

signature
hotel group limited



Highgate House

CONTENTS

- 1.Foreword
- 2.Findings - Population
- 3.Findings - Local Services
- 4.Findings - Health & Wellbeing
- 5.Findings - Education
- 6.Findings - Community Safety
- 7.Organisations and Partnerships
- 8.Findings - Shopping Facilities

Further supporting Information:

- 1.Introduction
- 2.Aims
- 3.Highgate House, Creaton
- 4.Facilities and Services
- 5.Health and Wellbeing
- 6.Infectious Disease Control (IDC)
- 7.Targeted Services
- 8.Safeguarding
- 9.Mission Statements

FOREWORD

This report will focus on providing supporting evidence for Highgate House, Creaton, Northamptonshire to be used as contingency asylum accommodation in response to the recent campaign led by MP Chris Heaton-Harris.

As reported almost daily in the media, the use of hotels and hostels as contingency accommodation is not new, and with over 200 venues used for this purpose across the UK, it is clear that there is a very real need for this service, indicating that the original target of March 2021 and a revised target of March 2022 to end use of hotels and hostels as contingency accommodation was never going to be achievable.

The use of town and city hotels has proved contentious, with service users feeling unsafe, and standards of service being questionable. With the growing number of asylum families entering the UK there has been a shift in requirements and rural settings offer an effective strategy to ensure the safety and well-being of the most vulnerable of people in our society.

With 94% of the cross-Channel dinghies arriving on our shores claiming asylum and new record levels during the summer of 2022, the UK's asylum system faces unprecedented strain with a case backlog of 138,000, including nearly 40,000 failed claimants awaiting removal from the UK. Conversely, the number of people awaiting an initial decision on their claim has climbed to more than 100,000 (101,426) – five times the number in the first quarter of 2017 – and more than 40,500 applicants have been waiting a year or more for their case to be heard.

On these statistics alone, it seems incredible, that a decision to use Highgate House has been overturned when it is available for immediate use as a facility that can offer 228 Service users safe and secure full board, under a company that is recognised for its standards and commitment to ensuring all of its guests are respected and cared for in a way that many other venues cannot match.

To this end, we would like to offer a fact-based report to ensure the correction of the misinformation that has fuelled the recent campaign and has led to this recently revised decision by the Home Office.

FINDINGS

We offer forward factual representation to the objections raised within the recent campaign as follows:

Community Concerns - Population Increase

We are aware that the main concern seems to be the increase in population should Highgate become a contingency accommodation for asylum seekers. Our study shows populations within a 3, 5 and 10 mile radius as detailed below:

<u>Village (3 Mile Radius)</u>	<u>Distance from Creaton</u>	<u>Population</u>
Creaton	0.0m	503
Cottesbrooke	1.4m	143
Hollowell	1.2m	385
Teeton	1.4m	50
Spratton	1.5m	1150
Total Population		2231

<u>Village (5 Mile Radius)</u>	<u>Distance from Creaton</u>	<u>Population</u>
Guilsborough	3.1m	692
Brixworth	3.1m	5228
Ravensthorpe	3.2m	646
Holdenby	3.3m	170
Thornby	3.4m	189
Haselbech	3.9m	87
Cold Ashby	4.4m	278
Naseby	4.6m	687
East Haddon	4.8m	643
Church & Chapel Brampton	4.7m	251
Scaldwell	4.8m	302
Total Population		11404

<u>Village (10 Mile Radius)</u>	<u>Distance from Creaton</u>	<u>Population</u>
Lampport Inc Hangining Houghton	5.7m	225
Pitsford	5.9m	671
Boughton	5.9m	1112
West Haddon	6.3m	1718
Long Buckby	6.5m	4511
Maidwell Inc Draughton	7.5m	429
Brington, Inc Little & Great & Nobottle	7.9m	496
Harlestone	7.4m	445
Northampton	9.3m	359,500
Total Population		369,107

As you can see from the above, 228 service users will not double the population of the community as reported by the campaign.

FINDINGS

Community Concerns - Local Services

Signature Hotel Group's unique business model offers a short and long-term fix to reduce the impact on local services, already seen at Dunchurch Park Hotel in Warwickshire, our intention was to mirror these solutions at Highgate House.

