



Home Office

Wethersfield Asylum Accommodation Site Operational Management Plan V4.0

Final document (Full OMP)

Revision History

Version	Author & Job Title	Date of Change	Paragraph No.	Purpose/Change
3.5	Large Sites Accommodation Programme (Non-Detained) ASRA	10/07/2024	All	Submission Version
3.6	Large Sites Accommodation Programme (Non-Detained) ASRA	29/07/24	All	Formatting corrections
3.7	Large Sites Accommodation Programme (Non-Detained) ASRA	16/08/2024		To address clarifications from MHCLG
3.8	Large Sites Accommodation Programme (Non-Detained) ASRA	21/10/2024		To address clarifications from MHCLG
3.9	Large Sites Accommodation Programme (Non-Detained) ASRA	04/11/2024		To address clarifications from MHCLG
3.91	Large Sites Accommodation Programme (Non-Detained) Asylum Support	08-Apr-2025	<ul style="list-style-type: none"> 9.12 Table 2: Organisations and roles at the Site page All 	<ul style="list-style-type: none"> Deleted (errant para number) Update named lead-contractor & sub-contractor contact details Standardised document formatting to reduce overall page numbers
3.92	New Sites Oversight & Assurance	18-Jul-2025	<ul style="list-style-type: none"> 8.1 to 8.5 33.5 & 33.6 	<ul style="list-style-type: none"> Updated to reflect the discharging of Condition 21 and removal of the 580-occupancy limit and updating of the inflow phasing to reflect both BAU and Contingency daily and weekly maximums. Addition of contingency capacity dining hall and catering provision, access to snacks and refreshments

V4.0	New Sites Oversight & Assurance	10 Apr-2026	<ul style="list-style-type: none"> Whole document 	<p>Standardised formatting to reduce pages from 64 to 61</p> <p>Section and Paragraph numbering corrected throughout the whole document</p>
			<ul style="list-style-type: none"> Pages 8 -10 <i>"Wethersfield Site Team – Key Contacts"</i> 	<p>Updated to reflect:</p> <ul style="list-style-type: none"> Changes to CRH key contacts following internal restructuring Replacement of Supreme Guarding Services (SGS) contacts with CRH inhouse replacements Replacement of Lead Element Security contacts with CRH inhouse replacements Appointment of Savills Catering to provide catering services Replacement of Kier contacts following departure of David Quinney and Suzanne Eaglen
			<ul style="list-style-type: none"> Para 4.1, 9.1.3 and Table 2 	<ul style="list-style-type: none"> Updated from [REDACTED] as Site Operator
			<ul style="list-style-type: none"> Para 4.24 	<p>Added to reflect OMP will be updated following changes in</p> <ul style="list-style-type: none"> Service Provider and/or sub-contractors, Site Operator, Principal HO personnel
			<ul style="list-style-type: none"> Para 6.1 	Corrected Area Type from Urban to Rural
			<ul style="list-style-type: none"> Para 6.2 Site History 	Updated to reflect acquisition of planning permission via Class Q and Special Development Order
			<ul style="list-style-type: none"> Para 7.7 	Reflects Gate 10 will be used as Emergency Access
			<ul style="list-style-type: none"> Para 7.9 	Updated to reflect that maps of onsite amenities are also displayed across the site
			<ul style="list-style-type: none"> Para 8.6 Daily and Weekly Inflow 	Amended to reflect contingency inflow maximum of 50 per day, 100 per week
			<ul style="list-style-type: none"> Para 8.12 	Updated to reflect that the Occupancy Agreement is provided in 10 most common (on site) languages
			<ul style="list-style-type: none"> Para's 9.3.2, 9.6, 33.2, 35.1, 35.3, 36.1, Table 2 and Key Contacts 	Replaced references to Supreme Guarding Services/SGS to CRH
			<ul style="list-style-type: none"> Par's 9.6' 11.1, 11.6, 11.9, 16.1, 17.3, 22.1, 23.2, 23.5, 49.5, Table 2 and Key Contacts 	Replaced references to Lead Element Security/LES to CRH
			<ul style="list-style-type: none"> Para 9.3.3 and 32.1.2 	Addition to reflect catering is provided by Savills Catering
			<ul style="list-style-type: none"> Para 9.34 	Addition to reflect that (shuttle bus) transport provision is supplied by Foster Hartley Limited
			<ul style="list-style-type: none"> Para 9.3.7 	<ul style="list-style-type: none"> Addition to reflect that non-operational area security is provided by Mitie

	<ul style="list-style-type: none"> • Para 11.2.6 – 11.2.11 	<ul style="list-style-type: none"> • Updated to reflect use of Gate7, Gate 10 and Gate 43, and need to provide photographic ID
	<ul style="list-style-type: none"> • Para's 11.3.2 & 11.3.3 	Reflecting CCTV: <ul style="list-style-type: none"> • not installed in bedrooms • installed in shuttlebuses
	<ul style="list-style-type: none"> • Para's 11.7.3 – 11.7.5 	Updated to reflect gate access/usage protocols in the event of protests at the main gate
	<ul style="list-style-type: none"> • Para 15.14 	Updated to reflect that Service Users can contact Migrant Help in person and via telephone
	<ul style="list-style-type: none"> • Para 17.11 	Amended to reflect that radios are Home Office supplied Hytera handsets
	<ul style="list-style-type: none"> • Para 19.1.2 – 19.1.4 	Updated to reflect CCTV and data access/GDPR protocols
	<ul style="list-style-type: none"> • Para 20.3.1 	Updated to reflect that incidents involving Services User may occur off site and outside of Essex Police jurisdiction
	<ul style="list-style-type: none"> • Para 20.3.1 	Corrected to read “non-operational” from “operational,””
	<ul style="list-style-type: none"> • Para 26.2.1 	Addition of “voluntary sector”
	<ul style="list-style-type: none"> • Para 28.4 	Removal of reference to “astro-turf”
	<ul style="list-style-type: none"> • Para 29.5 	Addition to show that the Home Office is looking to provide facilities for Legal Aid purposes
	<ul style="list-style-type: none"> • Para 34.1 Change in Laundry Services location 	Amended to reflect Laundry Servicing is now located in a dedicated hub in the modular accommodation area
	<ul style="list-style-type: none"> • Section 32 Catering 	Updated to reflect timings of meals for BAU and Contingency purposes
	<ul style="list-style-type: none"> • Para 34.1 	Updated to reflect that the Laundry Service Provision has been relocated to a central hub in the modular unit area
	<ul style="list-style-type: none"> • Para 39.1 	Weekly support payment value updated to current value of £9.95
	<ul style="list-style-type: none"> • Para 43.2 and 43.6 	Updated to reflect revised Medical Centre opening hours
	<ul style="list-style-type: none"> • Para 43.11 	Removed reference to “tokens”
	<ul style="list-style-type: none"> • Para 43.14 	Amended to improve readability
	<ul style="list-style-type: none"> • Section 63 	Addition to reflect provision of dedicated email/inbox for immediate neighbours on Sculpins Lane & Toppesfield Road, and quarterly face-to-face meetings with SRO management team

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

Reviewed By	Role/Grade	Date
		10 April 2025

The contents of this document will be kept under periodic review collaboratively by Home Office and Clear Springs Ready Homes representatives.

This OMP has been developed in line with Condition 20 of The Town and Country Planning (Former RAF Airfield Wethersfield) (Accommodation for Asylum-Seekers etc.) Special Development Order 2024.

Annexes A- SS (see accompanying document)

Part A

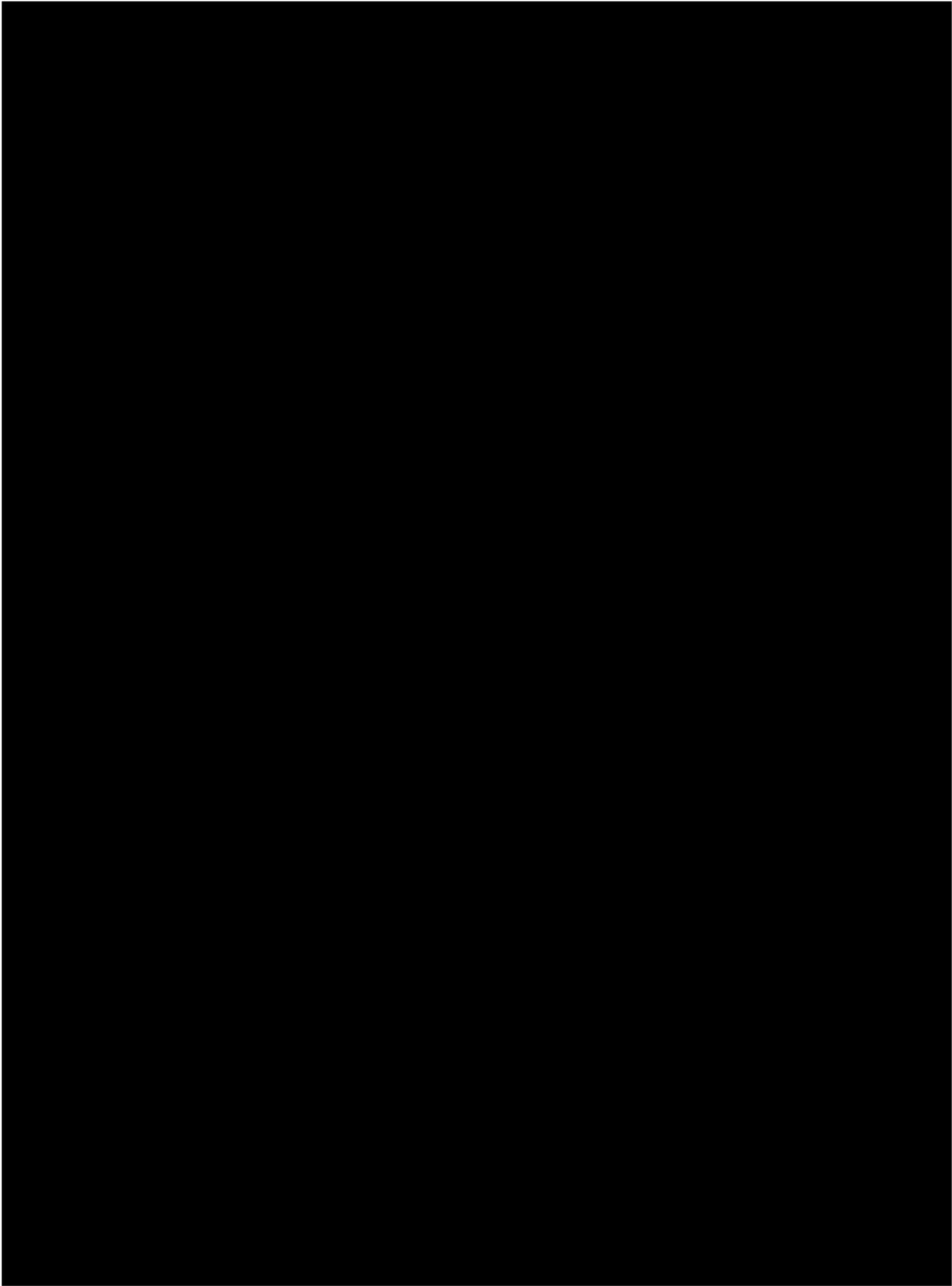
1. Administration

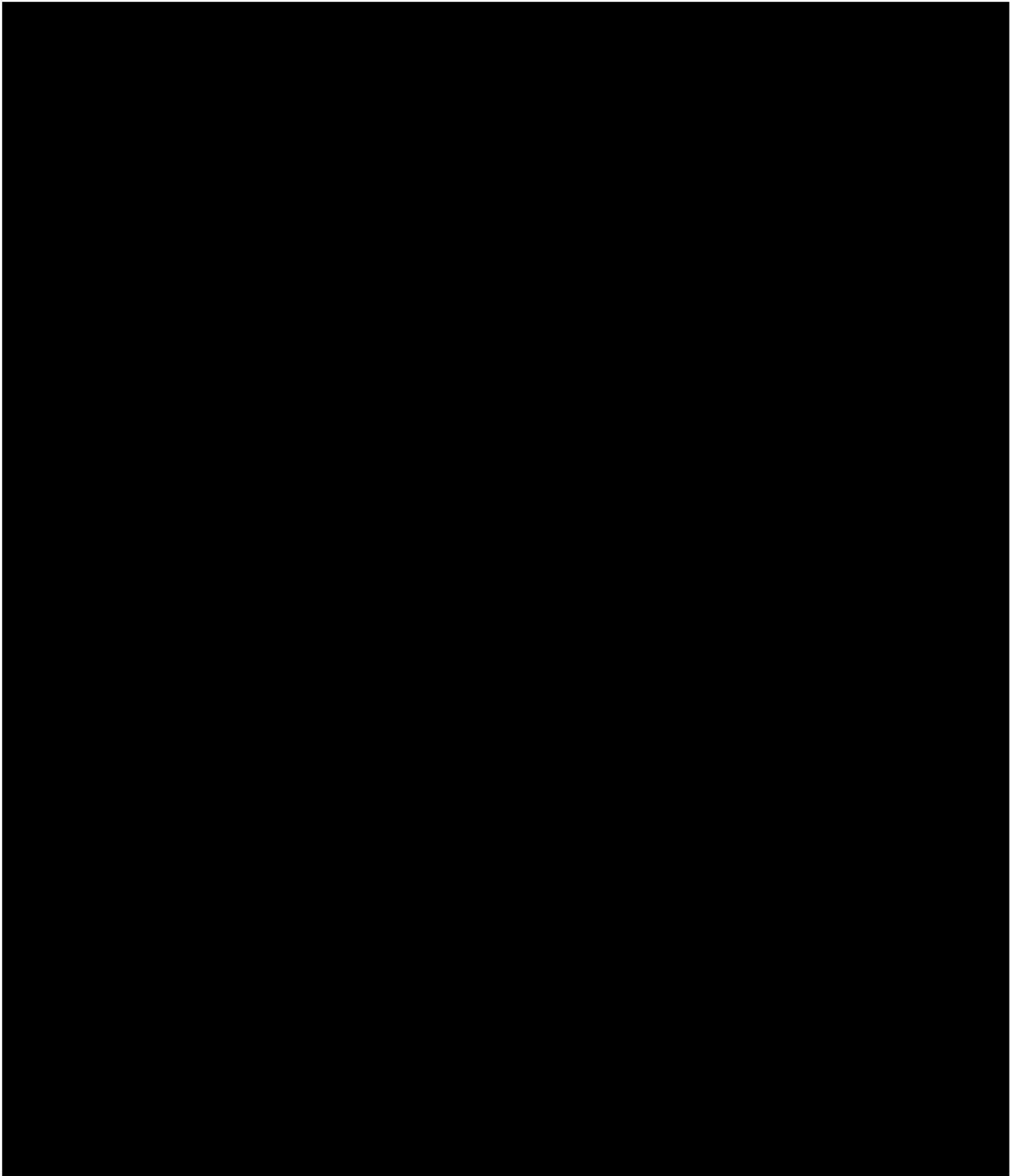
1.1. Response Quick Reference Sheet

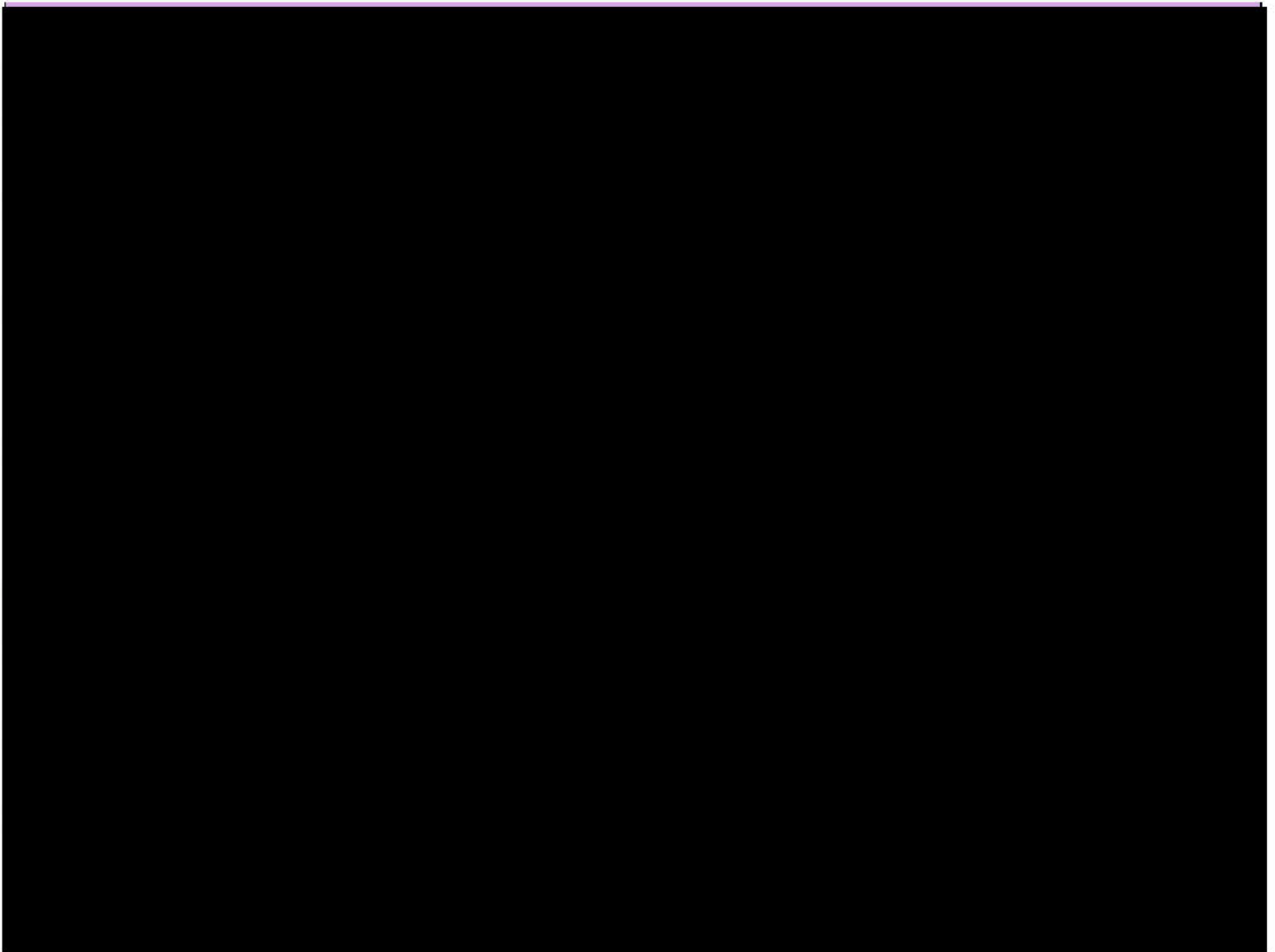
1.1.1. If you are involved in the response to an incident, consider referring directly to the additional plan(s) below:

