

[REDACTED] (Social Work)

From: [REDACTED]
Sent: 10 October 2018 16:45
To: [REDACTED] (Social Work)
Cc: [REDACTED]
Subject: FW: Negative pathway - lock change pilot
Importance: High

Hi [REDACTED]

First of a few emails copied in [REDACTED] to save her sending the same ones

Thanks
[REDACTED]

From: [REDACTED] [mailto:[REDACTED]@serco.com]
Sent: 09 April 2018 09:38
To: [REDACTED] <[REDACTED]@ggc.scot.nhs.uk>; [REDACTED] (Social Work)
<[REDACTED]@glasgow.gov.uk>; [REDACTED]@homeoffice.gsi.gov.uk>; [REDACTED]
[REDACTED]@homeoffice.gsi.gov.uk>
Cc: [REDACTED] (UK & Europe) [REDACTED]@serco.com>; [REDACTED] (UK & Europe)
[REDACTED]@serco.com>
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 10 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

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 cases who are ultimately owed a duty from the LA (I would suspect very minimal) we will work collectively to plan their departure, then there is little more that we can do to appease the VCS.

All the above in mind, would colleagues be open to coming together to do some VCS engagement at a one off meeting ahead of our next meeting? Equally [REDACTED], would you be comfortable in working with me to do some political engagement with the most appropriate members?

I would also like to do something with RSL's, and perhaps could tie this alongside the VCS meet (e.g consecutively).

If you could come back to me as soon as you are able that would be helpful. Happy to have a dial in to discuss if colleagues think useful.

Thanks

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[redacted] (Social Work)

From: [redacted] (Social Work)
Sent: 10 October 2018 16:47
To: [redacted] (Social Work)
Cc: [redacted] (NHS based)
Subject: FW: Pathway

From: [redacted] [mailto:[redacted]@serco.com]
Sent: 19 June 2018 07:55
To: [redacted] (Social Work) <[redacted]@glasgow.gov.uk>; [redacted] (NHS based) <[redacted]@ggc.scot.nhs.uk>
Cc: [redacted] (UK & Europe) <[redacted]@serco.com>
Subject: Re: Pathway

Thanks [redacted]

I am on my first day back so catching up on emails.

In terms of timeline, ideally I want to begin rolling out lock change notices at the onset of July. The meeting with Cllr Laydon is still scheduled, and ideally I would like us to jointly brief her on the steps we intend to take in relation to over stayers (us from a contractual POV), and how we have worked together to develop a pathway of service access that ensures the most vulnerable will be considered for assessment by the HSCP (within the stat guidelines only). In the first instance we will be looking at none complex cases, but I think if we can ensure members are briefed it will avoid the situation we have previously had where GCC members are being misinformed by the VCS.

In terms of guidelines for staff, I know we considered whether [redacted] could pull anything from elsewhere - but tbh I think as [redacted] said there is a danger we then end up confining it too much, or leaving it too open. Perhaps as we move forward with the non complex initially, we can develop an example list (none exhaustive).

The meeting is still on for 12pm on 27th [redacted] can you attend that also?)

Many thanks

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From: [redacted] (Social Work) <[redacted]@glasgow.gov.uk>
Sent: 14 June 2018 15:12
To: [redacted] (NHS based)
Cc: [redacted] (UK & Europe)
Subject: RE: Pathway

Hi [redacted]

Apologies for delay in getting back to you, I am just back from leave. I see there is a meeting in the diary in a couple of weeks with Councillor Leyden (is that still on?)

I think you go forward with what we discussed at our last meeting.

You have a contractual obligation to the Home Office to move people on from their Home Office accommodation on their termination date.(to free up accommodation for others)

Unfortunately for people with a negative decision that will mean they are facing homelessness and destitution and they will probably have NRPF. At the end of the day that I do not think that is an issue for SERCO. If people in general have an issue with that they need to direct it to the right people(Immigration minister)

As we discussed some people will have a much greater need apart from being destitute and homeless. And its these cases that need to be referred to the Council through Social Care Direct for a Social Work assessment to see if they meet the criteria for the Council to support. I think if you can show that there will be a "pathway" for these most vulnerable of cases then that is the way forward.

We also do not want a situation where every case is being referred. I think [redacted] made the point that if your staff have real real concerns that by putting someone out it is going to have serious consequences on their health and wellbeing or become a public health concern(Think the example was someone getting treatment for TB) I can see this bit is perhaps the difficult dilemma for your staff. Maybe, they will need clear guidelines, training.

I think you then also need to look at what your targets would be over the coming months for reducing the number of over stayers, say on a weekly basis.

Thanks
Duncan

From: [redacted] [mailto:[redacted]@serco.com]
Sent: 05 June 2018 08:42
To: [redacted] (Social Work) <[redacted]@glasgow.gov.uk>; [redacted] (NHS based) <[redacted]@ggc.scot.nhs.uk>
Cc: [redacted] (UK & Europe) <[redacted]@serco.com>
Subject: Re: Pathway

Hi Both

Sorry to push on the below, but I am keen to start implementation as soon as we are able to given the current pressures we are facing.

Ideally I would want members aware that we will be progressing with local change notices ahead of us carrying this out, and of course ahead of that we need to agree the parameters of the process,

I am due to go on leave on Friday until 19th, so please ensure [redacted] is also copied into any responses.

Many thanks
[redacted]

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From: [REDACTED]
Sent: 29 May 2018 10:59
To: [REDACTED] (Social Work); [REDACTED]@ggc.scot.nhs.uk
Cc: [REDACTED] (UK & Europe)
Subject: Pathway

Hi both

I hope that you are well - Just a quick email to enquire as to whether you have any initial thoughts?

As discussed, before we seek to implement anything (ideally which I would like to move on quite quickly once we are comfortable), a short member briefing to key Cllrs would be helpful.

Welcome initial thoughts.

Thanks both

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[REDACTED] (Social Work)

From: [REDACTED]
Sent: 10 October 2018 16:48
To: [REDACTED] (Social Work)
Cc: [REDACTED] (NHS based)
Subject: FW: ACTIONS on pathway

Importance: High

From: [REDACTED] [mailto:[REDACTED]@serco.com]
Sent: 29 June 2018 08:57
To: [REDACTED] (UK & Europe) [REDACTED]@serco.com>; [REDACTED] (NHS based) <[REDACTED]@ggc.scot.nhs.uk>; [REDACTED] (Social Work) <[REDACTED]@glasgow.gov.uk> [REDACTED]
<[REDACTED]@serco.com>
Subject: ACTIONS on pathway
Importance: High

Hi All

The meeting with Jen Laydon went well earlier this week, and politically she understands the need for Serco to explore lock changes for negative cases - she has agreed to assist in managing some of the political messaging on that if required.

Ideally I would like to get the pathway boxed off over the next week, so we can start to roll out ASAP - I am also conscious we need to be clear with the VCS on our intent as soon as possible, but equally I want the pathway broadly agreed before that point.

[REDACTED] - please could you make the suggested amends to the letter and info within the crib sheet document to align to Scottish legislation.

[REDACTED] - Given the issues we are having with the VCS at present in terms of Housing Officer contact post negative decision, I think we need to include some lines on how frequently we will speak to/visit the SU, and what the lines will be. I am thinking that weekly calls, plus the monthly inspections or any visit requests made by the SU, and perhaps we draft an appendices with some clear lines on what will be said - that way we are being transparent about what messages the SU is getting, and can show as a partnership we have agreed to that approach. Thoughts?

[REDACTED] - I know we agreed a more broad principal on how we consider vulnerability, but any guidance you may have to share from an ops perspective with Hsg Officers would be helpful.

The three month review, I have had a rethink about following discussions. My view now is we place the translated versions of the document in the property folder of every property we have, and the Hsg Officer can allude to this much more frequently e.g. every other visit. Some of the concerns have been about how we monitor the 3 month review principal and what that means in terms of process etc. Through the rethink, I think perhaps amending the exit surveys to ask specific questions about this would assist and enable an independent audit so to speak by Partnership. Then ramp up how this feeds into CLT reporting - [REDACTED] do you do the exit surveys in Scotland?

Thanks

[Redacted]

[Redacted]

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[REDACTED] (Social Work)

From: [REDACTED] (Social Work)
Sent: 10 October 2018 16:48
To: [REDACTED] (Social Work)
Cc: [REDACTED] (NHS based)
Subject: FW: Pathway
Attachments: SNI positive letter ..docx

From: [REDACTED] [mailto:[REDACTED]@serco.com]
Sent: 04 July 2018 13:00
To: [REDACTED] (Social Work); [REDACTED]@glasgow.gov.uk; [REDACTED] (NHS based)
<[REDACTED]@ggc.scot.nhs.uk>
Cc: [REDACTED] (UK & Europe); [REDACTED]@serco.com; [REDACTED] (UK & Europe)
[REDACTED]@serco.com
Subject: Re: Pathway

Sorry all - attached is the fully drafted Positive letter (please ignore previous one)

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From: [REDACTED]
Sent: 04 July 2018 12:53
To: [REDACTED] (Social Work); [REDACTED]@ggc.scot.nhs.uk
Cc: [REDACTED] (UK & Europe); [REDACTED] (UK & Europe)
Subject: Re: Pathway

Hi Duncan

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.

██████████ - 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. ██████████ is pushing me on this in any case so we will have a captive audience. I can't 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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Customer Relationships Director
Sent: UK Central Government

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From: ██████████@glasgow.gov.uk>
Sent: 03 July 2018 15:38
To: ██████████
Cc: ██████████ (UK & Europe)
Subject: RE: Pathway

H ██████████

I would maybe put the following on page 4 after Accommodation with SERCO ends

" During this notice period you will need to make up your mind of where you are going to live. You are free to travel to any part of the UK. You can make a homeless application to any local authority in Scotland.

If you wish to continue living in Glasgow, Glasgow City Council will accept a homeless application from you. This will give you priority in finding settled accommodation. It is likely that you will need to be placed in temporary accommodation first. This could be a temporary furnished flat(TFF) a B&B, a hostel or hotel. You do not have a choice of where the Council places you.

Glasgow City Council will then attempt to get you an offer of your own settled accommodation. Please note you only get one offer, as you are classed as being in housing crisis and homeless.

The Councils Asylum and Refugee Service will contact you shortly to see if you are wishing to make a homeless application. If you wish to do this you will be invited into an interview to get all your details and get a resettlement plan in place"

You could then replicate in page 6 and 7

What do you think?

██████████

From: [REDACTED] [mailto:[REDACTED]@serco.com]
Sent: 03 July 2018 08:47
To: [REDACTED]@glasgow.gov.uk>
Cc: [REDACTED] (UK & Europe) [REDACTED]@serco.com>
Subject: Pathway
Importance: High

Hi [REDACTED]

Just chasing up regards to whether you have had chance to review the document in terms of wording changes related to your statutory obligations. I am keen to get the document finalised ASAP if poss so we can start to roll out. We are receiving a lot of queries from SRC and ASH at present re process, so to avoid confusion I would rather be explicit about what the process is going to be rather than refer to current process.

Thanks
[REDACTED]

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Senior UK Central Government

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[redacted] (Social Work)

From: [redacted] (Social Work)
Sent: 10 October 2018 16:50
To: [redacted] (Social Work)
Cc: [redacted] (NHS based)
Subject: FW: Follow up

From: [redacted] [mailto:[redacted]@serco.com]
Sent: 19 July 2018 11:15
To: Layden, Jennifer (Councillor) <Jennifer.Layden@glasgow.gov.uk>
Cc: [redacted] (UK & Europe) [redacted]@serco.com>; [redacted] (UK & Europe) [redacted]@serco.com>; [redacted] (NHS based) <[redacted]@ggc.scot.nhs.uk>; [redacted] (Social Work) <[redacted]@glasgow.gov.uk>
Subject: Follow up

Dear Jen

I hope that you are well. I just wanted to follow up from our meeting last month, firstly to say thank you for both giving me the time and also making a commitment of engagement in terms of working more closely together in the future, so we can work together to better ensure positive outcomes for both communities and our service users.

As discussed in the meeting, the pathway development that we have been conducting with [redacted] and [redacted] has now drawn to completion, and we will be looking to roll out that pathway for future cases coming through the asylum journey, both to better manage the expectation of service users, and to ensure the safety and protection of those former asylum seeking households in receipt of a negative decision where their vulnerability may infer duties of care or accommodation may be owed under another legislative framework outside of immigration legislation.