Health and Wellbeing

We recognise the impact on local resources and with the aid of other organisations and professionals we create and fund on-site Health and Wellbeing Hubs which support GP services, SWFT nurses, health visitors, midwives and Mental Health Teams in order to support the guests and reduce the impact on key services.

Alongside this, we offer solutions that support Public Health England and local EHO with provision for the isolation of new arrivals until full health checks can be conducted in order to prevent the spread of Scabies, Diptheria, TB, Covid, Chicken Pox and other prevalent diseases.

With a holistic focus on guests, we support families who may have children with impairments or disabilities by engaging with local partnerships that offer guided occupational therapy sessions in our themed sensory spaces again fully funded by ourselves.

Partnerships with mental health organisations are in place to support conditions such as PTSD to ensure our guests receive the support they might desperately need to begin to rebuild their self-worth, confidence and general self-esteem following any traumatic experiences they may have experienced, in a safe and professionally supported environment.

Looking at the locality of Local Services to Highgate House, in support of longer-term solutions we have found the area to be well supported, and feel the campaign did not represent a true reflection of the situation - see findings:

FINDINGS

Health facilities and services

Name	Distance	Location
Saxon spires practise	3.9	Brixworth
Saxon Spires Practice	3.7	Guilsborough
Moulton Surgery	8.0	Moulton
The pines surgery	5.9	Boughton
Greenview surgery	7.2	Northampton
The surgery within St Lukes	9.3	Northampton
Brook medical centre	11.7	Northampton
Crescent Medical centre	7.5	Northampton
Barrywood Hospital	8.4	Northampton
Northampton general hospital	9.0	Northampton
Three shires hospital	8.8	Northampton
St meary's Hospital	13.2	Kettering
Kettering General Hospital	14.4	Kettering
University hospital Northampton	9.0	northampton

FINDINGS

Education

We understand that Creaton Village has not so long ago lost its fight to retain their local primary school as detailed in the article attached, and they may have concerns regarding pressure on the schools they are now using.

However, again our research shows there are a number of schools in the locality which service Creaton village and understand from experience that placements can often be found locally and further afield with the use of coaches and taxi's.

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News

Court rules in council's favour over primary school closure in Northamptonshire

Parents of a primary school set to shut on December 31 have failed in their bid to keep the school open until a judicial review was held - after a court sided with Northamptonshire County Council.

By The Newsroom

19th Dec 2018, 7:15pm - 2 min read
Updated 10th Jan 2019, 10:19am



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FINDINGS

Education

School	Distance	Location
Spratton CE primary	1.3	Spartton
Guilsbought Primary	3.6	Guilsbought
Brixworth primary	3.3	Brixworth
Ducklings Pre-school	0.6	creaton
Brampton's Primary	3.8	Bramptons
Pitsford primary	5.7	Pitsford
Harlestone primary	5.7	Harlestone
All saints CEVA primary	7.2	Northamptonshire
Maidwell primary	7.4	Draughton Road, Maidwell, Northampton, NN6 9JF
Whitehills primary	5.6	Whitehills Primary School, Acre Ln, Northampton NN2 8DF
Guilsborough Academy secondary	3.9	Guilsborough
Moulton secondary School	7.6	Moulton

Whilst children are awaiting allocation, we have onsite educational resources, and work with qualified ESOL teachers and nursery staff to ensure children and adults receive the best start prior to their educational placement.

Expanding on this, we ensure all our guests have daily planned activities both on and off-site that address, physical, religious, and mental well-being needs.

Ensuring they are entertained and occupied during their stay with us.

We offer shuttle bus transport twice daily to Northampton to enable guests to access community-based and wider services.

Northampton being a larger location offers a wealth of services and opportunities.

FINDINGS

Educational settings and recreational facilities

School	Distance	Location
Spratton CE primary	1.3	Spartton
Guilsbought Primary	3.6	Guilsbought
Brixworth primary	3.3	Brixworth
Ducklings Pre-school	0.6	creaton
Brampton's Primary	3.8	Bramptons
Pitsford primary	5.7	Pitsford
Harlestone primary	5.7	Harlestone
All saints CEVA primary	7.2	Northamptonshire
Maidwell primary	7.4	Draughton Road, Maidwell, Northampton, NN6 9JF
Whitehills primary	5.6	Whitehills Primary School, Acre Ln, Northampton NN2 8DF
Guilsborough Academy secondary	3.9	Guilsborough
Moulton secondary School	7.6	Moulton