Title	Location in Document
999 Emergency Actions Actions to take in case of an emergency including: bomb threat, fire emergency, intruder on camp, loss of utilities, medical.	Annex A: 999 Emergency Actions
Allocation of Asylum Policy	Annex C: Allocation of Asylum Accommodation Policy v.15
List of Key Contacts List of key contacts at the Wethersfield Site including Wethersfield Site Team, Other Partner Agencies, National and Internal Home Office Staff and CRH Leadership.	See Page 8: List of Key Contacts
Anti-Social Behaviour Standard Operating Procedure	Section 20: Managing, Reporting and Monitoring Crimes or Incidents of Antisocial or Violent Behaviour.
Assessment on Site Standard Operating Procedure	Annex E: Assessment On-Site SOP
Clearsprings Ready Homes Ltd Business Continuity Plan The Business Continuity Plans contain the procedures for the following emergencies: <ul style="list-style-type: none"> • Loss of electrical supply at Wethersfield, including loss of landline telephone system. • Extreme weather conditions, including emergencies resulting from weather. • Fire emergencies. • Property issues resulting in inhabitable conditions. • Civil disorder. • Staff shortages. • Complete loss of the Wethersfield Site. • Transportation incidents. • Service User suicide, attempted suicide on Site. • Terrorist related activity. 	Annex I: Clearsprings Ready Homes Ltd Business Continuity Plan

Communicable Disease Process	Annex J: Communicable Disease Process
Emergency Evacuation Plan	Annex N: Emergency Evacuation Plan
Fire Flow Chart	Annex P: Fire Flow Chart
Food Allergy Standard Operating Procedure	Annex Q: Food Allergy SOP
Full Security Standard Operating Procedure	Annex S: Full Security SOP
Group Data Protection CCTV Procedure	Annex V: Group Data Protection CCTV Procedure
Handling a Death on Site	Annex W: Handling a Death on Site
Health and Safety Procedures	Annex X: Health and Safety Procedures
Incident Reporting Process	Annex Y: Incident Reporting Process
Infectious Diseases Prevention and Control (IPC) Management Plan	Annex Z: Infectious Diseases Prevention and Control (IPC) Management Plan
NGO Guidance	Annex BB: NGO Guidance
Preventing and Mitigating the Outbreak and Spread of Infectious Diseases	Annex DD: Preventing and Mitigating the Outbreak and Spread of Infectious Diseases
Reception Centre Protocols	Annex EE: Reception Centre SOP Inner Building Security Patrols Annex FF: Reception Centre SOP Perimeter Security patrols Annex GG: Reception Centre SOP Access and Egress Control







Policies, Procedures, and processes	Location within the Full OMP
<p>Identifying Service Users or potential SUs who meet the unsuitability criterion.</p> <p>Removing resident Service Users as per sub-paragraph (3) of condition 22.</p>	<p>See Section 13 Suitability Assessment for the Unsuitability criteria against which Service Users and potential Service Users are assessed.</p> <p>Section 42 refers to Disabled Residents. SUs with a disability will be reassessed against the suitability criteria and if appropriate will be moved from Wethersfield to alternative accommodation.</p>
<p>Explaining to Service Users they must not leave the Order land on foot otherwise than by the main gate and the need to take care when walking along roads in the vicinity of the Order land that have no dedicated footway.</p>	<p>The Induction Pack clearly states that Service Users must not leave the Order land on foot other than by the main gate and the need to take care when walking along roads in the vicinity of the Order land that have no dedicated footway. During the induction procedure, a verbal explanation will be provided to ensure Service Users understand the instruction they are to follow.</p> <p>Translation of the written pack and interpreters will be available to all Service Users on request.</p> <p>The contents of the Service User Induction Pack demonstrating compliance with Condition 20 (b) is set out in Section 14.18.</p>
<p>Preventing and mitigating the outbreak and spread of infectious diseases on the Order land, including by a programme of immunisation against such diseases.</p>	<p>Section 14: Induction Process refers to immunisation in paragraph 14.19.</p> <p>Section 45: Infectious and Notifiable Communicable Diseases Sections 45.18 - 45.21, Immunisations offered to Service Users, includes the programme of immunisation offered and refers to government guidance on vaccination of individuals with uncertain or incomplete immunisation records</p>
<p>Compliance with sub-paragraphs (1) and (3) of condition 22.</p>	<p>Section 13: Suitability Assessment addresses Condition 22 Sub-paragraph 1, how Service Users are assessed and their suitability for the Site is determined.</p>
<p>Compliance with condition 24 core facilities and services to be provided.</p>	<p>Core facilities and services as outlined in the order are detailed in the following sections:</p> <p>Section 11: Security Overview</p> <p>Section 11.1 demonstrates compliance with Condition 24(5)</p> <p>Section 8: Site Capacity demonstrates compliance with Condition 24(2)</p> <p>Section 44: Health Care demonstrates compliance with Condition 24(3) and (4)</p> <p>Section 62: Local Public and Private Transport Services</p> <p>Sections 62.1 - 62.4 demonstrates compliance with Condition 24(6)</p> <p>All services are free of charge at the point of use. The Home Office has agreed funding with partners to provide these facilities and services.</p> <p>28 isolation beds will be maintained for the duration of the development, details of Site</p> <p>Capacity are within Section 8: Site Capacity.</p> <p>Access to sufficient nursing staff will be available. Resourcing of staff will be reviewed as part of the weekly</p>

	<p>Inflow Impact Review meetings as service users increase on Site.</p> <p>The NHS provides a health team that works alongside the onsite providers. If Service Users are unwell or presenting with a minor injury, they should report to reception staff between the hours of 09:00 and 17:00 and they will be sent to see the Health Team. A nurse will then decide whether the SU needs to see a GP and will help with GP registration.</p> <p>Service Users can make the appointments for the specified services directly by calling 01376 802072 or visiting the reception within the medical centre. 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.</p> <p>Service Users will be treated for minor injuries by first aiders on Site in the first instance or at the Site medical centre. 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.</p>
Managing the impact of disturbances, protests or demonstrations taking place on or in the vicinity of the Order land.	<p>Section 11: Security Overview.</p> <p>Sections at 11.18 – 11.21 and figures 5 and 6 detail the process for managing protests.</p>
Responding to emergencies on the Order land.	<p>Section 11: Security Overview.</p> <p>Sections 11.22 - 11.25 details how Security staff will respond to emergencies on the Order land.</p>
Recording and monitoring crimes or incidents of anti-social or violent behaviour involving resident service users that occur on the order land or elsewhere, and of which the Home Secretary becomes aware.	<p>Section 20: Managing, Reporting and Monitoring Crimes or Incidents of Anti-Social or Violent Behaviour.</p> <p>Figure 9: Incident Reporting Process details the process of recording incidents.</p>
Providing cultural orientation to resident service users.	<p>Section 14: Induction Process.</p> <p>Section 14.15 details the cultural orientation sessions delivered as part of the Service User Induction.</p> <p>The session is delivered alongside an interpreter so Service Users can ask questions.</p>
<p>Explaining to resident service users, in a format and language that they can understand—</p> <p>(i) the services that resident service users can expect to receive;</p> <p>(ii) the location of amenities in the vicinity of the Order land;</p> <p>(iii) details of recreational, educational or voluntary sector</p>	<p>Section 14: Induction Process.</p> <p>Section 14.1 – 14.4 details that Induction materials can be provided in other languages upon request.</p> <p>Section 26: Site Signage details that key notices will be available in other languages. Site signage will be clearly visible.</p> <p>Section 46: Interpreters and Translators details that interpreters and translators will be available to Service Users free of charge for if they have any difficulty</p>

<p>activities on or near the Order land in which resident service users can participate;</p> <p>(iv) details of the standards of behaviour expected of resident service users.</p>	<p>understanding the induction materials or have questions about the services that they will receive.</p>
<p>Providing information about the operation of the authorised development to persons affected, or likely to be affected, by it, and handling complaints about it from them.</p>	<p>Section 63: Engagement with the Local Community and Local Businesses details how the local community will be engaged.</p> <p>Residents on Sculpins Lane and Toppesfield Road can raise issues and concerns with the Site's Senior Responsible Officer Team at the following email address:</p> <p>Wethersfieldenquires@homeoffice.gov.uk</p> <p>The wider local community can raise issues, concerns and complaints with the Home office at the following email address:</p> <p>Wethersfield@homeoffice.gov.uk</p> <p>In addition, updates will be provided in the Wethersfield Community newsletter at</p> <p>Asylum accommodation: Wethersfield</p>
<p>Managing the impact of disturbances, protests or demonstrations taking place on or in the vicinity of the Order land.</p>	<p>Section 11: Security Overview.</p> <p>Sections at 11.18 – 11.21 and figures 5 and 6 detail the process for managing protests.</p>

2. Special Development Order (SDO)

- 2.1. The Special Development Order (SDO) for the Wethersfield Site stipulates what the Full Operational Management Plan (OMP) means and what it is comprised of.
- 2.2. Under Section 2 Interpretation, the meaning of Full OMP is an operational management plan submitted and approved in accordance with sub-paragraph (1) of condition 19.
- 2.3. Condition 19 states:
- 19.— (1) No more than 580 service users may be accommodated on the Order land until—*
- (a) the Home Secretary submits for approval by the Secretary of State an operational management plan—*
- (i) whose contents comply with Condition 20 (full OMP: contents).*
- (ii) compliance with which will assist the Home Secretary to comply, in carrying out relevant functions in relation to resident service users, with relevant duties.*
- (b) the Secretary of State approves that plan.*
- 2.4. Listed below are the policies and procedures to meet Condition 20 and where they can be found in the Full OMP.

Condition	Location within the OMP
Travel plan 10. The Home Secretary must, before 11th July 2024, submit to the Secretary of State for approval a plan setting out how the use of private cars by those travelling to the Order land— (a) to work on, or visit, the authorised development; or (b) to provide services to, or in respect of, resident service users, will be minimised.	Annex LL: Staff and Visitor Travel Plan includes a range of measures to minimise the use of the private car as a mode of travel to the Site.
Fruit and vegetables 12. No fruit or vegetables may be grown on the Order land unless the Secretary of State gives prior written consent to their being grown.	Section 28 refers to the policy of gardening activities on Site, including the growing of fruit and vegetables, which is not permitted. The protocol for growing fruit and vegetables on Site is included within the Induction Pack. The Service User Induction Pack is available at Annex II .
General limit on number of resident service users 23.—(1) The Home Secretary must— (a) keep an accurate and up to date record of the number of resident service users; (b) make that record available whenever requested to do so by the Secretary of State. (2) No more than 1,700 service users may be accommodated on the Order land at any time.	Section 8: Site Capacity details the full constructed capacity at the Site. The full constructed capacity at Wethersfield is 1,700 Service Users. The Home Office have a maximum limit of 800 Service Users to be accommodated on Site during normal operations, and a maximum of 1,000 Service Users during contingency operations.
Multi-Agency Forum 25.—(1) The Home Secretary must establish a group of persons (the “Multi-Agency Forum”)—	Section 61: Engagement details how The Home Office will establish a Multi-Agency

<p>(a) nominated by the persons and bodies specified in sub-paragraph (2) to represent them, in response to an invitation to each of them from the Home Secretary;</p> <p>(b) to meet—</p> <p>(i) for the purpose specified in sub-paragraph (3);</p> <p>(ii) regularly, and in any event not less than once in every two calendar months, throughout the period in which the Order land is used to accommodate service users.</p> <p>(2) The persons and bodies to be represented on the Multi-Agency Forum are—</p> <p>(a) each of the following that have functions in respect of the Order Land or part of it – (i) a fire and rescue authority (as defined in section 1 of the Fire and Rescue Services Act (2004) (Fire and rescue authorities)(8));</p> <p>(ii) a local planning authority;</p> <p>(iii) in so far as they are not within subparagraphs (i) or (ii), a county council, district council, or parish council;</p> <p>(iv) an integrated care board established under section 14Z25 of the National Health Service Act 2006 (duty to establish integrated care boards)(9);</p> <p>(v) a chief of police;</p> <p>(b) the UK Health Security Agency;</p> <p>(c) the Office for Health Improvement and Disparities;</p> <p>(d) East of England Strategic Migration Partnership;</p> <p>(e) a voluntary or charitable organisation providing information and assistance to service users;</p> <p>(f) any other person or body that the Home Secretary considers it appropriate to invite to be represented on the Multi-Agency Forum;</p> <p>(3) The purpose of the Multi-Agency Forum is to facilitate the exchange of information and views between the Home Secretary and the persons and bodies represented on the Multi-Agency Forum (MAF) about interactions between the performance of their functions and the Home Secretary's performance of relevant functions in relation to resident service users.</p>	<p>Forum for the Site to meet not less than every 2 months. The relevant stakeholders are listed within Section 61.</p> <p>The purpose of the Multi-Agency Forum is to facilitate the exchange of information and views between the Home Secretary and the persons and bodies represented on the Multi-Agency Forum about interactions between the performance of their functions and the Home Secretary's performance of relevant functions in relation to resident SUs.</p>
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2.5. The Home Secretary will keep the operation of the authorised development under review throughout the period for which planning permission is granted by article 4(1)(a) and (b),

carrying out at least one review of its operation in each period of 12 months beginning with 11th April 2024, 11th April 2025, or 11th April 2026.

- 2.6. Section 19(4) of the Order states: 'If a document covers matters set out in Condition 20 and other matters, only that part of the document that covers matters set out in Condition 20 requires the Secretary of State's (SoS) approval under sub-paragraph (1)(b), or forms part of the full OMP if such approval is given.'
- 2.7. The main body of the OMP addresses the requirements of Condition 20. Table 1 draws out the specific sections where these requirements are addressed, noting that the OMP contains further materials, and annexes, used by the Home Office and its contractors to manage the operation of the site.
- 2.8. Annexes referred to within the body of any sections covering Condition 20 and in Table 1 are to be read in conjunction with the contents of the section, but it should be noted that the wider content of these annexes covers a broader range of matters than those specifically required by Condition 20.
- 2.9. In addition, the following conditions are placed under Schedule 3 of the SDO in relation to operational matters and the table below details where in this plan the reference is made to each condition. References to Annexes, Appendices or Sections in this table are not for approval in relation to Condition 20.

