



## All-Party Parliamentary Group on Immigration Detention

### Inquiry into quasi-detention

#### Questions for Clearsprings Ready Homes

##### Question regarding Penally Barracks

**Penally was last used to accommodate destitute asylum seekers on 19 March 2021 and was handed back to MOD on 12 May 21. The answers to the questions below relate to the period from September 20 to March 21 only.**

##### 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).
  - Naccs : Subcontracted to CRH to provide on site services.
  - AK Security Sub-Contracted to SBHL to provide Security services.
  - ESS (as previously contracted by the MOD) were Sub-Contracted to SBHL to provide Catering services.
  - ESS (as previously contracted by the MOD) were Sub-Contracted to SBHL to provide Cleaning services.

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 was provided to Service Users (SUs) to take them to the Penally site. On arrival SUs were taken to the Penally Induction Centre (Block 68) where their Home Office paperwork was checked, their name registered and cross referenced.

They were briefed in their language of choice on the Penally site rules, the behaviours expected of them while they stay at Penally, facilities available and everyday site arrangements.

SUs were provided with a personal Induction Pack which provided for their basic needs, such as personal hygiene products.

Confirmation was sought on whether they have any food allergies.

On completion of the briefing, a room in an accommodation block was allocated to them and information supplied regarding their allocated toilet and shower block.

SUs signed to confirm the recorded details were correct before then signing their Occupancy Agreement.

Depending on the time of arrival at Penally the SUs were taken on a familiarisation tour of the site by a member of staff before going to their allocated accommodation block.

If they arrived in the early hours of the morning they were taken to their accommodation after their induction and given a tour of the facilities the next day

- 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 were informed of their dispersal to longer term temporary accommodation via a letter delivered by the support team on site. Details of the property, its address etc, were provided in the letter.

The letter was hand delivered to the Service user.

On the day of the scheduled Dispersal, a member of the support team would assist the Service to pack and be ready for the transport.

Transport was arranged to collect and take the SU to their new accommodation where they were inducted into their new address.

### 3. Conditions and facilities

Please confirm / explain:

a) What sleeping facilities are provided to residents.

28 accommodation blocks in Penally were set up for CRH use.

There were several configurations within the accommodation blocks, varying from 1 to 6 people.

(COVID 19 Social Distancing restricted the number of occupants in all blocks and we worked on the 'Rule of 6'.

1 block with single rooms was set aside for COVID Isolation.

Each accommodation block had its own designated Shower and toilet facilities, which could be entered via a locked door with a door entry/ coded system. These facilities were separate to the sleeping accommodation.

The Block Configurations were as follows:

- Blocks 201 – 205, 4 rooms each room having 2 residents.
- Blocks 209 - 210, 3 rooms in each block, 1 room had 6 Beds, 2 rooms had 2 beds in each
- Block 212 – 1 room with 6 Beds.
- Blocks 215 – 220, each block split into 2 rooms with 6 Beds.
- Block 221W - 221E, each room had 6 Beds.
- Block 222, 1 room with 6 Beds.
- Block 85, 18 single rooms.
- Block 83, 6 single rooms (COVID Isolation Block)
- Block 19 – 17 and 43 – 44, each block had 6 beds.

Each Bedspace had:

- Bed and Mattress
- Metal Locker

Each Room had a Writing Table(s) and Chair(s)

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.

Maximum numbers at Penally were set at 246 occupants, this was due to the COVID Restrictions and the use of the Rule of 6 for the Accommodation Blocks.

SUs were advised that lights in accommodation blocks were to be turned off 11pm due to complaints received from neighbouring properties. Each service user was issued with a torch.

Penally had its own Maintenance Officer on site, ensuring that all facilities, including accommodation blocks and bed spaces, were continually checked and all necessary repairs were completed 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, were instructed to knock and wait for the SU to confirm that it was acceptable for them to enter the area.

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

Each accommodation block had a specific Toilet / Shower Block for them to use (each block had a pin code to enter). There was an additional 3 x Mobile Toilet Blocks and 5 x Mobile Shower Blocks. The Ratio was 4 Residents per Toilet / Shower.

- 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 ensured that there was a ratio of approximately one toilets/showers to 4 SUs. All toilets and showers were cleaned twice a day.

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

All SUs moved to Penally were assessed against the Home Office suitability criteria, which contained information about health. The suitability criteria has been merged into Allocation of Accommodation Policy at <https://www.gov.uk/government/publications/asylum-accommodation-requests-policy>

If a medical condition became so severe that Penally was no longer suitable for an individual or if a previously undisclosed medical condition or a new medical condition came to light while someone was at Penally a referral was made to the Home Office and our Safeguarding team. They would decide 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 Kitchen and Dining Room was available at the site to provide three meals per day for Service users and contracted colleagues. Catering services were provided by ESS Food Caterers. There was a set three-week rotating menu (Vegetarian and Non-Vegetarian), with the set menu for each week available to all SUs. All food was culturally

appropriate including Halal meat. Mealtimes were Breakfast 08:00 - 10:00hrs, Lunch 12:30 - 14:39hrs and Dinner 18:00 - 20:00hrs, seven days per week. Additional healthy snacks and refreshments, including bottled water, were available from the Office block (Block 206) 24hrs a day.