Recreational and sports

Name	Distance
Althorp Estates	7.2
Northampton and Lamport railways	3.7
Brixworth Country Park	5.0
Pitsford waters and fishing lodge	5.7
Icarus falcony	2.7
Hallowell Steam Rally	2.0
Harlestone firs forest walk	6.4
Coyon Manor	2.0
Northampton Trampoline Centre	5.8

FINDINGS

Community Safety

Concerns regarding the safety of residents in Creton are as re-iterated by Northamptonshire police not evidenced in other similar sites in Northamptonshire, and the view that 400 males will be loitering with intent is unfounded and show a level of bias by the campaigner.

We have had no issues of crime, or nuisance to local residents at our Warwickshire venue, which can be evidenced by Warwickshire Police should it be required, again this negates this concern from the campaign put forward by Creton's MP.

Crime has not increased, in the area and our guests have been volunteering with village organisations to assist with maintaining the village green space, litter picking and other such activities.

We also have females who have volunteered their time at the village library and certainly have been recognised as an asset to the community.

Organisations and Partnerships

We had already reached out to local organisations and partnerships in readiness for the arrival of our first guests and have gained support to challenge the decision recently made by the Home Office off the back of the campaign presented to them. Organisations such as

Northamptonshire Police

Northampton City of Sanctuary

Northampton Hope Centre

Bernardos

Welcome Churches

WNC Counsellors

Migrant Help and many others are on standby to support this project.

FINDINGS

Local shopping facilities

We understand that although our menu is varied and healthy our guests may want to purchase some additional items.

We provide on-site a variety of vending machines for this purpose but also find that the local economy also benefits from our guests, and in this instance, our research shows the following shopping facilities in the locality of Highgate House.

Shopping

Name	Distance	Location
Co-op food	2.8	Brixworth
Brixworth stores convenient shop	2.8	Brixworth
Spratton village store	1.2	Spratton
Tesco express	5.7	Tesco Express, 16-18 Link Rd, Northampton NN2 8EQ
Tesco extra	9.7	Tesco Extra, Clannell Rd, Northampton NN4 0JF

It would be remise to assume that our guests would have no money, as many would have family that will forward funds to them whilst their applications are being processed.

This can only be beneficial to the local shop owners, who may see an increase in their revenue, it may only be superficial but in these difficult times any extra revenue could be considered positively.

SUMMARY

Highgate House

We have reached out to all local Parish Councils and WNC inviting them to engage with us, so that we may openly and transparently alay any initial concerns they may have.

We offer an invitation to the Rt Hon Chris Heaton Harris, and Parish Councillors to visit Dunchurch Park to see for themselves the Gold Standard Services we offer and to renegotiate the opening of Highgate House to Contingency Asylum Accommodation.

Lest we forget, Highgate House appealed to our Client and the Home Office for the numbers it could potentially house, and a phased occupation was agreed upon.

Phase 1 - 228 sleepers

Phase 2 - 400 sleepers

Phase 3 - 600 sleepers (should it be required)

The benefits of Highgate House in comparison to an inner city or town venue are incomparable, and whilst our client may require 4 security team members for just 50 guests in an urban setting the same could be charged at Highgate House for 228.

We are set up and ready to receive guests, our support networks are in place and operationally we are on standby. We would hope you will look at the facts presented to you with an open mind and give consideration to Highgate House and the Signature Hotel Group Team who are genuinely passionate about providing our guests with a safe and welcoming environment to start their journey through the application process with a view to becoming a valued member of our society.

FURTHER SUPPORTING INFORMATION

- INTRODUCTION
- AIMS
- HIGHGATE HOUSE, CREATON
- FACILITIES AND SERVICES
- HEALTH AND WELLBEING
- INFECTIOUS DISEASE CONTROL (IDC)
- TARGETED SERVICES
- SAFEGUARDING
- MISSION STATEMENTS



INTRODUCTION

With hospitality at the forefront, Signature Hotel Group has experienced many challenges along the way, meeting each challenge head-on, with enthusiasm, open-mindedness and a salutary manner.

Led by a progressive leadership team that strives to ensure the very best outcomes for its guests, staff, client and partners. There is no doubt that Signature Hotel Group Limited is making a difference in the way initial and contingency accommodation is perceived.

