



## **All-Party Parliamentary Group on Immigration Detention**

### **Inquiry into quasi-detention**

#### **Questions for Clearsprings Ready Homes**

#### **Question regarding Napier Barracks**

##### **1. Subcontractors**

a. We would be grateful if you could provide a list of sub-contractors on site, the service(s) they provide, and the length and value of their contracts.

- Clearsprings Ready Homes (CRH).
- Stay Belvedere Hotels Ltd (SBHL): Subcontracted to CRH to provide on site services on a 3-month rolling contract.
- First Spartan Security Solutions: Sub-Contracted to SBHL to provide Security services on a 3-month rolling contract.
- KPI Enterprise: Sub-Contracted to SBHL to provide Catering services on a 3-month rolling contract.
- AV Cleaning Services: Sub-Contracted to SBHL to provide Cleaning services on a 3-month rolling contract.
- Thornbury Nursing Services: on site nurse.

The value of these contracts is commercially sensitive and has not been disclosed.

##### **2. Arrivals / departures**

Please confirm / explain:

a) What policies / procedures CRH follows when a resident is transferred into the site, including what support and information is provided to the resident and what languages this is provided in. We would be grateful if you could provide copies of any relevant written documents (e.g., induction pack, occupancy agreement).

Transportation is provided to Service Users (SUs) to take them to the Napier site. On arrival SUs are taken to the Napier Induction Centre where their Home Office paperwork is checked, their name registered and cross referenced.

They are briefed in one of a choice of languages on the Napier site rules, the behaviours expected of them while they stay at Napier, facilities available and everyday site arrangements.

SUs are provided with a personal Induction Pack which provides for their basic needs, such as personal hygiene products and dust-pan and brush.

Confirmation is sought on whether they have any food allergies and whether they have evidence of receiving COVID vaccinations.

On completion of the briefing, a room and accommodation block is allocated to them.

SUs sign to confirm the recorded details are correct before then signing their Occupancy Agreement.

SUs are taken on a familiarisation tour of the site by the site Welfare Officer before meeting their allocated accommodation block Housing Officer.

SUs are provided with I.D. for use on site and a room card before being taken to their specific accommodation.

- b) What policies / procedures CRH follows when a resident is transferred out of the site, including what support and information is provided to the resident and what languages this is provided in. We would be grateful if you could provide copies of any relevant written documents.

SUs are accommodated at Napier for between 60 and 90 days from their date of arrival at Napier.

SUs are informed of their dispersal to longer term accommodation by letter that is sent by email from the Home Office to the site. The email is printed off and hand delivered to the SUs.

On the day of the scheduled Dispersal, a housing officer will help the SU prepare for the move.

Transport is arranged to collect and take the SU to their new accommodation where they will be inducted into their new address.

### 3. Conditions and facilities

Please confirm / explain:

a) What sleeping facilities are provided to residents.

14 accommodation blocks are in use at Napier. There are several configurations and blocks which can accommodate between 24 and 28 people. 2 of the 14 accommodation blocks which have single rooms have been set aside as COVID isolation accommodation

Each of these accommodation blocks in use is divided into two or four parts; each has toilets and showers in the centre. In addition, there are eight separate shower and toilet temporary 'Portakabin-type' blocks.

The Block configurations are as follows:

- Block 1 and 2 are divided into 4 dormitories 2 of 7 bed spaces and 2 of 5 bed spaces.
- Block 3, 5, 6, 8, 10, 11 and 12 are divided in to 2 dormitories of 13 bed spaces in each.
- Block 13 and 15 are divided in 2 with 6 twin room and 1 single room in each half.
- Block 14 is divided in 2. With side A, having 2 twin room and a 13-bed dormitory. Side B, 2 single rooms and a 9-bed dormitory.
- Block 9 and 16 are only used for Isolation
- Block 7 is not in use.
- Block 4 is used for stores.

Each bed space has:

- Bed and mattress.
- Bed side table.
- Lockable wardrobe.
- Bed side table and a chair.
- Each dormitory bed space has a fire-retardant curtain to provide some privacy.

b) What assessment CRH has made of the adequacy of the sleeping facilities, in particular in relation to crowding, privacy, lighting, noise levels and state of repair, and what plans it has to address any concerns.

