

From: [redacted]  
Sent: 04 July 2018 12:53  
To: [redacted]  
Cc: [redacted] (UK & Europe); [redacted] (UK & Europe)  
Subject: Re: Pathway

Hi [redacted]

Please see amended document, and also a proposed revised positive letter for Scotland. The negative letter will not include this content, for obvious reasons. I will pull together a Positive pathway shortly - the bulk of it will be the same, so should be easy. Should help us manage the wider narrative if we have a pathway clear for each decision.

Can you please take a look at both documents and advise if you are happy with what is there.

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[redacted] - Please also note other comments in the pathway in relation to a change of how we do the expectation management (an internal issue for us in reality), and also the reference to partnership meetings.

Are we all comfortable with the p/ship mtg proposal? If so, I will consult with the UKVI [redacted] is pushing me on this in any case so we will have a captive audience. I cant foresee it being an issue if we aren't sharing specific personal data.

If you could come back to me ASAP that would be immensely helpful, as once boxed off with UKVI in that regard I will look to draft some comms to the VCS pre rollout.

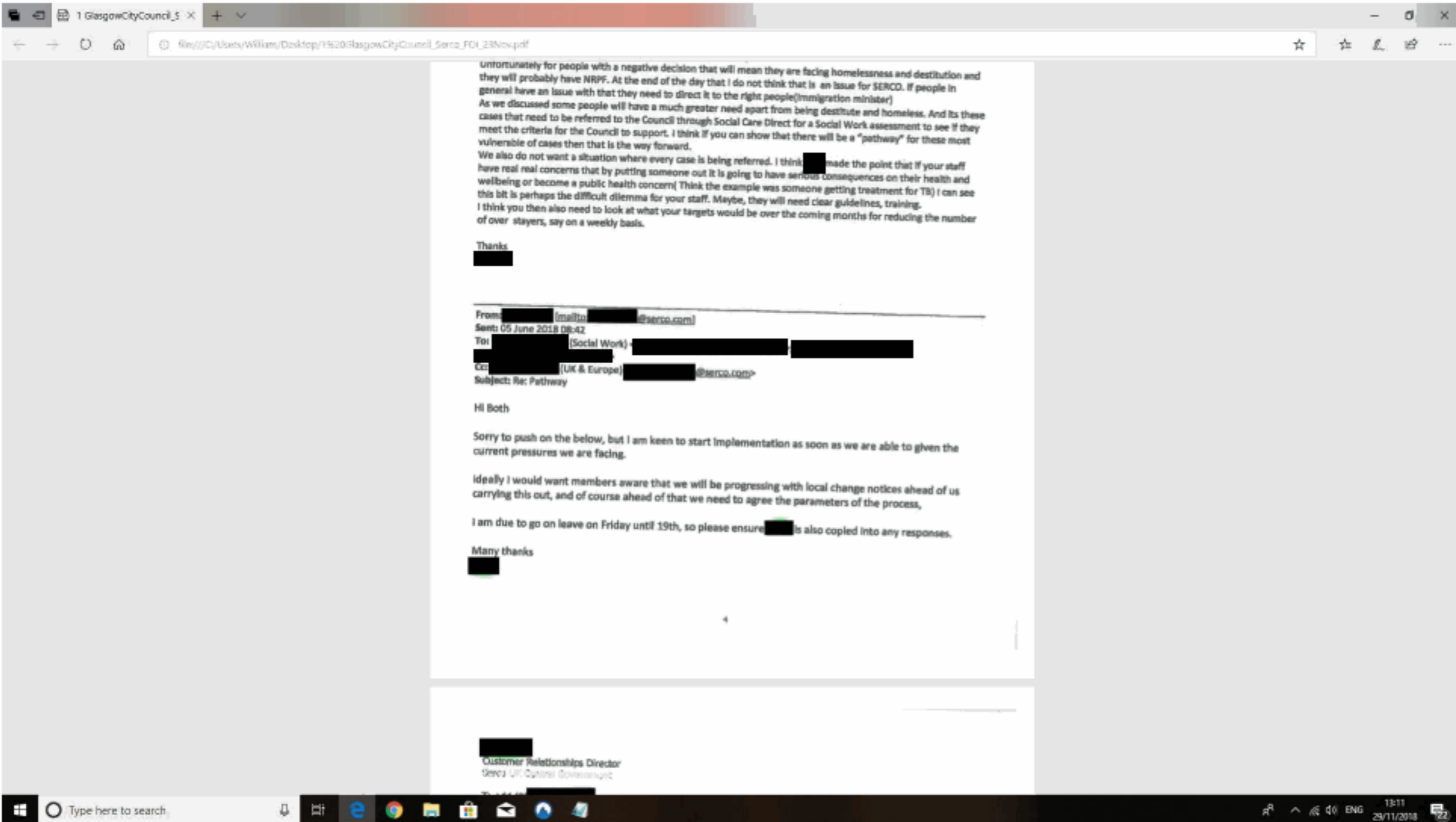
Thanks

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file:///C:/Users/William/Desktop/1%20GlasgowCityCouncil\_Serco\_FGI\_23Nov.pdf

From: [redacted] (mailto:[redacted]@serco.com)  
Sent: 09 April 2018 09:38  
To: [redacted]  
Cc: [redacted]@homeoffice.gsi.gov.uk; [redacted]@homeoffice.gsi.gov.uk; [redacted] (UK & Europe); [redacted]@serco.com; [redacted] (UK & Europe)  
Subject: Negative pathway - lock change pilot  
Importance: High

Hi All

Thanks for the meeting on the 29th, it was useful to get a sense of the general consensus in terms of action around negative cases.

[redacted] you were going to send me some vulnerability criteria as a starter for 1D that was developed for another area of work, anything you could share would be helpful.

I know we are all due to meet again on the 23rd April, however ideally I would like Serco to take some proactive steps in piloting lock change notices in advance of that, given that intake demands are increasing, and also in the context that we are keen to ensure we start to get the right messaging with partners out now in advance of any formal process being in place. But to also assist in the avoidance of contingency measures where possible. The extent of negative overstaying at present is proving increasingly detrimental in supporting that.

From a legal standpoint, asylum dispersal accommodation is exempt under the Rent Act - so I am confident that this action would be lawful. However equally I am also conscious that it would be sensible to do some engagement with the VCS ahead of that, and also potentially with appropriate elected members [redacted] I am thinking particularly in the view that attention from the VCS is very likely to shift from Serco to the LA in fulfilling duties to "vulnerable" people if we start to see lock changes occur. I am keen to avoid members being blindsided on this in the spirit of partnership working, and want to ensure that in any actions taken we move forward in a partnership capacity, and that the pathway is that of the partnership not just Serco. I don't think we can wait for the Summit on this political engagement

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Initially, but think that is a great forum to do a presentation collectively on the whole journey to more broadly manage member expectations.

In any case we are likely to see push back from ASH and Positive Action in Housing in particular, however ultimately as a partnership if we all stand behind what steps are to be taken and offer assurance that those who ultimately are complex and may be owed a duty under another legislative framework if destitute are provided with that assessment before action is taken by Serco, and that for assessment

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