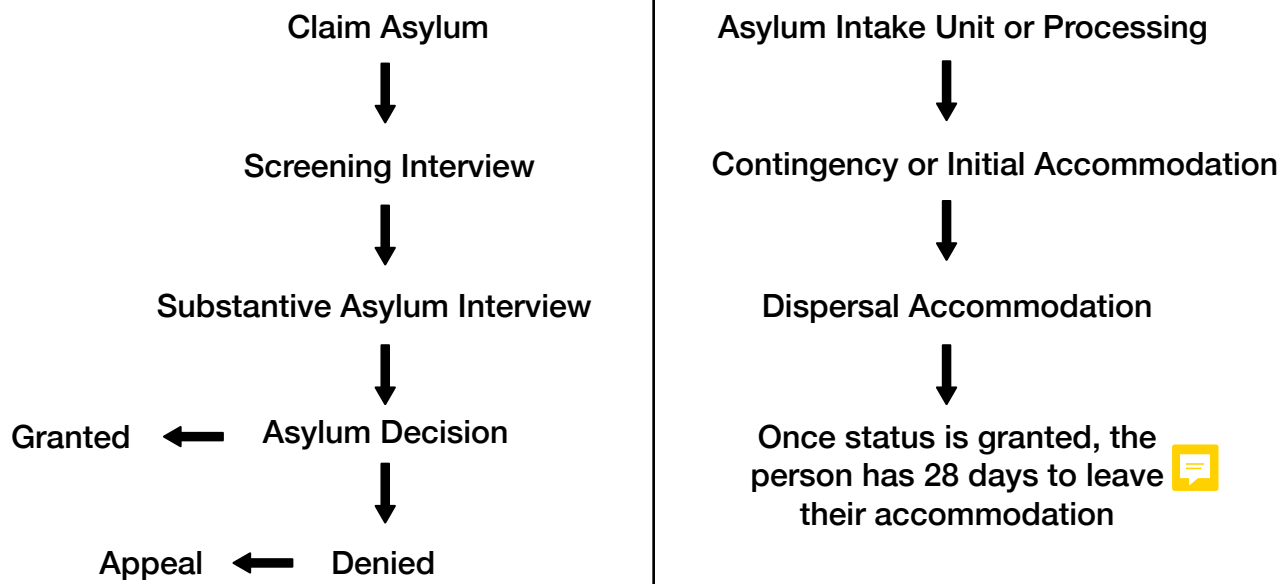


# Social Reproduction in the Asylum Industrial-Complex

## Asylum Claims Process



July 2021 - A young Sudanese man died while accommodated in the Crowne Plaza Hotel in West London. A protest was staged on the same day by people in the hotel holding signs that read: "Refugee Lives Matter" and "he is neglected to death".

Individuals living in full-board accommodation are currently issued a weekly payment of £8.24 to cover essential living items that are not met by their accommodation provider (clothing, non-prescription medicine and travel).

Home Office Hotel

Initial/ Contingency

Hotels are used for initial or contingency accommodation to house people seeking asylum while longer-term housing is arranged. These hotel-type accommodations are intended to be used for a maximum of 35 days while their claim is processed. However many individuals end up staying for much longer periods of time. People often face isolation due to the remote locations of the hotels and a lack of social activities. Moreover, they are not able to cook their own food and their movement is often restricted. The conditions have severely impacted the mental and physical health of those living there, with many describing the experience as "prison-like".

In 2021, the Home Office faced criticism for using the Croydon Asylum Intake Unit as a reporting centre for people seeking asylum. Campaigners argued that this was causing unnecessary stress and anxiety for people who were already in a vulnerable situation.

Lunar House

AIU

When a person does not claim asylum at a port of entry in the UK, they are referred to an Asylum Intake Unit to initiate their application. The Croydon Asylum Intake Unit, which is located in Lunar House, is responsible for registering the majority of asylum claims. From here people who require asylum support, including accommodation, may be moved to an initial or "contingency" site while their application is being processed.

In 2017, a report by the ICBI found that the Croydon Asylum Intake Unit was failing to provide an adequate service to asylum seekers, with significant delays in processing claims and poor quality of decision-making.

June 2021 - A High Court judgment found standards and operational systems at the barracks to be unlawful. Raising concerns over the unsanitary and crowded conditions, and reports of intimidation and mistreatment of residents.

September 2020 - A COVID-19 outbreak occurred at Napier Barracks, resulting in dozens of positive cases. This raised concerns about the suitability of the barracks as accommodation for vulnerable individuals during a pandemic.

An inspection report in 2020, noted that two of the four GP practices had closed down in nearby Folkestone, and health assessments were rarely conducted despite people exhibiting physical and mental trauma from their journeys.

Accommodation

Initial

Initial accommodation is a form of asylum support for people who are destitute and are awaiting the outcome of their asylum claim. This type of support offers temporary accommodation and basic living essentials, such as food and clothing, while the individual's application for asylum is being processed. The accommodation is usually provided in communal settings, such as hostels or shared houses, and is intended to be a temporary measure while the individual's case is being assessed.

Napier Barracks

Contingency

Napier Barracks was established as short-term, contingency accommodation in response to an urgent need for a space where **newly arrived** asylum seekers could be monitored by the government. The barracks are not officially considered "asylum accommodation." The decision to use the site for this purpose was made with very little consultation with local stakeholders and without a proper understanding of the risks and suitability of the site. Additionally, there was a failure to consider the network of organisations that were available to provide support and care to asylum seekers.

January 2021 - A fire broke out at Napier Barracks, destroying a section of the site and leaving dozens of residents without shelter.

January 2023 - It is now lawful to hold people for 96 hours at sites such as Manston.