Equally the process at the end of the pathway in terms of ending accommodation for negative cases who will not be owed another duty and who are overstaying in terms of lock change issuing will begin to be introduced. It is likely we will begin this piece of work w.c 30th July, and ahead of then we will be issuing communications to key stakeholders in terms of that process.

Our main priority is to ensure the process is managed sensitively, to effectively address any concerns of partners, but fundamentally to ensure that we are able to generate sufficient capacity in terms of accommodation for those starting their asylum journey - we all agree resorting to contingency accommodation is not appropriate, and there are currently almost 250 service users residing in accommodation who have been issued a decision by the Home Office that they will not be granted refugee status, and who aren't actively pursuing an appeal.

I expect there may be some concerns raised by the VCS with members, and as such I wanted you to be aware ahead of any communications going out - albeit we did discuss at our meeting.

I would appreciate it if there are no communications from yourself on this ahead of our communications going out, and I will ensure that you are copied into those comms. However of course, if you wish to follow up from that with members that is completely understandable.

Can I take the opportunity to reinforce my commitment that if there is anything I or Serco can do to support any political dialogue please do drop myself or Jen a line. We agreed we would periodically meet in any case, and I would be happy to get something in the diary for September/October now if helpful.

Many thanks in advance

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From: Layden, Jennifer (Councillor) <Jennifer.Layden@glasgow.gov.uk>

Sent: 23 April 2018 09:43

To: [REDACTED]

Cc: [REDACTED] (CED)

Subject: RE: Introduction and request for meeting

Dear [REDACTED]

Thank you for your email and would be great to organise a meeting to discuss the City's priorities in terms for asylum seeker integration. I would also invite council colleagues, who have operational understanding of dispersal in Glasgow.

[REDACTED] - could you find time in the diary to meet with [REDACTED] and add [REDACTED] and/or Susanne Millar?

Thanks

Jen

Councillor Jennifer Layden
SNP Councillor for Calton Ward 9
City Convener for Equalities and Human Rights

Glasgow City Council

Tel: 014 [REDACTED]

Mobile: [REDACTED]

From: [REDACTED] [[mailto:\[REDACTED\]@serco.com](mailto:[REDACTED]@serco.com)]

Sent: 12 April 2018 10:23

To: Layden, Jennifer (Councillor) <Jennifer.Layden@glasgow.gov.uk>

Subject: Introduction and request for meeting

Councillor Layden

I hope that you are well. I am contacting you by way of introduction, but also to arrange to meet with you if possible.

In January I joined Serco as Customer Relationships Director for the North West and Scotland/Northern Ireland COMPASS contracts. My role primarily is responsible for maintaining and promoting good working relationships with external stakeholders, organisations and agencies, in order to enhance the performance and continuous improvement of the Serco COMPASS Contracts.

I will also be leading on the delivery of engagement and communication strategies with both internal and external stakeholders; and providing leadership and strategic direction to colleagues in this regard.

My previous role was as Head of the North West Regional Strategic Migration Partnership hosted by Manchester City Council on behalf of the region (similar to the function COSLA provide, but perhaps more hands on in some respects). The partnership itself is a collection of Statutory and Voluntary agencies who work in collaboration to both maximise the benefits, and also to mitigate the risks of migration within communities. As a very brief summary, in that role I led the work around widening of asylum dispersal across the North West, increasing the number of LA's engaged from 12 to 32 and supporting the building on infrastructure around the programme. In addition to leading the co-ordination and delivery of resettlement programmes (e.g Gateway, Syrian, VCRS, MoD programmes) and the UASC national transfer scheme within the North West. Some of this work included leading on developing a governance structure around the work that the partnership delivered, developing comprehensive consultation processes with Serco as the provider and police forces, leading the political briefings and advice on migration related matters across the region with Metro Mayors and Council Leaders, in addition to members with specific community focus/portfolio, and also working with authorities and statutory/VCS agencies to manage the effects and impacts of the programmes at both a community and service level. In that role I was the single point of contact from a political and statutory agency contact in the North West on Asylum & Migration related matters, and reported directly to the chair of the RSMP Executive Board; Steven Pleasant, Chief Executive of Tameside Council and lead CEx. for asylum and migration in GMCA and the North West. Prior to holding that role, my background is strategic housing & homelessness, working with complex needs families, reducing re-offending, child protection roles to name a few.

I provide this summary only as context to my background to evidence the understanding I have of migration programmes, and their impacts at both a strategic and ops level, and to hopefully articulate that my request to meet is not simply based from a contract delivery perspective - but to also explore how Serco as a provider of asylum dispersal can better develop our role and engagement in a strategic context alongside other social concerns and priorities e.g. homelessness, integration and health and social care.

Since I started in January, I have met with a number of key colleagues such as [REDACTED] and [REDACTED] to better understand the homelessness and H&SC context and concerns within Glasgow, in which better processes with UKVI at a national and regional level are required in order to effectively plan for and manage risk. I also met with the Lindsay Forest prior to her departure at the end of March, and that meeting was crucial in me better understanding the housing/regeneration context ongoing in the City.

I previously worked with [REDACTED] (prior to his departure), [REDACTED] and more latterly [REDACTED] from a CoSLA perspective, and have met [REDACTED] since starting in this role on a number of occasions. Most recently spending the day with him at the New Scots Strategy Board followed by an afternoon session 1:1 to again get a fuller understanding of the current landscape. I have also had a really

productive morning with [REDACTED] and [REDACTED] at SRC, and I am keen to develop and sustain those relationships moving forward.

In my first week in post, I attended at the New Scots Refugee Strategy launch, and I understand from that event and subsequent meetings that you have a key role as elected member on behalf of communities in Glasgow in relation to Health & Social care, and also asylum and migration related matters. As you will be aware, the current COMPASS contract ends in September 2019. Serco of course wish to remain delivering asylum dispersal in Scotland post that time, however an outcome is unlikely to be determined on future delivery until the end of this year. Regardless of the timings or the subsequent outcome, I am keen to ensure in the remaining 17 months of the contract (and potentially beyond), that Serco as the current provider work closely alongside the Council and statutory agencies to best manage the impact of the programme, and promote positive integration in communities.

I would really welcome a meeting with yourself and Susan Aitken for both introductory purposes, but to also better understand the wider priorities for the City as you see them where asylum dispersal may have an impact, and where closer working relationships may assist in bridging any gaps. If you would also welcome a meeting, I would also like to include [REDACTED] who is currently the Contract Operations Director for Serco in relation to COMPASS.

I look forward to receiving your reply.

Kind Regards

[REDACTED]

[REDACTED]

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[REDACTED] (Social Work)

From: [REDACTED] (Social Work)
Sent: 10 October 2018 16:49
To: [REDACTED] (Social Work)
Cc: [REDACTED] (NHS based)
Subject: FW: Finalised pathway document
Attachments: SNI negative move on pathway - July 2018.pdf; SNI move on info FINAL.docx; SNI positive letter FINAL.docx; SNI negative letter FINAL.docx

From: [REDACTED] [mailto:[REDACTED]@serco.com]
Sent: 17 July 2018 08:57
To: [REDACTED] (Social Work) [REDACTED]@glasgow.gov.uk; [REDACTED] (NHS based) <[REDACTED]@ggc.scot.nhs.uk>
Cc: [REDACTED] (UK & Europe) [REDACTED]@serco.com; [REDACTED] (UK & Europe) [REDACTED]@serco.com
Subject: Finalised pathway document

Hi Both

Please find attached the finalised negative move on pathway document for SNI.

Internally we are having a call today to discuss next steps in relation to implementing roll out now that we have this agreed. [REDACTED], I know you wanted to take to your board also.

As soon as we have agreed timings I will advise you.

We didn't get any objections from [REDACTED] about the meetings (I did ask multiple times, and didn't get a yes or no but rather comments on other sections, so I am taking that as no objection). She did ask that UV safeguarding team be copied into any referrals to social care direct as per our process, so I have built that in and attached the AP1 form.

[REDACTED] I will also draft a positive pathway draft when I return from leave incorporating the redrafted letter. Although we will get to work in translating both the negative and positive letters, and move on document following today's call.

I have attached word versions of all documents we will be translating.

[REDACTED] and I will discuss a basic operating procedure for staff that sits behind negative pathway and positive letter issuing (in lieu of a pathway being drafted).

Be in touch soon.

[REDACTED]

[REDACTED]
Customer Relationships Director
Serco UK Central Government

T: +44 (0) [REDACTED]
M: +44 (0) [REDACTED]
[REDACTED]@serco.com

www.serco.com

[REDACTED] (Social Work)

From: [REDACTED] (Social Work)
Sent: 10 October 2018 16:49
To: [REDACTED] (Social Work)
Cc: [REDACTED] (NHS based)
Subject: FW: Pathway [SIC]
Attachments: Negative move on pathway (Scotland) - July 2018.pdf

From: [REDACTED] [mailto:[REDACTED]@serco.com]
Sent: 19 July 2018 09:41
To: [REDACTED] <[REDACTED]@glasgow.gov.uk>; [REDACTED] (NHS based)
<[REDACTED]@ggc.scot.nhs.uk>
Cc: [REDACTED] (UK & Europe) [REDACTED]@serco.com>; [REDACTED] (UK & Europe)
[REDACTED]@serco.com>
Subject: FW: Pathway [SIC]

Classification: Serco In Confidence

Hi Both

Below gone out to [REDACTED] as a preamble (sorry [REDACTED] I typed your address wrong in the original email).

As an insight, we will be looking to begin roll out of the lock change process to current over stayers w/c 30th July. The pathway process will be embedded for emerging cases – the intention at this stage is not for us to share the pathway with the VCS. I don't think this is required, given that it is a process for the relevant stakeholders involved e.g. yourselves.

Some comms are likely to go out either Wednesday or Thursday next week. As well as [REDACTED] I will drop Jen Laydon a quick note to advise of this also so she isn't blindsided following our meeting last month.

Attached is the final document (there has been a very minor amendment of wording in one paragraph in relation to UKVI).

Many thanks for all your support on this – [REDACTED] and [REDACTED] will liaise to begin establishing some dates for the monthly meetings to start.

[REDACTED]
[REDACTED]
Customer Relationships Director
Serco UK Central Government

T: +44 (0) [REDACTED]
M: +44 (0) [REDACTED]
[REDACTED]@serco.com

www.serco.com



From: [REDACTED]
Sent: 19 July 2018 09:35
To: [REDACTED]@cosla.gov.uk' [REDACTED]@cosla.gov.uk>
Cc: [REDACTED] (UK & Europe) [REDACTED]@serco.com> [REDACTED]@ggc.scot.nhs.uk'
[REDACTED].nhs.uk>; [REDACTED]@galsgow.gov.uk' [REDACTED]@galsgow.gov.uk>
Subject: Pathway [SIC]

Classification: Serco In Confidence

Hi [REDACTED]

I hope that you are well.

As discussed briefly when we met following the New Scots Strategy Board and as alluded to in recent correspondence, myself and colleagues have been working with [REDACTED] over recent months in the development of a pathway specifically aimed at those former asylum seekers who have received a negative decision on their asylum application (there is work ongoing to "formalise" the positive process also, but this as you know already works well)

The intention of this pathway/protocol development is for Serco (as the provider of Asylum Dispersal within Scotland), Glasgow's Health and Social Care Partnership and Glasgow City Council to work together in partnership to eliminate or drastically reduce the rates of over staying of former asylum households who should no longer be residing within the asylum system, to effectively manage the expectation of service users throughout the asylum journey in relation to their options post decision, and to ensure the safety and protection of those former asylum seeking households in receipt of a negative decision where their vulnerability may infer that duties of care or accommodation may be owed under another legislative framework outside of immigration legislation.

This work has been done in line with Serco's review of how we manage the exit from our accommodation specifically in terms of over stayers. Over the next week, it is likely that some communications will be issued to key stakeholders in this regard (of which CoSLa will of course be one), and as such I wanted to give you some prior notification ahead of that landing.

I requested a meeting with Cllr Jen Laydon to take place last month, and myself [REDACTED] spent around 90 minutes with her to discuss more cohesive partnership working moving forward; and within that discussion explained the pathway and future intentions regarding operational processes that would be likely. The discussion was very productive, and Jen has kindly agreed to support any political dialogue that may be required moving forward if required.

As stated above, discussions internally (now that the pathway has been signed off and agreed with GCC, HSCP and UKVI) in terms of implementation are likely to be finalised over the next week. Once completed communications will go out to partners from Serco.

