services [Annex I](#).

48. Fire Risk Management Plan

48.1 The Home Office expects the Servicer Provider to ensure that the site is safe and compliant with all relevant fire safety legislation and guidance. The Home Office expects that the provider will ensure that their fire risk management processes will include, but not necessarily be limited to:

- Fire safety systems and equipment to both detect fires but also to respond to fires.
- LES Security Officers act as Fire Marshalls in the event of a fire or evacuation, all of whom must be HASCO trained. Their training includes use of portable firefighting appliances. Fire drills are conducted at a minimum once every 6 months.
- Individual Fire Risk Assessments (FRAs) have been completed for all accommodation and any buildings utilised across the site.
- Action plans resulting from FRAs are reviewed, actioned, and resolved appropriately.
- Fire drills are conducted at a minimum once every 6 months. The fire alarm test is completed weekly.

- Fire safety including evacuation procedures is covered as part of the site induction. Evacuation procedures for accommodation is displayed on the Fire exit doors in several languages.
- The complete fire evacuation procedures for the site are at [Annex G](#)

49. Drainage System Management Plan

49.1 The drainage network will be managed and maintained by the FM provider as part of their PPM activities in line with SFG20.

50. Facilities Management

50.1 [REDACTED] are contracted by the Home Office to ensure the site remains compliant with applicable health, safety, and environment legislation and additionally compliant with the Home Office AASC contractual requirements for the property. [REDACTED] are subcontracted to provide Facilities Management services on the Wethersfield site. This includes all buildings, infrastructure, utilities, and integral systems, including heating and water systems.

50.2 The Facilities Maintenance provision includes both statutory and mandatory planned preventative maintenance (PPMs) and reactive maintenance to ensure the property is continually kept safe and compliant, with hazards associated with property use identified and controlled.

50.3 The FM team will produce a fixed assets register that identifies all plant and equipment that require maintenance. The fixed assets register will then be used to produce an annual PPM schedule that ensures all property assets are appropriately serviced, inspected, and assessed aligned with the SFG20 standard.

50.4 The following list of requirements provides some of elements of Facilities Management (FM) that will be included in the PPMs and reactive FM service provision:

A. Fire Safety Systems.

This includes the fire detection and warning systems, any means of firefighting (including dry/wet risers – fire hydrants), fire compartments (including fire doors) and evacuation aids such as emergency lighting and fire signage.

B. Water Hygiene Management including L8 Legionella assessment and Written Control Scheme identifying control measures including temperature checks, water sampling and flushing regimes.

C. Pressure Vessels

These include the heating supply vessels, gas supply or heating exchange system.

D. Management of Electricity at Work

Maintenance of all electrical plant and equipment including fixed wiring testing, PAT testing, RCBO/RCB testing and distribution board/circuitry inspections.

E. Asbestos Management

Includes current asbestos surveys, building registers and an asbestos management plan.

F. Building fabric

Structure maintenance including walls, floors, windows, and roofing.

50.5 The frequency of any inspection, service or testing will be determined by applicable national industry standards, product guidance or approved codes of practice. The FM team also hold responsibility for responding in a timely manner to reported defects, including vandalism or damage. The following steps are to be followed by staff reporting defects, typically discovered during accommodation fabric checks (AFCs).

50.6 An IT-based standard Defect Report Form will be completed by the FM team reporting defects. Each defect will be categorised into one of three categories:

- | | |
|-------------------------|--|
| Priority 1 Urgent | Requires work/response in 24 hours. |
| Priority 2 Intermediate | Requires work/response maximum of 7 days. |
| Priority 3 Minor | Requires work/response 7 to 14 days maximum. |

Note that the detail of these timelines and the exact definitions are available at Annex B to Schedule 2 of AASC)

50.7 Completed form submitted to [REDACTED] Head Office.

50.8 [REDACTED] to log the jobs with the [REDACTED] FM team using the agreed process.

50.9. Wherever a defect requires an emergency response (Priority 1 – Urgent), typically damage or defects to essential services such as power, gas, water, and life safety-critical systems including fire detection and control systems, then works will be completed as soon as possible outside of the normal authorisation and approval process.