3. Glossary

A&E	Accident and Emergency
AIRE	Advice, Issue Reporting, Eligibility
AoA	Allocation of Asylum Accommodation Policy
BAU	Business As Usual
BDC	Braintree District Council
CCTV	Closed-circuit Television
COSHH	Control of Substances Hazardous to Health
CRH	Clearsprings Ready Homes Ltd
DBS	Disclosure and Barring Service
MHCLG	Ministry of Housing, Communities & Local Government
ECC	Essex County Council
FM	Facilities Management
FRA	Fire Risk Assessment
HIV	Human Immunodeficiency Viruses
MDP	Ministry of Defence Police
MDPGA	Ministry of Defence Police and Guarding Agency
MOD	Ministry of Defence
NGO	Non-Governmental Organisation
O&A	Oversight and Assurance
OMP	Operational Management Plan
PPM	Planned Preventative Maintenance
RAF	Royal Air Force
SAM	Single Adult Male
SDM	Service Delivery Manager
SDO	Special Development Order
SIA	Security Industry Association
SOP	Standard Operating Procedure
SoS	Secretary of State
SRO	Senior Responsible Officer
SU	Service User (Asylum Seeker)
UKHSA	UK Health Security Agency

4. Introduction

- 4.1. The Special Development Order (SDO) for the Wethersfield Site stipulates what the Full Operational Management Plan (OMP) means and what it is comprised of.
- 4.2. Under Section 2 Interpretation, the meaning of Full OMP is an operational management plan submitted and approved in accordance with sub-paragraph (1) of condition 19.
- 4.3. Condition 19 states:
- 4.4. Listed below are the policies and procedures to meet Condition 20 and where they can be found in the Full OMP.
- 4.5. The Home Secretary will keep the operation of the authorised development under review throughout the period for which planning permission is granted by article 4(1)(a) and (b), carrying out at least one review of its operation in each period of 12 months beginning with 11th April 2024, 11th April 2025, or 11th April 2026.
- 4.6. Section 19(4) of the Order states: 'If a document covers matters set out in Condition 20 and other matters, only that part of the document that covers matters set out in Condition 20 requires the Secretary of State's approval under sub-paragraph (1)(b), or forms part of the full OMP if such approval is given.'
- 4.7. The main body of the OMP addresses the requirements of Condition 20. Table 1 draws out the specific sections where these requirements are addressed, noting that the OMP contains further materials, and annexes, used by the Home Office and its contractors to manage the operation of the site.
- 4.8. Annexes referred to within the body of any sections covering Condition 20 and in Table 1 are to be read in conjunction with the contents of the section, but it should be noted that the wider content of these annexes covers a broader range of matters than those specifically required by Condition 20.
- 4.9. In addition, the following conditions are placed under Schedule 3 of the SDO in relation to operational matters and the table below details where in this plan the reference is made to each condition. References to Annexes, Appendices or Sections in this table are not for approval in relation to Condition 20.
- 4.10. This Full Operational Management Plan (OMP) has been developed by the Home Office for the Wethersfield Asylum Accommodation Site in Wethersfield, Braintree, Essex. The OMP explains the tasks and processes required to safely manage and operate the Site and what actions will take place to achieve this requirement in its entirety.
- 4.11. The Site Operator for the Wethersfield Asylum Accommodation Site is the Home Office. The named Site Operator, [REDACTED] will have overall responsibility for the Site.
- 4.12. A Senior Responsible Officer (SRO) from the Home Office will manage day to day operational matters.
- 4.13. The SRO reports to the Director of Asylum Support. A contracted Site Manager from Clearsprings Ready Homes (CRH) will support the SRO with day-to-day management under direct reporting lines.
- 4.14. The structure and content of this plan has been produced with inputs from key stakeholders. A series of specialist plans which are for use during relevant incidents or emergencies supports this plan and are attached.
- 4.15. The Wethersfield Asylum Accommodation Site will be managed by the Home Office for the duration of the SDO period.
- 4.16. All operations on the Wethersfield Asylum Accommodation Site must be managed in accordance with this OMP.
- 4.17. Full copies of this document must be treated as Official Sensitive. They are not for public distribution or display and will be stored in a secure location. If copied or distributed this will not be a controlled version and may be subject to changes.

- 4.18. A copy of this plan must be kept and readily available in the Site office (currently building 600).
- 4.19. Workers/Staff who have been issued with this OMP must:
- Be familiar with the plan's contents.
 - Be aware of their role within the plan.
 - Participate in their required training and any planned exercises.
 - Actively support and participate in the actions and exercises required of them.
 - Ensure the plan's safe keeping.
 - Forward any details for amendment to the plan.
 - Destroy or return the plan as instructed.
- 4.20. This plan has been developed based on baseline information considered relevant and specific for the Site's intended operations as envisaged for day one of such operations. Notwithstanding this, all elements of the OMP need to be exercised by the SRO and effectiveness monitored throughout the whole duration of the operations on Site.
- 4.21. Regular amendments and additional information will therefore need to be included in the plan following operationally observed data. It is therefore the sole responsibility of the SRO to test and maintain the Operational Management Plan aligned to the specific operational needs of the Site.
- 4.22. The Home Office will review compliance with the OMP every 12 months and submit a report. The first such review will be conducted within 12 months of the Site opening. If any changes are required to the OMP, the Home Office will make a submission for approval to vary the document.
- 4.23. The full OMP will be reviewed on a yearly basis as per programme below:

Date of Review:
11 th April 2025
11 th April 2026

- 4.24. The OMP will also be reviewed when there have been changes to the:
- the Service Provider and/or sub-contractor organisations
 - the Site Operator
 - Principal Home Office personnel

5. Purpose and Aims

5.1. Purpose

- 5.1.1. The purpose of this plan is to:
- 5.1.2. Provide a framework of guidance and policies to the Director of Asylum Support and the SRO, with the intention to establish a clear governance and tactical structure of the requirements to operate the Site safely.
- 5.1.3. Describe the arrangements for all users of the Site for the purposes of providing asylum accommodation.
- 5.1.4. Prepare staff and workers at Wethersfield for the day to day running of the Site as well as to provide instruction in the event of a major incident (Fire, Infectious Disease outbreak, Protests, etc.).
- 5.1.5. Provide operational direction with the aim to run the Site in a safe and secure manner. In the unlikely occurrence of an incident, the plan will provide a rapid and effective response, containment and management for such an incident.

5.1.6. It is intended to provide the framework which can be used to respond promptly and in an organised manner to a wide range of incidents that may occur, rather than provide a detailed response to any particular type of incident that might occur.

5.1.7. This plan applies to the whole of the Site as set out in the related Special Development Order (SDO). The use of the Site for the purpose outlined above is of temporary nature to 11th April 2027 as specified in the SDO.

5.2. Aims of the Plan

5.2.1. The aims of this document are to provide a comprehensive operational plan for the Site and to deliver policies and procedures allowing for the safe operation of the Site which are summarised with further detail included as appendices.

6. Context and Background

6.1. Site Location

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

- **Area Type:** Rural
- **Constituency:** Braintree
- **Local Authority:** Three Fields Ward of Braintree District Council
- **County Council:** Essex County Council

6.2. Site History

6.2.1. The Ministry of Defence handed over responsibility of the Site to the Home Office on 31st May 2023.

6.2.2. The Home Office mobilised a new Accommodation Site in Wethersfield, an ex-Ministry of Defence (MoD) Site April 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.

6.2.3. Wethersfield was initially secured as an emergency measure due to a shortage of space across the general asylum accommodation estate with planning permission be granted under the Town and Country Planning (General Permitted Development) (England) Order 2015, Schedule 2, Part 3, Class Q.

6.2.4. The first SUs arrived at the site on 12th July 2023.

6.2.5. In March 2024 the Home Office was granted a planning permission to use the site as accommodation until April 2027

7. Site Layout

7.1. The Site previously comprised part of the existing Ministry of Defence Police and Guarding Agency (MDPGA) Wethersfield headquarters and training centre for the Ministry of Defence Police (MDP) (referred to as 'the Site'), located in Wethersfield, Braintree, Essex.

7.2. The Site is situated on the former RAF Station Wethersfield, used by the RAF, United States Army Air Force (USAAF) and the United States Air Force (USAF) between the 1940s and 1990s.

7.3. The boundary of the Site is centred on National Grid Reference TL715329.

7.4. The Site area measures approximately 40.57 hectares (ha) with a total ownership boundary amounting to 322.09ha and is located within the Three Fields Ward of Braintree District Council (BDC) within the jurisdiction of Essex County Council (ECC).

7.5. The Site is currently occupied by approximately 100 buildings which include sleeping accommodation, administration buildings, aircraft hangers, training buildings and common rooms. Furthermore, the Site includes a number of car parks and areas of existing hard

standing, including an existing road that runs south of the airfield and connects the existing buildings on Site.

- 7.6. The Site is located in the open countryside, approximately 1.4km north of Wethersfield and 2.6km east of Finchingfield. The nearest large town to the Site is Braintree which is 10.6km to the south. The main access to the Site is via Sculpins Lane that forms off the B1053 that runs between Braintree and Saffron Walden.
- 7.7. There are two other secondary access points into the Site, Gate 7 to the south and Gate 10 to the north-east. Gate 7 will be used as an alternative vehicular entrance to the main gate (that leads onto Sculpins Lane). The existing security hut will be used when this gate is in use. Gate 10 will be used as an emergency access point.
- 7.8. Essex Fire and Rescue Service, who conduct training at the northern edge of the wider Site will use Gate 7 as their principal access point thereby avoiding the need to travel through the main accommodation area within the Site.
- 7.9. SUs are given a map of the site which illustrates the amenities they're able to access. Copies of these maps are also posted on notice boards around the site.

Figure 1: Site Layout Plan

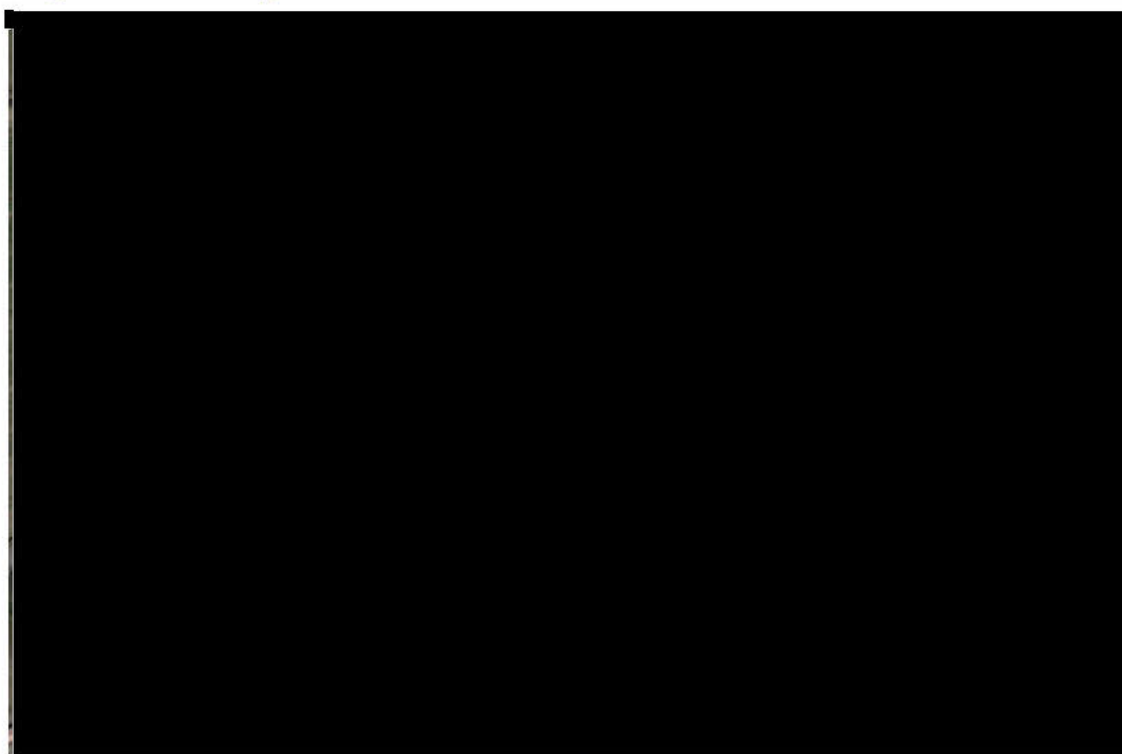
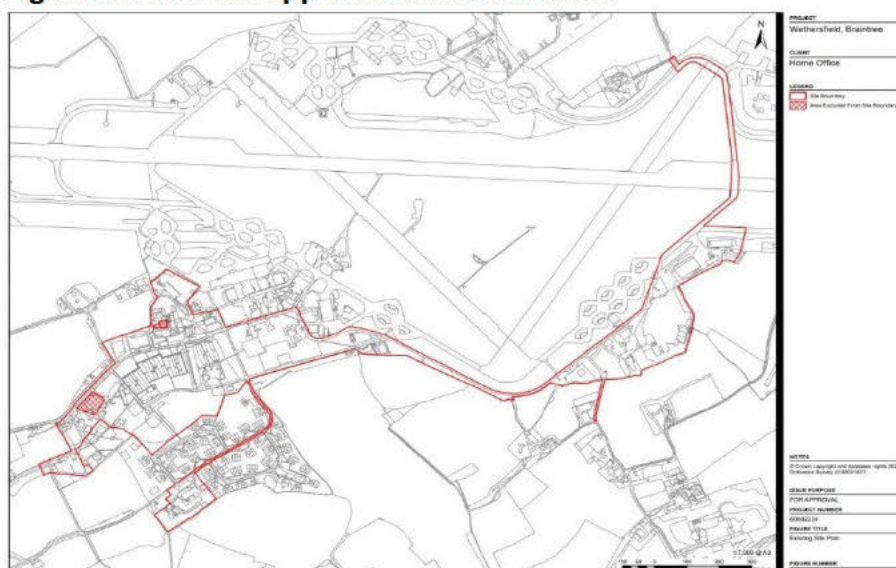


Figure 2: Site Plan approved under the SDO



8. Site Capacity

- 8.1. The SDO grants permission (subject to conditions) for up to 1,700 SUs to be accommodated on site with provisions, facilities and services for this number developed in collaboration with local service providers. Certain conditions of the SDO restricted capacity to 580 SUs until those conditions discharged on 31st January 2025.
- 8.2. Following completion of construction on the Site, the maximum capacity is 1,245 bedspaces as opposed to the 1,700 permissible under the terms of the SDO.
- 8.3. However, the Home Office has voluntarily limited the regular BAU occupancy of the site to 800 SUs (including 28 isolation beds). This means, subject to the 800 regular occupancy cap remaining in place, there are 445 bedspaces available for contingency purposes that may be utilised in the case of an exceptional “surge” event.
- 8.4. A “surge” event is where it is predicted that the wider accommodation estate is temporarily unable to accommodate short-term spike in migrants entering the UK that will require accommodation.
- 8.5. The site services and staff are already at the levels required for the regular occupancy of 800. As the SDO conditions restricting maximum occupancy to 580 have been discharged, the site is now able to operate at its 800 bedspace BAU occupancy cap. Under the term of the commercial agreement with the lead Service Provider the Home Office is required to give a minimum of 15 business days’ notice, unless a short period is agreed between both parties, to prepare for any increase in occupancy above the 800 BAU capacity to utilise the contingency capacity.
- 8.6. BAU inflow is phased and is limited to a maximum of 30 SUs per day (maximum of 60 SUs per week) with contingency inflow limited to a maximum of 50 SUs per day (maximum of 100 SUs per week) to manage site stability under both occupancy caps. Given the reduced 800 BAU and 1,245 combined BAU and Contingency occupancy limits are lower than the originally planned 1,700 permitted by the SDO any anticipated impact to local services will be lessened. However, the provisions on-site will be monitored through on-going weekly Impact Review Meetings, as described in the Phasing Scheme.
- 8.7. The Phasing Scheme (as per Condition 21 of the SDO) details the site capacity and the use of surge bedspace (if required). Unless otherwise specified in the Phasing Scheme, there is minimal phasing up required for the site to be fully operational. The 15 business days’ (or shorter if agreed) mobilisation period will be used to monitor the Service Provider’s mobilisation progress, and also to regularly and robustly test site configuration, infrastructure, utilities and services. The implementation of any “surge” capacity will be subject to robust governance to assure readiness, and inflow will be paused whilst any concerns are mitigated.
- 8.8. The sleeping accommodation will be made up of different numbers per room depending on the capacity available in each block/modular building. All rooms have opening windows to allow ventilation.
- 8.9. All SUs will have a single bed (some in bunk beds), duvet, pillow, bedsheets, and lockable unit/drawer.
- 8.10. The bathroom facilities, including toilets/urinals, sinks and showers are shared at a ratio of 1:5 of each unit per five SUs (minimum). These facilities are provided through a combination of bathrooms located 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.
- 8.11. Accommodation is covered for SUs 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.
- 8.12. Occupancy agreements are provided in the 10 most common languages spoken by asylum seekers, and a translator will be used for all other languages to support SUs understanding of the occupancy agreement which SUs are required to sign.

