



COMPASS



Securing Your World



COMPASS Contract - Overview

Commercial & Operational Managers Procuring Asylum Support Services

- In operation since 2012
- 3 providers across 6 x contract regions
- G4S operates in two contract regions:
 - (i) North East, Yorkshire and Humberside
 - (ii) Midlands and East of England
- Approx. 18,200 Service Users (SUs) supported under G4S in over 5,000 properties

COMPASS Contract - Overview

Commercial & Operational Managers Procuring Asylum Support Services

- **Transporting** and **housing** Asylum Seekers - who we call Service Users (SUs)
- Contractual obligations and Key Performance Indicators (KPIs)
- Defects, financial support, welfare and safeguarding responsibilities
- Working with local authorities and strategic partners to share information and support social cohesion

G4S COMPASS Regions and Clusters

Midlands and East of England & North East Yorkshire and Humberside



North East, Yorkshire & Humberside (NEYH)

- Newcastle
- Gateshead
- Sunderland
- North Tyneside
- Darlington
- South Tyneside
- Saltburn by the Sea
- Hartlepool
- Stockton
- Middlesbrough
- Northumberland
- Redcar and Cleveland
- Hull
- Grimsby
- Leeds
- Wakefield
- Kirklees
- Calderdale
- Bradford
- Barnsley
- Doncaster
- Sheffield
- Rotherham

Midlands and the East of England (MEE)

- Birmingham
- Stoke on Trent
- Wolverhampton
- Walsall
- Dudley
- Sandwell
- Coventry
- Derby
- Leicester
- Wigston
- Nottingham
- Norwich
- Ipswich
- Peterborough

COMPASS 5+1+1 Contract (now ending autumn 2019)

£41.1m ACV.
2 contract
regions
37 clusters



7 supply chain
service
providers



Over
18,000 SUs



£400k KPI
risk per
month



150+ direct
employees



Over 9000
property
defects
raised per
month

More than 250
SU incidents
managed
each month

800 Move-ins,
650 Move-outs
per month



5040 properties
(3650 G4S)