Over recent months, significant efforts have been made to improve the facilities and operations at Napier including a reduction in the maximum number of SUs who can occupy the site at anyone time to 308.

Each accommodation block bed space is an individual space with three walls, two of which do not go to the ceiling.

Each bedspace has a fire-retardant curtain to the front to provide some privacy.

Each bed space has its own individual bed side light to reduce light pollution to

other SUs. SUs are informed that lights in accommodation blocks are turned off 11pm daily and to use their bedside lights thereafter.

All facilities at Napier, including accommodation blocks and bed spaces, are continually checked and any repairs that are identified are actioned immediately

- c) What policy / procedures are followed by CRH staff / subcontractor staff in relation to entering residents' sleeping areas. We would be grateful if you could provide a copy of any relevant written documents.

All staff, including sub-contractors, must knock and wait for the SU to confirm if it is okay for them to enter

- d) What toilet and shower facilities are provided to residents?

Within each accommodation block they have four shower, two toilets and four urinals/troughs. In addition to this, there are additional outside toilet and shower blocks. This equates to a ratio of approximately one toilet and shower to 3 SUs.

- e) What assessment CRH has made of the adequacy of the toilet/shower facilities, in particular in relation to crowding, privacy, cleanliness and state of repair, and what plans CRH has to address any concerns.

CRH has ensured that there is a ratio of approximately three toilets/showers to three SUs. Each shower has a shower curtain to offer privacy.

All toilets and showers are cleaned twice a day.

- f) What provision is made for residents with medical conditions requiring more frequent toilet access.

All SUs moved to Napier are assessed against the Home Office suitability criteria, which contains information about health, which can be found at the Allocation of Accommodation Policy at <https://www.gov.uk/government/publications/asylum-accommodation-requests-policy>

If a medical condition becomes so severe it may be that Napier is no longer suitable for that person. If a previously undisclosed medical condition or a new medical condition comes to light while someone is at Napier a referral will be made to the Home Office who will consider whether it is appropriate to move that person to alternative accommodation.

- g) What catering facilities are provided for residents, how the quality of catering is monitored, and what access residents have to food/drink/catering facilities outside standard mealtimes.

A canteen is available at the site to provide three meals per day for SUs. The canteen is also available for employees working at the Centre. Catering services are provided by KPR Food Caterers. There is a set three-week rotating menu, with the set menu for each week available to all SUs. All food is culturally appropriate including Halal meat and vegetarian options within the daily menu. Mealtimes are Breakfast 08:30 - 10:45, Lunch 12:30 - 14:45 and Dinner 18:00 - 20:45hrs, seven days per week. Additional healthy snacks and refreshments are available from the Store block (Block 4) between 15:00-17:00. 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. 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 the findings of a visit to the kitchen from an Environmental Health Officer (EHO) identifies improvement required. An independent food nutritionist reviews the food content of the menus and confirms food is both nutritious and of a calorific value required for adult males. SUs are encouraged to provide feedback on the quality of food whilst using the Canteen.

- h) What laundry services are provided for residents, including whether laundry can be washed at a high temperature (60 degrees or above).

Laundry services are provided at the Centre by dedicated SBHL laundry workers, with a laundry room and dryer room contained within Block 21. Bed linen is cleaned twice per week; SU clothing is cleaned once per week. Each block has a specific day for personal laundry cleaning. Housing Officers coordinate laundry requirements for their allocated house block/s of responsibility. Laundry services are open between 09:30 - 13:30 and 15:30 - 17:30 weekdays. Onsite laundry service provides a 60 degree and above washes.

- i) What cleaning regime is followed at the site.

Cleaning services are provided by AV General Cleaning Ltd, with cleaners identified by a green uniform upper garment. Cleaning is completed twice per day, seven days a week in the accommodation blocks and once per day in all other areas. There is a dedicated cleaner's area in the main admin area where COSHH cleaning items are secured. There are additional small lockable COSHH cupboards in each accommodation block. In addition, each dormitory has a black plastic rubbish bin which is emptied twice daily. Further small litter bins are in each accommodation room and admin areas. All of the cleaners have received suitable training in COSHH management and safe systems of work for cleaning.