From the offset, the leadership team ensured all service users are referred to by the team as "guests" and that they are treated with dignity and respect at all times, by all staff and partners that operate from its site.

Built on the success of our reputation, Signature Hotel Group had recently been called upon by our client and its agent to provide solutions to assist with their growing need for emergency and contingency accommodation to accommodate the hundreds of asylum seekers that were arriving daily.

With the total number of asylum seekers to have reached the UK shores by boat this year to have exceeded 38,000 people by 26th October 2022, it was clear the need for initial and contingency accommodation has peaked at an unprecedented high.

Rising to the challenge, the leadership team rallied a number of contacts to assist with the crisis and also began to look into purchasing similar venues that could with the experience and knowledge formed whilst developing Dunchurch Park be replicated.

Just 4 months later we are now offer Highgate House as our second contingency venue.

OUR AIM

The Signature Hotel Group management team is made up of individuals that have been investing in and developing businesses for over 18 years. Our team has remodeled "Dunchurch Park" and brought it to a standard regarded as exemplary and best practice by Warwickshire County Council and The Home Office.

We have combined expertise and the company ethos of respect, diversity, cohesive working, and innovation, to raise the bar within of our venues.

Our Aim

- Supporting our client with quality accommodation and services to assist with contingency/initial accommodation for displaced individuals who have fled their homeland due to war or persecution.
- Providing a friendly and respectful approach to our service users, ensuring their experience of our services are positive.
- Cohesive working with all stakeholders.
- Ensuring service users feel safe and welcomed in their new environment.
- Initiating positive change to our own policies and practices, including ensuring all staff receives regular training on safeguarding, lone working, trafficking, and infectious disease practices.
- Developing staff to deliver the best possible service to the service users.

HIGHGATE HOUSE

Following the successes of Dunchurch Park Hotel in Warwickshire, Signature Hotel Group Limited looked to replicate its holistic approach to contingency accommodation using Dunchurch Park's "Gold Standard" policies and procedures to launch a second property this time in the beautiful county of Northamptonshire.

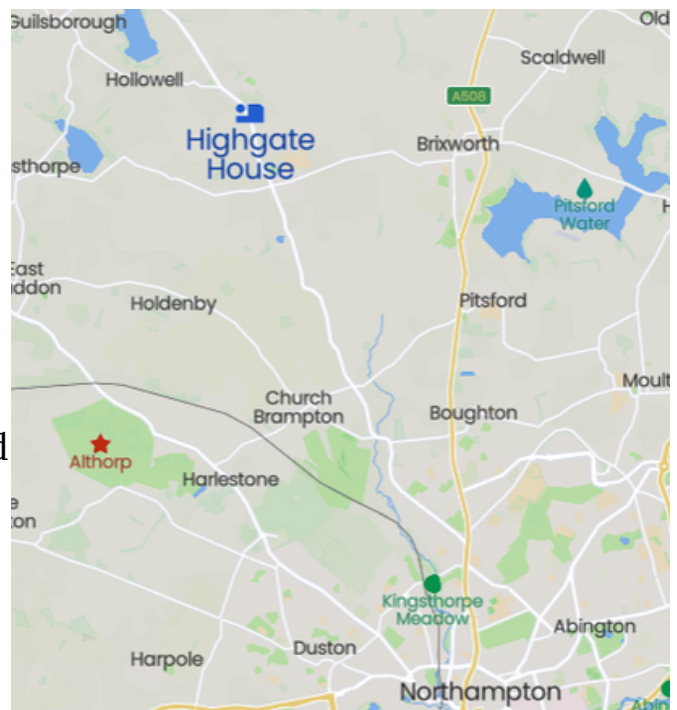
Highgate House with a footprint not dissimilar to that of Dunchurch Park is a former 17th-century coaching inn, located within the village of Creaton, Northamptonshire and is nestled securely within 5 acres of private grounds.

The main house has benefitted from a number of extension works over the years and has a variety of interconnecting and detached buildings spread within the estate.

The immediate surrounding area comprises of beautiful open countryside, interspersed with residential developments. The village of Creaton provides numerous amenities and is just 8 miles north of Northampton that provides services such as a rail network to London Euston and Birmingham New Street, with journey times of just over an hour respectively, and several bus stations operated by Stagecoach Midlands. Northampton is situated in the heart of the country, with excellent travel links by road and rail, to and from other towns and cities.