- 8.13. To ensure sufficient isolation beds are available for the number of SUs accommodated on-site, regular weekly operational reviews will be undertaken with the Medical Centre, SRO and CRH Site Manager. To inform these reviews an isolation tracker spreadsheet is circulated to all on-site agencies daily.
- 8.14. There are 28 isolation beds available for the duration of the development. **Annex Z:** Infectious Diseases Prevention and Control (IPC) Management Plan sets out the process for accommodating SUs that need to be isolated. This confirms that 28 isolation beds are available for the duration of the development. Isolation beds will be located in Building 1026. Additional capacity can be created through the cohorting procedure set out in paragraph 4.4 of **Annex Z**.
- 8.15. Resourcing of healthcare staff e.g. nurses will be reviewed as part of the weekly Inflow Impact Review meetings are chaired by the SRO Team and are attended by CRH, Commisceo, Essex Police, Migrant Help, and the SDMs.

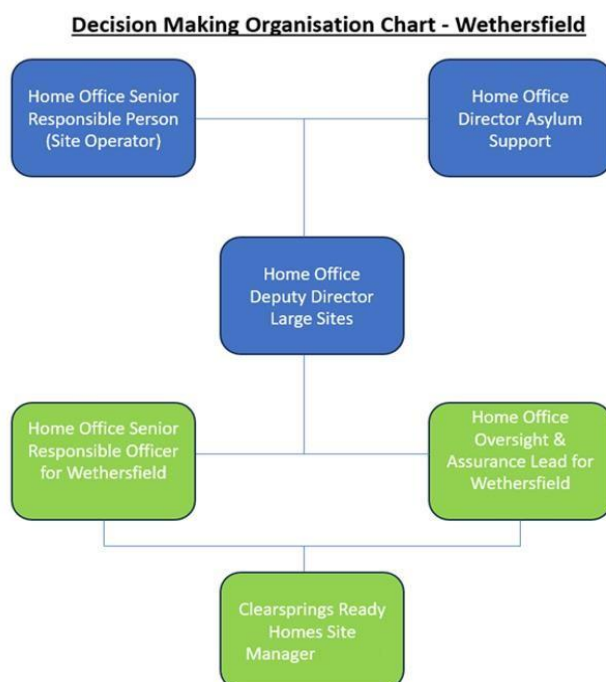
9. Governance Structure

9.1. The Site Operator

- 9.1.1. The Site Operator for Wethersfield is the Home Office.
- 9.1.2. Condition 1 of the SDO requires a named member of the Senior Civil Service in the Home Secretary's department to be designated in writing as the named Site Operator.
- 9.1.3. [REDACTED] Deputy Director for New Sites Oversight & Assurance is the designated Site Operator
- 9.1.4. Should there be a change in the designated Site Operator, the Home Secretary will inform the Secretary of State, in writing, of the name of the person who has been so designated.

9.2. Site Leadership and Accountability for Decisions

- 9.2.1. The Site Operator for Wethersfield is responsible for the overall site development and infrastructure. The Home Office Director for Asylum Support has oversight of the daily operations on site.
- 9.2.2. The Home Office have a Senior and Deputy Responsible Officer (SRO) based on-site who reports to the Director for Asylum Support. The named SRO is [REDACTED] who also has responsibility for Oversight and Assurance of the Site.
- 9.2.3. The CRH Site Manager reports to the SRO. See Figure 3 for Decision Making Organisation Chart for Wethersfield.

Figure 3: Decision Making Organisation Chart – Wethersfield

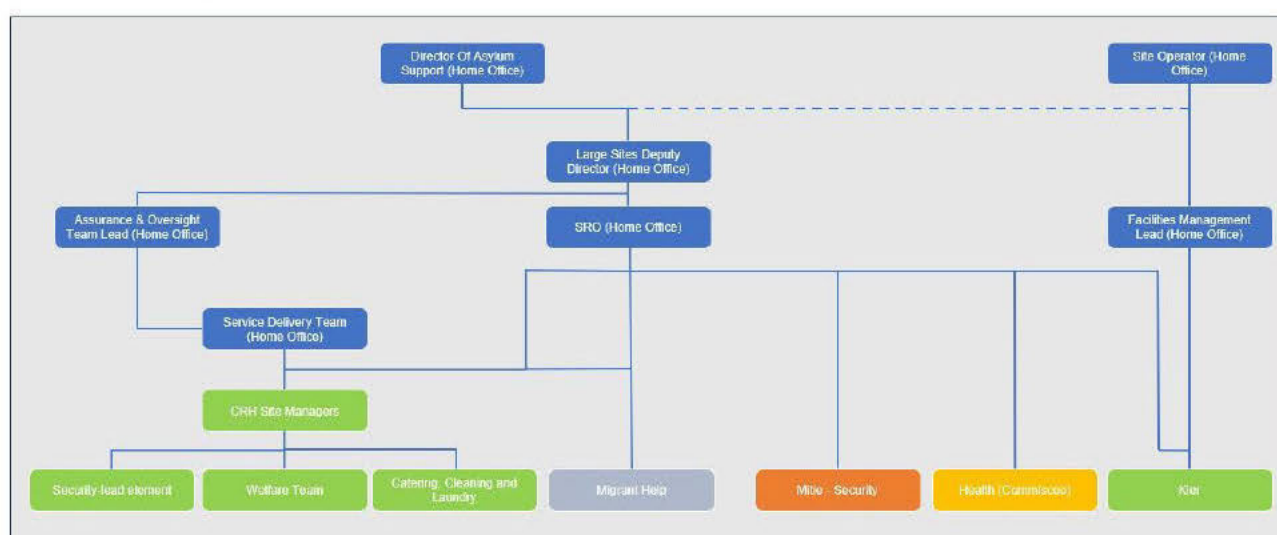
9.3. Government Departments, Agencies, contractors and sub-contractors operating at Wethersfield

- 9.3.1. The management of the accommodation and support services provided at the Site is through the existing Asylum Accommodation and Support Contract (AAS) contractor Clearsprings Ready Homes Limited (CRH). The Provider shall comply with the duties imposed on them by section 55 of the Border, Citizenship, and Immigration Act 2009. **Clearsprings Ready Homes** (CRH) operate the Site under contract from the Home Office.
- 9.3.2. **CRH** provide cleaning, operational area security and welfare support at Wethersfield.
- 9.3.3. **Savills Catering** are subcontracted by CRH to provide catering at Wethersfield.
- 9.3.4. **Foster Hartley Limited** are subcontracted by CRH to provide transport to Braintree, Chelmsford and Colchester for SUs accommodated at Wethersfield
- 9.3.5. **Essex Police** [REDACTED] The Home Office has introduced a policy of financial support which can be used to cover associated costs with policing the site. Police numbers are an operational matter for Essex Police.
- 9.3.6. **Kier** are contracted by the Home Office to provide maintenance and facilities management services of the buildings and infrastructure.
- 9.3.7. **Mitie Security** are contracted by the Home Office to provide the security provision for [REDACTED]
- 9.3.8. **Migrant Help** are contracted by the Home Office to deliver the Advice, Issue Reporting, Eligibility (AIRE) contract. SUs at Wethersfield have access to the normal AIRE services (24/7/365 contact centre and Outreach advisors) who offer advice, guidance and support on the asylum process, and also assisting with reporting issues and complaints on the SUs behalf. Migrant Help are available remotely and CRH welfare staff have telephones that are available for SUs to use. Posters in the accommodation are provided to explain to SUs how they can access Migrant Help. The service is free of charge to SUs.
- 9.3.9. **COMMISCEO** are appointed by NHS Essex to provide Healthcare including managing the Medical Centre.

9.4. Reporting lines

9.4.1. Figure 4 outlines the different organisations and roles present at the Site at any given time. The exact numbers of each position will change throughout the day and week and will be reviewed in order to ensure there are enough staff at the correct level to manage the operation.

Figure 4: Organisations and roles present at Wethersfield Site



9.4.2. The Home Office is responsible for the overall governance of the Site with an appointed Site Operator.

9.4.3. Figure 4 sets out the reporting governance arrangements on Site from the Site Operator and Director of Asylum Support.

- 9.4.4. As noted, the SRO reports to the Director of Asylum Support. An Assurance and Oversight Team manager works alongside the SRO and specifically manages Service Delivery Managers (SDM).
- 9.4.5. A commercial governance meeting is held on a weekly and monthly basis with the Senior Responsible Officer (SRO), and DD for New Sites Oversight and Assurance directorate.
- 9.4.6. The SDMs engage with CRH Site Managers daily and attend Site in person at least once a week.
- 9.4.7. Any issues that cannot be resolved with CRH are escalated to the Contract Compliance Manager (Home Office) to resolve with CRH senior managers.
- 9.4.8. The Stakeholder Governance Structure is appended in **Annex PP**. This shows an operational touchpoint meeting is held three times a week with the Site SRO, CRH Site manager and leads from the CRH suppliers.
- 9.4.9. The purpose of this meeting is to provide operational updates into the daily running of the facility.
- 9.4.10. An operational governance meeting is held on a weekly basis with the SRO and the CRH Site manager, this meeting is the first point of escalation for operational issues.
- 9.4.11. A contract group meeting is held on a monthly basis with the Service Delivery Manager, Contract Manager (Home Office) and CRH Contract Manager. This is to discuss relevant contractual matters.

9.4.12. Site Staffing Model

- 9.4.12.1. The companies employed as sub-contractors of CRH at Wethersfield may change over the life cycle of the Site. The Operational Management Plan will be updated whenever a long-term change in sub-contractor occurs. The CRH Service Provider organisation chart is in **Annex QQ**.
- 9.4.13. A table showing the security staff to SUs ratio is in **Annex OO**.

10. Relationship of the Site to the Asylum process

- 10.1. **Annex AA:** Inflow and Outflow Processes sets out the process by which SUs are screened and allocated to accommodation at the Site. This Inflow Model will be kept under review and may be subject to change depending on capacity and the numbers of asylum seekers who meet the suitability criteria for Wethersfield.
- 10.2. The primary inflow route will be new small boat arrivals after initial screening from ring-fenced hotels.
- 10.3. 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 hotel where food, toiletries and other assistance is provided on Site.
- 10.4. The system relies on turnover, i.e., once asylum claims, or appeals, 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.
- 10.5. 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.
- 10.6. 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.
- 10.7. The speed at which residents move to dispersed accommodation will depend on the availability of that dispersal accommodation. The Home Office has 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.

- 10.8. The approach as set out in **Annex E: Assessment On-site Standard Operating Procedure (SOP)** to consider a range of factors when assessing residents for different accommodation sites.
- 10.9. A 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.
- 10.10. 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. See **Annex AA: Inflow and Outflow Processes** for the process by which this is identified, and the service user removed from the Site.
- 10.11. Wethersfield is **not** a detention centre, and those accommodated there are not detained under immigration powers. SUs are free to leave the Site but are requested to sign in and out when they leave and return to help ensure their safety and to comply with Fire and Health and 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.

11. Security

11.1. Overview

- 11.1.1. CRH provides security services for the operational (accommodation) area at Wethersfield, ensuring a safe and secure environment for all. CRH Security Officers provide a 24/7/365 presence at Wethersfield. [REDACTED]

- 11.1.2. Site security will be the sole responsibility of the Site Security Team comprising of accredited Security Officers under the supervision of an accredited Security Supervisors who will report to the Site Manager.

- 11.1.3. All security personnel are licensed by the Security Industry Association (SIA) and are vetted by the Disclosure and Barring Service (DBS).

- 11.1.4. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

11.2. Access to Site

- 11.2.1. Transport to take individuals from their previous accommodation to Wethersfield is provided by CRH.

- 11.2.2. [REDACTED]
[REDACTED]

- 11.2.3. [REDACTED]
[REDACTED]

- 11.2.4. [REDACTED]

- 11.2.5. [REDACTED]
[REDACTED]
[REDACTED]

- 11.2.6. [REDACTED]

11.2.7. [REDACTED]
[REDACTED]
[REDACTED]

11.2.8. [REDACTED]
[REDACTED]

11.2.9. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]
[REDACTED]

11.2.10. [REDACTED]
[REDACTED]

11.2.11. [REDACTED]
[REDACTED]

11.2.12. The Standard Operating Procedure (SOP) for perimeter patrols is contained in Annex GG: Reception Centre Standard Operating Procedure (SOP) Access and Egress Control.

11.2.13. 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. External Perimeter and Internal Operational Area gate security checks will include I.D. and vehicle security checks. An induction to Site is provided in the laminated pass for their car with a Site map and contact details.

11.2.14. CRH are responsible for managing the movement of vehicles around the operational area of the Site in a safe and efficient manner.

11.2.15. Visting drivers and their vehicles, who are authorised to enter the operational area, are directed around the operational area of the Site by Security Officers wearing high-vis vests to guide vehicles to the correct location.

11.3. CCTV

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]

11.3.6. The CCTV Request Form to access and view historical CCTV footage is at Annex H: CCTV Request Form.

11.4. Searches

11.4.1. Security officers will not routinely search SUs or their belongings while on-site unless directed by CRH when conducting compliance checks with occupancy agreements of rooms.

11.4.2. Additionally, from time-to-time SUs may be asked to disclose contents of bags etc. when entering or re-entering the Site.

11.4.3. [REDACTED]
[REDACTED]

11.5. Police Site Liaison Officers

11.5.1. Essex Police [REDACTED]
[REDACTED]

11.5.2. The level of policing provision will be managed and decided by Essex Police as an operational policing matter.

11.5.3. Mitie Security [REDACTED]
[REDACTED]
[REDACTED]

11.6. Managing, reporting & monitoring crimes; incidents of anti-social or violent behaviour.

11.6.1. The policies and procedures for managing and the reporting and monitoring crimes or incidents of anti-social or violent behaviour are contained with **Annex Y: Incident Reporting Process**.

11.7. Managing Protests

[REDACTED]
[REDACTED]
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]
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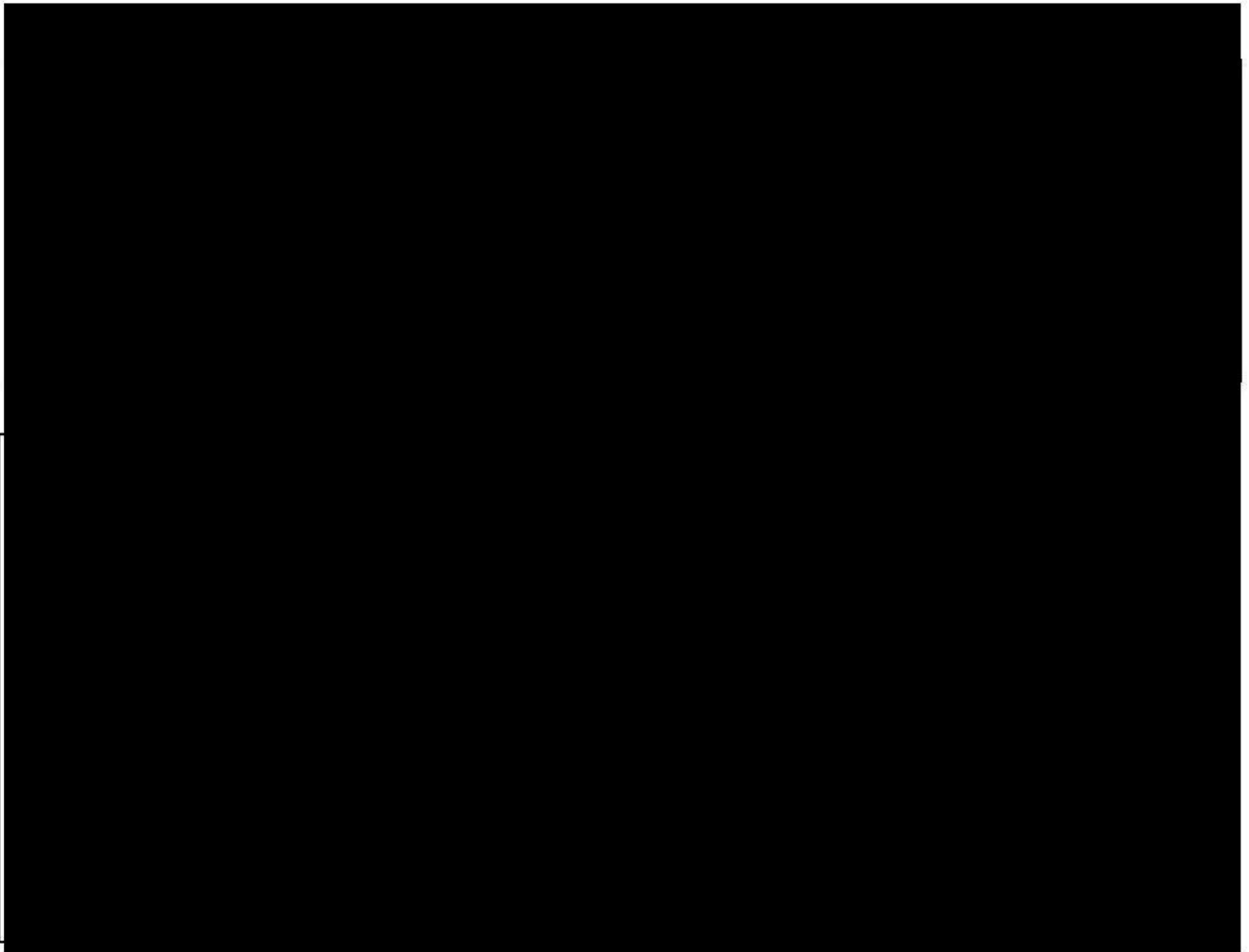
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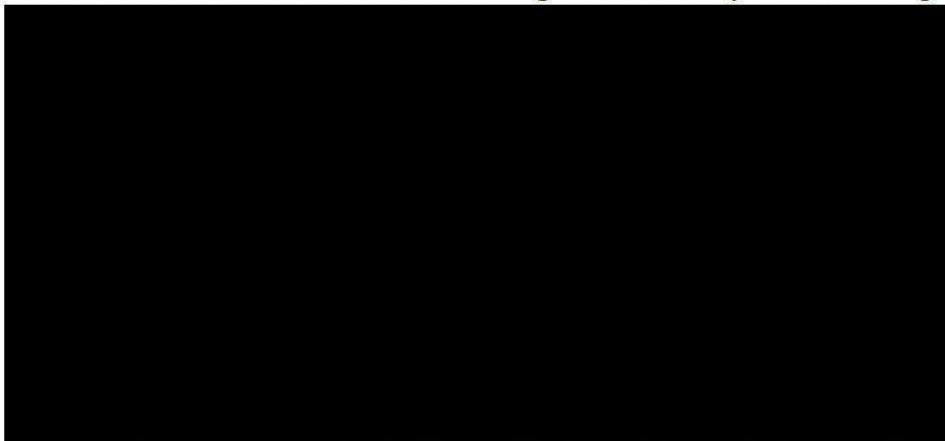
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]



11.8. Responding To Emergencies

11.8.1. The Site has identified the following situations as potential emergency situations:



11.8.2. The specific site procedures for responding to these situations are detailed in **Annex I: CRH's Business Continuity Plan**.