- j) What internet facilities are provided for residents, what assessment has been made of their adequacy, and what plans CRH has to address any concerns.

Wi-Fi is available across Napier and in each accommodation blocks, unlimited Internet service, with a dedicated access password provided to all SUs.

- k) Whether residents without mobile phones are provided with one, including access to credit.

We currently do not supply mobile phones to SUs. We do advise the SU to contact Migrant Help in the unlikely event that they do not have access to a mobile.

- l) Whether any residents' personal mobile phones have been confiscated at the site.

No mobile phones have been confiscated from the SU. This is not a practice that CRH undertakes.

- m) What changes have been made at the site in terms of fire safety, and whether all outstanding CPFSI concerns (referred to in ICIBI/HMIP interim report of March 2021) have been addressed.

The outstanding CPFSI concerns from the March report were addressed and in 26<sup>th</sup> July 2021 a new Fire Risk Assessment (FRA) was completed to meet CPFIG best practice expectations. Also, an outcome of this report was a recommendation for a number of staff to complete Fire Warden Training (on hold pending relaxation of Covid rules)

- n) How many rooms exist on site for residents to use for private calls and meetings (e.g. with lawyers, doctors, etc) and since when these have been available.

Napier contains four designated interview rooms where SUs can confidentiality be interviewed by the Home Office, legal representatives or with the Centre management or Migrant Help. These interview rooms are soundproofed. Video link facilities via provided laptops are also available for confidential remote interviews. These have been in operation since April 2021.

### **3. Safeguarding of vulnerable people**

Please confirm / explain:

- a) What safeguarding mechanisms and expertise exist on site in relation to residents who are vulnerable, including age-disputed children, victims of torture and trafficking, and those with serious mental health conditions.

All CRH Staff have a 'duty of care' to the Service Users accommodated by the Company. This Safeguarding and Reporting Protocol confers a contractual duty on all CRH Staff to raise any Safeguarding concerns they have regarding a Service User, and to co-operate in any subsequent referral and/or investigation.

Any safeguarding concerns are raised with the Home Office who will consider whether someone should be moved from Napier to alternative accommodation.

CRH consider all SU accommodated to be vulnerable, and All CRH Staff and Subcontracted Staff have a duty of care to all SU accommodated by the Provider. All staff employed on site have a contractual duty to report any safeguarding concerns they have regarding a SU to the CRH Safeguarding Team, and to co-operate in any subsequent referral and/or investigation.

The CRH Safeguarding Team assist, advise and support frontline staff engaging with the Service Users, and make referrals to the Home Office Safeguarding Hub and all statutory agencies using both recognised and agreed local and national protocols.

- b) What policies / procedures are followed in the event that a resident discloses they are a child, or CRH staff / subcontractor staff have reason to suspect this. copies of any relevant written documents.

If an SU discloses they are a child to a subcontractor on site, SBHL admin team then write an incident report, notify safeguarding teams, and offer the SU an individual room. If the SU takes the offer of an individual room, regular welfare checks will be conducted, and staff will regularly check up on him. If the SU does not want the individual room, SBHL staff will check up on the SU and conduct hourly welfare checks to make sure his wellbeing is good whilst safeguarding teams sort out age assessments and confirmation or transfers out of Napier into suitable accommodation for the SU.

The matter is raised with the Home Office who will consider whether someone should be moved from Napier to alternative accommodation.

All SU accommodated on site will have undergone either an Age Assessment by a Chief Immigration Officer (under the ruling in BF (Eritrea), or a Merton Compliant Age Assessment by two Social Workers prior to being routed to the site.