Northampton Town, also provides extensive experiences such as shopping, parks, museums, galleries, theatres, sporting and entertainment facilities.

Northampton also hosts a variety of faith communities, dental and GP surgeries and a full A&E service at Northampton General Hospital.



FACILITIES AND SERVICES

Food and Beverage

The Terrace restaurant is situated at the heart of the hotel and can cater to 150 covers with a full hot and cold service area at its center, it also features an adjoining area that can cater to a further 80 covers, and with two further dining areas, the total number of covers being 430.

Menu

Our experienced team of international chefs have devised a menu that appeals to a variety of palates and dietary requirements, rated highly by Richard Dodgeson, Catering SME for Serco, and Warwickshire County Councils nutritional team our menu ensures all nutritional food groups are included at each service, and to avoid confusion protein and allergen content is displayed at service for each dish.

Allergies, intolerances and specific dietary requirements are catered to, and nutritional factsheets are available for each dish.

Healthy Eating Incentive

Children are encouraged to eat healthily with an incentive card that is stamped each time they select a healthy option at each sitting, with 7 or more stamps at the end of the week they are rewarded with a small toy or book token.



FACILITIES AND SERVICES

Packed Lunches

For our young people and adults that attend schools, colleges or additional learning, a packed lunch is provided during term time to ensure they are fuelled with healthy food. The benefits of this is that they are not only nourished, but they also attain higher levels of sustained concentration and can more readily retain information and therefore learn.

Service Times

Breakfast (includes packed lunch collection)

School Term 07:30 - 8.00 School Children only

08.00 - 10.00 all other service users

Lunch 12.00 - 14.00

Dinner

Winter 18.00 - 20.00

Summer 19.00 - 21.00

Water

Water machines are placed in corridors for residents to access fresh water as required.

Housekeeping

Bedrooms are cleaned weekly by the housekeeping team when fresh linen and towels are also provided.

Laundry Service

Each guest will be issued a laundry bag on arrival. Laundry drop-off and collection points can be found at the main reception. Procedures for health and hygiene are strictly adhered to and can be found in more detail under IDC procedures.

HEALTH & WELLBEING

Encouraging Wellness

Through working cohesively with partner organisations and charities the Leadership Team at Signature Hotel Group have come to understand that our guests may have endured unspeakable hardships prior to their arrival and for some, this would impact greatly on mental and physical health.

Signature Hotel Group recognises the importance of providing a safe environment whilst achieving the highest standards when it comes to the physiological needs of each guest by ensuring they receive a quality service with regard to accommodation and dietary needs. In addition, it is also felt that their physical and mental well-being should be considered.

With this in mind, a fully holistic approach to the needs of our guests has become as important as the high standards set to meet their basic needs.

In order to ensure our guest's holistic needs are met we have adopted the following ideals:

Safety and Security

Signature Hotel Group provides a safe environment, working cohesively with local SNT, Design Out Officers, and our own Security teams to provide 24/7 security, a barrier entry with gatehouse with 24/7 security, CCTV and appropriate signage around the estate perimeter. All visitors to site are by appointment and contractors and suppliers undergo DBS checking as routine.

Resources

Working closely with Migrant Help and with the assistance of a dedicated member of our team, we establish links with local community leaders, charities, and organisations to provide a continuous supply of essentials such as clothing, footwear and equipment for infants.

ESOL

ESOL lessons are implemented daily, with experienced ESOL teachers and facilitated in an identified study area, which will also be available for use as a homework room for those attending college or of school age.

HEALTH & WELLBEING

Health & Wellbeing Hub

Similar to Dunchurch Park a dedicated suite of private room(s) will be available to SWFT nurses, midwives, health visitors, GPs and health workers in order to provide essential health checks and vaccinations to our guests both on arrival and throughout their stay at Highgate House.

A mobile dentist will be requested to attend the site, however, this resource is vastly overprescribed and may only be on site every 8 - 10 weeks.