11.8.3. The Home Office requirement is for the Service Provider, CRH, to produce and maintain a Plan to meet the following requirements:

- To meet the required standards of ISO22301
- To seek to maintain company employee (and sub-contractors) safety, in all perceived situations

- To provide a structure/framework for actions taken in such 'emergency' situations
- 11.8.4. The purpose of the Business Continuity Plan plus the company's IT Disaster Recovery Plan is to ensure the safety of CRH employees (and sub-contractor staff), and service users and to achieve the resumption of time-sensitive operations and services in the event of an emergency affecting the company's normal operational activities.
- 11.8.5. The Internal controls in place to ensure the Business Continuity Plan can be followed in the event of a loss of power and or IT systems are as follows:
- 11.8.6. All CRH Senior Directors and Managers are to retain a copy of this plan to ensure that everyone follows the same guidance and instructions regardless of where they may be. In the event of a loss of power, the plan can be viewed on a laptop screen using the battery power.
- 11.8.7. The various computer systems and offsite hosting used by CRH for the management of this service are supported by [REDACTED] (the IT provider and a Clearsprings Group company).
- 11.8.8. Clearsprings systems are now in the 'cloud' and this is monitored and co-ordinated by [REDACTED]. The system replicates data and servers in real-time to a hosted repository with our hosting partners [REDACTED], if systems fail the service recovers to virtual servers [REDACTED]. [REDACTED] This will allow the system to expand to match the growth and demands of the business and minimise downtime and the impact of any IT related incidents.

Part B Site Processes

The following section describes the outline operation of the Site as Asylum accommodation through the process of the inflow of SUs to the provision of accommodation and facilities and services as well as the processes for assessing whether SUs meet the criteria to be accommodated on Site and the processes for removal.

11. Inflow to Site

- 12.1. The Live Register is the mechanism by which the headcount for SUs on Site is captured and recorded. The Live Register is stored electronically by CRH.
- 12.2. The Live Register records the numbers of SUs on Site, their personal details, including food allergies, the date they arrived and departed. As well as room allocations and nationality.
- 12.3. The CRH Site Manager updates the Live Register on each day and shares this with the Home Office, the Medical Centre and Migrant Help.

13. Suitability Assessment

13.1. Prior to Arrival

- 13.1.1. Prior to arrival at Wethersfield an assessment is undertaken by the Home Office to determine the suitability of SUs to be accommodated on the Site.
- 13.1.2. The process is described in the section below.

13.2. Process of determining whether an SU meets the unsuitability criterion

- 13.2.1. The assessment of SUs to be accommodated at Wethersfield is undertaken by Home Office caseworkers who are required to apply the suitability criteria in the Home Office "Allocation of Accommodation Policy" in considering who to place in this accommodation. Details of the suitability criteria are included in the Allocation of Asylum Accommodation (AoA) which is in Annex C: Allocation of Asylum Accommodation.
- 13.2.2. The table below summaries the AoA policy in relation to unsuitability criterion as it applies to Wethersfield:

Table 3: Criteria which will make individuals unsuitable for Wethersfield

Criteria which will make individuals unsuitable for Wethersfield, and/or room sharing
Where an individual has been referred into the National Referral Mechanism (NRM) as a potential victim of modern slavery, and has received a positive reasonable grounds decision - if an individual subsequently receives a negative conclusive grounds decision or public order disqualification, they are suitable for Napier, ex-MoD sites, vessels, and/or room sharing
cases being dealt with by the Foreign National Offenders – Returns Command

Table 4: Criteria which may make individuals unsuitable for Wethersfield

Criteria which may make individuals unsuitable for Wethersfield, and/or room sharing
<p>They would be defined as vulnerable under the Asylum Seekers (Reception Conditions) Regulations 2005 regulation 4(3) - the relevant points in these regulations are that a vulnerable individual is:</p> <ul style="list-style-type: none"> • a disabled person. For the purposes of this guidance, this is defined by the Equality Act 2010 which sets out that a person has a disability if they have a physical or mental impairment, and the impairment has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities • an elderly person (where room sharing is in question) • an individual who has been subjected to torture, rape or other serious forms of psychological, physical or sexual violence.
<p>They have complex health needs within the meaning given by the Healthcare Needs and Pregnancy Dispersal Policy at paragraph 4.16 of the AoA - the relevant complex health needs are:</p> <ul style="list-style-type: none"> • active tuberculosis and infectious / active communicable diseases (when making dispersal arrangements for applicants with Tuberculosis also refer to chapter 7.2 of the AoA: Tuberculosis – Dispersal Guidelines) • serious mental health issues where there is a high risk of suicide, serious self-harm or risk to others, for example where an individual is receiving NHS specialised psychotherapy for post-traumatic stress disorder (PTSD), including cognitive behavioural therapy (CBT) and/or eye movement desensitisation and reprocessing (EMDR) (when making dispersal arrangements for applicants with mental health issues, also refer to chapter 7.3 of the AoA: Mental Health – Dispersal Guidelines) • chronic disease, for example, kidney disease where the patient requires regular dialysis <p>HIV (when making dispersal arrangements for applicants with HIV, also refer to chapter 7.1 of the AoA: HIV – Dispersal Guidelines)</p>

13.2.3. In addition to the criteria above the accommodation at Wethersfield is restricted to single adult males between ages 18-65.

13.2.4. Each SU's suitability will be assessed at regular intervals and if they are no longer suitable for any reason, they will be moved to alternative accommodation. Further detail is provided in Annex AA and figures 7 and 8 below.

13.2.5. An SU 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 they will be moved to alternative accommodation. Further detail is provided in Annex AA and figures 7 and 8 below.

13.2.6. Process for removing SUs who meet an unsuitability criterion or where accommodating the SU is inappropriate for another reason.

13.2.7. If the Home Secretary concludes that an SU meets an unsuitability criterion or for another reason referred to in condition 22 sub paragraph (2) then the processes illustrated in Annex AA and figures 7 and 8 below will be used and the following general principles will apply:

13.2.8. Once a decision is made by the Home Secretary the SU will not be accommodated on the Site for more than 48 hours after the decision, except as a means to avoid or mitigate a risk that may otherwise be expected to arise to any person's welfare or if the 48 hours falls over a weekend or a Bank Holiday.

13.2.9. The SU will be accommodated separately from other residents.

- 13.2.10. The SU will be treated in a way that takes due account of any matter that makes accommodation on the Order land unsuitable for that SU.
- 13.2.11. The Home Secretary will keep a record of the decision as part of reporting to the Secretary of State for MHCLG (as per condition 22).
- 13.2.12. In order to separate SUs to be removed from the Site once a decision is made, the isolation block will be utilised to accommodate SUs for no more than 48 hours subject to the exceptions noted above.
- 13.2.13. The processes outlined above are illustrated in further detail in **Annex AA: Inflow and Outflow**.
- 13.2.14. A review around activities that are critical for recommencement/ increased inflow at Wethersfield takes place weekly to assess potential impact to Site. The following areas are considered:
- Number of incidents on Site
 - Discretionary activities
 - Transport capacity
 - Medical Centre provision
 - Dining Hall provision and
 - Daily Site Stability assessment.
- 13.2.15. The intention of this list is to inform Go/No go decisions for recommencement of inflow to Wethersfield Site based on the status of critical activities as noted.

Figure 7

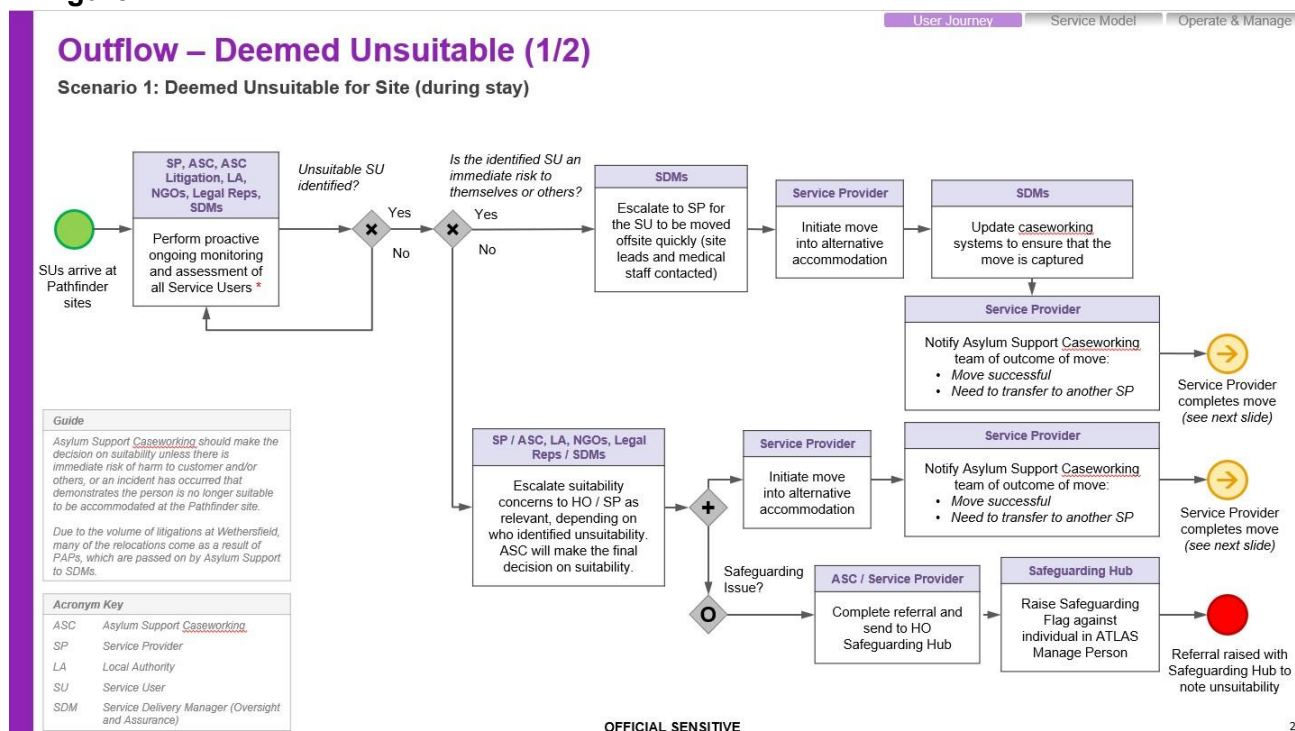
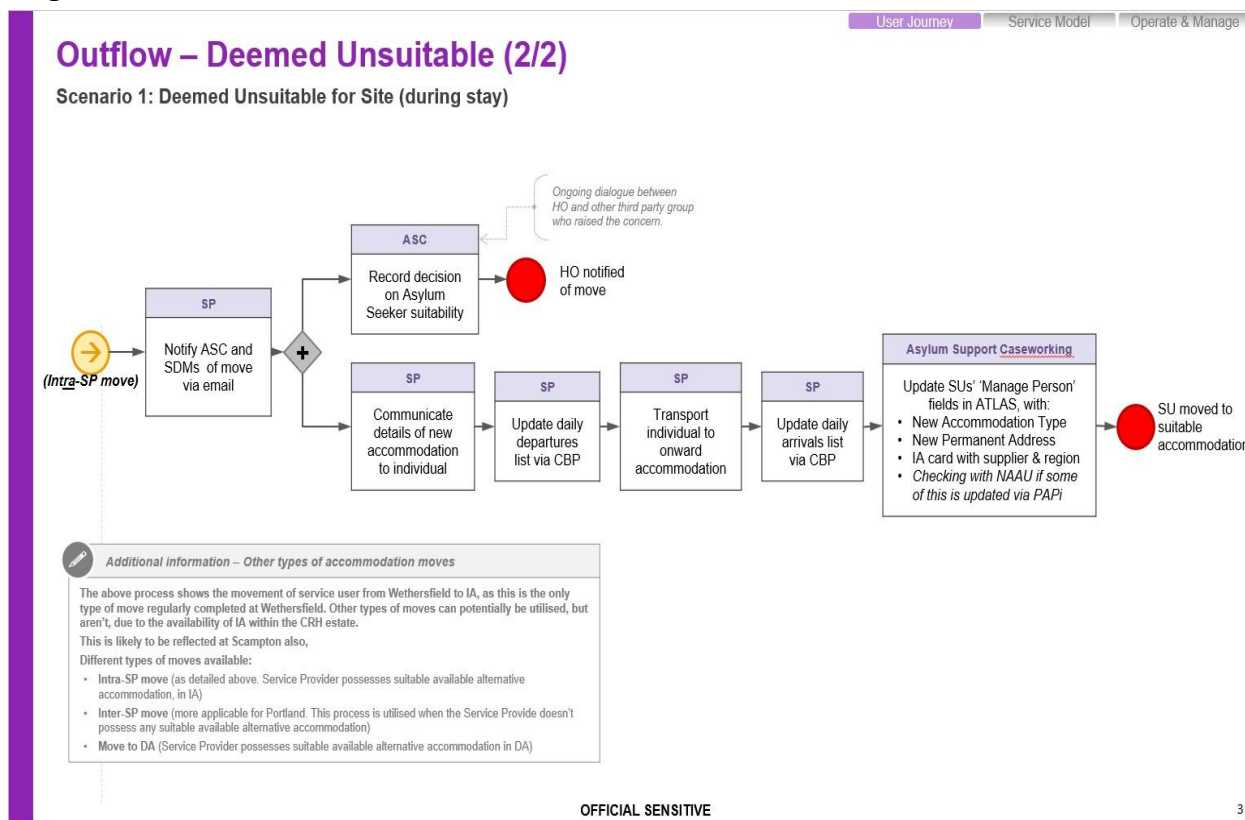


Figure 8



14. Length of stay at Wethersfield

- 14.1. 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.
- 14.2. The Home Office Alternative Accommodation Team monitors each SUs length of stay at Wethersfield to ensure that they are dispersed to longer term accommodation during this time. The team monitor the Wethersfield dispersals and make the necessary arrangements for onward accommodation. This team are not based on-site at Wethersfield and manage dispersals remotely.
- 14.3. Dispersal notification letters are sent to the SDMs to pass onto CRH to be provided to SUs.
- 14.4. Scheduled moves off-site are [REDACTED] Site staff are informed of moves via a spreadsheet from the Home Office and advise residents of their day of departure.
- 14.5. SUs are given 5 days' notice prior to their move date.
- 14.6. SUs are requested to be ready to leave the Site by [REDACTED] of their dispersal and are transported to their next accommodation by the Asylum Accommodation and Support Contracts (AASC) provider responsible for the region in which they will be accommodated. **See Annex AA: Inflow and Outflow Processes.**

15. Induction Process

- 15.1. Upon arrival, SUs are escorted off the coach to the Induction centre. In the Induction centre 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.