If a SU discloses to any CRH or sub-contracted staff member that they are a child (under the age of 18), thereby disputing any previous Age Assessments, the following actions will be taken;

- CRH / sub-contracted Staff to raise by way of an Incident Report to CRH and CRH Safeguarding Team
- CRH Safeguarding Team liaise with the Home Office Safeguarding Hub and enquire if a previous Age Assessment has been undertaken.
- If SU has already been Merton Compliant Age Assessed, they will be signposted to speak to their Legal Reps to challenge / dispute the assessing Local Authority on the Merton Compliant Age Assessment.
- If the SU has not been Merton Compliant Age Assessed, The CRH Safeguarding Team will liaise with the Home Office Safeguarding Hub to have them relocated and referred for a Merton Compliant Age Assessment to be undertaken.

- c) How many age-disputed children have been identified at the site since it opened.

There have been seven SU that have disputed the age determined by the Home Office and/or a Local Authority. The SUs were relocated to alternative accommodation and referrals made to a Local Authority.

- d) What policies / procedures are followed in the event of a resident experiencing a psychiatric emergency (e.g. a self-harm or suicide attempt). We would be grateful if you could provide copies of any relevant written documents.

Any staff member onsite who has witnessed or been informed of a psychiatric emergency will call Code red on the radio and state the location. SBHL staff, security and onsite nurse will present straight away. Onsite nurse will conduct checks and if

needed 999 will be called. If any SU needs medical attention, ambulance will be called. Upon return from hospital, SU will receive welfare checks every hour. SBHL staff will raise Incident report and notify the Safeguarding team who will consider if the SU should remain at Napier

The protocols are as follows;

- Staff witnessing or having been informed of an incident of Self Harm or Attempted Suicide will raise an alert via a CODE RED on the radio and request assistance.
- CRH and contracted staff on site will respond along with the onsite nurse (if on duty).
- CRH, sub-contracted staff and the Onsite Nurse will assess the Incident and summing medical assistance via the 999 system, and also ask Police to attend if necessary.
- Medical / Clinical Interventions will take place, including removal of the SU to Hospital if necessary.
- An Incident Report will be submitted to CRH and the CRH Safeguarding Team
- Welfare Checks will be carried out and documented by CRH or a contracted Staff.
- CRH Safeguarding Team will make all appropriate Safeguarding Referrals.
- Onsite Nurse will make all Clinical Referrals.
- The SU will be relocated if they no longer meet the suitability criteria to remain on site.

e) How many self-harm or suicide attempts have occurred at the site since it opened.

Nine occurrences of self-harm have been recorded since opening.

f) What support is offered to residents who witness self-harm or suicide attempts at the site.

If residents witness self-harm or suicide attempts, welfare manager will always speak to the SU. If necessary the SU will be referred to the onsite nurse and Safeguarding team for advice and guidance and subsequently regular welfare check will be carried out by the SBHL staff. CRH and sub-contracted Staff and the CRH Safeguarding Team will support all SU affected by any incidents on site including outbound referrals for support and relocations to alternative accommodation should the need arise. This is assessed on a case by case basis.

g) How CRH ensures staff / subcontractor staff are aware of and can apply the Home Office's 'suitability criteria' for identifying residents too vulnerable to be accommodated at the site.

All staff have read the suitability criteria found at Allocation of Accommodation Policy at <https://www.gov.uk/government/publications/asylum-accommodation-requests-policy> and understand that if they have any questions or concerns regarding the SU's suitability they should inform the manager who will then pass on the concern if necessary.

- h) How many residents have been identified as too vulnerable to be accommodated at the site since it opened, and of these, how many have subsequently been transferred out.

This information is not kept at Napier but held with the Home Office however anyone who does not meet the suitability criteria would not have been accommodated at Napier. Anyone accommodated at Napier who no longer met the suitability criteria would be moved to alternative accommodation.

- i) What the average time is between a resident being identified as too vulnerable to be accommodated at the site, and their being transferred out.

Once an SU has being identified as no longer meeting the suitability criteria for the Napier site they are moved to alternative accommodation within 24hrs. While the SU is waiting to be moved, the staff team offer support and welfare checks which are recorded.

- j) What training CRH staff / subcontractor staff receive on safeguarding, and when this training was introduced.