SUs with known food allergies were identified upon arrival and during the Induction process and the Canteen staff ensured they were only provided food that was safe for their type of allergy. A food safety audit was completed weekly, SUs were 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 were provided at Penally by ESS cleaning and catering services. Bed linen was cleaned once per week (Twice if required)

There were 2 x laundry rooms and a dryer room contained within Block 64 and 87b.

SUs' clothing was cleaned as and when required by them. Each block had a specific day for personal laundry cleaning. SBHL staff coordinate laundry requirements for all block/s when required and provided cleaning products.

Onsite laundry service provides a 60 degree and above washes.

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

Cleaning services were provided by ESS, who were previously on the site, when the MOD were in situ.

Rooms in the accommodation blocks were cleaned twice a day, seven days a week. Communal areas and bathrooms and toilets were cleaned twice a day.

There was a cleaner area adjacent to the storeroom where COSHH cleaning items and cleaning equipment were stored.

Hand sanitiser, hand soap and paper towels were available in all bathrooms, offices and communal areas and as well as the dining area.

- 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 was available across Penally and in each accommodation block. This was 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 provided mobile phones to new arrivals, together with SIM cards with calling credit.

Various visiting support groups also provided Service users with mobile phones and SIM cards whilst on site.

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

No mobile phones were confiscated. 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.

Not applicable, Penally was last used on 19 March 21. The above relates to Napier

- 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.

Penally had four rooms in which private meetings could be conducted.

There was a room adjacent to the CRH office in which a tablet with internet could be set up to facilitate face to face calls during COVID etc. Video link facilities via provided laptops were also available for confidential remote interviews.

These rooms were available for service users and visitors to use since the 21st September 2020 when CRH took occupation of the Penally site.

### **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.

CRH consider all SUs accommodated to be vulnerable, and All CRH Staff and Subcontracted Staff have a duty of care to all SUs accommodated by the Provider. All Staff employed on site had a contractual duty to report any safeguarding concerns they have regarding a Service User 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 SUs, 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.

All SUs 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 Contracted Staff Member that they are a child (under the age of 18), thereby disputing any previous Age Assessments, the following actions would have been taken;

- CRH / 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 SUs had already been Merton Compliant Age Assessed, the Service User 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 had not been Merton Compliant Age Assessed, The CRH Safeguarding Team will liaise with the Home Office Safeguarding Hub to have the Service User 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 was one SU that disputed the age determined by the Home Office and/or a Local Authority. The Service User was 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.

The protocols were 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
- CRH, contracted staff would summon medical assistance via the 999 system, and, request the Police to attend.
- Medical / Clinical Interventions would take place, including removal of the Service User to Hospital if necessary.
- An Incident Report would be submitted to CRH and the CRH Safeguarding Team
- Welfare Checks would be carried out and documented by CRH and contracted Staff.
- CRH Safeguarding Team would make all appropriate Safeguarding Referrals.
- The Service User will be relocated if they no longer met the suitability criteria to remain on site.

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

There were no reported self-harm incidents at Penally, although there were seven cases of people alleging to refuse food. There was one suicide attempt at Penally.

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

CRH and Contracted Staff and the CRH Safeguarding Team would support all SUs affected by any Incidents on site including outbound referrals for support and relocations to alternative accommodation should the need arise. This was 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 which can now be found at Allocation of Accommodation Policy at <https://www.gov.uk/government/publications/asylum-accommodation-requests-policy> and understood that if they had any questions or concerns regarding the SU's suitability they should inform the manager who would then pass on the concern.

- 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 available to CRH colleagues. Any applicants deemed too vulnerable by the Home Office would not have been moved to Penally.

- 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.

As soon as a SU was identified as no longer meeting the suitability criteria for Penally, they were moved to alternative accommodation. Whilst waiting for the SU to be moved, the staff team offered additional support and completed welfare checks that were documented.

- 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 were 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 would support the SU in the complaint process. There was no evidence of 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.

- 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.

Powys Police and The Penally Management team continually liaised and shared intelligence regarding any known pre-planned demonstration or protest.

SUs were informed by the support team of any details of any planned demonstration/protest, with the management team complying with any Police advice or instruction. The site supported 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, support team, 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 was also a weekly video call directly to the SUs taking place in a pre-arranged meeting space. This was chaired by the Home Office Alternative Accommodation Contract Compliance Support Delivery Manager and it gave SUs the opportunity to raise any asylum questions.

If a SU had any legal question at any other time, a team from Migrant Help were based on site.

- 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.

At the time Penally was open there were no facilities for asylum interviews on site. Migrant Help supported SUs to access legal services while referrals were made to the local health board for any mental health issues.

- 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.

Penally contained designated interview space where SUs could be interviewed by the Home Office however no asylum interviews were set up during the time that Penally was occupied.

Plans to address concerns are not applicable as the site is closed

- 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.