Many thanks

[REDACTED]
Customer Relationships Director
Serco UK Central Government

T: +44 (0) [REDACTED]
M: +44 (0) [REDACTED]
[REDACTED]@serco.com

www.serco.com

serco

[REDACTED] (Social Work)

From: [REDACTED]@glasgow.gov.uk
Sent: 09 August 2018 16:36
To: Millar, Susanne (Social Work); McBride, Jim (Social Work); Kearns, Jim (Social Work); [REDACTED] (NHS based)
Subject: FW: COMPASS occupancy data for Scotland - 30 June 2018

FYI re timescales

From: [REDACTED] (Social Work)
Sent: 09 August 2018 12:59
To: [REDACTED] (Social Work) <[REDACTED]@glasgow.gov.uk>
Subject: FW: COMPASS occupancy data for Scotland - 30 June 2018

Regarding timescales for ending section 98 support – this is the home office policy – “If a decision is taken not to provide S95 support, or because of Section 55 exclusion, initial accommodation to those supported under Section 98 must end as soon as is reasonable; ordinarily the next working day. Exceptionally this may be extended to 7 working days, but no longer.”

From: [REDACTED] (Social Work)
Sent: 09 August 2018 12:58
To: [REDACTED] (Social Work) <[REDACTED]@glasgow.gov.uk>
Subject: RE: COMPASS occupancy data for Scotland - 30 June 2018

Qualifying for asylum support depends on the stage of a persons asylum claim and so is a very fluid situation affected by a persons ability to access to timely quality legal advice.

The Home Office and Migrant Help can admit people to emergency section 98 asylum support whilst their claim for section 95 support is processed. People can be admitted to section 98 support directly in Glasgow.

If the Home Office refuse section 95 support the person/family are put out of their section 98 accommodation. The notice period is 7 days or shorter.

The Home Office and Migrant Help refer families to social work in Glasgow. Including when the pre-section 98 address was outwith Glasgow. The referrals do not say why support has been stopped. Local home office safeguard contacts will not share information or answer queries about safeguard referrals from their asylum support colleagues.

Many families will be in the process of trying to get their asylum claim re-started and re-qualify for asylum support, either section 95 if fresh claim or section 4 if further submissions.

Social Work will often use emergency B&B because of timescales involved. And whilst further information is gathered. Until they are accepted back onto home office support.

If the family qualify for section 95 support immigration law says social work are not allowed to provide support so they must apply for and move back to home office section 95 support. If the family will only qualify for section 4 support social work could carry on supporting if section 4 support wouldn't meet the child's needs.

The process has a particularly detrimental effect on pregnant women and children and creates problems for health staff trying to monitor them. Some women presenting in late stages of pregnancy will not have had any ante natal care.

From: [REDACTED] (Social Work)
Sent: 08 August 2018 15:49
To: [REDACTED] (Social Work) [REDACTED]@glasgow.gov.uk>
Subject: FW: COMPASS occupancy data for Scotland - 30 June 2018

Hi [REDACTED]

See below for info

Can you note down some of the issues/problems re Sec 98 cases that you are experiencing

Thanks
[REDACTED]

From: Millar, Susanne (Social Work)
Sent: 08 August 2018 15:42
To: [REDACTED] (Social Work) [REDACTED]@glasgow.gov.uk>
Cc: McBride, Jim (Social Work) <Jim.McBride@glasgow.gov.uk>; Kearns, Jim (Social Work) <Jim.Kearns@glasgow.gov.uk>; [REDACTED] (NHS based) <[REDACTED]@ggc.scot.nhs.uk>; [REDACTED] (Social Work) [REDACTED]@glasgow.gov.uk>
Subject: RE: COMPASS occupancy data for Scotland - 30 June 2018

Thanks [REDACTED]

I was actually thinking that I need to sit down with you, Jim(s), and [REDACTED] and go over events of the past week and what we now need to do and this would be one of the things we need to talk about. I have asked [REDACTED] to set up an urgent meeting tomorrow and move my diary around. She will be in touch and hopefully enough of us can manage that.

Thanks
Susanne

From: [REDACTED] (Social Work)
Sent: 08 August 2018 12:58
To: Millar, Susanne (Social Work) <Susanne.Millar@glasgow.gov.uk>
Cc: McBride, Jim (Social Work) <Jim.McBride@glasgow.gov.uk>; [REDACTED] (Social Work) <Jim.Kearns@glasgow.gov.uk>; [REDACTED] (NHS based) <[REDACTED]@ggc.scot.nhs.uk>; [REDACTED] (DRS) [REDACTED]@glasgow.gov.uk>
Subject: FW: COMPASS occupancy data for Scotland - 30 June 2018

Hi Susanne

(see emails below)

Following on from myself and [REDACTED] meeting with SERCO yesterday and trying to get my head around the 5,000 being widely reported. Was checking with COSLA colleagues to get their view. Like us they have not had figures for a while due to Home Office changing IT system. It was however believed that Glasgow numbers were around 4,000. Andy is on leave until next week but have asked that he bring forward our procurement meeting (due sept) with Serco and Home Office.

This will allow us to get update on the accommodation situation from SERCO and quiz the Home Office on the numbers.

Are you happy that we continue with this through procurement group?

The Sec 98 number is 295

Thanks

From: [REDACTED] (Social Work)
Sent: 08 August 2018 11:25
To: [REDACTED]@cosla.gov.uk>; [REDACTED]@cosla.gov.uk>
Cc: [REDACTED]@ggc.scot.nhs.uk>
Subject: RE: COMPASS occupancy data for Scotland - 30 June 2018

Hi Folks

I am a bit concerned at what would appear a significant increase. I make it in total 5105 (sec 95 and sec 4) Do we know Sec 98 figure cannot see on these reports? I don't buy [REDACTED] seasonal spike and it will bottom out spin. Its either been under reported in past or it is significant arrivals. I would want to know how much above our cluster limit Glasgow is now operating at? as we all know its been well above it for a while now. And whilst we have coped in the past. Myself and [REDACTED] are now concerned that following our meeting with SERCO yesterday there is a real danger that they are running out of properties and we could end up with people going into hotels again, which we definitely do not want. SERCO cannot move on the negative overstayers until the legal challenge has been decided upon Therefore they need to rely on getting new properties and moving the positives on. With regard to the positives it changes daily as with the negatives. I sent our weekly list back to SERCO last night and there are now 20 cases (70 people) who we will accommodate. There are however a number that do not require our service and have indicated that they are moving elsewhere. SERCO do seem slow to even move these ones on. I am wondering if we should bring forward the procurement meeting (scheduled for first week sept) given the current situation? I will speak to Susanne to get her view on the 5,000 plus figure. It may be the Council need to go back to the Home Office with a view that whilst we will continue to take part in dispersal. We need a plan from the Home Office on how they are bringing the cluster limit back under control (and don't mention widening dispersal) And given the current situation with SERCO perhaps there is no further routing to Glasgow for a period of time.

Thanks

From: [REDACTED]@cosla.gov.uk]
Sent: 07 August 2018 19:31
To: [REDACTED]@cosla.gov.uk>
Cc: [REDACTED]@glasgow.gov.uk>
Subject: Re: COMPASS occupancy data for Scotland - 30 June 2018

Will do

So maybe their new system is more accurate and it's been under reported all along which means glasgow higher on the % ranking than before as well
But I will check

[REDACTED] what are you making of the 88 who have LTR?
This doesn't fit with your list of 12 does it!

T: 01 [REDACTED]

M: 01 [REDACTED]

Sent from my iPhone

On 7 Aug 2018, at 19:22, [REDACTED]@cosla.gov.uk> wrote:

Hmm maybe it's 5000 right enough - just doing on my phone but if you add up S4 and 95 male and female that's pretty close to that. Then you have S98 on top of that and then the overstayers!

If am reading correctly am pretty sure that's a sizeable recent increase. [REDACTED] worth dropping [REDACTED] an email - just say I'd forwarded these stats and you wondering if you reading rightly as you thought it was closer to 4000. And ask how many S98 too.

Ta

[REDACTED]

Sent from my mobile device

----- Forwarded message -----

From: [REDACTED]@homeoffice.gov.uk>

Date: 1 Aug 2018 11:47 am

Subject: COMPASS occupancy data for Scotland - 30 June 2018

To: [REDACTED]@cosla.gov.uk>

[REDACTED]@homeoffice.gov.uk> (Asylum Support)"

[REDACTED]@homeoffice.gov.uk>

[REDACTED]@homeoffice.gov.uk>

[REDACTED]@homeoffice.gov.uk>

[REDACTED]@homeoffice.gsi.gov.uk>

Cc:

[REDACTED]

Please find attached the occupancy data for S95 and S4 service users for Scotland as at 30 June 2018.

Please note the caveat below if sharing this data with your partners.

Caveat:

This data has been produced by the Asylum Routing & Initial Accommodation team, and not by the Performance and Compliance Unit. Therefore the data has not been quality assured. The information is subject to change and should be treated strictly as provisional management information. These statistics are not for public disclosure or release to the media.

Regards

[REDACTED]
COMPASS Secretariat- Asylum Support and Specialist Casework

Resettlement, Asylum Support and Integration

UK Visas and Immigration

[REDACTED]@homeoffice.gov.uk |0151 [REDACTED]

Please note Monday is my non-working day

<image001.png>

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<image001.png>

<PostcodeLang(Serco Scotland) June 2018.xlsx>

<SectorLangNat (Serco Scotland)June 2018.xlsx>

Our Business Address is : COSLA, Verity House, 19 Haymarket Yards, Edinburgh, EH12 5BH. t: +441314749200 w: BLOCKEDcosla[.]gov[.]ukBLOCKED

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[REDACTED]

From: McBride, Jim (Social Work) <Jim.McBride@glasgow.gov.uk>
Sent: 07 August 2018 09:51
To: [REDACTED] (Social Work); Kearns, Jim (Social Work); Kelly, Willie(SW); Forsyth, [REDACTED] (NHS based)
Subject: RE: Serco

[REDACTED] Thanks for getting back and appreciate the update

Cheers
Jim

From: [REDACTED] (Social Work)
Sent: 06 August 2018 10:22
To: McBride, Jim (Social Work) <Jim.McBride@glasgow.gov.uk>; Kearns, Jim (Social Work) <Jim.Kearns@glasgow.gov.uk>; Kelly, Willie(SW) <Willie.Kelly@glasgow.gov.uk>; [REDACTED] (NHS based) <[REDACTED]@ggc.scot.nhs.uk>
Subject: RE: Serco

Hi Jim

There has been no increased activity at HAC with regards to the current situation. There is however a lot of misinformation and confusion around this and I think it's just a case of trying to get the facts out and try and take the heat out of it. I have taken numerous calls and have spoken to some RSL colleagues last week. Its business as usual with our communication and work practise with SERCO re people receiving a positive decision.

Thanks
[REDACTED]

From: McBride, Jim (Social Work)
Sent: 05 August 2018 21:20
To: [REDACTED] (Social Work) <[REDACTED]@glasgow.gov.uk>; Kearns, Jim (Social Work) <Jim.Kearns@glasgow.gov.uk>; Kelly, Willie(SW) <Willie.Kelly@glasgow.gov.uk>; [REDACTED] (NHS based) <[REDACTED]@ggc.scot.nhs.uk>
Subject: Serco

All

Given the recent high profile press interest in the Serco position I am emailing to ask whether you or any staff have sensed any issues or concerns relating to carrying out duties or attending offices?

There is significant negative opinion especially within social media and there is some concern, although nothing specific, that this may target offices or staff working with those in Serco accommodation? This negative opinion is at one end of the scale, overtly racist and may lead to more concerning behaviours or threats.

Can you please raise this with staff and ask that staff remain vigilant. If there are any issues please advise accordingly

Cheers

Jim

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[REDACTED] (Social Work)

From: [REDACTED]@ggc.scot.nhs.uk>
Sent: 06 August 2018 08:23
To: McBride, Jim (Social Work); [REDACTED] (Social Work); Kearns, Jim (Social Work); Kelly, Willie(SW)
Subject: RE: Serco

Hi

Last week NHS staff feeling was that the protest at Clyde House had been managed well with use of back entrance and police presence and by Friday there was no activity at Clyde House.

I will speak to staff today and request that they be vigilant, remind them that all incidents are reportable and get a attempt to make more frequent visits to Clyde House.

Keep you posted.