- 15.2. The SU's 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. This is recorded in the Live Register.
- 15.3. Induction materials can be provided in other languages on request and Interpreters are used where necessary. Infographics will also be used to convey information to those with limited literacy skills and those who cannot read.
- 15.4. SU's are provided with an induction pack which includes Site information. The induction pack can be translated upon request and interpreters are also available to translate.
- 15.5. The current SU Induction Pack is included at **Annex II**. The presentation to be provided to SUs as part of the Induction is included at **Annex RR**.
- 15.6. An accommodation block and a specific bedspace is then allocated to the SU.
- 15.7. 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.
- 15.8. 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.
- 15.9. All SUs are offered immunisations following their health screening. A list of immunisations offered is included in Section 45: Infectious and Notifiable Communicable Diseases
- 15.10. The Welfare Officer then escorts SUs on a familiarisation tour of the Site before being taken to their specific sleeping accommodation.
- 15.11. CRH will supply shower gel, shampoo, a toothbrush, toothpaste, deodorant, and a razor, free of charge. Replacement toiletries will be provided on request.
- 15.12. The Occupancy Agreement form is at Annex CC: Occupancy Agreement.
- 15.13. 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.
- 15.14. Migrant Help are available remotely for SUs to contact, they also provide an on-site team, who are available during specific office hours (Monday to Friday 09:00 - 16:00). The service provides advice, guidance and support on the asylum process. SUs will be made aware of Migrant Help during the induction process. Posters in the accommodation and communal areas are provided to explain to SUs how they can access Migrant Help in person and via telephone. The service is free of charge to SUs.
- 15.15. A Cultural Orientation session will be delivered as part of the SUs initial Induction on day 2. This will include content that has been prepared in collaboration with the on-site Police Liaison Team. Cultural Orientation sessions take place 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. Cultural Orientation sessions are conducted alongside an interpreter to ensure residents can understand and are able to ask questions.
- 15.16. As part of the Induction process an explanation of the services that SUs can expect to receive and the location of facilities and amenities available to them on the site and in the vicinity of the Order land is provided. Site rules and regulations such as the prohibition of growing fruit and vegetables on the site are also set out.
- 15.17. The Induction Pack issued to SUs will contain the details of the standards of behaviour expected of resident SUs at the Site when both on and off the site. This includes:
 - Harassment or threat of harassment and displays of prejudice or hostility towards any person on the grounds of race, religion or belief, sex, sexual orientation, gender reassignment, age or disability.
 - Acts that result in physical or other harm to any person.

- The rights of other persons to respect their private and family life.
 - Noise and disruption or other behaviour likely to result in a nuisance to, or justified annoyance on the part of, adjoining owners or occupiers or others near to them.
 - Littering both on and off the Site.
 - Areas where children are present, and their behaviour when in the presence of children.
- 15.18. As part of the Initial Induction on day 1 it is explained to SU's that they, for their safety, should not leave the Site on foot other than by the main gate which will be marked on a plan provided to them. In addition, staff will explain to SUs the need to take care when walking along roads in the vicinity of the Site that have no dedicated footway especially when it is dark and that high visibility vests and torches are available upon request from the main gate security hut.
- 15.19. This information is also contained with the Induction Pack issued to SUs – see **Annex II**.

16. SUs Leaving and Returning to the Site

- 16.1. SUs are not detained under immigration powers, and Wethersfield is not 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, CRH 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.
- 16.2. SUs are requested (but are not forced) 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 CRH administration team retain records for external overnight stays, records securely stored in the admin building.
- 16.3. 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.
- 16.4. When they return to the Site, [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- 16.5. Completed daily security logs are retained by the CRH administration team.
- 16.6. Records for external overnight stays are held securely by the Welfare Team in the Welfare office.
- 16.7. [REDACTED]. If an SU wishes to leave the Site on foot, to ensure their safety, high visibility jackets and torches are provided and stored at the front gate and are available on request. It is down to SU discretion as to whether they wish to take them. During the induction process it is explained to SUs that they need to take care when walking along roads. This information is also contained with the Induction Pack issued to SUs – see Annex II.
- 16.8. Signage is posted around the site to advise SUs take care when walking on footways near the Site.
- 16.9. Signage will also advise SUs that torches, and hi-vis jackets are available at the main gate security hut as a safety mitigation measure for walking along roads in the vicinity of the Order land that do not have a dedicated footway. Examples of the signs are shown in **Annex SS**.

17. Security Staff

17.1. Uniforms and Equipment

17.1.1. [REDACTED] [REDACTED] [REDACTED] [REDACTED]

17.1.2. The full procedures for use of body worn cameras is at Annex F: Body Worn Camera Policy.

17.1.3. All security personnel will always display their SIA licenses and wear any Personal Protective Equipment (PPE) that is required.

17.2. Security Patrols

17.2.1. Security personnel complete frequent patrols of the Site to ensure residents are compliant with the Site rules and are respecting the property within the Site. Any behaviour deemed noteworthy, and all incidents, are reported to CRH.

17.2.2. If any prohibited items, from those listed in the Occupancy Agreement such as weapons are discovered, this is reported to CRH and if required, the police. If the item discovered presents an immediate threat to safety and security and it is safe to do so, will be removed by security officers.

17.2.3. [REDACTED]

17.2.4. If any items, such as munitions from the Site's previous use as an MoD site are discovered, this is to be reported to CRH and the police.

17.2.5. The area will be secured by CRH until the police remove the items.

18. Security Issues

18.1. Keys and Locks

18.1.1. All Site keys are stored securely by security and administration teams. Locked rooms will be opened upon request.

18.1.2. Replacement keys for lockable cabinets are supplied by CRH.

18.2. Main Gate

18.2.1. [REDACTED]

19. Security Issues: Security Tools, Equipment and Materials

19.1. CCTV and GDPR

19.1.1. All properties used by SUs must comply with data protection requirements and specifically concerning any requests for any evidence that may be covered by the recorded data.

19.1.2. Management staff on Site who have access to the CCTV system must not, under any circumstances, release any CCTV records, without reference from the CRH Data Protection Officer (DPO) via the appropriate CRH representative.

19.1.3. This applies to everyone and organisations, including the police. and requests by a third party.

19.1.4. 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. This policy ensures that all disclosures are lawful, necessary, and proportionate.

19.1.5. All authorised CRH staff who can access the CCTV system must be made aware of the processes. A copy of the CRH procedures are available to refer to if any requests are received.

19.1.6. The release of data includes letting a third party simply viewing the images on the monitor screen – this is not allowed under the Home Office contract, or the Data Protection regulations, as well as asking for copies (digital or printed) of the requested data. 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:

- Contingency Accommodation CCTV Summary Document – **Annex G:** CCTV Contingency Site Summary Contingency Accommodation- CCTB and GDPR
- CCTV Request Form- Template **Annex H:** CCTV Request Form
- GDPR Weaknesses, Events and Breach Reporting Procedures **Annex U:**
- GDPR Weaknesses Events and Breach Reporting Procedure Issue 2 4. GDPR Control of Records Process **Annex T:** GDPR Control of Records

20. Security Issues: Disturbances, Crimes, Violent or Anti-Social Behaviour

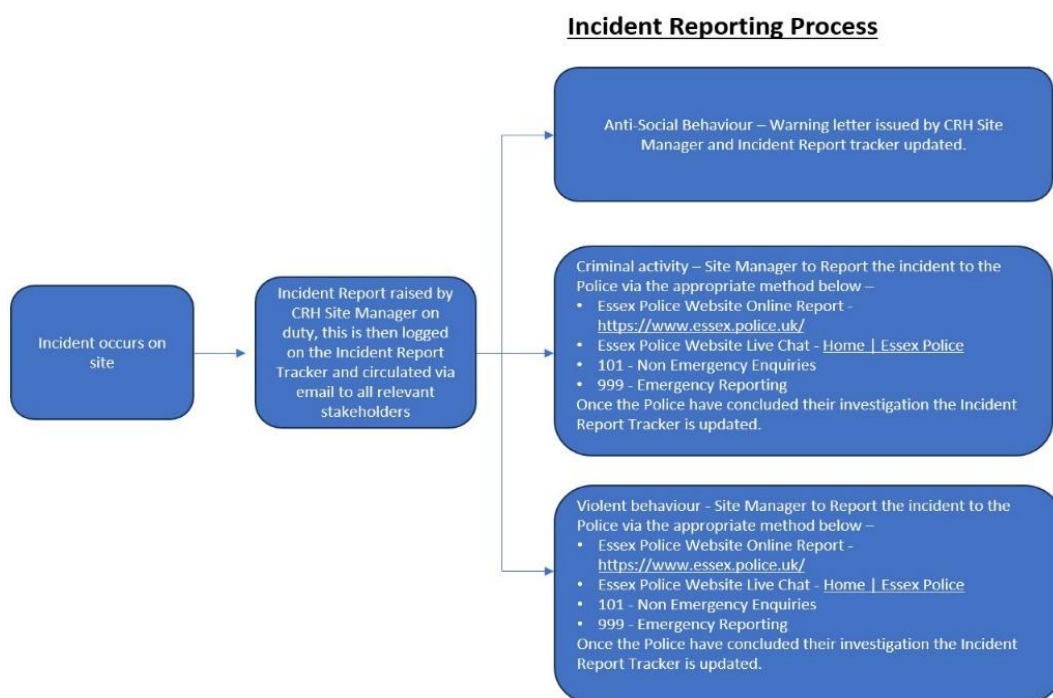
20.1. Use of Force

- 20.1.1. In the event of any disturbance or confrontation, attempts will be made to resolve the situation.
- 20.1.2. Security Officers will only use reasonable force where there is a need protect either themselves or others. The police will be called, if deemed necessary. It is the responsibility of CRH Site Manager to make that decision.

20.2. Managing, reporting & monitoring crimes, incidents of antisocial or violent behaviour

- 20.2.1. When an incident such as crime, anti-social behaviour or violent behaviour occurs on Site an Incident Report raised by CRH Site Manager on duty, this is then logged on the Incident Report Tracker and circulated via email to all relevant stakeholders. There is also an item on the agenda at the weekly inflow impact review meeting to discuss security matters.
- 20.2.2. SUs are informed both verbally and in written format in their language, during their induction process of the Wethersfield rules and what acts constitute general or gross misconduct. SUs sign to agree to the Wethersfield rules in their individual Occupancy Agreement.
- 20.2.3. Annex D: Anti-Social Behaviour SOP contains detail of different types of anti-social behaviour, the reporting process and the Disciplinary Process Map. The Incident Reporting Process is set out in Figure 9 below.

Figure 9: incident Reporting process



20.2.4. If the matter in question is minor, then it will be discussed in private with the SU. A verbal warning may be issued and recorded on the relevant incident report record outside of the formal warning procedure.

20.2.5. If misconduct is serious, a warning letter will be issued to the SU, outlining the nature of the misconduct and reminding the SUs of unacceptable behaviour.

20.2.6. If an SU repeats misconduct, on the third occasion a warning letter will be issued by The Home Office.

20.3. Jurisdiction

20.3.1. CRH have no jurisdiction if an incident occurs elsewhere off site. Any incidents of antisocial behaviour or violent behaviour involving resident SUs which occur offsite are monitored and dealt with by Essex or other relevant Police force. CRH/The Home Office will only be made aware of an incident occurring offsite if notified by the Police force who deals with the incident concerned. If anti-social behaviour or violent behaviour involving resident SUs occurs elsewhere, once SDMs become aware, the incident is recorded on the Home Office Incident Report Log, this Log is then monitored by the Service Delivery Lead.

21. Access for New Arrivals

21.1. New SUs will arrive at the Site via transport arranged by CRH. Transport to the site will be free of charge to SUs.

21.2. [REDACTED]

22. Access for Emergency Services

22.1. CRH security officers will ensure that all emergency vehicles have unobstructed access to the Site. This is documented in Annex GG: Reception Centre Standard Operating Procedure (SOP) Access and Egress Control.

23. Access for Deliveries, Taxis, Sub-Contractors and Visitors

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

23.2. Taxi drivers collecting or returning SUs to the Site [REDACTED]

23.3. [REDACTED]

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

- The visitor's full name
- The company they work for
- Contact numbers
- The purpose of the visit
- Vehicle registration number
- Time In and Out

23.5. Members of the media are not allowed on the Site unless there is confirmed prior approval from the Home Office.

- 23.6. The gatehouse CRH security officers issue a laminated 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 view on the dashboard of the driver's vehicle.

24. Visiting residents

- 24.1. 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.
- 24.2. Wethersfield does not have the facilities for relatives and friends to visit. Visitors arriving at the main gate requesting to see a specific resident will have their details taken by the main security officers and passed on to the Resident to enable them to meet up off-site, should that be the Resident's wish.

25. Traffic Management

- 25.1. The Site has a network of private roads including footways.
- 25.2. Vehicle safety control measures within the operational area include a maximum (sign posted) speed limit of 15MPH, speed ramps, road signage and designated "zebra" pedestrian crossing points.
- 25.3. Street and road lighting is provided.
- 25.4. There are adequate vehicle parking facilities throughout the Site near to buildings.
- 25.5. On the non-operational area (airfield: runway, taxiways, and aprons) the speed limit is 25mph.

26. Site Signage

26.1. Language

- 26.1.1. All key signage on Site is clearly visible. Important notices for SUs will be available in the 10 languages most frequently used by SUs (as determined by CRH)
- 26.1.2. CRH regularly review the signage to ensure the messages are clear, accurate and up to date.

26.2. On-Site Activities

- 26.2.1. The Home Office and CRH encourage Non-Governmental Organisations (NGOs) and the voluntary sector to deliver free activities on-site at Wethersfield for the residents of Wethersfield. At present activities being delivered include art classes, English classes, and a seasonal gardening club.
- 26.2.2. The Home Office (along with Braintree District Council and CRH) reviews all activities on a fortnightly basis to ensure these enhance the experiences for people staying at Wethersfield.
- 26.2.3. **Annex BB** – NGO Guidance outlines the review process.
- 26.2.4. Awareness of on-site activities is signposted through the CRH Welfare Team. Posters are produced and displayed on numerous notice boards located across Wethersfield. Flyers are often produced as well and disseminated among residents.
- 26.2.5. Further information can be sought from the Welfare Team who have a 24/7/365 Site presence and access to interpreters to support understanding.

27. Gardening activities

- 27.1.1. Fruit, vegetables or any edible plant may not be grown on the Site unless the Secretary of State gives prior written consent to their being grown.
- 27.1.2. This will be communicated to SUs through the induction process. See Annex II: Service User Induction Pack.

28. Education & Physical Recreation

- 28.1. The Home Office expects that the Site will include facilities for the provision of free educational services. The details of the on-site educational provision will be agreed between the Home Office, CRH and, other Government departments, the Local Authority, charities, and other Third Sector organisations. Currently English classes are provided to SUs, free of charge.
- 28.2. 4G routers have been placed in all areas at Wethersfield. Furthermore, Starlink has also been installed in both Welfare Centres, alongside all communal spaces. Full, free Wi-Fi access is available throughout the Site. Recreational access will be available via devices owned by SUs. SUs will be informed on how to access devices in the induction material.
- 28.3. Free indoor and outdoor recreation facilities are available for SUs. Indoor fitness areas include marked hard surface areas for squash, volleyball, basketball, and football. The sports equipment is stored in the gym facility and can be signed out by the SU when required.
- 28.4. Outdoor areas include two full size football pitches, a cricket pitch and a baseball field. These are located within a larger grassed area which can be utilised for other sports and cardio activities.
- 28.5. Indoor recreational facilities include several recreational rooms containing a variety of recreation activities such as pool and snooker tables, full size covered sports hall, table tennis tables and TVs.
- 28.6. Each accommodation block has a dedicated recreational/communal room which is open seven days a week.
- 28.7. A weekly events schedule is produced that includes NGO pre-arranged events. This schedule is produced, shared with the SU community, and updated weekly. The weekly schedule is displayed on noticeboards and SUs are reminded of the day's activities during mealtimes.
- 28.8. Awareness of Education and Physical Recreation areas is provided to residents initially during their induction, with the support of interpreters where required. SUs are also shown these areas as part of their Site familiarisation tour following induction.

29. Access to Legal Services

- 29.1. Migrant Help (MH) is the Home Office contracted deliverer of the Advice, Issue Reporting, Eligibility (AIRE) contract.
- 29.2. 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 by calling [REDACTED]. There are outreach advisors who offer free 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.
- 29.3. All SUs are signposted to legal representatives by MH before their asylum interview is booked.
- 29.4. 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.
- 29.5. The Home Office is currently looking to provide suitable space on Site for Legal Aid purposes.

30. Religious Worship

- 30.1. Facilities are provided at the Site for religious worship, including a multi-faith facility that can accommodate 50+ worshippers at any one time.
- 30.2. Subject to any necessary maintenance SUs can access these facilities 24/7/365 subject to any maintenance required in the building
- 30.3. 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.