At the start of their employment, all CRH staff complete an online training course provided by iHASCO on Safeguarding Adults level 2 and Safeguarding Children level 2.

SBHL staff also at the start of their employment completes an online training of Level 2 Safeguarding Children and Safeguarding & Protection of adults via ELFY online Learning. In addition to the Safeguarding Training provided to all CRH and Contracted Staff, the CRH safeguarding Team will be notified of all Safeguarding Concerns and Incidents and take the Operational Lead on all interventions and referral pathways.

- k) What training CRH staff / subcontractor staff receive on working with asylum seekers and victims of trafficking, and when this was introduced.

The AASC states the specific requirement for training areas, and CRH has designed a training plan that delivers against this requirement. The delivery of training varies depending on the CRH/sub-contractors' employment, with the most specific training being delivered to members of the Safeguarding team and front-line staff. The suite of training includes courses such as:

- Equality and diversity,
- Conflict management,
- Safeguarding children and vulnerable adults,
- Gender-based violence,
- Providing housing services for vulnerable women,
- Suicide and health self-harm awareness and prevention,
- Mental health awareness,
- Maintaining professional boundaries and unconscious bias,
- Managing race relations and cultural awareness,
- Modern slavery.

This list is not exhaustive and is under constant review by the Home Office, CRH and the CRH safeguarding Team who attend site and offer bespoke advice and support to on site staff dealing with Incidents and managing safeguarding concerns.

#### **4. Threats and harassment**

Please confirm / explain:

- a) What CRH is doing to investigate and address reports of its staff / sub-contractor staff mistreating or threatening residents, including staff telling residents that speaking to politicians, NGOs or media about the site will negatively affect their asylum claim.

SUs are informed of the complaint procedure during their induction. This procedure is outlined within the SUs Occupancy Agreement that states. "If you wish to make a complaint regarding your accommodation or services provided by Clearsprings Ready Homes please contact Migrant Help. You can call their asylum helpline - 0808 8010 503 which is a free, and open 24/7/365. You can also report a complaint on their website [www.migranthehelpuk.org](http://www.migranthehelpuk.org) by completing a complaint form.". On site management team and Migrant Help will support the SU in the complaint process.

- b) What CRH is doing to protect residents from harassment and filming by people in the vicinity of the site, including any engagement with local police on the issue.

Kent Police and The Centre Management team continually liaise and share intelligence regarding any known pre-planned demonstration or protest. SUs will be informed by the Centre management team of the details of any planned demonstration/protest, with the management team complying with any Police advice or instruction. The Centre will support the Police encouragement for organisers of demonstrations to contact Police prior to demonstrations for awareness and planning of a proportionate Police response, with the aim for demonstration/protests to be peaceful maintaining the safety of all, including demonstrators, SUs, Centre employees, emergency services and members of the local community.

#### **5. Legal needs**

Please confirm / explain:

- a) What CRH is doing to ensure residents are aware of the need for, and can access, appropriate legal advice and representation.

On induction to the site, the SU is taken on a tour and is shown the Migrant help office. There is also a weekly video call directly to the SU taking place in a pre-arranged accommodation block. This is chaired by the Home Office Alternative Accommodation Contract Compliance Support Delivery Manager which gives the SU opportunity to raise any legal question. If the SU has any legal question at any other time, they have the support of Migrant Help. In addition to this there are numerous NGO that regularly come to site to offer legal help

for the SUs.

- b) How residents are informed if they will receive their asylum substantive interview on site, and what information and support they are provided with in relation to this, including for legal and mental health needs.

The Home Office email Napier with an interview letter attached stating the date and time of the interview for the SU. Napier staff will then print the attached letter and hand deliver it to the SU. The SU will then sign to confirm he has the letter. The SU will be reminded prior of his interview, and on the day the Napier staff will help set up the laptop and then leave so the SU has complete privacy. If the SU has any legal question they have the support of Migrant Help and also the support of the onsite Nurse.

- c) What facilities are available for conducting asylum substantive interviews on site, what assessment has been made of their adequacy and what plans CRH has to address any concerns.