51. Dangerous Goods Management Plan

51.1 Items of controlled or hazardous substances are limited at the site and are controlled by the onsite cleaning team. [REDACTED]

51.2 Control of Substances Hazardous to Health items are subject to risk assessment and are stored securely in designated lockable COSHH cabinets. COSHH data sheets are available at Wethersfield.

52. Site Pollution Prevention Plan

52.1 All hazardous substances, including substances hazardous to the environment, will be identified via the COSHH risk assessment approach produced by the [REDACTED] Maintenance Manager.

52.2 General waste when collected by the cleaners is deposited in main portable waste containers next to the main admin buildings opposite the site access/egress point. Waste is separated into general waste and recyclable waste (paper/cardboard/plastics) using different coloured waste bins. [REDACTED]

52.3 [REDACTED] collects hazardous waste. This includes medical waste. Foul and Greywater drains will be identified on-site and be maintained to the appropriate standard as required by environmental legislation, the local water authority (Southern Water) or equipment requirements, such as maintenance of any on-site drainage interceptors. The site will ensure that any waste that can contaminate a water system is adequately controlled and disposed of safely, for example, oils used in the canteen cooking processes. The full SOP on Pollution Prevention and site is to follow.

53. Noise Monitoring

53.1 [REDACTED] are responsible for monitoring noise levels on site throughout the day and night.

53.2 The accommodation block recreational/communal rooms are open 24/7 to ensure SU's have access to facilities during the night. If noise levels in the accommodation blocks is causing disruption after 2200hrs, they will be asked by [REDACTED] to be quiet. If noise levels continue to be excessive at night-time, and if after reasonable efforts are made the issue still exists the recreational rooms will be closed immediately and until further notice.

53.3 Anyone refusing to comply with reasonable requests will be issued with a warning letter by [REDACTED] and a report of the incident will be submitted to the Home Office to consider if further action is appropriate.

53.4 [REDACTED] reserves the right to withdraw use of any facility if repeated requests to reduce excessive noise are not followed.

54. Operational Waste Management Plan

54.1 The site does not carry out recycling on site. Waste is separated into general waste and recyclable waste (paper/cardboard/plastics) using different coloured waste bins.

54.2 General waste when collected by the cleaners is deposited in main portable waste containers next to the first outdoor recreation area opposite the site access/egress point.

[REDACTED]

54.4 Large industrial (1100L) storage bins are placed on site for general waste.

54.5 Food waste is disposed of by kitchen staff in suitable containers and collected from site by the contractor.

54.6 The clinical waste is emptied into the Clinical Waste locked bin outside. The bin is then emptied on a bi-weekly basis. The process will be reviewed once capacity has ramped up and will potentially be increased to a weekly basis.

55. Governance Structure

55.1 The team is led by a manager from the Senior Civil Service (SCS) and consists of 5 staff from Grades 6 to Executive Officer.