- 30.4. 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.
- 30.5. A Wethersfield Chaplaincy Coordinator is provided by the local parish to support wider religious engagements from a variety of faiths at Wethersfield.
- 30.6. Site staff respect all religions practiced at Wethersfield and will support residents who desire to attend services at local places of worship.
- 30.7. SUs can liaise with the 24/7 Welfare Team to identify the location of their nearest place of worship.
- 30.8. Maps of the local areas and points of interest are provided on notice boards but these may not include every place of worship.
- 30.9. The daily shuttlebus services into Braintree, Chelmsford and Colchester assist in facilitating SU attendance at offsite places of worship.

31. Asylum Claim – Case progress

- 31.1. Private single person rooms are available at Wethersfield to conduct remote (video link) asylum interviews with Home Office asylum caseworkers. The rooms have been constructed to allow interviews to be conducted in privacy without being overheard by others.
- 31.2. SUs will have a minimum of 10 working days' notice of their interview to enable them to access legal representation.
- 31.3. There are no individual asylum casework surgeries offered at Wethersfield. Individual queries on status are directed through Migrant Help with signposting offered on the provision of legal aid.
- 31.4. Substantive interviews are held on-site for cases that fall out of the inadmissible process.
- 31.5. No substantive asylum decisions are served on-site. The Asylum Casework Team will notify SUs of their decisions once they have left the Wethersfield Site. This is in accordance with published policy "Drafting, Implementing and Serving Asylum Decisions"¹.

32. Catering

32.1. Restaurant

- 32.1.1. A restaurant is available at Wethersfield to provide three free meals per day seven days per week.
- 32.1.2. Catering services are provided on-site by Savills Catering.

32.2. Menu

- 32.2.1. There is a set four-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.
- 32.2.2. The food prepared and provided meets the NHS Eatwell Guide²
- 32.2.3. 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.
- 32.2.4. A typical example of the rotating food menu is provided in **Annex R – Food Menu**.
- 32.2.5. 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.
- 32.2.6. 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

¹ [Asylum policy instruction: drafting, implementing and serving asylum decisions](#)

² [The Eatwell Guide - NHS](#)

a visit to the kitchen from a Braintree District Council Environmental Health Officer (EHO) identifies improvements are required.

32.3. BAU Operations

32.3.1. The Site provides access to food via the purpose built dining facility during the following as follows:

- Breakfast 09:00 hrs to 10:15 hrs
- Lunch 12:30 hrs to 14:15 hrs
- Evening meal 17:30 hrs to 19:15 hrs

32.4. Contingency Operations

32.4.1. When operating under the 1,245 contingency cap the catering provision will be provided continually between 09:00 hrs to 19:15 hrs with defined periods for breakfast, lunch and evening mealtimes to ensure that all SUs have access to food when they want.

32.5. Snacks & Refreshments

32.5.1. Additionally, healthy snacks and refreshments are available from block 9 (Community Centre) between 15:00 hrs to 17:00 hrs and then from 20:00 hrs to 22:00 hrs. There is a shop available within this building which is open from 09:00 hrs to 19:15 hrs.

32.5.2. Snacks and refreshments are also available from block 58 (Welfare Centre) 24/7/365 as well as in all of the built accommodation blocks but not in the modular units.

33. Clothing

33.1. Clothing is not supplied to asylum claimants in any accommodation throughout the United Kingdom. SUs will be signposted to Migrant Help for queries regarding clothing.

34. Laundry

34.1. A dedicated hub of laundry facilities (washing and drying) is provided by CRH with laundry workers, within the modular accommodation are, provides laundry services on-site.

34.2. Bed linen is washed once per fortnight.

34.3. SUs may submit a bag of their clothing that will be cleaned once per week by laundry workers. Each block has a specific day for personal laundry washed.

34.4. Housing Officers coordinate laundry requirements for their allocated house block/s of responsibility.

35. Cleaning

35.1. Cleaning services are provided by CRH, with cleaners identified by a uniformed upper garment.

35.2. 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.

35.3. There is a dedicated cleaner's area in the main admin area where Control of Substances Hazardous to Health (COSHH) cleaning items are stored. There are additional small lockable COSHH cupboards in each accommodation block.

35.4. Each accommodation block has a plastic rubbish bin which is emptied twice daily. Further small litter bins are in each accommodation room and admin areas.

35.5. All cleaners have received suitable training in COSHH management and safe systems of work for cleaning.

35.6. Cleaning of the medical centre is done by COMMISCEO, the on-site Medical team that manage the operation of the Medical Centre. Detail of the cleaning procedures and wider operation of the Medical Centre are included in **Annex Z: Infectious Diseases Prevention And Control (IPC) Management Plan**.

36. Communications

- 36.1. Information for new arrivals at Wethersfield is initially delivered verbally as part of the induction process, where applicable using interpreters or translation services using the SUs language of choice. The same information is also given to them in written form; they can request an additional copy in their own language.
- 36.2. All SUs are required to sign the Occupancy Agreement, to confirm understanding of the rules. The Occupancy Agreement is provided in **Annex CC: Occupancy Agreement**.
- 36.3. Important notices are displayed throughout the Wethersfield Site on information notice boards in the 10 most common languages of people seeking asylum, with at least one information board in each accommodation block.
- 36.4. In addition, the Home Office Service Delivery Team conducts a face-to-face surgery that SUs can attend on a Monday, this runs from 12:00 till 16:00. This provides an opportunity for the Home Office to give updates impacting residents and for residents to raise any complaints, concerns, or views directly with the Home Office. The SDMs will escalate any actions for the Home Office.

37. Correspondence, Phone Calls

- 37.1. When postal/physical mail arrives at Wethersfield, it is sorted into alphabetical order. The SUs can access their post throughout the day in the Welfare Office in building 58. When an SU arrives to collect their post, they must bring their ID which is then cross-referenced by their full name to ensure the post is given only to the right individual.
- 37.2. Email correspondence from the Home Office is printed in the welfare office and distributed to residents within 24 hours of receipt or as requested by the sender of the email. The email is printed in the language it is received in.
- 37.3. Wethersfield does not provide access to landline phones. SUs without a mobile phone can request access to a mobile phone.
- 37.4. The Site has full internet access which enables them to use apps such WhatsApp on personal smart phones to contact friends and relatives.

38. Service User Complaints & Requests

- 38.1. SUs are informed of the complaint's procedure during their induction. This procedure is also outlined in their Occupancy Agreement in **Annex CC: Occupancy Agreement**.
- 38.2. If they wish to register a complaint, they must do so at the Site administration office.
- 38.3. SUs wishing to make enquiries about support or request for services can do so via Migrant Help. The SUs will be made aware of how to do this via posters provided around the Site, alongside the information being given to them upon arrival in their inductions.

39. Service User Financial Payments

- 39.1. Residents at Wethersfield are entitled to S95 asylum support payments and as such are currently provided £9.95 per week financial support.
- 39.2. Financial support is provided to each person via the use of Aspen cards.
- 39.3. Residents are free to use the payment as they wish, the Home Office does not determine how the money is spent.

40. Service User Property

- 40.1. SUs at all accommodation sites are allowed a limited amount of property in their personal possessions. These possessions are transported with them to Wethersfield.
- 40.2. At Wethersfield lockable lockers or cabinets are provided for each person to enable them to store their belongings securely.

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

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

41. Disabled Service Users

41.1. 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.

41.2. 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.

41.3. See Section 13 and figures 7 and 8 above and **Annex AA** – Inflow and Outflow Processes.

42. Handling a Death at the Site

42.1. In the event of a death at Wethersfield, The CRH Site Manager will call emergency services 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.

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

42.3. The CRH Site Manager will inform the Home Office SRO within four hours of the death via an incident report (copying the details of the event widely to the CRH 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.

42.4. CRH 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 CRH team may attempt to contact the next of kin without express permission of the Home Office, sanctioned by a CRH Director and Head of Safeguarding.

- The Standard Operating Procedure is in **Annex W**: Handling a Death On-Site.

43. Health Care

43.1. Healthcare on Site is provided through the Medical Centre which is managed by COMMISCEO.

43.2. The Medical Centre is open Monday to Friday currently between 09:00 to 17:00. These times may be varied at the discretion of the Medical Centre Manager dependant on operational requirements.

43.3. Staffing of the Medical Centre is subject to review. The staff based at the Medical Centre can include:

- Reception staff
- Health Care Assistants
- Mental Health Nurse
- General Nurse
- General Practitioners
- Advanced Nurse Practitioners
- Service Manager
- Deputy Service Manager

- 43.4. 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 on-site welfare team.
- 43.5. SU's are made aware of the presence of the on-site nurse during their induction.
- 43.6. 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 it is explained to them that they can book appointments at the Medical Centre reception. The Medical Centre offer appointments between 09:00 – 17:00.
- 43.7. SU's can make the appointments for the specified services directly by calling [REDACTED] or visiting the reception within the medical centre.
- 43.8. There is a daily (Monday to Friday) mental health support group available as a walk-in service, if a SU is feeling low or would like to discuss a private matter.
- 43.9. An optician's charity send opticians to site periodically. When the charity is on site, they provide a drop-in service for SUs. In cases of emergency, SUs would be encouraged to book an emergency dental and optometry appointment using NHS 111.
- 43.10. If an SU requires a dental appointment, they are signposted to use NHS 111 to book an emergency appointment.
- 43.11. All prescriptions are generated electronically. The SU can visit any pharmacy to collect their medication. The Medical Centre will only issue up to seven days of medication at a time.
- 43.12. 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.
- 43.13. As with the general population access to secondary healthcare such as dentistry and ophthalmology, including emergency, is subject to NHS service availability.
- 43.14. Transport to appointments and to access services not offered on the Site will be arranged by CRH following instruction from the Medical Centre. Transport to medical appointments is free of charge to SUs.
- 43.15. The NHS provides a health team that works alongside the onsite providers. If SUs are unwell or presenting with a minor injury, they should report to reception staff between the hours of 10:00 and 18:00 and they will be sent to see the Health Team. A nurse will then decide whether the SU needs to see a GP and will help with GP registration.
- 43.16. SUs will be treated for minor injuries by first aiders on Site in the first instance or at the Site medical centre.
- 43.17. 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.
- 43.18. The services available to SUs are the following:
- Medical health screening of SUs when they first arrive at the authorised development;
 - Immunisation against diseases;
 - A system that enables them to collect medicine that has been lawfully prescribed for them;
 - A low-level trauma-informed mental health support service;
 - Confidential health advice;
- 43.19. Emergency dental care provided by a person registered in the register kept under section 14 (dentists register and registrar) of the Dentists Act 1984(6);
- 43.20. Eye tests, to be provided by a person registered in the register of optometrists maintained under section 7 of the Opticians Act 1989 (registers of opticians)(7).
- 43.21. All services are free of charge at the point of use.

- 43.22. Core services and facilities will be provided for the duration of the SDO and operation of the Site.

44. Infectious and Notifiable Communicable Diseases

44.1. COMMISCEO

- 44.1.1. COMMISCEO Primary Care Solutions are contracted by the NHS to provide onsite primary healthcare services by a team of medical professionals including doctors and nurses.

44.2. Screening

- 44.2.1. Upon arrival in the UK, all asylum seekers are strongly encouraged to have a health check at Western Jet Foil in Dover and Manston, Kent. This health check includes a general assessment which includes questioning relating to their medical history and previous immunisation or vaccination status, a physical examination and an assessment for any signs of current ill health, including symptoms of infectious diseases.
- 44.2.2. The initial assessment and consultation with the Home Office will determine whether symptomatic or infectious SUs are allowed to be transferred to Wethersfield. SUs with active tuberculosis and infectious / active communicable diseases or those requiring a high level of health care will be transferred to more suitable accommodation as determined by the Home Office
- 44.2.3. Not all SUs will have been medically health screened before arriving on-site and therefore will be screened on arrival. 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.

44.3. Preventing and Controlling Infectious and Notifiable Diseases

- 44.3.1. CRH is committed to the prevention and control of infectious disease at the Wethersfield Site. The CRH Site Operations Manager holds overall responsibility for the management of infectious diseases at Wethersfield, supported by a range of other agencies and approved contractors.
- 44.3.2. CRH responsibilities include isolation management, security, communication and cooperation and cleaning.
- 44.3.3. Relating to infectious and notifiable disease, COMMISCEO have the following responsibilities:
- Initial health screening and assessment during SU arrival and induction process.
 - Infectious disease diagnosis and testing (including recommending more complex diagnosis).
 - Dispensing medicines and any other form of medical treatment to infectious SUs.
 - Providing additional infectious disease prevention controls to SUs, such as free condoms and sharps.
 - Deciding whether those who are infectious can be grouped in isolation accommodation or have to be located in individual accommodation. These decisions will need to be communicated to CRH and are based on isolation accommodation capacity places and CRH/HO approval.
 - Assisting in any infectious disease medical emergency.
 - Confirming the SUs vaccination status and promoting providing additional vaccination Services.
 - Reporting notifiable diseases to the UK Health Security Agency (UKHSA), Supporting the UKHSA with contact tracing requirements.
 - Providing sexual health services including providing free condoms, leaflets and sexual health advice.

- Providing access to an approved clinical waste disposal service including access to sharps bins.
- 44.3.4. The onsite Home Office team will undertake the following activities as part of their responsibility:
- 44.3.5. Ensuring that CRH meets all contractual requirements related to infectious disease prevention and control at Wethersfield.
- 44.3.6. Lead on managing any media interest that is in relation to infectious diseases, including any Freedom of Information requests.
- 44.3.7. Complete audits and compliance checks on IPC management.
- 44.3.8. Determine whether to pause SU intake at Wethersfield in situations such as Outbreak status or the isolation accommodation becoming full.
- 44.3.9. Act as the lead coordinator for inter-agency partnership working that positively contributes to the effective management of infectious diseases at Wethersfield.
- 44.3.10. **Annex Z:** Infectious Diseases Prevention and Control (IPC) Management Plan contains procedures for management and containment of the most likely varieties of infectious diseases including:
- Chicken Pox
 - Covid-19 (Coronavirus)
 - Norovirus
 - Diphtheria
 - Flu
 - Group A Streptococcus (GAS)
 - Measles
 - Scabies
 - Tuberculosis – Pulmonary (TB)
- 44.3.11. Signage providing reminders and UK Health Security Agency (UKHSA) guidance on hand washing is displayed throughout the Site.
- 44.3.12. An outbreak of all infectious diseases will be managed by CRH and UKHSA in the first instance. Local Authority involvement will be determined by the UKHSA.
- 44.3.13. **Annex DD:** Preventing and mitigating the outbreak and spread of infectious diseases sets out general guidance on different infectious diseases including incubation periods and transmission methods.
- 44.3.14. The CRH Site Operations Manager will respond to identified cases of infectious disease and refer to the Outbreak Management Flowchart for the process. Annex DD includes the Outbreak Management Flowchart which sets out the process for outbreak management.
- 44.3.15. If an outbreak is notified or identified on Site, an initial response and investigation will be completed by the Wethersfield Healthcare Team supported by CRH.
- 44.3.16. If no outbreak is identified, the situation will be monitored and reviewed. If an outbreak is identified, the CRH Duty Site Ops Management will refer to existing UKHSA guidance and contact the local Health Protection Team and agencies listed within the UKHSA Overview of Outbreak Management in Short Term Asylum Seeker Accommodation Settings guidance as appropriate.
- 44.3.17. If an Outbreak Control Team (OCT) is required, this team will carry out investigation and control practices, these are likely to include:

- Investigation (epidemiological, microbiological, environmental, food chain/ food control).
- Source or mode of spread.
- Protect persons at risk (SUs/employees).
- Monitor effectiveness.
- Communication (OCT minutes, communication protocols, media, ministerial, key stakeholders).

44.3.18. Once the outbreak is over, the OCT will declare the outbreak over. A constructive debrief will be held and any lessons learned will be captured. A final Outbreak Report will be produced. Tuberculosis (TB)

44.3.19. 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.

44.4. Scabies

44.4.1. 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.

44.4.2. Recent experience on the Site suggests most cases identified have been infectious from arrival. Very low numbers of scabies cases have occurred after arrival.

44.5. Immunisations Offered To Service Users

44.5.1. When SU's first arrive on site, as part of the full health screening, they are offered vaccines under the ' Vaccination of individuals with uncertain or incomplete immunisation Status' guided by the UK Health Security Agency. Under this schedule the SU's are currently being offered:

- Tetanus, diphtheria and polio (Td/IPV)
- Meningococcal groups A, C, W and Y (MenACWY) and
- Measles, mumps and rubella (MMR)

44.5.2. What the SU is offered is dependent on age and history of previous vaccination. Seasonal vaccines such as influenza will also be available and will be offered.

44.5.3. SUs have the right to refuse immunisations if they wish to do so.

44.5.4. More detail on the Government approach to migrant health and immunisations is available at Immunisation Guide - Migrant Help³.

45. Interpreters/Translations

45.1. CRH provides access to interpreters for SUs.

45.2. This service is free of charge for SUs.

45.3. If an interpreter is required for an interaction between a SU and CRH or any other on-site personnel, a Clear Voice interpreter can be pre-booked.