90%
Occupancy



Securing Your World



COMPASS

Senior Management Team



John Whitwam
Managing Director

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graph TD; JD[John Whitwam  
Managing Director] --- SH[Sharon Holmes  
Head of Business Services]; JD --- JH[Juliet Halstead  
Head of Housing]; JD --- CC[Charlie Cleverly  
Head of Technical Services]; JD --- MY[Mel Young  
Head of Transport]; JD --- MR[Mark Ryan  
Finance Business Partner];
```

The organizational chart features a central blue box for the Managing Director, John Whitwam. A horizontal line below this box connects to five red boxes, each representing a senior team member and their role. The silhouettes of the team members are visible in the background, with the Managing Director's silhouette being the largest and most prominent on the right side.

Sharon Holmes
Head of Business Services

Juliet Halstead
Head of Housing

Charlie Cleverly
Head of Technical Services

Mel Young
Head of Transport

Mark Ryan
Finance Business Partner

Accommodation

Accommodation – Stage One

- During the first stage of the claim the asylum seekers stay in **Initial Accommodation (IA)**
- Service Users will remain in IA for **approx. 19 days** until Dispersed Accommodation is allocated
- **We run three centres:**
 - Birmingham – **Stone Road**
 - Birmingham – **The Kensington**
 - Wakefield – **Urban House**
- We provide on average 650 IA bed spaces per night



Accommodation – Stage Two

- Following IA, Service Users are moved to **Dispersed Accommodation (DA)**
- DA is provided on a **'no-choice'** basis
- Service Users will remain in DA while their claim for asylum is assessed by the Home Office
- Decisions can include positive leave to remain or a negative refusal and SUs leave DA when NASS support ends
- Service Users can appeal negative decision and may have NASS support and DA reinstated
- We only provide accommodation in agreed Local Authority areas (Clusters)
- We currently operate in 37 Clusters



Dispersed Accommodation

Types of Dispersed Accommodation (DA)

Family properties

Houses of Multiple Occupancy (HMO) – single male or female

Couples

Mum & Child

- Accommodation is allocated by G4S and approved by the Home Office, there is no liaison around individual SUs with Local Authorities.
- Some SUs may share a room (these could be relatives in family properties, or unrelated males or females in HMOs)
- If unrelated single applicants are allocated to a shared room we always aim to ensure there is compatibility with Nationality, Language and Religion.

Accommodation Induction - Preparation

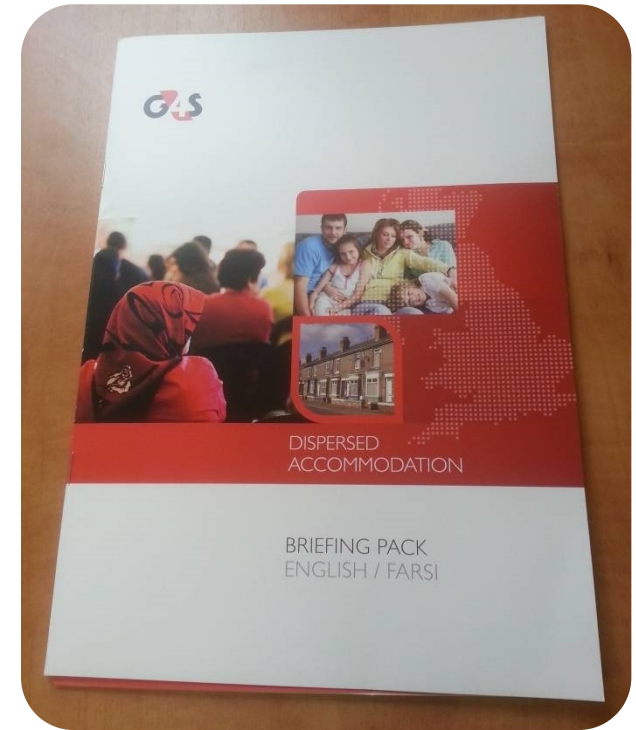
- Pre-dispersal inspection completed to ensure property is compliant, no defects and ready for move-in
- **Basic inventory items supplied to Service Users on dispersal:**
 - 1 x bath, hand and face towel
 - 2 x pillows & pillow cases
 - 2 x duvet covers
 - 1 x tea towel
 - 1 or 2 x blankets / duvet sets
 - Basic kitchen equipment



Dispersals – Information given to SUs

■ Administration

- Occupancy agreement
- G4S Briefing Pack
- Consent to share (if applicable)
- Induction Checklist
- 10 Golden Rules
- Complaints Process
- Welcome to “local area” Leaflet
- Map of local area
- Register / Visitation Log



Accommodation Induction

On arrival



Completion of Administration

Service Centre telephone No.

Reporting procedure

Emergency services

(e.g. 999 / National Grid)

Daily register

Occupancy Agreement



Property Orientation

Building and sleeping quarters

Safety equipment, e.g. fire blanket

Equipment operating instructions e.g. cooker, washing machines

House rules

Inventory Pack



Financial Support

Ensure relevant support has been issued

Contact details for support queries

Signpost local shops and facilities



Confirmation of Arrival

Contractually obliged to confirm Service User's arrival within 24 hours

Accommodation Induction

Notifications – Accessing Local Services

