

Annex II Service User Induction Pack

Induction Briefing - Wethersfield

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1. Welcome to your [REDACTED] Initial Accommodation.

This booklet contains some useful and important information about your stay with us. The Initial Accommodation address is:

Wethersfield, near Sculpins Lane, Braintree CM7 4AZ

Should you have any questions or problems during your stay please see the reception staff. The reception is open 24hrs, 7 Days per week.

I will use an interpreter if it's necessary to ensure that you have understood the information provided to you today.

Your accommodation and on-site services are provided by [REDACTED] (Accommodation Provider). Migrant Help will provide advice and support during your stay at Wethersfield

2. Accommodation

2.2. Maintenance and Repairs

Please report faults with the property or furnishings to your Housing Officer, Reception or Migrant Help and they will arrange repairs or replacements if needed.

Do not make repairs/decorations/alterations to the premises without prior permission from [REDACTED]

2.3. Cleaning

Please keep your accommodation clean and tidy. Cleaners will clean **all areas twice daily**.

2.4. Time away from property and leave of absence

This type of accommodation is provided as emergency accommodation for people who have nowhere else to stay. Beds may be reallocated to others in need if people do not use them. **If there's a genuine reason to be away overnight, please speak to onsite staff or call Migrant**

Help. We are required to confirm to the Home Office each day who is residing at the accommodation. If you are away overnight without notice, you may need to contact Migrant Help to ask for readmission. This is because we need Home Office authority to readmit people after they have been notified of an absence. You should contact Migrant Help if you no longer need the accommodation. You may still be eligible for Home Office financial support if you have somewhere else to live. If you decide to leave the accommodation, you must remove all your personal possessions and inform the staff at the reception of the address you are moving to. We will inform the Home Office of your departure.

3. Services we will provide

3.1. We will provide information on support agencies in your local area, including an orientation service and an information pack containing details of local amenities, shops, support groups and faith groups.

3.2 Laundry

We have a laundry service to wash your clothes for you once a week whilst you are at Wethersfield. There are set days for each room to use this service, and these are displayed on the accommodation blocks notice board. Your bed linen is changed once a fortnight and on change of occupancy. If you need your linen changed outside of these times, please see reception.

3.2 Canteen and Snacks

Whilst at Wethersfield, you will be provided with 3 meals per day. Mealtimes are displayed on your accommodation blocks notice board.

Breakfast – 08:30 to 10:15

Lunch – 12:30 to 14:15

Dinner - 18:00 to 20:00

Snacks are available from Welfare Centre from 15:00 to 17:00. Such as mixed fruit, croissants and biscuits.

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

3.3 Please speak to Reception Staff to:

3.3.1. Advise them if you are vegetarian/vegan or have other dietary requirements.

3.3.2. If you have specific medical requirements.

3.4. If you feel unwell and it's an emergency, **please see the onsite Nurse/GP, (Monday to Friday 09.00 to 17.00)**. At all other times please contact the reception staff [REDACTED] who will contact the NHS Emergency Line for advice and assessment. Where necessary or as advised by the NHS Emergency Line, we will call an ambulance.

3.5. On-Site Gym

At Wethersfield, we have an on-site Gym. If you would like to use this facility, please talk to the reception staff for opening times and for the induction to the Gym.

3.6. Recreation Rooms

At Wethersfield, we have one large recreation room that has pool tables, Table Tennis tables, TVs, books and games. If you would like to use this facility, please talk to the reception staff for opening times.

3.7. NGO Activities

We have activities that are held from Monday to Friday during the day. The welfare officer or Reception staff can provide full details. Details of the weekly activities are displayed on the accommodation blocks notice board.

3.8. On-site Health Team

Wethersfield has an onsite Health Team. If you are unwell, please report this to the Reception Staff and they will send you to see the Health Team. The Health Team are contracted to carry out health screening on behalf of the Home Office and the NHS. You may be seen by a nurse who will then decide whether you need to see a GP. The opening time for this service is Monday to Thursday 09.00 to 17.00.

3.9. Migrant Help

Migrant Help are available remotely and our welfare staff have telephones that are available to use, and posters all over the accommodation on how you can contact Migrant Help. Please refer to Section 10.

3.10. Legal visits and Interview rooms

At Wethersfield, we have a room set aside for any visit from your legal team. Also, we have interview rooms designated for you to have your Home Office interview. [REDACTED]

4. Transport

We will provide additional transport services, when requested to do so by the Home Office, such as transport to asylum hearings and medical appointments. If you have a hospital appointment, you must request transport from the reception and give at least 48 hours' notice. We will then forward this request to the Home Office.