Not applicable

## 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.

All SUs were registered with the nearby Tenby Surgery in Pembrokeshire upon arrival at the site. Daily appointments were made for SUs with the prescribing practitioner from Tenby surgery. We also made dental appointments and optician appointments.

There was a minibus and driver available all day to take service users to and from their appointments and collect their prescriptions from a nearby pharmacy.

All SUs received an initial health assessment from the health team and medication was prescribed for any ailments etc. Referrals were made by the health team to the MH team at the nearby hospital. Urgent OOH medical needs were addressed by the team responding to the '101' emergency number.

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

All SUs were registered with the nearby Tenby surgery and appointments were made for them by the support team on site. Information about the available services was provided during their induction and again on poster and leaflets displayed in the communal areas and barracks.

- 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.

Staff assisted SUs to register to a GP at Tenby Surgery in Tenby; this was done as soon as possible on their arrival with details being taken during their induction to the site.

Appointments were made for service users by the support team on site.

A prescribing practitioner was allocated to us at Penally from the nearby Tenby surgery. She dealt with all the service users at Penally. She was available for clinics three times per week, in addition to these appointments another health team complete initial health assessments on our service users.

- 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 conducted medical triaging of residents at Penally. 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 because of being transferred to or from Penally

When SUs arrived at Penally, CRH forwarded the completed registration forms on to the nearby Tenby surgery, this provided the health team with the information pertaining to where the individual had resided previously, allowing them to contact that health team to request medical notes etc.

When a SU was dispersed, we forwarded their dispersal details to the health team providing health services within the area to which they are moving.

## 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 last updated Covid-19 Management Plan for Penally was February 2021.

- 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, were marked to enable 2-metre distancing and clear signage was also displayed in all communal areas.
- Staff maintained two metre distance from other staff and SUs and encouraged SU to do the same, markings were placed on floors and walls with additional sources of information displayed highlighting the importance of social distancing.
- Worship areas had capacity limit of 15 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 and on posters and signage at entry points to the rooms.
- One ways systems were in place where possible. Where this was not possible, staff/security managed the entry and exit of SU as a control measure.

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

If any SU was not feeling well and showing signs or symptoms of COVID 19 then a call would be made to 111 to inform them of the symptoms.

An appointment for a PCR test would then have been made for them to complete at a designated site.

When the SU was brought back to the Penally the SU would have gone into isolation until the test results were known.

It should be noted that there were no cases of COVID at Penally for the entire lifecycle of the site.

- 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.

Not applicable Penally was last used in March 21

- 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).

In the induction pack it was explained about Social distancing, along with signs around the site in multi languages and SUs were informed of any Wales Government changes to COVID guidance as they occurred.

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

They would have been contacted by Clearsprings Ready Homes (CRH) to advise them of any COVID cases on site.

## 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 were permitted to leave Penally officially at any time and were allowed to stay overnight away from Penally.

If staying overnight away from Penally they were requested to provide a contact number, the address they were staying at, their Penally room number, details of the person they were staying with including their contact number. Each SU was expected to sign out in the daily Security SU Log; this log was for the purposes of the site security, emergency roll call and potentially COVID 19 track and trace.

The Security SU Log records detailed SUs full name, block and bed/room number, a contactable mobile number and a sign in/sign out time.

SUs who had not returned to Penally by 10pm would receive a welfare call by the SBHL night-time team. Absentees were defined as SUs who have not been on the site for a period of 24 hours.

- 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 were permitted to access Penally.

Any person wishing to visit the site were asked to notify the support team at least 24 hours before their intended visit date. The management/admin team would then 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 were documented in the Daily Visitors Log. Any visitor showing symptoms for COVID 19 were refused access to Penally.

Visitors were required 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 SBHL or CRH staff during their visit to Penally.

- 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 and medical professionals were permitted to visit service users at Penally.

Our support team on site would have made the arrangements for medical practitioners to visit individuals on site and ensured that private rooms were available for them.

Numerous support groups and stakeholder members visited Penally in our time there, with lots of classes and sports activities being undertaken.

## **10. Communication and engagement**

Please confirm / explain:

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

'Clear Voice' Interpreting Service provided access to interpreters for SUs.

Clear Voice also provided an emergency service, with interpreters 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 was used by CRH.

- 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 received an induction pack which stated, "If you have a complaint, please contact the AIRE Provider (Migrant Help) on 0808 8010 503" This Migrant help poster was also in all the accommodation areas.

There was also a weekly video call directly to the SU chaired by the Home Office Alternative Accommodation Contract Support Delivery Manager and was an opportunity for SUs to raise any complaints, concerns or views directly with 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.

CRH were responsible for liaising and communicating with the local community and stakeholder groups within Wales. A Multi Agency Forum partnership approach was adopted attended by amongst others CRH representatives, the Home Office, stakeholder groups, Local authorities in Wales and Migrant Help, Wales Migration Partnership. Additionally, members of the local community were able to raise any concerns or questions relating to Penally 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 Penally Barracks that you feel it would be useful for the inquiry to know, please do share this.