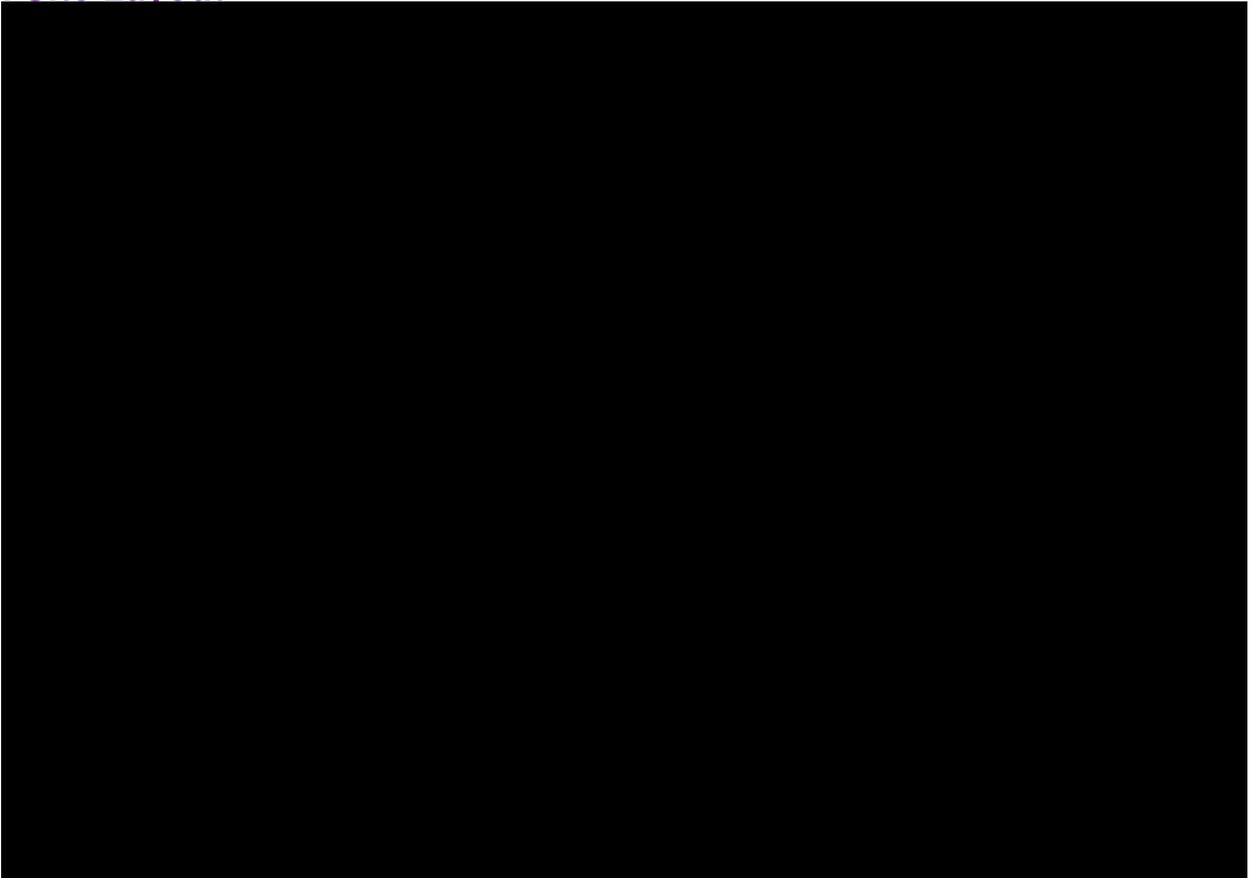
55.2 The Service Delivery Manager (SDM) undertakes twice weekly meetings with CRH management team on site and conducts a monthly CRH performance review.

55.3 Home Office staff engage with [REDACTED] daily and attend site in person at least once a week.

55.4 Any issues that cannot be resolved with [REDACTED] at the twice weekly or monthly meetings are escalated to the Contract Compliance Manager (G7) to resolve with [REDACTED] senior managers.

55.5 Stakeholder Governance Structure appended in Annex MM.

56. Site Layout



57. Engagement

57.1 The Home Office expects that they and the Service Provider will undertake regular engagement with key stakeholders via the establishment of a site-specific engagement forum. The Home Office expects that attendance at any such forum would include (but not limited to):

- Home Office
- Service Provider
- Strategic Migration Partnership
- District Council
- County Council
- Public Health England
- UK Health Security Agency
- NHS
- Police
- Fire & Rescue Services

57.2 Non-Government Organisation (NGO) Forums- The Home Office and CRH attend a monthly Wethersfield Asylum Support Group NGOs and Statutory Services Forum, which includes members from a variety of voluntary organisations in S East England. This group's meetings are chaired by Southeast Strategic Partnership for Migration (SESPM). This group provides a forum for stakeholders to meet and discuss how SU's at the temporary contingency support facility can be supported. This is in

organisations including Essex and Wethersfield District Council and Essex Police, charities (specifically Migrant Help) and local support groups such as the Refugee and Migrant Forum for Essex and London (RAMFEL).

59.2 [REDACTED] will ensure representation is available at appropriate community forums, specifically the Community Engagement Meetings conducted by Essex and Wethersfield council leaders, with an open and transparent approach to answering questions posed by members of the community. Subject to Home Office approvals, the site management will take a proactive approach to provide updated information to the local community, such as any variances to the use of the site.

59.3 Members of the local community can raise any concerns or questions relating to the Wethersfield site via a Home Office designated email address – Wethersfield@homoffice.gov.uk.

60. General Data Protection Regulation (GDPR)

60.1 The Home Office AAS contract with [REDACTED] incorporates the overarching principles contained within the Data Protection Act 2018 and UK GDPR, such that both parties will preserve the integrity, confidentiality, and availability of personal data, and take steps to prevent the corruption or loss of such data.