5. Making a complaint

If you have a complaint, please contact the AIRE Provider (Migrant Help) Monday to Friday 09:00 to 17:00 or on [REDACTED]

Please be assured that you have a right to complain and that doing so will not affect the service you receive or your asylum claim.

6. Behavioural Expectations

6.1 Racial and other harassment

Do not commit any harassment or threat of harassment on the grounds of race, colour, religion, sex, sexual orientation, age or disability that may interfere with the peace and comfort of, or cause offence to, other residents, visitors, staff contractors or neighbours.

6.2 Disruption

Do not commit any act that is likely to result in serious disruption of other residents' right to peacefully occupy any other accommodation at Wethersfield, or to commit any act that results in physical harm to other residents, visitors, staff or neighbours.

6.3 Noise and Music

Do not play or allow to be played on any radio, television, record, compact disc, tape recording, musical instrument, or make any other noise so loud that it is likely to result in a nuisance or annoyance to the other residents or neighbours.

6.4 Local environment

Be considerate to other people living in and around your local community and treat people with respect. Do not accept offers of food or other gifts unless they are provided to you by your accommodation provider their representatives or local support agencies.

6.4 Littering

It is your responsibility to dispose of any of your unwanted items/rubbish in the correct way. Both when in or out of Wethersfield, put your rubbish in the bins provided. If there are no bins nearby then hold onto the rubbish until you find a bin. Littering is a criminal offence and if caught by a council officer, you can be fined up to £150 or higher if you go to court.

DO NOT play or stand in playgrounds as they are for children. **DO NOT** approach young children or ask them for photos.

For further information about your responsibilities/ obligations as an occupant please refer to your occupancy agreement.

7. Accommodation Guidelines

7.1 Respect

You will be treated in a respectful and professional manner, and we expect you to treat us, other residents, the property and furnishings the same way.

7.2 Absence

You need to inform reception if you will be away from the property for more than 24 hours. We must inform the Home Office if you are away from Wethersfield overnight.

7.3 Animals

Do not keep animals, birds, fish or reptiles on the property.

7.4 Authorised Persons

Only persons authorised by the Home Office are allowed to stay or sleep at the property.

7.5 Dangerous Materials

You must not keep any dangerous materials on the premises.

7.6 Weapons

You must not keep any weapons.

7.8 Smoking

It is not permitted to smoke anywhere inside the property, including in the bedrooms.

7.9 Shisha

Due to fire risk when lighting the coals for the Shisha, it is not permitted to use a Shisha on Wethersfield.

7.10 Electric Items

You are not permitted to bring on to Wethersfield any electrical items other than a mobile phone and a safe working charger that correctly connects to a UK power socket.

7.11 Drugs

Do not keep or use any unauthorised drugs on the premises. Only prescribed medication is allowed.

7.12 Food Scraps

Please place all food scraps in the bins provided in the canteen.

7.13 Energy Saving

Switch the heating off if not required. Open curtains during the day and turn off lights if not required.

7.14 Leaving the Accommodation

You're free to come and go from Wethersfield at any time. However, for safety reasons, we need to know who is and isn't within Wethersfield. On leaving the site you must inform the staff that you are leaving and again on your return, this is required for safety reasons in the event of a fire and your safe return to the accommodation. You will be expected to sign an exit and entry log and you must leave your telephone number so that you can be contacted if required when not on site. If you need to be away from Wethersfield, for overnight stays, for up to 7 days you must inform the staff at the administration Office before you leave, providing the address of where you are going. If you are absent for more than 7 days or nights in any 3-month period this may result in you needing to leave the accommodation and your support being stopped.

7.15 Pedestrian Safety

You are permitted to leave by foot by the main gate only (pedestrian gate). The footways near the site are narrow and in some places there is no footway. You are advised to wear hi-vis which is available at the main gate when leaving the site by this gate.

7.16 Gardening

You are not permitted to grow fruit or vegetables on site.

7.17 Rubbish Collection

Please place your rubbish in the small bins supplied in your rooms which are regularly emptied by the cleaning team. Do not leave rubbish in any area and please keep your area clean and tidy.

7.18 Television

██████████ do not provide televisions. However, there is a television in the recreation rooms.

You are not allowed televisions in your room or any other electric device other than a mobile phone and a safe working charger that safely fits UK plug sockets.

8. Postal Services

Whilst living at this property, you should use the address you are staying at to receive the incoming post. The full address includes a postcode and is: Wethersfield, near Sculpins Lane, Braintree, CM7 4AZ. This is also displayed in the reception and on your accommodation blocks notice board.

Please also ensure that you check with the reception ██████████ for your post each day from 16:00. You may receive important information from the Home Office with a deadline for you to respond.

It is your responsibility to inform people if you change your address, particularly if you have a solicitor.