[REDACTED]

[REDACTED]

[REDACTED]

From: McBride, Jim (Social Work) [mailto:Jim.McBride@glasgow.gov.uk]
Sent: 05 August 2018 21:20
To: [REDACTED] (Social Work); Kearns, Jim (Social Work); Kelly, Willie(SW); [REDACTED]
Subject: Serco

All

Given the recent high profile press interest in the Serco position I am emailing to ask whether you or any staff have sensed any issues or concerns relating to carrying out duties or attending offices?

There is significant negative opinion especially within social media and there is some concern, although nothing specific, that this may target offices or staff working with those in Serco accommodation? This negative opinion is at one end of the scale, overtly racist and may lead to more concerning behaviours or threats.

Can you please raise this with staff and ask that staff remain vigilant. If there are any issues please advise accordingly

Cheers

jim

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[REDACTED] (Social Work)

From: [REDACTED] (UK & Europe) [REDACTED]@serco.com>
Sent: 04 August 2018 19:47
To: [REDACTED]@migranthelpuk.org; [REDACTED]@scotland.pnn.police.uk; [REDACTED]
[REDACTED]@cosla.gov.uk;
[REDACTED]@scottishrefugeecouncil.org.uk; [REDACTED]@redcross.org.uk;
[REDACTED]@govancommunityproject.org.uk; [REDACTED]@gmail.com; [REDACTED]
[REDACTED]@migranthelpuk.org)
Cc: [REDACTED] Layden, Jennifer (Councillor)
Subject: [ExternaltoGGC]Statement from Serco CEO
Attachments: Statement on Asylum Seeker accommodation in Glasgow 04082018.pdf

Hi,

Please find attached a statement from Rupert Soames, CEO of Serco which has been issued today, outlining the current position in relation to asylum seeker accommodation in Glasgow.

Kind Regards, [REDACTED]

[REDACTED]
Partnership Manager, Compass SNI
Serco UK Central Government

T: +44 (0)141 [REDACTED]
M: +44 (0) [REDACTED]
[REDACTED]@serco.com

www.serco.com

[Redacted] (Social Work)

From: [Redacted] (UK & Europe) [Redacted]@serco.com>
Sent: 03 August 2018 16:29
To: [Redacted]
Subject: [ExternaltoGGC]FW: media - arrest outside UKVI

FYI

From: [Redacted] (UK & Europe)
Sent: 03 August 2018 16:24
To: [Redacted] (Group) [Redacted]@serco.com> [Redacted] <[Redacted]@serco.com>; [Redacted]@serco.com>; [Redacted] (UK & Europe) <[Redacted]@serco.com>
Subject: media - arrest outside UKVI

<https://www.bbc.co.uk/news/uk-scotland-glasgow-west-45057288>

[REDACTED] (Social Work)

From: [REDACTED]
Sent: 27 July 2018 14:49
To: [REDACTED] (NHS based); [REDACTED] (Social Work); Layden, Jennifer (Councillor); Millar, Susanne (Social Work)
Cc: McBride, Jim (Social Work); Rafferty, Ann-Marie (SW)
Subject: RE: Move-on pathway

Hi

Apologies I have not been able to catch you on the phone but I understand that you have spoken to [REDACTED] with recognition that the pathway has not went out to third sector for consultation as previously advised by Serco and you are requesting Serco undertake this consultation before implementation.

The HSCP as part of its ongoing partnership working with Serco as a provider we will continue to work together to ensure needs of those with vulnerabilities are assessed were appropriate. This is also in the context that with Serco we should advise all service users to actively appeal decisions and request further support from the home office.

On reflection the document maybe better using only the Serco heading rather that HSCP and GCC and I have requested the pathway is tabled at the next homelessness management team for discussion.

[REDACTED]

Tel: 0141 [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]@ggc.scot.nhs.uk
www.glasgowcity.hscp.scot
www.glasgow.gov.uk
www.nhsggc.org.uk

From: [REDACTED]
Sent: 27 July 2018 13:55
To: [REDACTED] (Social Work); Layden, Jennifer (Councillor); Millar, Susanne (Social Work)
Cc: McBride, Jim (Social Work); Rafferty, Ann-Marie (GCC)
Subject: RE: Move-on pathway

Hi

I am available at 2pm if conference call would be useful or can be reached on [REDACTED]

Jim & Ann-Marie- FYI

[REDACTED]

[REDACTED]

Tel: 0141 [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]@ggc.scot.nhs.uk
www.glasgowcity.hsc.scot
www.glasgow.gov.uk
www.nhsggc.org.uk

From: [REDACTED] (Social Work) [mailto:[REDACTED]@glasgow.gov.uk]
Sent: 27 July 2018 12:42
To: Layden, Jennifer (Councillor); Forsyth, Ann; Millar, Susanne (Social Work)
Subject: RE: Move-on pathway

Hi Councillor Layden,

I will be back at my desk from 2:00pm. If you want to give me a call

Thanks

[REDACTED]

From: Layden, Jennifer (Councillor)
Sent: 27 July 2018 12:36
To: [REDACTED] (NHS based) <[REDACTED]@ggc.scot.nhs.uk>; Millar, Susanne (Social Work) <Susanne.Millar@glasgow.gov.uk>; [REDACTED] (Social Work) <[REDACTED]@glasgow.gov.uk>
Subject: FW: Move-on pathway

Hi all,
I've received this email this morning. I am concerned that a lock changing policy is coming into place on the 30th July and the impact this will have on individuals and the council. I'd appreciate catching up with someone today to discuss this.

Thanks
Jen

Councillor Jennifer Layden
SNP Councillor for Calton Ward 9
City Convener for Equalities and Human Rights

Glasgow City Council

Tel: 0141 287 3948
Mobile: 07747 118 318

From: [REDACTED] (UK & Europe) [mailto:[REDACTED]@serco.com]
Sent: 27 July 2018 08:55
To: [REDACTED]@migrantheipuk.org; [REDACTED]@scotland.pnn.police.uk; [REDACTED] (Social Work)
[REDACTED]@glasgow.gov.uk; [REDACTED] (NHS based) <[REDACTED]@ggc.scot.nhs.uk>;
[REDACTED]@cosia.gov.uk; [REDACTED]@scottishrefugeecouncil.org.uk; [REDACTED]@redcross.org.uk;
[REDACTED]@govancommunityproject.org.uk; [REDACTED]@gmail.com
Cc: [REDACTED] (UK & Europe) [mailto:[REDACTED]@serco.com]; [REDACTED]@serco.com; Layden,
Jennifer (Councillor) <Jennifer.Layden@glasgow.gov.uk>
Subject: Move-on pathway

Serco Business

Hi All

As many of you will be aware, over recent months Serco have been conducting a review in terms of how we manage the process in terms of move on from asylum accommodation for those who the Home Office have determined will not be granted refugee status, and where they have discontinued funding and support, both to the individual themselves and to Serco as the provider of asylum dispersal accommodation.

Historically, the position of Serco has been that lock changes will not be utilised for former asylum seekers who remain in situ following the discontinuation of support. This decision was made as Serco wanted to ensure that where possible individuals were given the opportunity to take proactive steps to submit an appeal to the Home Office.

This was in direct opposition to Serco's contractual obligations to UKVI that accommodation should only continue to be provided if both an appeal and an application for further support had been submitted and approved by UKVI before the expiry of the discontinuation notice period. The consequence of this leniency is that as a provider, Serco are now consistently accommodating approximately 250 - 300 former asylum seekers at any given time who have received a negative decision at our own expense, and who continue to remain for excessive periods following discontinuation whilst not actively pursuing an appeal and further support claim or where an appeal and/or support has been refused by UKVI.

For such cases, there is effectively no next step in terms of their move on from Serco accommodation aside from engaging with UKVI under the voluntary returns programme, which often understandably is not felt an option many wish to explore. Whilst empathetic to the circumstances for such individuals, it is not for Serco to undermine the legal decision that has been issued by the Government in regards to their legal status to remain in the country, nor does it continue to be viable to continue to absorb the cost of accommodating such cases, or allow the utilisation of stock that is critically required for those service users just beginning their asylum journey.

Recent months have seen continuing growth in terms of pressures around intake, and this has been against a backdrop of increasing challenges around procurement in the City. Glasgow City Council continue to be a very trusted and engaged partner, and Serco hugely appreciates their continuing commitment to support asylum seekers and refugees despite the pressures that already exist at a both community and service level. Whilst engagement remains as strong as ever, the ability for Serco to procure in the City is becoming more challenging, and this factor coupled with increasing intake demands, and a significant issue with the overstaying of former asylum seekers, means that there is a growing risk of contingency accommodation having to be resorted to for new asylum applicants.

This is in no way acceptable for the individuals themselves in terms of appropriateness, nor does it promote positive public perception of the asylum programme itself. To date, despite under s.23A asylum dispersal accommodation being categorised as being excluded occupation from compliance with s.23 of the Rent Act 1984 and therefore not requiring legal court action to enforce eviction, Serco have continued to follow the "legal" court route to regain possession of properties. This process is significant in length, very costly and simply does not facilitate the move on of such cases at the pace required to effectively meet intake. Particularly when Serco do not hold any legal or contractual duty to continue to accommodate former asylum cases who have no legal right of occupation in the UK.

Over recent months Serco have been working closely with the City Council and the Health and Social Care Partnership in the development of a pathway specifically aimed at those former asylum seekers who have received a negative decision on their asylum application (there is work on-going to "formalise" the positive process

also, but this as you know already works well). The intention of this pathway/protocol development is for Serco (as the provider of Asylum Dispersal within Scotland), Glasgow's Health and Social Care Partnership and Glasgow City Council to work together in partnership to eliminate or drastically reduce the rates of over staying of former asylum households who should no longer be residing within the asylum system, to effectively manage the expectation of service users throughout the asylum journey in relation to their options post decision, and to ensure the safety and protection of those former asylum seeking households in receipt of a negative decision where their vulnerability may infer that duties of care or accommodation may be owed under another legislative framework outside of immigration legislation.

As part of the pathway development, Serco have also reviewed our approach in terms of enforcement process at the end of the journey, and have determined that we will be commencing with the issuing of lock change notices at the expiry of discontinuation NTQ's for those former asylum seekers who have received a negative decision as of w.c 30th July 2018.

Serco, GCC and the HSCP will also begin rolling out the pathway process for asylum cases entering the journey, this ultimately also includes the use of lock change notices being issued at the expiry of the discontinuation notice period for all cases. The pathway itself will ensure that in cases where there is a level of vulnerability that may infer duties of accommodation outside of immigration legislation, they receive an appropriate assessment by the Authority and a decision on this is made before the end of their discontinuation notice period, and/or before any action is taken by Serco to end their accommodation.

If an appeal and request for support are both submitted and approved by the Home Office before the end of the discontinuation period (maximum 21 days), then Serco will not take any steps to enforce at the end of the notice period through a lock change notice being issued. Serco as the provider of asylum accommodation have no role or influence in any appeals process or timescales in relation to this, and any decision outcome on an appeal is entirely the responsibility of the Home Office. In instances where the Home Office make a decision to reinstate support after a lock change notice has been served or enforced, Serco will either revoke the notice if still within the 7 day notice period or if already evicted will re-accommodate. It is hoped that if immediate action is taken on appeal/further support submissions by service users following decisions being received, this will limit the latter scenario significantly.

The pathway itself for future cases will provide information throughout the journey on what to expect at the end of the asylum journey, and continual advice on what steps should be taken at the point of decision being received - be this positive or negative. All cases receiving a negative decision will be advised to submit an appeal and a request for further support within the first week following decision, to maximise the likelihood of success in this regard given that UKVI aim to make a decision on further applications for support within 7 days. Advice will also be provided in terms of which agencies can be accessed to support this process, however Serco cannot force any individual to either access support in this or indeed to pursue a further claim. As such there must be an element of ownership by the individual in pursuing this. To assist in this work, all documentation given during the journey or at the point of decision in relation to move on will be translated into the Top 10 languages, for clarity of understanding and reference. Documents will also continue to be explained upon issuing using an interpreter.

Serco's Customer Relationship Director; [REDACTED] has engaged with Councillor Jennifer Laydon as Executive Member for Asylum Seekers and Refugees in the City, along with representatives from GCC and HSCP to explain the pathway development, and the rationale behind the change in approach, as it is understood that there may be political concerns held as this process begins to roll out. Equally, Serco understand that members of the voluntary and community sector will hold concerns about what this will mean for those former asylum seekers who do not wish to engage in voluntary return, and who the Home office have determined have no legal right to remain in the UK. As such Serco want to be clear that this process will be managed sensitively with individuals and there will be a phased roll out for the existing over stayer population. The intention of this process is to ensure that those cases where a vulnerability is present that meets the threshold required for assessment, that they receive an outcome on an assessment prior to action being taken, but also to enable Serco to effectively meet the needs of those service users entering the system and where a duty of care is owed by us.