Napier contains a number of designated interview rooms where SUs can confidentiality be interviewed by the Home Office, legal representatives or with the Centre management or Migrant Help. Following feedback from both residents and asylum case workers a number of these interview rooms are soundproofed. Video link facilities via provided laptops are also available for confidential remote interviews.

- d) How residents are informed if they have received a Notice of Intent under the Inadmissibility Rules, and what information and support they are provided with in relation to this, including for legal and mental health needs.

The Home Office will email Napier with a Notice of Intent under the Inadmissibility Rules. Napier staff will then print the letter and hand deliver it to the SU. If the SU has any legal question they have the support of Migrant Help and if appropriate the support of the onsite Nurse

## **6. Health needs**

Please confirm / explain:

- a) What healthcare services and expertise are available on site, including in regard to mental health needs and urgent out-of-hours needs.

An agency Nurse and a Medical Receptionist/Assistant are available on site between the hours of 09:00 and 17:00 Monday-Friday, located in a dedicated medical centre which is clearly signposted at Block 24. This facility acts as a GP outreach service and is linked to a local community GP surgery (Whitehouse Surgery). SUs at induction are introduced to the medical outreach team and are informed of the healthcare service available. SUs are registered with a local GP and can visit the Centre healthcare service to request an appointment with the nurse during the medical centre opening hours. Prescriptions are produced electronically by the nurse and are collected at the local Tesco superstore which is within walking distance from the Centre. The nurse will also arrange required hospital appointments. A mobile dentist visits the Centre once per month. Mental Health

referrals are made to Invicta Care and counselling requests to Dover Counselling. Out of Hour needs are referred through the 111 service or in an emergency 999.

- b) What CRH is doing to ensure residents are aware of and can access healthcare services.

At induction, all SUs are introduced to the medical team and are informed of the healthcare service available. SUs are registered with a local GP and can visit the Centre healthcare service to request an appointment with the nurse during the medical centre opening hours.

- c) How residents' access to GP services is facilitated, including how and by whom they are registered at the GP, whether they must book GP appointments via the onsite nurse, and what assessment has been made of the impact of these arrangement on residents' ability to access healthcare.

The on-site nurse registers all the SUs to a GP at the Whitehouse Surgery in Cheriton, Folkestone. This is done as soon as possible on their arrival with details being taken during their induction to the site. Residents can book appointments in the medical room on site.

- d) Whether CRH is aware of its staff / subcontractor staff conducting medical triaging of residents, and how it plans to end this practice

Neither CRH or general subcontractor staff conduct medical triaging of residents at Napier. The only subcontractor that actively conducts medical triage for the SUs is the on-site nurse, who is qualified to do so. The Emergency ambulance service conduct their own triage for out of hours callouts.

- e) How CRH ensures continuity of healthcare / minimises the disruption to residents' healthcare as a result of being transferred to or from Napier

The on-site nurse is available from 9am to 5pm, Monday to Friday. If an SU has the need to attend an off-site medical appointment, then they are taken to the appointment using the onsite vehicle. Dental Aid attends once a month to treat any SUs that have been identified that dental treatment is needed.

When someone is dispersed from Napier to longer term accommodation the relevant Home Office accommodation provider will ensure that they are inducted in to their new address and advised to register with a GP for continuity of care.

## **7. Covid-19 safety**

Please confirm / explain:

- a) When the most recent Covid-19 risk assessment was conducted for the site. We would be grateful if you could provide a copy of this.

The latest updated Covid-19 Management Plan for Napier was reviewed and updated on 11<sup>th</sup> August 2021. This is version 4.13.

b) What social distancing arrangements are in place at the site, including cohorting and isolation