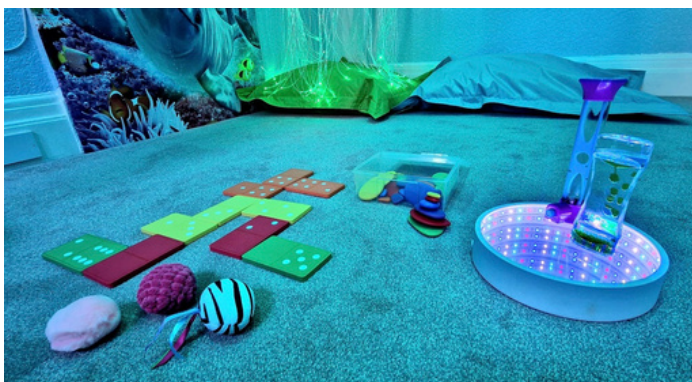
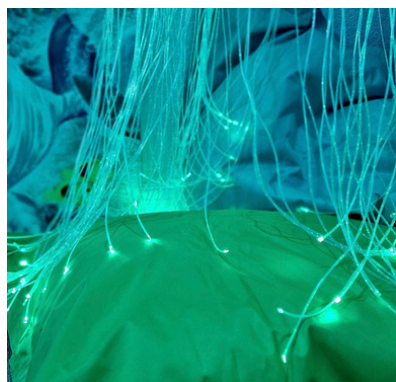


Signature Hotel Group also engages with local Mental Health Support Teams and will aim to obtain a similarly experienced organisation based in Northamptonshire that will support our guests with any anxieties, PTSD, or mental health trauma they may be experiencing as a result of their journey to the UK, or experiences in their homeland.

Sensory Room

A sensory room will be made available to YP with autism or who are deaf and/or non-verbal, to provide a sense of calm and comfort, whilst improving visual, auditory and tactile processing, as well as fine and gross motor skills.

We anticipate a similar demographic to that of Dunchurch Park with a number of families having children that will benefit from a peaceful, yet stimulating space to explore. Replicating this service from our Dunchurch Park site we work in partnership with organisations able to assist us with weekly guided sessions of occupational therapy (OT) or adult-directed play, to engage with our young guests and give parents much-needed respite.



HEALTH & WELLBEING

Onsite

The 5 acres of grounds surrounding the buildings will be made fully accessible to our guests for walking, jogging and exploring with picnic tables in key areas of the grounds.

For their enjoyment, a variety of sports equipment will also be available such as footballs, tennis rackets, table tennis, and pool tables.

The Signature Hotel Group self-funds a number of initiatives to provide our guests with services to engage them physically and mentally, at Highgate Hotel this will include:

Daily Shuttle Bus

To transport guests to and from Northampton on a daily basis, to enable guests to access community-based and wider services.

Box and Chat

Twice weekly boxing and martial arts training with a space to talk, share and offload. Group sessions are exclusively available for male adults only and further sessions are available exclusively to children and their parents.

Communications Suite

Highgate House will include a high-spec communications suite with a large wall-mounted screen for video conferencing, enhancing the services onsite for our client, partner organisations and guests. The Communications Suite is ideal for general meetings, legal aid, casework meetings, and asylum interviews and will be bookable through our team

Education

Using Dunchurch Park as an example, where 87 children reside, all of school age are in school or have a placement, achieved by cohesive working with Warwickshire County Council and local transport companies.

A number of adults are in further education, with travel permits or attending ESOL on site.

HEALTH & WELLBEING

Recreational Activities

A weekly timetable of events provides a wealth of activities that will take place on-site from yoga to needlework for the women, mums and tots groups, children's activities, and sporting activities for both YP and adults. Sky TV and BT Sports for international sporting events is also available in the recreational area along with a quiet lounge area for the mums and children to escape to.

With assistance from our dedicated coordinator, the weekly schedule will be devised to include both onsite and off-site activities, with the intention to establish a support network of partner charities and organisations similar to that at Dunchurch Park which will offer supported hobbies and activities for both adults and children on and offsite. **(See appendix 2)**

Dedicated Activity Coordinator

An activities coordinator will be on-site planning, coordinating, and in some cases supervising activities for adults and children.

Our activities coordinator is situated in the lobby, where she is available to assist with signposting, activity information and upcoming events.

Afterschool and Holidays

During school holidays our dedicated Activities Coordinator will continue to support resident children and their parents with a full itinerary of activities between 10am until 5pm each day, 7 days a week. Ensuring children are entertained/occupied and their parents are not overwhelmed with bored children with little or no stimulation.