For any cases where GCC/HSCP determine there would be a duty of accommodation owed under another legislative framework move on will be done in a planned way and in partnership. To support this, Serco and GCC/HSCP colleagues will meet monthly from now on to ensure that such concerns/cases for individuals residing in asylum accommodation are identified and where appropriate referred to access support at the earliest opportunity - it is hoped that in this way most concerns will be resolved for service users whilst still awaiting an asylum claim outcome.

It is understood following this, colleagues may hold queries related to the above. Any queries related to the above should be sent to [REDACTED]@serco.com or [REDACTED]@serco.com

Kind Regards

[REDACTED]
Contract Operations
Director, COMPASS
Serco UK&E

T: +44 (0) [REDACTED]
M: +44 (0) [REDACTED]
[REDACTED]@serco.com

www.serco.com



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[REDACTED] (Social Work)

From: [REDACTED]@ggc.scot.nhs.uk>
Sent: 01 August 2018 15:50
To: McBride, Jim (Social Work); [REDACTED] (Social Work)
Cc: Kearns, Jim (Social Work); Kelly, Willie(SW)
Subject: RE: Open letter from Glasgow city council to Home sec., and announcement of task force

Hi Jim

Thanks for info and we will continue to follow the process / pathway drafted with SERCO to ensure we are aware of anyone with additional needs / vulnerabilities receive assessment were appropriate.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Tel: 0141 [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]@ggc.scot.nhs.uk

[REDACTED]

-----Original Message-----

From: McBride, Jim (Social Work) [mailto:Jim.McBride@glasgow.gov.uk]
Sent: 01 August 2018 13:17
To: [REDACTED] (Social Work)
Cc: Kearns, Jim (Social Work); Kelly, Willie(SW)
Subject: FW: Open letter from Glasgow city council to Home sec., and announcement of task force

[REDACTED]

See letter attached. It now looks like the council will move from a Gold Command response to a taskforce? As it stands Susanne and David W are still unclear as to who will be on the taskforce or how this taskforce will respond.

The first consideration will be given to those that require advice/advocacy relating to any outstanding appeals and or appeal submissions. Any vulnerabilities/support will be continue to be identified through existing protocols.

Cheers
Jim

-----Original Message-----

From: Millar, Susanne (Social Work)
Sent: 31 July 2018 21:11
To: McBride, Jim (Social Work) <Jim.McBride@glasgow.gov.uk>; Rafferty, Ann-Marie (SW) <Ann-Marie.Rafferty@glasgow.gov.uk>
Subject: FW: Open letter from Glasgow city council to Home sec., and announcement of task force

Info

-----Original Message-----

From: Millar, Susanne (Social Work)

Sent: 31 July 2018 21:02

To: Williams, David (Social Work) <David.Williams@glasgow.gov.uk>

Subject: FW: Open letter from Glasgow city council to Home sec., and announcement of task force

Good I got this from SRC as no-one else sent it to me!! You still want to be our rep given its being called a task force which is a change or do you want me to do it?

S

-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]@scottishrefugeecouncil.org.uk]

Sent: 31 July 2018 19:08

Subject: Open letter from Glasgow city council to Home sec., and announcement of task force

Hey, just in case you haven't seen this yet, see council's open letter published this afternoon. Hope useful. Very positive calls and approach. Please share letter. Thanks a lot [REDACTED]

Glasgow - UK Council of the Year 2015

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Social Work)

From: [redacted]@homeoffice.gov.uk>
Sent: 13 August 2018 11:15
To: [redacted] (NHS based)
Cc: [redacted]
Subject: [ExternaltoGGC]FW: IA Numbers & length of stay

Morning [redacted]

We have been reviewing the Glasgow IA occupancy each week for last few weeks and our chasing of case progression is starting to yield results. I can advise that there are over 60 SU that should be moving out of the IA this week, in addition we have chased those outstanding cases awaiting decisions with the relevant teams asking that they be triaged as a priority.

Finally we have also instructed Serco that Scotland cannot be used by their NW region for accommodating routing cases to the NW region, all of which should assist in seeing the numbers in IA there drop. We will continue to monitor it closely but am reluctant to stop routing to Scotland entirely as this may risk vulnerable persons being placed into hotel contingency elsewhere which is not appropriate if it can be avoided.

We will continue to monitor closely and am happy to discuss weekly progress with you going forward, as I appreciate the pressures being placed on your team.

Regards

[redacted]

S & NI	S57	24
	ASF1 required	21
	ASF1 not processed	7
	Medical/pregnancy	1
	Booked to Travel	44
	Awaiting Proposal	15
	Case needs ITP'd	6
	Termination / eviction	17
	Social Services	0
	other	12

From: [redacted]@ggc.scot.nhs.uk]
Sent: 16 August 2018 12:52
To: [redacted]
Subject: RE: IA Numbers & length of stay

Hi [redacted]

Can you factor in that given that recent event that this will impact on through put and I would like consideration to be given to temporarily stop routing to Scotland to enable service to respond appropriate.

[REDACTED]

Tel: 0141 [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]@ggc.scot.nhs.uk

From: [REDACTED] [mailto:[REDACTED]@homeoffice.gov.uk]
Sent: 10 August 2018 08:12
To: [REDACTED]
Subject: [ExternaltoGGC]RE: IA Numbers & length of stay

Hi [REDACTED]

Every Friday Scottish IA occupancy reviewed for last few weeks. I will therefore review on Monday once this review completed again today and update you as to findings etc.

Regards

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]@ggc.scot.nhs.uk]
Sent: 19 August 2018 15:27
To: [REDACTED]
Subject: IA Numbers & length of stay

Hi [REDACTED]

As you know I have been raising concerns on the numbers in IA and length of stay which you attributed to the change in HO IT system at last property procurement group. I am unable to attend the next meeting and would welcome an update on planning to resolve this as toady we have over 300 people in IA which is impacting on our ability to respond to health needs and delaying service users access to universal health.

Can you please provide me with an update as to cause of delays and action to return to reasonable levels in IA and what the optimum number would be in IA?



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Attachment (04/07/18)

Bringing service to life



«Service_User»
«Source_Property»

Serco
Clyde House
209 Govan Road
Glasgow, G51 1HJ
www.serco.com

Date:

Dear «Service_User»

URGENT: NOTICE TO LEAVE YOUR ACCOMMODATION

The Home Office (UKVI) have now informed Serco of their decision to terminate your support.

Under the terms of your signed Occupancy Agreement you must leave your current accommodation no later than 12 noon on XX/XX/XXXX. You must leave all items that belong to Serco in the property.

You will now need to make your mind up about where you are going to live. You are free to travel to any part of the UK. You can make a homeless application to any local authority in Scotland.

If you want to stay living in Glasgow, then Glasgow City Council will take a homeless application from you. This will give you priority to find settled housing. It is very likely that you will need to be placed in **temporary accommodation** first. This could be a temporary furnished flat, a B&B, a hostel or a hotel. You do not have any choice of where the Council places you.

Glasgow City Council will attempt to get you an offer of your own settled accommodation. This may take some time, so it is important that you engage with them immediately and attend any appointments you are asked to. You will only get **one offer of settled accommodation** from the Council, as you are classed as being homeless. If you refuse the offer, you may not be offered another property.

Glasgow City Council's Asylum & Refugee Service will contact you very soon to see if you want help and to make a homeless application. If you do, you will be asked to attend an interview to get all your details and get a resettlement plan in place for you.

Serco will remain in contact with the Council until your support with us ends, and will be provided with regular updates by them. If you fail to leave your accommodation on the date above voluntarily, Serco will take steps to evict you from our accommodation through a lock change notice being issued and ultimately enforced. Serco do not have to attend at Court to carry out an eviction as asylum accommodation is exempt under section 23A of the Rent Act 1984, and appropriate notice has already been provided within this letter and in the below Notice to Quit. However, Serco still reserves the right to refer the matter to the Courts should you fail to leave your accommodation.

Attachment (04/07/18)

Employment & Benefits:

“Access to You” must also make an appointment for you with the local Job Centre Plus. They will help you find employment in the UK. If you are unable to work, you may be entitled to claim benefits. The address and telephone details for the nearest Job Centre Plus is included on the attached sheet.

When you attend your Housing Options appointment or at the Job Centre Plus office, you must take with you **this letter**, your **Biometric Residence Permits** and **National Insurance Numbers (NiNo)**. If you have not yet received your Biometric Residence Permit please contact the **Home Office telephone enquiry Bureau on 0300 123 2241 as soon as possible**.

Serco would like to wish you every success and happiness for the future. If you have any questions about anything written in this letter, or need any help or assistance please speak to your Housing Officer.

I can confirm that I have had this letter given to me in person, and it has been explained to me and understood:

Name: _____

Signature: _____

Date: _____

I can confirm that I have provided this letter in person, and I have explained it to the Service User:

Name: _____

Role: _____

Signature: _____

Date: _____

Yours Sincerely

Serco

Attachment (04/07/18)

Serco
Clyde House
209 Govan Road
Glasgow, G51 1HJ
www.serco.com

Bringing service to life



NOTICE TO QUIT (Serco Copy)

NASS_Reference»

TO: «Service_User»

OF: «Source_Property»

FROM: Serco

OF: Clyde House. 209 Govan Road, Glasgow, G51 1HJ

RE: «Source_Property»

Serco hereby gives you notice that your right to occupy the Property under the occupancy agreement is terminated as from «**Support_End_Date**».

If you fail to leave your accommodation on the date above voluntarily, Serco will take steps to evict you from our accommodation through a lock change notice being issued. Serco do not have to attend at Court to carry out an eviction as asylum accommodation is exempt under section 23A of the Rent Act 1984, and appropriate notice has already been provided in this Notice to Quit. However, Serco still reserves the right to refer the matter to the Courts should you fail to leave your accommodation.

Any correspondence or communication in connection with this Notice should be sent to:

Serco
Serco UK & Europe (Compass)

Clyde House
Govan Road
Glasgow
G51 1HJ

snifedback@serco.com

Service User Signature

Dated

NOTICE TO QUIT (Serco Copy)

«NASS_Reference»

TO: «Service_User»

OF: «Source_Property»

FROM: Serco

OF: Clyde House. 209 Govan Road, Glasgow, G51 1HJ

RE: «Source_Property»

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Any correspondence or communication in connection with this Notice should be sent to:

Serco
Serco UK & Europe (Compass)
Clyde House
Govan Road
Glasgow
G51 1HJ

snifedback@serco.com

Service User Signature

Dated



Move on Protocol (Negative Households)

Overview

The intention of this pathway/protocol development is for Serco (as the provider of Asylum Dispersal within Scotland), Glasgow's Health and Social Care Partnership and Glasgow City Council to work together in partnership to eliminate or drastically reduce the rates of over staying of former asylum households who should no longer be residing within the asylum system, to effectively manage the expectation of service users throughout the asylum journey in relation to their options post decision, and to ensure the safety and protection of those former asylum seeking households in receipt of a negative decision where their vulnerability may infer duties of care or accommodation may be owed under another legislative framework outside of immigration legislation.

Induction Stage

Serco will integrate within all Service User inductions, content in relation to the potential outcomes at the end of the asylum application process, in addition to what this will mean in practical terms in relation to move on from Serco accommodation. This information will seek to effectively manage the expectations of Service Users in relation to local authority accommodation duties if they receive a positive decision on their claim, and will equally seek to provide clarity in terms of entitlements for those cases who receive a negative decision.

The induction into the property will be completed by the relevant Housing Officer, and will be supported by a visual and audio video induction that has been translated into the Service User's first language (if it falls within the most common Top 10 languages of the asylum population). This video will include content in relation to the end of process and will be reinforced through repeat messaging further along the asylum claim process for each household.

Move On Information Document

Throughout any service user's stay in Dispersed Accommodation, Serco Housing Officers will conduct continual expectation management in regards to what service users should expect at the end of the asylum process post decision outcome, and to provide information on the relevant ensuing options that will likely be available in relation to move on from Serco accommodation. Housing Officers will

remind Service Users to review this document and take appropriate actions within at periodic visits e.g. monthly, quarterly.