- The floors of communal areas such as the dining room where queues form is marked to enable 2-metre distancing and clear signage is also displayed in all communal areas.
- Staff maintain two metre distance from other staff and Service Users and encourage SU to do the same, markings should be placed on floors and walls with additional sources of information displayed highlighting the importance of social distancing.
- Worship areas have capacity limit of 20 for COVID-19 compliant usage. This is monitored by staff at the point of entry, and upon reaching the maximum capacity, a second worship is catered for. This is advised to all residents at induction stage.
- One ways systems are in place where possible. Where this is not possible, staff/security will manage the entry and exit of SU as a control measure.
- In addition to the one-way system used for collecting food during mealtimes, each food element is placed to avoid SU having to retrace their steps. Mealtimes are staggered by cohort (each block is one Cohort) with each individual cohort allocated a dining area separated by plastic screens.
- There are three sittings at each mealtime and after each sitting 45 minutes is allocated to cleaning the space in preparation for the next group.

c) What Covid-19 testing protocol is in place at the site. We would be grateful if you could provide a copy of this.

All new arriving SUs are offered a Lateral Flow Test, (LFT) and have their temperature taken, The LFT will be undertaken in a suitable ventilated space in the Induction area at Napier site. Individuals who decline the LFT are encourage to move into an isolation block temporarily and will be reminded daily of the importance of LFT and encouraged to undertake a LFT test. Napier has a twice weekly LFT program that all SU and staff are offered a test; to date we have had 100% uptake. All LFT are self- taken and supervised by staff members. These tests are given to the SUs by their Housing Officers who supervise and record the results. All visitors will be offered an LFT prior to gaining access to the Napier site; these are conducted in the waiting area before the security gate. These tests are issued, recorded and supervised by the Security team and/or staff.

d) What changes have been made at the site with regard to Covid-19 safety since June 2021, and how the effectiveness of these changes is being monitored.

During the government Covid- 19 relaxations, Napier Covid-19 Management Plan has been reviewed and shared with the Home Office. The site is still continuing with a twice weekly LFT testing programme, promoting social distancing and the use of hand sanitiser gels and masks throughout the site. CRH has also assisting the SUs in getting their first and second vaccination, including assisting with booking their appointments, transport to vaccine centres and arranging a dedicated NHS vaccine bus to come on site.

- e) How CRH ensures residents are kept up to date with Covid-19 issues at the site (e.g. positive cases, need for isolation, social distancing arrangements).

If a SU develops symptoms of Covid-19, they are given a letter in their own language explaining the progress of what happens while awaiting a PCR test result. The SUs cohort are also given a letter in their own language asking them to self-isolate and will be updated on the result of the PCR result. If the result is positive. the SU and Cohort are given another letter explaining the Self Isolation procedure. In the induction pack it is also explained about Social distancing, along with signs around the site in multi languages.

- f) How CRH ensures external organisations / individuals working with residents are kept up to date with Covid-19 issues at the site.

When there is a confirmed case of Covid-19 on site, the Migrant Help on site team and the SBHL Welfare Manager contacts the NGO to update them on the site status,

## 9. Access

Please confirm / explain:

- a) What policies / procedures are in place for residents leaving or entering the site (e.g. signing in and out, bag searches), including what happens if a resident does not return to the site by the recommended return time (10pm). We would be grateful if you could provide copies of any relevant written documents.

SUs are allowed to leave Napier officially at any time and are allowed to stay overnight away from Napier for a maximum of seven consecutive nights. If staying overnight away from Napier, SUs are requested to provide a contact number, the address they are staying at, their Napier room number, details of the person they are staying with including their contact number. Records for external overnight stays are held by the admin team in the admin office. Each SU will sign out in the daily Security SU Log; this log is for the purposes of site security, emergency roll call and potentially Covid 19 track and trace. The Security SU Log records details of SUs full name, block and bed/room number, a contactable mobile number and a sign in/sign out time. On returning to Napier, SUs must produce a room/ID card which will be checked by security before access is granted. SUs who have not returned to Napier by 10pm will receive a welfare call by the SBHL night-time team.

If an SU has been offsite and brought a bag back onsite, then security at the main gate ask to look in the bag. A bag search consists of:

- Security ask to check the bag, SU then opens his bag and security look at the items that are in the bag. If alcohol or drugs are seen in the bag,

- Security staff explain to the SU that these items are not permitted on site and will be confiscated from them. Security then notify SBHL site manager who then takes the items and speaks with the SU before admin team complete an incident report.