60.2 The Home Office AAS contract with [REDACTED] incorporates the overarching principles contained within the Data Protection Act 2018 and UK GDPR, such that both parties will preserve the integrity, confidentiality, and availability of personal data, and take steps to prevent the corruption or loss of such data. The data will only be processed to the extent, and in such manner, as is necessary for the effective functioning of the operations at Wethersfield, or as is required by law or any regulatory body.

60.3 [REDACTED] service contracts require suppliers to ensure that their systems, whether IT or paper-based, are appropriately secure and are tested accordingly. The systems holding electronic records are tested by HO cyber-security specialists to ensure that robust controls are in place to protect personal information, and the processing and storage of paper-based records are monitored by HO compliance teams. Their compliance teams also make on-site checks to ensure that privacy information notices are clearly displayed.

59.4 Data subjects can access public facing privacy notices hosted on the gov.uk website. These include the Personal Information Charter, covering departmental secure data processing and the [Borders, Immigration and Citizenship Privacy Notice \(BICS PIN\)](#). Data subjects entering the UK and/or engaging with connected services, will be directed to the BICS PIN which covers the data sets collected, the purpose of processing and any potential further processing.

59.5 The terms of [REDACTED] contract ensure that both they and the authority can fulfil their obligations to respond to requests under the Freedom of Information Act and subject access under data-protection legislation.

59.6 Where personal data relating to these operations is being processed or shared each party will ensure that they:

- I. only process the information for purposes that are legal under the legal basis on which they received it.
- II. store received data securely.
- III. ensure that only people who have a genuine business need to see that data will have access to it.
- IV. report any information losses, wrongful disclosures, or breaches of security to the other immediately.

Annexes A- Z

Annex A	Wethersfield Organisation Chart
Annex B	Staffing Profile
Annex C	Reception Centre SOP Access and Egress Control
Annex D	Infectious Diseases Management
Annex E	Occupancy Agreement
Annex F	Business Continuity Plan
Annex G	Emergency Evacuation Plan
Annex H	Fire Flow Chart
Annex I	999 Emergency Actions
Annex J	Food Allergy SOP
Annex K	Body Warn Camera Policy
Annex L	Reception Centre SOP Inner Building Security Patrols
Annex M	Reception Centre SOP Perimeter Security Patrols
Annex N	Group Data Protection CCTV Procedure
Annex O	CCTV Request Form
Annex P	Food Menu
Annex Q	Disciplinary Procedures
Annex R	Health and Safety Procedures
Annex U	Staff Training Plan
Annex V	NGO Guidance
Annex W	Handling a Death On-Site
Annex X	SOP Positive Behaviour
Annex Y	AASC Safeguarding Framework
Annex Z	█████ Safeguarding Reporting

Annexes AA- LL

Annex AA	Shuttle Bus Potential Locations
Annex CC	Assessment On-site SOP
Annex DD	Full Security SOP version 1.0
Annex EE	CCTV Contingency Site Summary
Annex FF	GDPR Weaknesses Events and Breach Reporting Procedure Issue 2
Annex GG	GDPR Control of Records issue 2
Annex HH	Safety Bulletin – E-bikes and Scooters
Annex II	Site Plan
Annex JJ	Anti-Social Behaviour SOP Version 1.0
Annex KK	Service User Induction Pack
Annex LL	█████ Site Risk Assessment
Annex MM	Stakeholder Governance Structure

Annex NN Essex Routes Bus Schedule

-  Annex Z CSG037
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-  Annex Y CSG605
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-  Annex X SOP Positive
Behaviour.docx
-  Annex W ██████
Handling a SU Death
-  Annex V- NGO
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-  Annex U Staff
Training Plan.xlsx
-  Annex R ██████
Wethersfield AccomrUKVI
-  Annex Q CSG619
████████████████████ Disciplinary
-  Annex P NEW MENU
JUNE Example.ods
-  Annex O CSG202b
CCTV Request form - Protection
-  Annex N Group Data
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-  Annex M ██████
-  Annex L ██████
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-  Annex K Body Worn
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-  Annex J Food Allergy
SOP version 1.0.docx
-  Annex I CRH091e
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-  Annex H Wethersfield
Fire Flow Chart.docx
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