Common Areas

To safeguard guests, two separate common areas will be facilitated, one for children and their families and one for single adult males. Within these areas, a variety of appropriate entertainment will be available such as board games, table tennis, a cinema area for movie nights and matinees, along with a quiet lounge area for females .

INFECTIOUS DISEASE CONTROL

Signature Hotel Group is constantly reviewing its policies and procedures regards infections and contagious illnesses.

Working cohesively with the onsite Serco Housing team, complementing their own internal procedures.

Housekeeping and Bedrooms

As well as Serco's weekly check of the room, our own housekeeping team access all rooms at least once a week to help the guests maintain hygiene and cleanliness levels to reduce the risk of any illness.

High Touch Points

We pay particular attention to these areas as well as routine cleaning of all public and shared spaces, including door handles, taps, rails, banisters, etc.

Catering and front of house

All front-facing catering staff are required to wear PPE during service, this includes, hairnets/hats, masks, and disposable gloves.

Food is served to guests from the buffet by the catering team. Guests cannot help themselves. This is to reduce the number of people touching the same utensils at meal times.

Laundry

Guests are asked to bag up their own laundry to be washed and bring it to the designated drop-off/pick-up point.

Our onsite laundry team all wear PPE, gloves, disposable aprons and masks whilst on duty and handling guests' clothes. The clothes are washed with anti-bacterial detergent to the manufactures instructions. Where possible we wash at 60 degrees to kill off any remaining bacteria.

The clothes are dried, folded and returned in the same bag they arrived to eliminate any cross-contamination between bedrooms/guests.

Infectious Diseases (continued)

Confirmed Cases of Infectious Diseases

In the case of a confirmed diagnosis of a contagious illness, the individual will begin isolation immediately. If sharing a room, other occupants will be moved to a single occupancy room or self-contained modular unit.

The first confirmed diagnosis will stay in his/her original room, where food will be delivered outside the door by the Serco team to reduce multiple staff contact with the room.

Only healthcare professionals, where required will have contact with the individual in order to continue treatment or testing.

Where necessary the bedroom(s) in question will be steam cleaned/fogged (whatever treatment is relevant to the illness) by a third-party company when the contagion has been successfully managed.

Outbreak Contingency Plan

Should a significant outbreak occur we have the capability to offer room service to all guests or to split dining areas into bubbles, with one-way systems in place to reduce the spread of infection.

In addition, we offer 90 self-contained modular units, which can be used upon guests' arrival until full health check clearances have been made. These units can also be used as isolation rooms under significant outbreaks to provide safe segregation of guests until the infection has dispersed and they can return to a shared room.



TARGETED SERVICES

Local Authority Services

We hope that our relationship with West Northamptonshire Council will be as exceptional as that with Warwickshire County Council in order to secure each school-aged child's placement in education, and the transport necessary to facilitate their attendance. We would also hope that we can assimilate the same working relationships with WNC family support and youth teams and would offer an office on-site should it be required.

Serco

Feedback has always been good, and is indicative of a strong and collaborative relationship both with our onsite Housing Team, Regional Manager, and its Directors.

We are assured that our services are excellent and that our staff are approachable and respectful to both their team and the guests, describing us as "gold standard" and an example of best practice.

At Highgate House, we have identified an area for the Serco Housing Team to be situated, which will be in the main reception and includes the lobby area, perfect as a waiting area, and a number of rooms for the storage of essential items such as toiletries and infant formula.

Migrant Help

Provide advocacy and signposting services to our guests, but have also been the backbone of support and guidance which has been invaluable to us as a group. They have offered not only their support but have been behind us in every sense of the word, giving their time to assist us with engaging local and national companies to help with the development and installation of children's equipment and introducing us to other key charities that can assist us in making our venues a holistic environment for our guests. This also included the rollout and coordination of a mobile vaccination unit and mobile dentist.

Marsela Hoxa, Head of Operations, praised our operations and unique USP, thanking us for our compassion and for going the extra mile in order to make our guests and her team feel welcome.

SAFEGUARDING

Designated Safeguarding Officer

The Signature Hotel Group prides itself on having an experienced safeguarding officer within the group to ensure our guests and staff are safe. Our core principle is to welcome and treat everyone equally and with respect, we believe that everyone deserves a life free of abuse, harm and neglect. With well-being not only at the heart of safeguarding, but the key to a better environment for everyone.

