



Laverstoke Court – Frequently Asked Questions (FAQs)

A planning application for a change of use from student accommodation to a Hostel at Laverstoke Court in Derby has been submitted to Derby City Council. If the planning application is successful, G4S will provide and manage Initial Accommodation to Asylum Seekers.

What is COMPASS?

The Home Office has an obligation to provide accommodation and support for individuals and families seeking asylum in the UK who are assessed as being destitute.

The Home Office COMPASS (Commercial and Operational Managers Procuring Asylum Support Services) Programme is a nationally important objective which the government has a statutory duty to perform.

It has been in operation since 2012.

Where does the G4S COMPASS contract operate?

G4S is currently supporting over 18,000 service users in over 5,000 properties. G4S currently operate in the following Local Authorities in the Midlands and the East of England (MEE) as well as the North East, Yorkshire and Humberside (NEYH).

Midlands and the East of England	
Birmingham	Stoke on Trent
Wolverhampton	Walsall
Dudley	Sandwell
Coventry	Derby
Leicester	Wigston
Nottingham	Norwich
Ipswich	Peterborough

North East, Yorkshire and Humberside	
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	

Why has Laverstoke Court been chosen as a new Initial Accommodation Centre?

Laverstoke Court is now surplus to Derby University's requirements, and only requires minor internal alterations in order to accommodate asylum seekers. The proposed use does not generate significant traffic and is within one mile of the city centre.

What is Initial Accommodation (IA)?

Initial Accommodation (IA) is provided predominately to new arrivals into the country that have very recently claimed Asylum. Most people will have made their claim for asylum at the Asylum Screening Unit in Croydon and will have been accommodated for one or two nights in an IA centre in London. Some people may claim asylum at a port of entry within our region before coming into the IA centre

How long will Service Users stay at Laverstoke Court?

Service Users (SUs) stay within the IA centre for c.20 days whilst their claim for asylum support is assessed when they would then move into Dispersed Accommodation (DA). Whilst SUs are in the IA centre they are fully managed and supported, including having access to voluntary sector organisations and health services. Each service user receives a daily payment of £5.00 per day for subsistence.

What is Dispersed Accommodation (DA)?

After Service Users leave the Initial Accommodation at Laverstoke Court, Dispersed Accommodation will be allocated to them on a 'no choice' basis. Service users will remain in DA while their claim for asylum is being assessed by the Home Office. This accommodation is only provided in agreed Local Authority Areas (Clusters). G4S currently operate in 37 clusters. Once their claim has been assessed, decisions can include positive leave to remain or a negative refusal and therefore Service Users are asked to leave the Dispersed Accommodation.

How will the site be managed?

The site will be managed by Urban Housing Services (UHS), a sub-contractor to G4S. The accommodation will be staffed 24/7. There will be approximately 20 staff including a Site Manager, Deputy Site Manager, Administrator, Security Staff, Domestic staff and a Maintenance Team.

All Service users receive an induction briefing and briefing pack, translated into 10 languages. Service users must sign a daily register and are requested to return to the site by 10pm.

The hostel will be self-catered, where facilities are provided for cooking.

How will the Service Users be safeguarded?

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

G4S and UHS take safeguarding responsibilities very seriously and try to ensure that families and single women are accommodated in dedicated, exclusive areas within the building. In this case, each floor has secure entry mechanisms so that only service users who are allocated a room on a particular floor can gain access. All UHS staff will be fully aware of the safeguarding responsibilities and will have had a DBS (Disclosure and Barring Service) check.

UHS will also complete PEEP (Personal Emergency Evacuation Plan) assessments as required.

Will the safety of the local community be compromised?

From discussions with the local police in other areas that G4S operate there is no clear evidence that criminal activities have increased due to an Initial Accommodation Centre being located there. Similarly we do not anticipate noise levels to be significantly high as the property will be staffed 24 hours a day.

What is the best way for the local community to engage with G4S?

The local community will be able to contact UHS staff directly at Laverstoke Court – details to be confirmed.

How can you contact the COMPASS G4S team?

By phone: 01909 533 500 or Freephone: 0800 377 7361

By email:

COMPASS.ServiceCentre@uk.g4s.com