Manston Camp

Processing

Manston Camp is a former military barracks in Kent repurposed into a "processing centre" for people arriving on small boats seeking asylum in the UK. The aim of the centre was to conduct security and identity checks, before they **transferred** people to appropriate asylum accommodation. People at the camp, including families and children were residing in appalling and hazardous conditions, lacking proper bedding, hygiene facilities, and adequate food provisions, resulting in chaos and despair. Due to the overcapacity, many people were transferred to detention centres.

November 2022 - Hussein Haseeb Ahmed, a 31-year-old from Iraq died in hospital after being held at Manston and testing positive for diphtheria.

April 2022 - An inspection by the ICBI revealed that individuals were being held at the camp for longer than the 24-hour limit, which was supposed to be the maximum time spent in the centre. The report also noted that the centre was operating at nearly twice its capacity.

Accommodation

Dispersal

Dispersal accommodation is a type of asylum support provided to people who are destitute and are seeking asylum who have been granted permission to stay in the country while their immigration status is resolved. Dispersal accommodation is typically provided outside of London and other major urban areas by private contractors on behalf of the UK government and can take the form of individual or shared housing.



# Social Reproduction in the Asylum Industrial-Complex

## The Asylum Accommodation and Support Contracts (AASC)

2019-2029

Migrant Help  
£235 000 000

Advice, Issue Reporting and Eligibility Assistance services (AIRE).

Mears Limited  
£1 448 000 000

Serco Limited  
£2 109 000 000

Clearsprings Ready Homes  
£996 000 000

Lunar House

Napier Barracks

Contractor

Home Office Hotel

Contractor

### Multiple including Serco

Serco is a private sector company that provides a range of services to the UK Home Office, which is responsible for managing the country's borders, immigration system, and law enforcement. One of the key services that Serco provides to the Home Office is the management of some of the UK's immigration detention centers, including the Yar's Wood Immigration Removal Centre and the Serco-run centers at Colnbrook and Hammondsworth. Serco also provides a range of other services to the Home Office, including electronic tagging of individuals who are subject to immigration control, providing accommodation and support services to asylum seekers, and running the National Asylum Accommodation and Support Services Contract.

In August 2020, The Guardian reported that a hotel used by Serco to house asylum seekers had issues with cleanliness and hygiene. The report highlighted concerns about the cleanliness of communal areas, poor ventilation, and a lack of adequate cleaning and sanitation measures.

"Asylum seekers living in the Home Office's accommodation can be for a very long time, months or years, with different people coming and going every couple of months, and it can be very bad for mental health."

In 2016, an investigation by The Guardian found that Clearsprings was charging the government up to £150 per person per week for accommodation that was often overcrowded and unsanitary.

"Home Office's accommodation is horrible. It's not up to standard, with broken facilities, no kettle, no hot water, no thick blanket, no TV, no electricity, broken windows, doors, glasses and mirror, and there are bed bugs, cockroaches, mice, spiders and flies. Where my friend live, there are 8 people and only one pan."

"Even if you have an outstanding claim for asylum, you can have problems getting asylum support and have financial difficulties."

Initial Housing

In 2020, the ICB published a report that found significant issues with the quality of accommodation provided by Mears Group and other contractors. The report found that some properties were in a poor state of repair, with issues such as damp, mold, and vermin infestations.

"After you get your refugee status, Home Office will kick you out of your asylum accommodation after 28 days, and it's not enough time to find somewhere to live. You can be homeless then."

Dispersal Housing

Contractor

### Multiple including Mears Group

Mears Group provides accommodation and support services to asylum seekers who have been dispersed throughout the UK while their asylum claims are being processed. The services provided by Mears include finding and managing suitable properties to accommodate asylum seekers, providing maintenance and repair services, and delivering support services. However, there are often reports of poor-quality housing, with some properties found to have damp, mold, and other issues. In some cases, people have reported feeling unsafe in their accommodation.

"You don't have any choice about where you live or who you live with."

In 2018, the ClearSprings was fined £100,000 by the Home Office for failing to provide adequate accommodation to asylum seekers in Cardiff.

### ClearSprings

ClearSprings Ready Homes is a private company that provides accommodation and support services to asylum seekers in various parts of the UK, including London, the Midlands, and the South East. Clearsprings has faced criticism over the years for its handling of asylum accommodation, with allegations of poor living conditions and inadequate support for residents. Clearsprings has also been accused of profiting from the UK's asylum system, with allegations that the company is charging exorbitant rents for substandard accommodation. Clearsprings Ready Homes, saw its profits rise 600 per cent in the year to January 2022.

one of my worst experience I got was when I got a food from outside, and I went down to reception to microwave the food I was denied and ignored. I felt so depressed. Being in the hotel for this long time has been hell for me. I know and I believed am not suppose to stay more than a year. I really am so frustrated, disappointed and I feel unwanted. But I keep my finger cross."

"I have never been this depressed, stress and ignored all my life in this manner. you have no privacy, the hotel management have access to your room at anytime they want."

"being in the hotel now for a year and four months is as hell for me. the fact that you are not allowed to spend 24 hour outside, no good food, no fridge, no microwave. you do not have the right to request whatever you want to eat is as bad as hell. is like I have been living my life in the prison. "

### Mitie

Mitie is a private company that provides various services to the criminal justice system, including managing immigration detention centers and escorting detainees. These centers have faced criticism for their conditions and treatment of detainees, with reports of abuse by staff and concerns raised about the quality and accessibility of their healthcare services. They were awarded a £525 million contract to run the Brook House and Tinsley House detention centers until 2028. Between March and September 2022, Mitie made £50 million in profit from their contract work.

Investigative reports indicate outsourced contractors were under-trained and ill-equipped to handle the deteriorating situation. Staff are accused of using physical violence, including two cases of assault and failing to safeguard vulnerable adults and children.

Manston Camp

Contractor