

**Freedom of Information Team**  
**Oxford City Council**  
**Email:** [freedomofinformation@oxford.gov.uk](mailto:freedomofinformation@oxford.gov.uk)



17 August 2023

Freedom of Information Request, Oxford City Council – Reference:

Further to our acknowledgement, we can confirm that Oxford City Council can advise as follows in response to your Freedom of Information Request received on 20 July:

How many times has your environmental health team visited a property that accommodates asylum seekers housed under AASC or COMPASS by Serco, Mears, G4S or Clearspring Ready Homes.

The only AASC premises we have been involved in is the Holiday Inn hotel which has been used by Clearsprings to house asylum seekers since November last year.  
It was inspected by EHOs for food hygiene when it initially opened in November 2022.

Details of why the visit was carried out and any reports written about the visit.

Food hygiene - the premises was awarded a rating of 5 under the Food Hygiene Rating Scheme

How many times has your environmental health team been contacted about a property that accommodates asylum seekers housed under AASC by Serco, Mears or Clearspring Ready Homes.

None.

The nature of the call (pests, mould, noise, disrepair, etc).

N/A.

For information the Community Safety Team visited the premises on a daily basis for 3 months after it opened and then reduced visit frequency over time. These visits were to ensure any potential community tensions were managed by the hotel and that multi-agency working was maximised. Other regular visits have been carried out to the hotel by the Locality Manager who works with Asylum Welcome to provide education, information, advice and activities for the residents.

If you disagree with any part of the response to your request, you are entitled to ask the Council for an internal review of the decision(s) made. You may do this by writing to the Monitoring Officer, by either email [monitoringofficer@oxford.gov.uk](mailto:monitoringofficer@oxford.gov.uk) – or by post to Monitoring Officer, Oxford City Council, Town Hall, St Aldate's, Oxford, OX1 1BX. After the result of the internal review, if you remain dissatisfied, you may ask the Information Commissioner to intervene on your behalf. You may do this by writing to the Information Commissioner's Office, Wycliffe Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely,

Freedom of Information Officer

| Freedom of Information Team | Law & Governance | Oxford City Council | Town Hall | St Aldate's  
| Oxford | OX1 1BX |