This is in order to reiterate the original messaging provided at induction stage and to continue to effectively manage expectations, in addition to being used as an opportunity to encourage the Service User to make themselves familiar with local statutory and voluntary services, and take any actions in relation to their claim that may be required.

In order to ensure accurate and consistent messaging, an information document attached at Appendix 1 will be translated into the most common Top 10 languages of the asylum population. A copy of the document in all languages (including English) will be placed in the property folder of each Serco property for reference by the Service User. The top 10 languages will be reviewed annually to ensure they remain reflective of the general service user population, and if there has been a notable shift the document will be translated into further languages as required.

To ensure that this process is being followed, Exit Surveys conducted by the Partnership Team at the end of the asylum process will also be utilised to provide an independent audit in this regard. A summary report of exit survey outcomes (which include other subject areas) will be reported into monthly Contract Leadership team meetings for monitoring.

Partnership meetings (Vulnerability)

Representatives of Serco, Glasgow City Council and Glasgow Health and Social Care Partnership commit to meet jointly either in person or by telephone on a monthly basis to discuss any cases where Serco may be concerned about the vulnerability of a service user currently awaiting the outcome of an asylum claim, and where there is not known to already be service intervention in place by either the local authority or HSCP.

Service user information will not be disclosed, and any discussion will strictly relate to the circumstances and related concerns held. The intention of these meetings is for the LA/HSCP to act in an advisory capacity in order to enable Serco to ensure appropriate referrals for assessment are submitted at the earliest opportunity.

No personal or identifiable data will be shared in these meetings.

NTQ/Letter issuing

The Housing Officer will contact the Primary applicant by telephone to visit the household at the earliest opportunity; and within 48 hours of Serco being notified by the Home Office (UKVI) of a household having been issued with a negative decision on their asylum claim, to issue in person to the primary applicant a letter and Notice to Quit (maximum 21 days).

Housing Officers will endeavour in all cases to provide the information contained within the letter/NTQ to the service user verbally utilising translation services. In addition the service user will be provided with a written copy of the letter/NTQ both in English and in their first language, if it falls within the most common Top 10 languages of the asylum population. The top 10 languages will be reviewed annually to ensure they remain reflective of the general service user population, and if there has been a notable shift the document will be translated into further languages as required. The template letter/NTQ is attached at Appendix 2.

Appeals & Section 4 support applications

The agreed processing time for applications for support submitted under Section 4 of the Asylum and Immigration Act 1999 by the Home Office (UKVI) is 7 days.

As per the NTQ and supporting letter, Service Users will be advised at the point of issuing by the Housing Officer that they should seek to submit any appeal and application for support within the first week following receipt, in addition to being advised of how they can access support to do so. This advice is being given in order to ensure sufficient time is allowed for the Home Office to consider any support applications and determine a decision before the expiry of the notice, in the context that Serco will end the provision of accommodation if both applications have not been submitted and approved.

For any cases where an application for support under section 4 has been submitted and approved within the notice period (maximum 21 days), Serco will continue to provide accommodation.

Post decision communications - Serco, the Local Authority & the Health and Social Care Partnership

Where it is known that a household in receipt of a negative decision has an existing care or support package in place with the Local Authority or Health and Social Care Partnership, the Team Leader will make direct contact via email or telephone with the relevant Caseworker to update them on the decision that the household has received, and to request an assessment in regards to whether a duty of accommodation may be owed by the LA/HSCP under another legislative framework e.g. Adult Support and Protection (Scotland) Act 2007, Mental Health (Care and Provision) Act 2003, Children Act (Scotland) 1995.

It is likely that in most instances through the monthly meetings, that concerns about the vulnerability or immediate wellbeing of a household has already led to a request for service where appropriate, however in a small number of cases there may be concerns that emerge post decision. In such instances, Serco's Housing Officers will liaise with their Team Leader to determine whether a request for service/assessment from the LA/HSCP should be made, and where it is agreed that a referral is required it will be made within 24 hours.

All referrals should be made on the vulnerable adult emergency safeguarding form AP1 (Appendix 3) to "Social Care Direct" via email to socialcaredirect@glasgow.gov.uk. Telephone follow up can be made on **0141 287 0555**.

All email referrals must also have the UKVI Safeguarding Team copied in at SafeguardCoordinatorSNI@homeoffice.gsi.gov.uk

In all such instances stated above, the LA/HSCP commit to providing a written outcome to Serco updating as to whether based on the concerns raised a requirement for assessment exists, and if so what the outcome of any assessment was prior to the expiry of the notice (maximum of 21 days).

Assessment Outcomes

Where it has been determined that a duty of accommodation is not owed by the Local Authority or HSCP under any other legislative framework, Serco will take immediate steps to progress with eviction via lock change notice proceedings as with all other none complex cases.

Where the local authority/HSCP has determined that a duty of accommodation is owed they will take immediate steps to work with Serco on an exit plan from the property in pursuit of fulfilling their statutory obligations to the service user

Post Decision communications with Service Users

As per the above process, Serco will contact the Service User following notification of discontinuation of support by the Home Office (UKVI) in order to serve the relevant Notice to Quit documentation, and to provide appropriate advice on what steps the service user should take in regards to accessing support around move on or legal advice in regards to appeals/further submissions within the notice period.

As per previous correspondence issued to the Service User, during the Notice to Quit period, the expectation is that the Service User will regularly update the Housing Officer on any appeal or further support application submitted and any outcome on that application.

If an appeal and further support application are both submitted and approved by the Home Office (UKVI) within the notice to quit period, the Housing Officer will contact the Service User to advise that accommodation will continue to be provided.

If an appeal or further application for support has not been submitted, or has been submitted and refused by the Home Office (UKVI), the Housing Officer will revisit the property the day following the expiry of the Notice to Quit (maximum 21 days), to determine whether the Service User has ceased to occupation or remains in residence.

If the Service User remains in residence at that time, a 7 day lock change notice will be issued to the Service User. At the expiry of the 7 days, steps will be taken to enforce this notice.

As per the above process, for cases where there is concerns relating to vulnerability which may require an assessment to be made by the HSCP and where there is not already service intervention, referrals will be completed at the point of issuing the initial notice to Quit and at any point during the notice period thereafter if concerns materialise.

During the notice period, monthly property inspection visits will continue to take place as contractually required. During these visits, Housing Officers will take the opportunity to ask Service Users for any update on their move on, and reinforce the information previously communicated in both the move on information document and the Notice to Quit letter.

Appendix 1:

Move on information document

You are currently waiting for a decision to be made on your asylum claim. The Home Office will decide whether you can stay in the UK or not, and this *may* happen in the coming months.

There are some things you should do now:

Information about you and your family

- Look at your papers from the Home Office. Make sure that your name, date of birth and other information are right. Do this for yourself and all the people in your family. If anything is wrong, you must tell the Home Office or Migrant Help and your Solicitor, if you have one.
- Go to the processing centre to have your photographs and fingerprints taken. You should have a letter from the Home Office telling you where this is. Your Housing Officer will also have told you where to go. All members of your family must do this, including children. If you get a positive decision to your asylum claim the Home Office will put this information on your **Biometric Residence Permit**. (You may have done this already)

Help and Support

- Find out about local support groups. They will help you when you get a decision on your asylum claim, and may also have activities in your local area such as drop-ins. They may also help you to access volunteering and training. Your Housing Officer can tell you more about these groups. (You may have done this already).
- There is useful information in your Welcome Pack and Housing Folder. Your Housing Officer will be able to answer any questions you may have.

Your Asylum Decision

The Home Office will decide whether to grant your claim for asylum (**Positive decision**), or refuse your claim (**Negative decision**). You will have to do different things depending on which decision you get.

Positive decision:

- If your claim is granted, the Home Office will give you a maximum of 28 days before your support stops. You will also have to leave your Serco home when your support stops. Your Housing Officer will arrange for you to go to the local council for a **Homeless Assessment**.
- During this notice period, you will need to make your mind up about where you are going to live. You are free to travel to any part of the UK. You can make a homeless application to any local authority in Scotland.
- If you want to stay living in Glasgow, then Glasgow City Council will take a homeless application from you. This will give you priority to find settled housing. It is very likely that you will need to be placed in **temporary accommodation** first. This could be a temporary furnished flat, a B&B, a hostel or a hotel. You do not have any choice of where the Council places you.

- Glasgow City Council will then attempt to get you an offer of your own settled accommodation. This may take some time, so it will be important that you engage with them immediately and attend any appointments you are asked to. You will only get **one offer of settled accommodation** from the Council, as you are classed as being homeless. If you refuse the offer, you may not be offered another property.
- Your new home may not be decorated, and will not have any furniture. You may want to think about saving some money to buy furniture if you can. Local charities may also be able to help you to get furniture.
- You will be allowed to work. If you cannot work, or do not find a job you can claim **welfare benefit**. You must go to the local **Job Centre Plus**. They will also help you to find a job, and may arrange English lessons. The Home Office will telephone you and offer to make you an appointment to do this. Make sure that your Housing Officer has your correct telephone number.
- It is a good idea to find out where the **Job Centre Plus** and council **Housing Options/Homelessness service** are before your claim is decided.
- **You must tell your Housing Officer what is happening about finding a new home.**

Negative decision:

- If your asylum claim is refused the Home Office will give you a maximum of 21 days' notice. Your support and accommodation will end at the end of the notice period.
- You will not be able to get help with rehousing from the council. You will not be able to work and you will not be able to claim welfare benefits.
- You may be eligible to appeal against a negative decision. If you do this you must **also** apply to the Home Office for support (Section 4 support). Both of these applications must be sent to the Home Office, and accepted by them before the end of the notice period. You must contact your Solicitor and Migrant Help if you want to appeal, and you must tell your Housing Officer what is happening about your appeal.
- If you do not appeal **and** apply for further support, and have **both of these accepted and agreed** by the Home Office you will have to leave your Serco home at the end of notice period.
- You should contact the Home Office **Voluntary Returns Service** as soon as possible on **0300 004 0202**. They will tell you what options there are for returning home with Home Office support.
- You may also be able to get some help from local support groups.
- **You must tell your Housing Officer what is happening about any appeal you make.**

Appendix 2: NTQ Letter

Bringing service to life



Serco
Clyde House
209 Govan Road
Glasgow, G51 1HJ
www.serco.com

«Service_User»
«Source_Property»

Date:

Dear «Service_User»

URGENT: NOTICE TO LEAVE YOUR ACCOMMODATION

The Home Office (UKVI) have now informed Serco of their decision to terminate your support.

Under the terms of your signed Occupancy Agreement you must leave your current accommodation no later than 12 noon on **XX/XX/XXXX**. You must leave all items that belong to Serco in the property.

Unfortunately, you will not be entitled to access the UK benefits system or obtain alternative accommodation from the Local Authority.

You may be eligible to submit an appeal and a further application for support under Section 4 of the Immigration and Asylum Act 1999 whilst an appeal is considered. These are two separate applications, and in order for Serco to consider any continued housing upon receiving a negative decision, your appeal and request for support must have been submitted and accepted by the Home Office before the end of the notice period.

If an appeal and an application for further support are not submitted before the end of the notice period or are refused, your accommodation with Serco will end. Migrant Help can assist in submitting an appeal, you must contact them on **0808 8000 630**.

If you wish to submit an appeal and a further application for support, you should aim to do so within the first week of receiving this letter, to allow enough time for the Home Office to receive and consider them. It is your responsibility to make these applications as soon as possible.

Any of the third sector voluntary support agencies highlighted to you upon your induction may also support you through this process such as the following:

- Migrant Help
- The British Red Cross
- Scottish Refugee Council

- Various religious organisations as advised by the Citizens Advice Bureau
- The Voluntary Return Service

You should contact the Home Office Voluntary Returns Service as soon as possible on **0300 004 0202**, so that you can have the options available to you fully explained.

If you fail to leave your accommodation on the date above voluntarily, Serco will take steps to evict you from our accommodation through a lock change notice being issued and subsequently enforced. Serco do not have to attend at Court to carry out an eviction as asylum accommodation is exempt under section 23A of the Rent Act 1984, and appropriate notice has already been provided within this letter and in the below Notice to Quit. However, Serco still reserves the right to refer the matter to the Courts should you fail to leave your accommodation.