2. Emergency Services

In the event of an emergency please contact the following:

Fire, Police and Ambulance services – dial 999 and tell the operator which service you need. If you don't speak English, name your language. If available an interpreter will be provided.

Reception Staff can call the emergency services for you and should be notified of the emergency.

9.1 In the event of a fire you should immediately and calmly vacate the premises to a safe distance (do not collect your belongings).

- Do not try to put out the fire yourself. Telephone the emergency services on 999 and/or immediately inform a member of staff. If you discover a fire, please sound the alarm before vacating the property.
- **Do not re-enter the building until you are told it is safe to do so.**
- Fire doors must **NOT** be wedged open and should always be closed.
- Fire doors must **NEVER** be removed – such actions may result in disciplinary action.
- You must **NEVER** cover the smoke detector to prevent its activation.
- If a smoke detector is making a beeping noise, please contact the reception team and they will arrange for the battery to be replaced.
- For any other emergencies within the property please contact reception.

9.2 Carbon monoxide detector activation

If the Carbon Monoxide detector activates you should:

- Open all doors and windows
- Evacuate the premises immediately
- Inform the Staff or reception
- Telephone National Grid Gas PLC: [REDACTED] and the AIRE Provider (Migrant Help) on [REDACTED]
- **If you smell gas call the National Grid Gas Plc at [REDACTED] and report it to the reception**

10. Migrant Help

Health and medical appointments

Please let us at Migrant Help, know of any medical issues we need to be aware of.

Local Authority Health Screening.

If you require a non-emergency medical appointment, please visit reception and we will help you to book an appointment. If you need help with obtaining a repeat prescription, please ask the reception staff for assistance.



In an emergency, please see the reception staff who will contact the NHS Emergency Line for advice and assessment. Where necessary or as advised by the NHS Emergency Line, we will call an ambulance. In line with Home Office Policy, you may be expected to make your own way to and from the hospital.

The NHS provides a health team that works alongside the IA. If you are unwell, please report this to the reception staff between the hours of 09:00 and 17:00 and they will send you to see the Health Team. You may be seen by a nurse who will then decide whether you need to see a GP and help you register with the GP. Outside of these times, we will follow the emergency procedure above.

PERSONAL SAFETY

Report any harassment or anti-social behaviour from any source to the AIRE provider (Migrant Help) on [REDACTED] and reception.

If there is a dispute between you and a neighbour, please contact the AIRE provider (Migrant help) on [REDACTED] reception and the local police. If you are a victim of Domestic Violence, you can speak in confidence to the **Domestic Violence National Helpline** on telephone number [REDACTED] and to the local police.

Domestic violence can be any threatening, abusive, or violent behaviour in the home, including between adult children and other adult family members.

You are not to tamper with the electrical installation and must only use British Standard plugs and sockets.

You are not permitted to use electrical extension leads and only one appliance can be plugged into an electrical socket at any one time. You must **NOT** overload electrical sockets and circuits. Extension leads and plug adaptors will be confiscated and disposed of.

Dispersal from your Accommodation

Once your support application has been approved you can expect to be dispersed to longer-term supported accommodation.

Dispersal details will be provided to you by Wethersfield housing officers.

On the morning of your dispersal please:

- Be available for pick up by transport from [REDACTED] with your bags. Please note that you are only allowed two bags for each individual along with any items issued by [REDACTED]

Migrant Help – a summary of our services

Migrant Help is a national charity offering independent advice, guidance and support to vulnerable migrants, helping them feel protected, informed and safe. We assist asylum seekers and refugees and offer specialist support to victims of human trafficking and modern-day slavery across the UK.

Our asylum services provide free independent advice, guidance and information on the asylum process, accommodation, financial support, finding legal representation and any other asylum-related matters.

How can you contact us?

- While you are staying at Wethersfield, you can talk to our advisers on the phone. Please refer to the Migrant Help posters around reception for information about the office hours and screening times.
- If you are in a dispersed accommodation or staying at a private address, you can call our helpline on [REDACTED]. This line is open 24 hours a day, every day of the year.

We will provide an interpreter if you need one. Please let us know if you prefer to talk to a female or male member of staff or interpreter.

Migrant Help staff can be identified by their name badges. All our staff will have a badge with Migrant Help's logo that confirms their name and role within the organisation.

We will always treat you with respect, fairness and impartiality. Equally, we expect you to treat all our staff and the people you live with the same way.

Included with this briefing, please find:

- Migrant Help's asylum advice booklet which will contain information about the asylum process, support available to you, what happens after a decision is made on your claim, specialist support and useful contacts
- Consent form
- Feedback form

Legal advice

Migrant Help cannot offer you legal advice, but we can refer you to a legal representative. It is important that you seek legal advice at the earliest opportunity, as they can assist you with your asylum claim, help you prepare for the main asylum interview and help you to respond to decisions made on your claim.