45.4. Clear Voice also provides a service with interpreters also available via telephone.

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

45.6. Additionally, online translation services such as Google translate can be used.

46. CRH Employee Training

³ [Immunisation: migrant health guide](#)

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

- 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.
- Wellness Recovery Action Plan CT
- Maintaining Professional Boundaries & unconscious bias
- Managing Race Relations & Cultural Awareness
- Defibrillator Training on Site
- Mental Health First aid for managers

46.2. Employee training commitments and training processes are contained within the Employee Handbook (Document held within CRH HR).

46.3. In addition, the Home Office may specify additional training requirements.

47. Suicide & Self Harm Prevention

47.1. CRH will plan to minimise the risk of suicide and self-harm at Wethersfield. Daily (Monday to Friday) Mental Health support sessions are conducted by the Medical Centre to support residents; any SUs who raise Mental Health concerns are encouraged to attend.

47.2. Where SUs present as a suicide/self-harm risk they are encouraged to obtain and attend a GP appointment. Onward referrals can be made to mental health practitioners.

47.3. If SUs are considered an immediate suicide/self-harm risk and cannot await an onward referral, they will be provided transport to A&E for immediate support. A CRH incident report will be produced and provided to the Home Office.

47.4. Safeguarding referrals will be made where necessary.

48. Business Continuity and Incident Management

48.1. The Site has identified the following situations as potential emergency situations:

■ [REDACTED]

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

- 48.2. The full Business Continuity Plans for the Site are at **Annex I: Ready Homes Ltd Business Continuity**.
- 48.3. Further supporting instructions and procedures include the Emergency Evacuation Plan in **Annex N: Emergency Evacuation Plan**.
- 48.4. The Process Flowchart for a Fire Emergency in **Annex P: Fire Flow Chart** and a Local Emergency Flowchart contains contact numbers for key emergency response personnel.
- 48.5. The Site Welfare Officers and CRH Security Manager act as the Incident Commanders on Site. Flash Cards that give a summary of the immediate response to a range of incidents are in **Annex A: 999 Emergency Actions**.

49. Adverse Weather Management Plan

49.1. Clearsprings Ready Homes

- 49.1.1. The full adverse weather plans are in Annex I: Clearsprings Ready Homes Ltd Business Continuity Plan.
- 49.1.2. 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. CRH 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.

49.2. Forecast Extreme Weather

- 49.2.1. When extreme weather is forecast for 24/48 hours every effort is to be made by CRH and Subcontractor staff on-site to prioritise attendance via whatever available viable means of transport as necessary, local accommodation arrangements may be possible with directors' approval.
- 49.2.2. Grit bins and grit are distributed across the Site. This is managed by the onsite FM provider, Kier.
- 49.2.3. Gritting of roadways will occur when the temperature is forecast to fall to 2°C

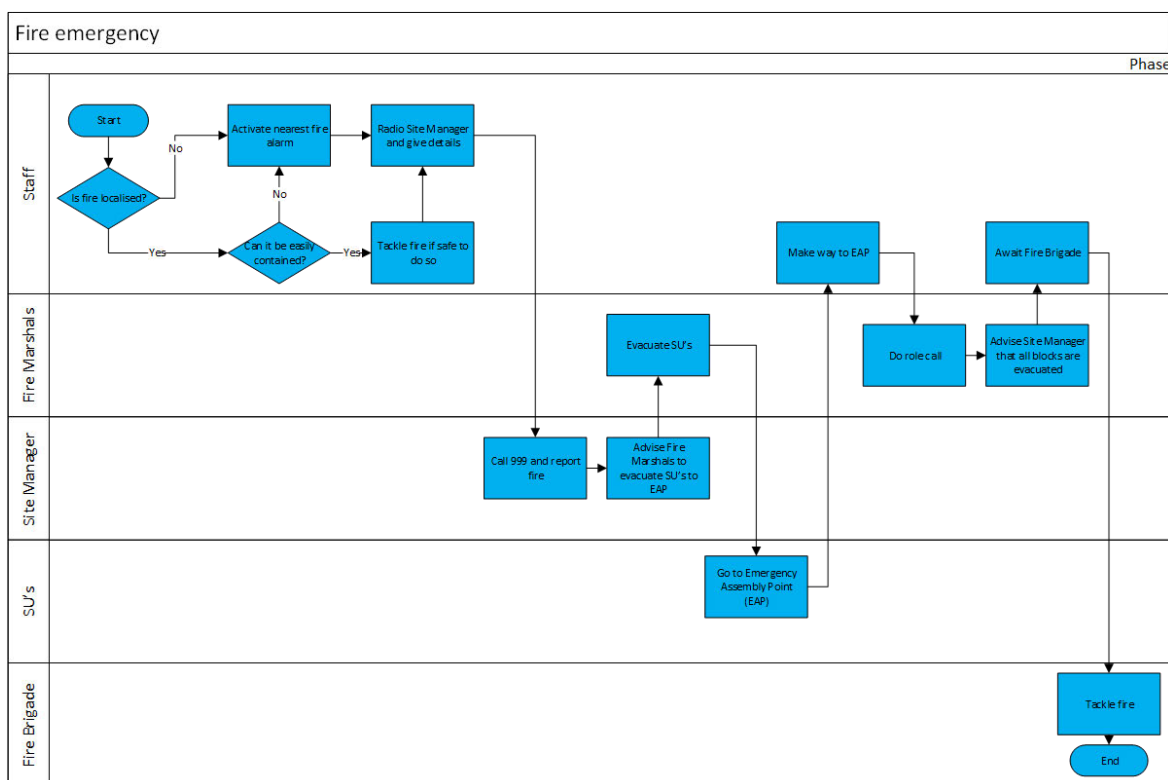
50. Health and Safety

- 50.1. 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 administration office.
- 50.2. All accidents will be investigated to identify causational factors and any actions required to prevent a recurrence.
- 50.3. The CRH Site Manager has responsibility for accident investigation.
- 50.4. Near miss reporting is actively encouraged, with Near Misses also investigated and feedback provided to those reporting the matter. CRH 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.

- 50.5. 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 CRH Site Manager.
- 50.6. The Wethersfield Risk Assessment is available in **Annex L**: CRH Site Risk Assessment.
- 50.7. 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.
- 50.8. **Annex X**: Health and Safety Procedures contains more detail on Health and Safety Policies.

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

- 51.1. Staff at Wethersfield are instructed by CRH to take the following action in the event of a fire onsite.
- 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 CRH Site manager on the radio giving details of location
 - The CRH 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
 - Once all buildings are clear, report to CRH Site Manager and await the arrival of Fire and Rescue Services.
- 51.2. Annex A: 999 Emergency Actions contains the Local Emergency Process Charts which include detail of the processes for a fire emergency. An extract is shown in Figure 10.

Figure 10 Fire Emergency Process Chart

52. Fire Risk Management Plan

52.1. The Home Office requires CRH to ensure that the Site is safe and compliant with all relevant fire safety legislation and guidance. The Home Office requires CRH to 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
- CRH Security Officers acting 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.
- 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.

52.2. 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.

52.3. The complete fire evacuation procedures for the Site are in **Annex P – Fire Flow Chart**.

53. Drainage System Management Plan

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

54. Facilities Management

54.1. Compliance and PPMs

54.1.1. CRH 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. Kier 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.

54.1.2. 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.

54.1.3. 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.

54.1.4. 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

- This includes 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:

- The structure maintenance including walls, floors, windows, & roofing.

54.1.5. 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).

54.1.6. An IT-based standard Defect Report Form will be completed by the FM team reporting defects.

54.1.7. Each defect will be categorised⁴ 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.

54.1.8. The completed form is submitted to CRH Head Office. CRH will log the jobs with the Kier FM team using the agreed process.

54.1.9. Wherever a defect requires an emergency response (Priority 1 – Urgent), typically damage or defects to essential services such as power, water, and life safety-critical systems

⁴ Note that the detail of these timelines and the exact definitions are available at Annex B to Schedule 2 of AASC)

including fire detection and control systems, then works will be completed as soon as possible outside of the normal authorisation and approval process.

55. Arrangements for Expenditure by Contractor

- 55.1. The Home Office provide an Assurance and Oversight team Manager to assist with the running of the Site.
- 55.2. CRH are the Service Provider for the Home Office. The CRH Site Manager reports to the SRO and Assurance and Oversight Team manager.
- 55.3. Expenditure on-site such as site maintenance costs are covered as a “pass through cost” i.e., CRH 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.
- 55.4. Once the expenditure is approved, CRH pay the authorised contractor and “pass” the final invoice to the Home Office for reimbursement.
- 55.5. Kier 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.

56. Dangerous Goods Management Plan

- 56.1. Items of controlled or hazardous substances are limited at the Site and are controlled by the onsite cleaning team.
- 56.2. 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.

57. Site Pollution Prevention Plan

- 57.1. All hazardous substances, including substances hazardous to the environment, will be identified via the COSHH risk assessment approach produced by the CRH Maintenance Manager.
- 57.2. General waste when collected by the cleaners is deposited in main portable waste containers next to the main admin buildings [REDACTED]. Waste is separated into general waste and recyclable waste (paper/cardboard/plastics) using different coloured waste bins. This waste is then collected [REDACTED] with collection frequency dependent on the SU population numbers and the amount of waste produced.
- 57.3. Initial Waste Management UK collects hazardous waste. This includes medical waste.
- 57.4. 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.

58. Noise Monitoring

- 58.1. CRH are responsible for monitoring noise levels on-site throughout the day and night.
- 58.2. 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 CRH welfare officers 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.
- 58.3. Anyone refusing to comply with reasonable requests will be issued with a warning letter by CRH and a report of the incident will be submitted to the Home Office to consider if further action is appropriate.

- 58.4. CRH reserves the right to withdraw use of any facility if repeated requests to reduce excessive noise are not followed.

59. Operational Waste Management Plan

- 59.1. 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.
- 59.2. 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.
- 59.3. [REDACTED]
- 59.4. Large industrial (1100L) storage bins are placed on-site for general waste.
- 59.5. Food waste is disposed of by kitchen staff in suitable containers and collected from Site by the contractor.
- 59.6. The clinical waste is emptied into the locked yellow clinical waste bin outside the Medical Centre. The bin is then emptied on a bi-weekly basis.
- 59.7. The process will be periodically reviewed and can potentially be increased to a weekly basis.

60. Engagement

- 60.1. The Home Office will establish a Multi-Agency Forum for the Site to meet not less than every 2 months throughout the period of the Site's operation with representation from but not limited to the following stakeholders:
- The Fire and Rescue Authority
 - The Local Planning Authority
 - The District Council
 - The County Council
 - NHS Integrated Care Board
 - Chief Officer of Essex Police
 - UK Health Security Agency
 - The Office for Health Improvement and Disparities
 - East of England Strategic Migration Partnership
 - Migrant Help
- 60.2. The purpose of the Multi-Agency Forum is to facilitate the exchange of information and views between the Home Secretary and the persons and bodies represented on the Multi-Agency Forum about interactions between the performance of their functions and the Home Secretary's performance of relevant functions in relation to resident SUs.
- 60.3. Voluntary Community Sector (VCS) – The Home Office Service Delivery Team chair a fortnightly VCS Forum with members of Braintree District Council and local voluntary sector organisations.
- 60.4. Migrant Help are contracted by the Home Office to deliver the Advice, Issue Reporting, Eligibility (AIRE) contract. SUs at Wethersfield have access to the normal AIRE services (24/7/365 contact centre and Outreach advisors) who offer advice, guidance, and support on the asylum process, assisting with reporting issues and complaints on the SUs behalf.
- 60.5. Migrant Help are available remotely and CRH welfare staff have telephones that are available to use, they also have an onsite presence. There are posters on noticeboards within the accommodation on how you can contact Migrant Help. At Wethersfield, Migrant Help

arrange and assist with the distribution of donations and clothing in line with NGOs, they offer immediate pastoral support to clients who require legal representatives.

- 60.6. Local religious representatives attend our fortnightly Voluntary Community Sector Forum. A Wethersfield Chaplaincy Coordinator is being provided by the local parish to support wider religious engagements to support Wethersfield.

61. Local Public and Private Transport Services

- 61.1. CRH operate a minimum 3 daily shuttle bus services for SUs to utilise if they wish to leave the Site. The timetable for the service is available to view on the noticeboard in each accommodation block. Pre-booking is not required, and SUs are expected to present themselves at reception/drop-off point in town at the allocated time. The 3 daily shuttle bus services go to Braintree, Colchester, and Chelmsford and the service is available to SUs free of charge. There are 3 round trips to each of these locations a day (9 round trips, 27 in total).
- 61.2. There is currently a fleet of 32 (16 seat) shuttlebuses available. A minimum of 20 vehicles are available during the scheduled service periods to fulfil these routes with the capacity to make multiple trips each day with reserve capacity when needed.
- 61.3. The overall available transport capacity is 480 seats (30 x 16) with a BAU operating capacity of 320 (20 x 16) seats.
- 61.4. These arrangements are reflected in the shuttlebus for SUs Schedule (Annex O: Essex Routes Bus Schedule).
- 61.5. CRH also provide a demand led transport service for SUs to attend local medical appointments. Transport is arranged via the on-site nurse, or the CRH admin team, with the resident is informed of the booking. Transport to medical appointments is available to SUs free of charge.
- 61.6. Alternatively, should a SUs wish to use the local train or bus service, the nearest train station is in Braintree. The nearest bus stop is located within 0.8 miles, 15 minutes' walk from the Site and the central bus station is located approximately 10.8 miles from the Site and is situated in Braintree.
- 61.7. The Home Office does **not** supply or contribute to transport or transport costs to and from Site for CRH staff or those of its sub-contractors. CRH and its contractors' staff travel to and from the Site using either their own private vehicles or car sharing with colleagues.
- 61.8. A travel plan to encourage car sharing and travel by sustainable modes for both staff and visitors is included in **Annex LL** – Staff and Visitor Travel Plan. Signage promoting carpooling/sharing is displayed in staff areas.

62. Engagement with the local community and local businesses

- 62.1. The Site management team hold overall responsibility for liaison and communication with the local community and business representatives. A partnership approach is applied between Site representatives (CRH/Home Office), statutory organisations including Essex County Council 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).
- 62.2. CRH will ensure representation is available at appropriate community forums, specifically the Community Engagement Meetings conducted by Essex and Wethersfield Council's 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.
- 62.3. Members of the local community can raise any concerns or questions relating to the Wethersfield Site via a Home Office designated email address: Wethersfield@homeoffice.gov.uk. This inbox is managed by the Oversight & Assurance team

at The Home Office, who will direct any correspondence from the local community to the SRO. The designated email address is managed by the Home Office.

- 62.4. Any concerns or issues are raised by the SRO for discussion as appropriate with the CRH Site Manager. If appropriate a response is provided via the email address and/or via the community newsletter at [Wethersfield: community update newsletter](#).
- 62.5. If staff are contacted by a member of the local community or any other member of the public, they are to provide the above email address. If staff are contacted by journalists, they are to follow **Annex MM** – SOP Positive Behaviour.

63. Communications with Sculpins Lane and Toppesfield Road Residents

- 63.1. In response to feedback from the Parish and District Councils, as well as residents that live adjacent to the site on Sculpins Lane (in property previously used for military purposes) and Toppesfield Road, the Senior Responsible Officer team have established a dedicated email address that has been shared with all these residents, so they can contact the Home Office regarding matters of concern or issue to them.
- 63.2. This inbox is monitored periodically during the working day. It is not actively monitored outside of normal office hours including weekends and public holidays
- 63.3. This inbox also provides the Home Office means by which to communicate directly with Sculpins Lane and Toppesfield Road residents to provide updates and information regarding matters that may affect them i.e. planned protests..
- 63.4. Beyond this, the Sculpins Lane and Toppesfield Road residents have been also provided with a SRO contact number which they can use to raise matters of immediate concern and urgency between 07:00 and 21:00 during the working week. The SRO team are looking to provide a 24/7/365 contact number for residents of Sculpins Lane and Toppesfield Road.
- 63.5. In the event that they are unable to reach the SRO contact via telephone regarding urgent matters, the Sculpins Lane & Toppesfield Road residents have been advised to ask the Security Officers at the main gate or gate 7 to contact the CRH Duty Manager on their behalf. The CRH Duty Manager will then communicate with the resident(s) concerned.

64. General Data Protection Regulation (GDPR)

- 64.1. **Annex T:** GDPR Control of Records contains details of GDPR policies. **Annex U:** GDPR Weaknesses, Events and Breach Reporting Procedure Issue 2 contains details of GDPR policies.
- 64.2. The Home Office AAS contract with CRH 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.
- 64.3. The Home Office AAS contract with CRH 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.
- 64.4. CRH 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.
- 64.5. 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 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.

- 64.6. The terms of the CRH 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.
- 64.7. 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.