I can confirm that I have had this letter given to me in person, and it has been explained to me and understood:

Name: _____

Signature: _____

Date: _____

I can confirm that I have provided this letter in person, and I have explained it to the Service User:

Name: _____

Role: _____

Signature: _____

Date: _____

Yours Sincerely

Serco

Attachment 1 (17/07/18)

Bringing service to life



Serco
Clyde House
209 Govan Road
Glasgow, G51 1HJ
www.serco.com

NOTICE TO QUIT (Serco Copy)

NASS_Reference»

TO: «Service_User»

OF: «Source_Property»

FROM: Serco

OF: Clyde House. 209 Govan Road, Glasgow, G51 1HJ

RE: «Source_Property»

Serco hereby gives you notice that your right to occupy the Property under the occupancy agreement is terminated as from «**Support_End_Date**».

If you fail to leave your accommodation on the date above voluntarily, Serco will take steps to evict you from our accommodation through a lock change notice being issued. Serco do not have to attend at Court to carry out an eviction as asylum accommodation is exempt under section 23A of the Rent Act 1984, and appropriate notice has already been provided in this Notice to Quit. However, Serco still reserves the right to refer the matter to the Courts should you fail to leave your accommodation.

Any correspondence or communication in connection with this Notice should be sent to:

Serco
Serco UK & Europe (Compass)
Clyde House
Govan Road
Glasgow
G51 1HJ

snifedback@serco.com

Service User Signature

Dated

NOTICE TO QUIT (Serco Copy)

«NASS_Reference»

TO: «Service_User»

OF: «Source_Property»

FROM: Serco

OF: Clyde House. 209 Govan Road, Glasgow, G51 1HJ

RE: «Source_Property»

Serco hereby gives you notice that your right to occupy the Property under the occupancy agreement is terminated as from «**Support_End_Date**».

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Serco UK & Europe (Compass)
Clyde House
Govan Road
Glasgow
G51 1HJ

snifedback@serco.com

Service User Signature

Dated

ADULT PROTECTION REFERRAL FORM (AP1)

A word copy of this form suitable for typing and printing can usually be found on the Local Authority/HSCP and NHS Adult Support and Protection webpage.

ADULT AT RISK DETAILS (please PRINT details, thank you)

NAME		DOB	
HOME ADDRESS		CURRENT WHEREABOUTS	
POSTCODE		POSTCODE	
TEL NO:		TEL NO:	
GENDER		ETHNIC ORIGIN	RELIGION
COMMUNICATION NEEDS (please provide details including communication aids by the adult and specify first language if not English)			
GP NAME / ADDRESS			

REFERRER DETAILS (please PRINT details, thank you)

NAME		DESIGNATION	
AGENCY		DIRECT DIAL TEL NO:	
EMAIL ADDRESS			
RELATIONSHIP TO ADULT BEING REFERRED:			
SIGNATURE			
DATE			

IS IT SUSPECTED THAT A CRIME HAS BEEN COMMITTED AND HAVE POLICE BEEN INFORMED? (Include date, time, known action taken etc.)

--

DETAILS OF CONCERN (please PRINT details, thank you)

1) IN YOUR OPINION IS THE ADULT ABLE TO SAFEGUARD THEIR OWN WELLBEING, PROPERTY, RIGHTS OR OTHER INTERESTS? (If no , please state reason)	
2) IN YOUR OPINION IS THE ADULT AT RISK OF HARM? (if yes , please state reason)	
3) IN YOUR OPINION IS THE ADULT AFFECTED BY DISABILITY, MENTAL DISORDER, ILLNESS OR PHYSICAL OR MENTAL INFIRMITY (if yes , please specify)	
GIVE DETAILS OF HARM (SUSPECTED / WITNESSED / DISCLOSED / REPORTED). DATES, PROTECTIVE ACTIONS TAKEN INCLUDE DETAILS OF ANY PREVIOUS CONCERNS. (please use separate sheet if required)	
HAVE YOU (OR ANY OTHER PERSON) TOLD THE ADULT THAT THIS INFORMATION WILL BE SHARED WITH SOCIAL WORK OR OTHER RELEVANT AGENCIES	YES / NO (delete as appropriate) If NO please state reasons

DETAILS OF PERSON SUSPECTED OF CAUSING HARM (If known) (please PRINT details, thank you)

NAME		RELATIONSHIP TO ADULT:	
ADDRESS		TEL NO	

DETAILS OF MAIN CARER / RELATIVE / POA / GAURDIAN (please PRINT details, thank you)

NAME		RELATIONSHIP TO ADULT:	
ADDRESS		TEL NO	

Move on information document

You are currently waiting for a decision to be made on your asylum claim. The Home Office will decide whether you can stay in the UK or not, and this *may* happen in the coming months.

There are some things you should do now:

Information about you and your family

- Look at your papers from the Home Office. Make sure that your name, date of birth and other information are right. Do this for yourself and all the people in your family. If anything is wrong, you must tell the Home Office or Migrant Help and your Solicitor, if you have one.
- Go to the processing centre to have your photographs and fingerprints taken. You should have a letter from the Home Office telling you where this is. Your Housing Officer will also have told you where to go. All members of your family must do this, including children. If you get a positive decision to your asylum claim the Home Office will put this information on your **Biometric Residence Permit**. (You may have done this already)

Help and Support

- Find out about local support groups. They will help you when you get a decision on your asylum claim, and may also have activities in your local area such as drop-ins. They may also help you to access volunteering and training. Your Housing Officer can tell you more about these groups. (You may have done this already).
- There is useful information in your Welcome Pack and Housing Folder. Your Housing Officer will be able to answer any questions you may have.

Your Asylum Decision

The Home Office will decide whether to grant your claim for asylum (**Positive decision**), or refuse your claim (**Negative decision**). You will have to do different things depending on which decision you get.

Positive decision:

- If your claim is granted, the Home Office will give you a maximum of 28 days before your support stops. You will also have to leave your Serco home when your support stops. Your Housing Officer will arrange for you to go to the local council for a **Homeless Assessment**.
- During this notice period, you will need to make your mind up about where you are going to live. You are free to travel to any part of the UK. You can make a homeless application to any local authority in Scotland.
- If you want to stay living in Glasgow, then Glasgow City Council will take a homeless application from you. This will give you priority to find settled housing. It is very likely that you will need to be placed in **temporary accommodation** first. This could be a temporary furnished flat, a B&B, a hostel or a hotel. You do not have any choice of where the Council places you.

- Glasgow City Council will then attempt to get you an offer of your own settled accommodation. This may take some time, so it will be important that you engage with them immediately and attend any appointments you are asked to. You will only get **one offer of settled accommodation** from the Council, as you are classed as being homeless. If you refuse the offer, you may not be offered another property.
- Your new home may not be decorated, and will not have any furniture. You may want to think about saving some money to buy furniture if you can. Local charities may also be able to help you to get furniture.
- You will be allowed to work. If you cannot work, or do not find a job you can claim **welfare benefit**. You must go to the local **Job Centre Plus**. They will also help you to find a job, and may arrange English lessons. The Home Office will telephone you and offer to make you an appointment to do this. Make sure that your Housing Officer has your correct telephone number.
- It is a good idea to find out where the **Job Centre Plus** and council **Housing Options/Homelessness service** are before your claim is decided.
- **You must tell your Housing Officer what is happening about finding a new home.**

Negative decision:

- If your asylum claim is refused the Home Office will give you a maximum of 21 days' notice. Your support and accommodation will end at the end of the notice period.
- You will not be able to get help with rehousing from the council. You will not be able to work and you will not be able to claim welfare benefits.
- You may be eligible to appeal against a negative decision. If you do this you must **also** apply to the Home Office for support (Section 4 support). Both of these applications must be sent to the Home Office, and accepted by them before the end of the notice period. You must contact your Solicitor and Migrant Help if you want to appeal, and you must tell your Housing Officer what is happening about your appeal.
- If you do not appeal **and** apply for further support, and have **both of these accepted and agreed** by the Home Office you will have to leave your Serco home at the end of notice period.
- You should contact the Home Office **Voluntary Returns Service** as soon as possible on **0300 004 0202**. They will tell you what options there are for returning home with Home Office support.
- You may also be able to get some help from local support groups.
- **You must tell your Housing Officer what is happening about any appeal you make.**

Attachment 3 (17/07/18)

Bringing service to life



«Service_User»
«Source_Property»

Serco
Clyde House
209 Govan Road
Glasgow, G51 1HJ
www.serco.com

Date:

Dear «Service_User»

URGENT: NOTICE TO LEAVE YOUR ACCOMMODATION

The Home Office (UKVI) have now informed Serco of their decision to terminate your support.

Under the terms of your signed Occupancy Agreement you must leave your current accommodation no later than 12 noon on XX/XX/XXXX. You must leave all items that belong to Serco in the property.

You will now need to make your mind up about where you are going to live. You are free to travel to any part of the UK. You can make a homeless application to any local authority in Scotland.

If you want to stay living in Glasgow, then Glasgow City Council will take a homeless application from you. This will give you priority to find settled housing. It is very likely that you will need to be placed in **temporary accommodation** first. This could be a temporary furnished flat, a B&B, a hostel or a hotel. You do not have any choice of where the Council places you.

Glasgow City Council will attempt to get you an offer of your own settled accommodation. This may take some time, so it is important that you engage with them immediately and attend any appointments you are asked to. You will only get **one offer of settled accommodation** from the Council, as you are classed as being homeless. If you refuse the offer, you may not be offered another property.

Glasgow City Council's Asylum & Refugee Service will contact you very soon to see if you want help and to make a homeless application. If you do, you will be asked to attend an interview to get all your details and get a resettlement plan in place for you.

Serco will remain in contact with the Council until your support with us ends, and will be provided with regular updates by them. If you fail to leave your accommodation on the date above voluntarily, Serco will take steps to evict you from our accommodation through a lock change notice being issued and ultimately enforced. Serco do not have to attend at Court to carry out an eviction as asylum accommodation is exempt under section 23A of the Rent Act 1984, and appropriate notice has already been provided within this letter and in the below Notice to Quit. However, Serco still reserves the right to refer the matter to the Courts should you fail to leave your accommodation.

Employment & Benefits:

“Access to You” must also make an appointment for you with the local Job Centre Plus. They will help you find employment in the UK. If you are unable to work, you may be entitled to claim benefits. The address and telephone details for the nearest Job Centre Plus is included on the attached sheet.

When you attend your Housing Options appointment or at the Job Centre Plus office, you must take with you **this letter**, your **Biometric Residence Permits** and **National Insurance Numbers (NiNo)**. If you have not yet received your Biometric Residence Permit please contact the **Home Office telephone enquiry Bureau on 0300 123 2241 as soon as possible**.

Serco would like to wish you every success and happiness for the future. If you have any questions about anything written in this letter, or need any help or assistance please speak to your Housing Officer.

I can confirm that I have had this letter given to me in person, and it has been explained to me and understood:

Name: _____

Signature: _____

Date: _____

I can confirm that I have provided this letter in person, and I have explained it to the Service User:

Name: _____

Role: _____

Signature: _____

Date: _____

Yours Sincerely

Serco

Bringing service to life



Serco
Clyde House
209 Govan Road
Glasgow, G51 1HJ
www.serco.com

NOTICE TO QUIT (Serco Copy)

NASS_Reference»

TO: «Service_User»

OF: «Source_Property»

FROM: Serco

OF: Clyde House. 209 Govan Road, Glasgow, G51 1HJ

RE: «Source_Property»

Serco hereby gives you notice that your right to occupy the Property under the occupancy agreement is terminated as from «**Support_End_Date**».

If you fail to leave your accommodation on the date above voluntarily, Serco will take steps to evict you from our accommodation through a lock change notice being issued. Serco do not have to attend at Court to carry out an eviction as asylum accommodation is exempt under section 23A of the Rent Act 1984, and appropriate notice has already been provided in this Notice to Quit. However, Serco still reserves the right to refer the matter to the Courts should you fail to leave your accommodation.

Any correspondence or communication in connection with this Notice should be sent to:

Serco
Serco UK & Europe (Compass)
Clyde House
Govan Road
Glasgow
G51 1HJ

snifedback@serco.com

Service User Signature

Dated

Attachment 3 (17/07/18)

NOTICE TO QUIT (Serco Copy)

«NASS_Reference»

TO: «Service_User»

OF: «Source_Property»

FROM: Serco

OF: Clyde House. 209 Govan Road, Glasgow, G51 1HJ

RE: «Source_Property»

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Serco
Serco UK & Europe (Compass)
Clyde House
Govan Road
Glasgow
G51 1HJ

snifedback@serco.com

Service User Signature

Dated

Attachment 4 (17/07/18)

Bringing service to life



«Service_User»
«Source_Property»

Serco
Clyde House
209 Govan Road
Glasgow, G51 1HJ
www.serco.com

Date:

Dear «Service_User»

URGENT: NOTICE TO LEAVE YOUR ACCOMMODATION

The Home Office (UKVI) have now informed Serco of their decision to terminate your support.