You may be entitled to Legal Aid (free legal assistance) if you are on a reduced income. Your legal representative will be able to advise further.

Home Office reporting

While you are waiting for the decision on your asylum claim, you are likely to have to report to an immigration office at a specified time each week or month. The BAIL 201 form you were given at your screening interview will detail the conditions of your immigration bail.

It is important that you attend every reporting appointment. If you are unable to, you must contact the reporting centre on the number provided by the Home Office prior to the date. If you fail to report, your support may be suspended or stopped.

When you attend the reporting centre, you need to take with you the documents given to you by the Home Office and your Application Registration Card.

If you have a reporting appointment whilst in the Initial Accommodation, please notify Migrant Help's staff and we will assist with what you need to do. Travel ticket for Reporting can be obtained from Reporting centres.

Accommodation

Home Office accommodation is provided on a no-choice basis and can be anywhere in the UK. You may be required to share a room and facilities. It is important that you notify the Home Office of any factors that may affect the area or type of accommodation you are placed in. You should do this as early as possible to ensure that your needs are considered by the Home Office.

Change of circumstances

You must let us know of any changes to your circumstances, so we can notify the Home Office. It is important that you also notify your legal representative and reporting centre when you change the address to ensure all correspondence regarding your claim is received.

This includes:

- A change to your name
- Receiving or gaining access to money that you have not previously mentioned
- Receiving or gaining access to money after selling something
- Moving to a different address
- Getting married, divorced or separated from a partner
- Forming a civil partnership or deciding to live with your partner
- Being hospitalised
- You (or your partner) becoming pregnant or having a child
- Being imprisoned
- Change from receiving accommodation and financial support to financial support only and vice versa.

It is important that you notify us of any changes to your circumstances as these may have an effect on your entitlement to support.

Reporting issues, feedback and complaints

You can call our helpline on XXXXXXXXXX regarding:

- **Request for assistance** – if you feel there is a risk to you/your family’s health and wellbeing. This can be to report any risks including suspected child neglect, domestic violence, sexual harassment or exploitation, anti-social behaviour, destitution or homelessness or suspected extremism or radicalisation.
- **Asylum payment issues** – in case your card is lost or stolen, you forget your PIN, receive incorrect payment or don’t receive your payment. We will liaise with the payment provider on your behalf.
- **Complaints** – if you wish to make a complaint regarding services provided by Migrant Help, your accommodation provider, the asylum support payments provider or the Home Office. Please contact a member of staff, call our helpline or visit our website (<https://www.migranthehelpuk.org/contact>) to read our Complaints Procedure and complete form.
- **Feedback** – to continuously improve the support available throughout your asylum claim journey. You can tell us about your experience of services delivered by Migrant Help, your accommodation provider, the asylum support payments provider (Sodexo) or the Home Office. We will pass your comments onto the appropriate organisation. You can complete the feedback form given to you by our advisers or find it on our website (<https://www.migranthehelpuk.org/feedback-form>). You can also call our helpline to give feedback on the phone.

Unaccompanied minors / Age dispute

Most unaccompanied children arriving in the UK have their age accepted. But in some cases, the Home Office or local authorities may challenge the claimed age. An age assessment is likely to be completed in these instances. If you believe you have been incorrectly assessed as being over 18 years old, we can assist you to contact the Age Dispute Project, run by Refugee Council.

Specialist support

If you are affected by any of the below or feel that you would benefit from a specialist support or advice, we can refer you to an organisation that may be able to help.

- Threat of suicide/self-harm
- Domestic violence/gender-based violence
- Victim of modern slavery
- Female genital mutilation
- Lesbian, Gay, Bi-sexual, Trans and Intersex
- Mental health conditions
- Physical disability
- Victims of torture or degrading and inhumane treatment

Q&A (questions and answers)

Questions and answers sessions are open Monday to Friday from 09:00 to 17:00.

Asylum advice booklet

We know that the asylum process can be complex and difficult to navigate. We have put together a guide which explains the stages of the process, will help you understand your rights and responsibilities and make informed decisions. The guide is available in 10 languages.

Please keep hold of your copy of the booklet, as it contains useful information to help you in the future stages of your claim.

You can also find the guide on our website (<https://www.migranthehelpuk.org/advice-and-guidance>).

If you are visually impaired, please contact our helpline who can explain the relevant information or, when required, refer you for a face to face appointment.

Health services

You will be able to access medical services while in the Initial Accommodation. Please speak to the accommodation provider for further information.