Contract Requirement : “.... assists, through the provision of verbal and written instructions to....”

...register with a GP



- Confirm Service User arrival direct to the PCT
- Register individuals with a GP
- Be certain that Service Users can access the support they need
- Support extra access needs, e.g. Health Visitors for pregnant Women or Mental Health teams/Social Services

Accommodation Induction

Notifications – Accessing Local Services

Contract Requirement : ”.... assists, through the provision of verbal and written instructions to....”

...register with a School.



- Legal requirement for children to attend school
- Welfare Service Officers must build strong links with those individual / teams
- In Stockton, Jomast Email and Fax the School Admissions Team who will then make direct contact with the SUs.

Accommodation Induction

Safeguarding vulnerable Service Users

Safeguarding means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect

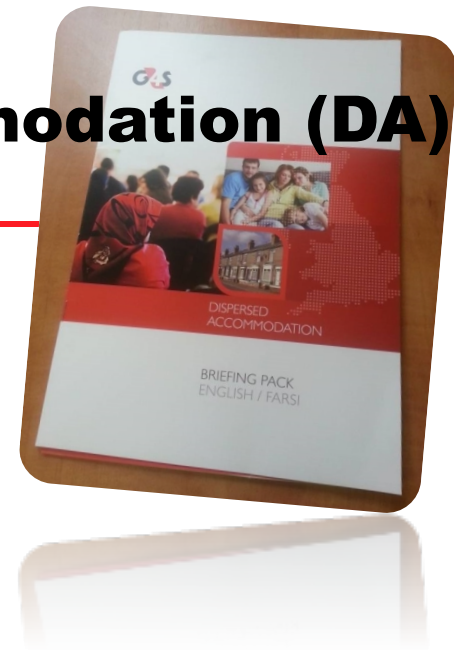
We will often encounter individuals and families that may be:

- Trafficking victims
- Victims of modern slavery
- Torture victims and victims of degrading or inhuman treatment
- Victims of physical and/or emotional abuse
- Victims of Female Genital Mutilation
- Lesbian, Gay, Bi-sexual, Transgendered and Intersex
- Mental and physical health issues
- Pregnant
- Disabled
- Injured

We ensure those with additional special needs are supported and can access the services they require

Supporting SUs in Dispersed Accommodation (DA)

- **Inductions on arrival at their new accommodation:**
 - Delivered by their dedicated WSO
 - Completed within 24hrs of arrival
 - Signposting of local facilities and how to contact local agencies
- **24/7 Service Centre (which includes a Freephone no.):**
 - SUs can make contact if they do not feel able to call the Police
 - WSO will attend and support SUs in reporting PH or incidents of hate crime
 - All incidents involving our SUs are pro-actively investigated and reported to the Home Office
- **G4S promotes safety and wellbeing of SUs while they are in DA:**
 - Leaflets are issued to SUs to provide details of support agencies and charity groups who can provide additional services and assistance
 - There is engagement in the broader community (multi-agency forums) where anti-hate strategies are discussed
 - Promotion of cultural differences e.g: publishing details of religious events; festivals etc.
 - Promotion of Hate Crime Awareness Week; Knife Crime Awareness Week etc.
 - On-going delivery of staff training on promoting the wellbeing and safeguarding of SUs



COMPASS Service Centre – interpreter services

- A 24/7 call centre
- SUs are encouraged to make contact if they do not feel able to call the Police
- Telephone interpreters available 24/7
- Language barriers removed, ensuring clear communication and capture of accurate information
- On average 4000 calls a month answered by the Service Centre team
- 20% of all calls answered in the Service Centre use the interpreter service

Incident referrals, correspondence and complaints

Stockton-On-Tees Cluster

- Two routes for contacting G4S COMPASS Service Centre:
 - By phone: 01909 533 500 or Freephone: 0800 377 7361
 - By email/post:
 - COMPASS.ServiceCentre@uk.g4s.com (*general daily operations, general enquiries and requests for information/advice*)
 - COMPASS.Complaints@uk.g4s.com (*route for making official complaints against staff or G4S actions in dealing with incidents or concerns*)
- Contact by phone or by written correspondence can generate:
 - SU Incidents
 - Property Defects
 - Complaints

Post 2019 Asylum Contract

- The current Compass contract is due to expire on 1st September 2019.
- The Home Office are currently considering alternative delivery models as well as geographical spread of the future contracts.
- Stakeholder engagement events currently underway and LAs being asked to feed in.

End