Absentees are defined as SUs who have not been at the Centre for seven consecutive days and have been uncontactable during this period. SBHL will contact Barry House reception centre, providing details of any absentees.

- b) What policies / procedures are in place for individuals or organisations wishing to visit the site, including to provide support services for residents. We would be grateful if you could provide copies of any relevant written documents.

Only authorised visitors are allowed access to the Centre. Any person wishing to visit the Centre must notify the Centre management or admin team at least 24 hours before their intended visit date. The management/admin team will then authorise the visit and inform the security team with the visitor details including date and estimated time of arrival. Visitors must provide their full name, vehicle registration, the reason for their visit to the Centre and their estimated time of arrival (ETA). Visitors must ensure they have available approved photographic I.D. as required for the access procedures. Visitor details will be documented in the Daily Visitors Log. All visitors will be offered a LFT prior to gaining full access to the Centre, either at the point of entry or providing evidence of a negative LFT in the past 48 hours via the NHS Covid-19 Notification app. If required, Security staff will issue LFT testing equipment. Any visitor testing positive for Covid 19 will be refused access to the Napier. Visitors are to comply with instructions given by the Security staff including cooperating on security checks, following instructions on where to safely park, to keep to the site speed limit and to take care for their own safety and security during their visit. All visitors must be accompanied by a member of SBH or CRH staff during their visit to the Napier

- c) Whether legal or medical professionals are allowed to visit the site, and how many such visits have taken place since the site opened.

Legal or medical professionals are always allowed to visit the site. In addition, there are many NGO that come to site to offer legal help for the SUs, on a weekly basis.

## 10. Communication and engagement

Please confirm / explain:

- a) What professional interpreter and translation services are provided on site

'Clear Voice' Interpreting Service provides access to interpreters for SUs. If an interpreter is required for a planned interview or purpose (such as during the Induction process), a Clear Voice interpreter can be pre-booked to visit the Centre. Clear Voice also provides an emergency service, with interpreters also available via telephone.

- b) Whether CRH staff / subcontractor staff are using residents to provide interpreter/translation services, and if so how CRH plans to end this practice

This is not a practice that is used on site.

- c) What processes are in place for residents to raise complaints or submit feedback, what assessment has been made of their adequacy, and what plans CRH has to address any concerns.

On arrival each SU receives an induction pack which states, "If you have a complaint, please contact the AIRE Provider (Migrant Help) on 0808 8010 503" This Migrant help poster is also in all the dormitories. There is also a weekly video call directly to the SU taking place in the SUs' accommodation. This is chaired by the Home Office Alternative Accommodation Contract Compliance Support Delivery Manager which is an opportunity for SUs to raise any complaints, concerns or views directly with the Home Office. There is also a weekly SU meeting by individual accommodation block completed Thursday of each week. This meeting is chaired by Napier management team and is used as a communication platform where SUs can raise and discuss issues, such as welfare concerns. Minutes of these meetings are provided to the Home Office.

- d) What processes are in place for external organisations and individuals to raise concerns or submit feedback, what assessment has been made of their adequacy, and what plans CRH has to address any concerns.

The Napier management team hold overall responsibility for liaison and communication with local community and business representatives. A joint partnership approach is applied between Napier representatives (Clearsprings/SBHL, Home Office), statute organisations including Kent and Hythe District Council and Kent Police, charities (specifically Migrant Help) and local support groups such as the Kent Refugee Action Group. Clearsprings will ensure representation is available at appropriate community forums, specifically the Community Engagement Meetings conducted by Folkestone and Hythe council leaders, with an open and transparent approach to answering questions posed by members of the community. Subject to Home Office approvals, the Napier management will take a proactive approach to providing updated site information to the local community, such as any variances to the use of Napier. Additionally, members of the local community can raise any concerns or questions relating to the Napier via a Home Office designated email address – [complaints@homeoffice.gov.uk](mailto:complaints@homeoffice.gov.uk).

## **11. Other information**

If there is any other information about CRH's work at Napier Barracks that you feel it would be useful for the inquiry to know, please do share this.