Signature Hotel Group has policies and procedures in place to ensure all staff understands the procedures relating to concerns or observations they may encounter and any disclosures that are made to them are reported swiftly and accurately.

Keeping our guests safe from harm, includes ensuring all those they come into contact with have been through a stringent checking system this includes volunteers, community organisations, faith groups, staff and private sector providers.

Our Designated Safeguarding Officer works hand in hand with our client to ensure any concerns raised by our staff with regard to the guests are recorded and processed according to LA standards, with the best interests of the guests at the forefront. This approach knits well with the company ethos to ensure that our guest's safety and wellbeing are holistically supported.

Anti-Trafficking

Signature Hotel Group recognises the risks of modern slavery and human trafficking and is committed to its anti-trafficking policy and takes steps to ensure modern slavery and trafficking is not taking place in any of its supply chains or in any part of the business.

Signature Hotel Group continues to promote staff awareness and training to ensure they are informed of the appropriate action to take should they suspect our guests are at risk of slavery or human trafficking.

Retrospective checks on key existing suppliers to ensure they comply with our policies are undertaken and adhered to.

SAFEGUARDING

Disclosure and Barring Service

Signature Hotel Group ensures all staff and contractors undergo a basic DBS as standard procedure, especially those working in direct contact with our guests, which are predominately children and vulnerable adults.

For emergency contractor works, we have a preferred supply list, but on the occasion that a DBS is not available due to time constraints, we have a lanyard trafficking system, which denotes their level of interactions and need for supervision.

Staff Training

Signature Hotel Group establishes an employee's sense of value within the company, fostering loyalty and ultimately increasing staff retention through training, development and internal opportunities.

Investing in our team's professional development is vital for team retention, and for developing future leaders. Regular development initiatives help keep employees motivated, while frequent training programs also establish regular re-evaluation of their skills.

Training basics include:

- Health and Safety
- First Aid
- Defib
- Food Hygiene
- COSHH
- Cultural Awareness
- Safeguarding
- Fire awareness and Marshall training

Key staff are first aid trained this includes defib training, to use the onsite defibrillator located in the main reception.

Full evacuation fire drills are conducted quarterly, to ensure familiarity with the procedure.

MISSION STATEMENT

Our mission is to provide a safe, compassionate and respectful environment to Service Users, by supporting and training our employees, creating opportunities, supporting innovation, and working in partnership with all partners of the AASC project.

These are our Group vision, mission and values. They are a direct product of the extensive engagement we have undertaken with staff, SU representatives, Serco, the Home Office, Migrant Health, Local Authority partners, and others.

Our Group Vision

“Dedicated to excellence in our services to Serco, the Home Office and to staff experience, and to becoming a recognised best practice facility, offering outstanding service, dignity, inclusivity and collaborative practices.”

Our Group Priorities

We have agreed five priorities for the Group. Everything we do across all venues should contribute towards achieving goals within at least one of these priority areas. They represent the long-term objectives of the Group, and each has an ambition and a success measure that we can track. Every year we will analyse our performance as a Group and that of our staff, setting annual goals designed to make the biggest impact on each of these areas. Delivering our goals will move us closer towards achieving our overall vision.

- Client - Excellent client experience shaped by the client's needs.
- Quality - Outstanding quality services underpinned by continuous, client-centred improvement and innovation.
- Systems and Partnerships - Seamless, collaborative working with all partners.
- Sustainability - A resilient and creative Group, embracing every opportunity to improve its services.
- People - An inclusive place to work where people are empowered to make a difference, and well-being is a focus in caring for Service Users.

MISSION STATEMENT

Our Group Values

We are dedicated to being constantly excellent in all these areas and our values are at the heart of everything we do and describe how we will behave as we work towards achieving our vision.

Courage - We are up for a challenge and ready to try out new things. We speak up when it matters and we seize every opportunity to learn and improve our services.

Accountability - We take responsibility for our decisions, our actions and our behaviors. We do what we say we will do, when we say we will do it.

Compassion - We care about our guests and each other. We consistently show respect and empathy taking the time to imagine ourselves in other people's shoes.

Integrity - We are consistently transparent in our working practices, honest and trustworthy. We can be relied upon, we stand by our values and we always strive to do the right thing.

Respect - We value each other, embrace diversity and make sure everyone feels included. We take the time to listen to, appreciate and understand the thoughts, beliefs and feelings of others.