Under the terms of your signed Occupancy Agreement you must leave your current accommodation no later than 12 noon on XX/XX/XXXX. You must leave all items that belong to Serco in the property.

Unfortunately, you will not be entitled to access the UK benefits system or obtain alternative accommodation from the Local Authority.

You may be eligible to submit an appeal and a further application for support under Section 4 of the Immigration and Asylum Act 1999 whilst an appeal is considered. These are two separate applications, and in order for Serco to consider any continued housing upon receiving a negative decision, your appeal and request for support must have been submitted and accepted by the Home Office before the end of the notice period.

If an appeal and an application for further support are not submitted before the end of the notice period or are refused, your accommodation with Serco will end. Migrant Help can assist in submitting an appeal, you can contact them on **0808 8000 630**.

If you wish to submit an appeal and a further application for support, you should aim to do so within the first week of receiving this letter, to allow enough time for the Home Office to receive and consider them.

Any of the third sector voluntary support agencies highlighted to you upon your induction may also support you through this process such as the following:

- Migrant Help
- The British Red Cross
- Scottish Refugee Council
- Various religious organisations as advised by the Citizens Advice Bureau
- The Voluntary Return Service

You should contact the Home Office Voluntary Returns Service as soon as possible on **0300 004 0202**, so that you can have the options available to you fully explained.

If you fail to leave your accommodation on the date above voluntarily, Serco will take steps to evict you from our accommodation through a lock change notice being issued and ultimately enforced. Serco do not have to attend at Court to carry out an eviction as asylum accommodation is exempt under section 23A of the Rent Act 1984, and appropriate notice has already been provided within this letter and in the below Notice to Quit. However, Serco still reserves the right to refer the matter to the Courts should you fail to leave your accommodation.

I can confirm that I have had this letter given to me in person, and it has been explained to me and understood:

Name: _____

Signature: _____

Date: _____

I can confirm that I have provided this letter in person, and I have explained it to the Service User:

Name: _____

Role: _____

Signature: _____

Date: _____

Yours Sincerely

Serco

Bringing service to life



NOTICE TO QUIT (Serco Copy)

NASS_Reference»

TO: «Service_User»

OF: «Source_Property»

FROM: Serco

OF: Clyde House. 209 Govan Road, Glasgow, G51 1HJ

RE: «Source_Property»

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Serco
Serco UK & Europe (Compass)
Clyde House
Govan Road
Glasgow
G51 1HJ

snifedback@serco.com

Service User Signature

Dated

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«NASS_Reference»

TO: «Service_User»

OF: «Source_Property»

FROM: Serco

OF: Clyde House. 209 Govan Road, Glasgow, G51 1HJ

RE: «Source_Property»

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Clyde House
Govan Road
Glasgow
G51 1HJ

snifedback@serco.com

Service User Signature

Dated



Move on Protocol (Negative Households)

Overview

The intention of this pathway/protocol development is for Serco (as the provider of Asylum Dispersal within Scotland), Glasgow's Health and Social Care Partnership and Glasgow City Council to work together in partnership to eliminate or drastically reduce the rates of over staying of former asylum households who should no longer be residing within the asylum system, to effectively manage the expectation of service users throughout the asylum journey in relation to their options post decision, and to ensure the safety and protection of those former asylum seeking households in receipt of a negative decision where their vulnerability may infer duties of care or accommodation may be owed under another legislative framework outside of immigration legislation.

Induction Stage

Serco will integrate within all Service User inductions, content in relation to the potential outcomes at the end of the asylum application process, in addition to what this will mean in practical terms in relation to move on from Serco accommodation. This information will seek to effectively manage the expectations of Service Users in relation to local authority accommodation duties if they receive a positive decision on their claim, and will equally seek to provide clarity in terms of entitlements for those cases who receive a negative decision.

The induction into the property will be completed by the relevant Housing Officer, and will be supported by a visual and audio video induction that has been translated into the Service User's first language (if it falls within the most common Top 10 languages of the asylum population). This video will include content in relation to the end of process and will be reinforced through repeat messaging further along the asylum claim process for each household.

Move On Information Document

Throughout any service user's stay in Dispersed Accommodation, Serco Housing Officers will conduct continual expectation management in regards to what service users should expect at the end of the asylum process post decision outcome, and to provide information on the relevant ensuing options that will likely be available in relation to move on from Serco accommodation. Housing Officers will

remind Service Users to review this document and take appropriate actions within at periodic visits e.g. monthly, quarterly.

This is in order to reiterate the original messaging provided at induction stage and to continue to effectively manage expectations, in addition to being used as an opportunity to encourage the Service User to make themselves familiar with local statutory and voluntary services, and take any actions in relation to their claim that may be required.

In order to ensure accurate and consistent messaging, an information document attached at Appendix 1 will be translated into the most common Top 10 languages of the asylum population. A copy of the document in all languages (including English) will be placed in the property folder of each Serco property for reference by the Service User. The top 10 languages will be reviewed annually to ensure they remain reflective of the general service user population, and if there has been a notable shift the document will be translated into further languages as required.

To ensure that this process is being followed, Exit Surveys conducted by the Partnership Team at the end of the asylum process will also be utilised to provide an independent audit in this regard. A summary report of exit survey outcomes (which include other subject areas) will be reported into monthly Contract Leadership team meetings for monitoring.

Partnership meetings (Vulnerability)

Representatives of Serco, Glasgow City Council and Glasgow Health and Social Care Partnership commit to meet jointly either in person or by telephone on a monthly basis to discuss any cases where Serco may be concerned about the vulnerability of a service user currently awaiting the outcome of an asylum claim, and where there is not known to already be service intervention in place by either the local authority or HSCP.

Service user information will not be disclosed, and any discussion will strictly relate to the circumstances and related concerns held. The intention of these meetings is for the LA/HSCP to act in an advisory capacity in order to enable Serco to ensure appropriate referrals for assessment are submitted at the earliest opportunity.

No personal or identifiable data will be shared in these meetings.

NTQ/Letter issuing

The Housing Officer will contact the Primary applicant by telephone to visit the household at the earliest opportunity; and within 48 hours of Serco being notified by the Home Office (UKVI) of a household having been issued with a negative decision on their asylum claim, to issue in person to the primary applicant a letter and Notice to Quit (maximum 21 days).

Housing Officers will endeavour in all cases to provide the information contained within the letter/NTQ to the service user verbally utilising translation services. In addition the service user will be provided with a written copy of the letter/NTQ both in English and in their first language, if it falls within the most common Top 10 languages of the asylum population. The top 10 languages will be reviewed annually to ensure they remain reflective of the general service user population, and if there has been a notable shift the document will be translated into further languages as required. The template letter/NTQ is attached at Appendix 2.

Appeals & Section 4 support applications

The agreed processing time for applications for support submitted under Section 4 of the Asylum and Immigration Act 1999 by the Home Office (UKVI) is 7 days.

As per the NTQ and supporting letter, Service Users will be advised at the point of issuing by the Housing Officer that they should seek to submit any appeal and application for support within the first week following receipt, in addition to being advised of how they can access support to do so. This advice is being given in order to ensure sufficient time is allowed for the Home Office to consider any support applications and determine a decision before the expiry of the notice, in the context that Serco will end the provision of accommodation if both applications have not been submitted and approved.

For any cases where an application for support under section 4 has been submitted and approved within the notice period (maximum 21 days), Serco will continue to provide accommodation.

Post decision communications - Serco, the Local Authority & the Health and Social Care Partnership

Where it is known that a household in receipt of a negative decision has an existing care or support package in place with the Local Authority or Health and Social Care Partnership, the Team Leader will make direct contact via email or telephone with the relevant Caseworker to update them on the decision that the household has received, and to request an assessment in regards to whether a duty of accommodation may be owed by the LA/HSCP under another legislative framework e.g. Adult Support and Protection (Scotland) Act 2007, Mental Health (Care and Provision) Act 2003, Children Act (Scotland) 1995.

It is likely that in most instances through the monthly meetings, that concerns about the vulnerability or immediate wellbeing of a household has already led to a request for service where appropriate, however in a small number of cases there may be concerns that emerge post decision. In such instances, Serco's Housing Officers will liaise with their Team Leader to determine whether a request for service/assessment from the LA/HSCP should be made, and where it is agreed that a referral is required it will be made within 24 hours.

All referrals should be made on the vulnerable adult emergency safeguarding form AP1 (Appendix 3) to "Social Care Direct" via email to socialcaredirect@glasgow.gov.uk. Telephone follow up can be made on **0141 287 0555**.

All email referrals must also have the UKVI Safeguarding Team copied in at SafeguardCoordinatorSNI@homeoffice.gsi.gov.uk

In all such instances stated above, the LA/HSCP commit to providing a written outcome to Serco updating as to whether based on the concerns raised a requirement for assessment exists, and if so what the outcome of any assessment was prior to the expiry of the notice (maximum of 21 days).

Assessment Outcomes

Where it has been determined that a duty of accommodation is not owed by the Local Authority or HSCP under any other legislative framework, Serco will take immediate steps to progress with eviction via lock change notice proceedings as with all other none complex cases.

Where the local authority/HSCP has determined that a duty of accommodation is owed they will take immediate steps to work with Serco on an exit plan from the property in pursuit of fulfilling their statutory obligations to the service user

Post Decision communications with Service Users

As per the above process, Serco will contact the Service User following notification of discontinuation of support by the Home Office (UKVI) in order to serve the relevant Notice to Quit documentation, and to provide appropriate advice on what steps the service user should take in regards to accessing support around move on or legal advice in regards to appeals/further submissions within the notice period.

As per previous correspondence issued to the Service User, during the Notice to Quit period, the expectation is that the Service User will regularly update the Housing Officer on any appeal or further support application submitted and any outcome on that application.

If an appeal and further support application are both submitted and approved by the Home Office (UKVI) within the notice to quit period, the Housing Officer will contact the Service User to advise that accommodation will continue to be provided.

If an appeal or further application for support has not been submitted, or has been submitted and refused by the Home Office (UKVI), the Housing Officer will revisit the property the day following the expiry of the Notice to Quit (maximum 21 days), to determine whether the Service User has ceased to occupation or remains in residence.

If the Service User remains in residence at that time, a 7 day lock change notice will be issued to the Service User. At the expiry of the 7 days, steps will be taken to enforce this notice.

As per the above process, for cases where there is concerns relating to vulnerability which may require an assessment to be made by the HSCP and where there is not already service intervention, referrals will be completed at the point of issuing the initial notice to Quit and at any point during the notice period thereafter if concerns materialise.

During the notice period, monthly property inspection visits will continue to take place as contractually required. During these visits, Housing Officers will take the opportunity to ask Service Users for any update on their move on, and reinforce the information previously communicated in both the move on information document and the Notice to Quit letter.

Appendix 1:

Move on information document

You are currently waiting for a decision to be made on your asylum claim. The Home Office will decide whether you can stay in the UK or not, and this *may* happen in the coming months.

There are some things you should do now:

Information about you and your family

- Look at your papers from the Home Office. Make sure that your name, date of birth and other information are right. Do this for yourself and all the people in your family. If anything is wrong, you must tell the Home Office or Migrant Help and your Solicitor, if you have one.
- Go to the processing centre to have your photographs and fingerprints taken. You should have a letter from the Home Office telling you where this is. Your Housing Officer will also have told you where to go. All members of your family must do this, including children. If you get a positive decision to your asylum claim the Home Office will put this information on your **Biometric Residence Permit**. (You may have done this already)

Help and Support

- Find out about local support groups. They will help you when you get a decision on your asylum claim, and may also have activities in your local area such as drop-ins. They may also help you to access volunteering and training. Your Housing Officer can tell you more about these groups. (You may have done this already).
- There is useful information in your Welcome Pack and Housing Folder. Your Housing Officer will be able to answer any questions you may have.

Your Asylum Decision

The Home Office will decide whether to grant your claim for asylum (**Positive decision**), or refuse your claim (**Negative decision**). You will have to do different things depending on which decision you get.

Positive decision:

- If your claim is granted, the Home Office will give you a maximum of 28 days before your support stops. You will also have to leave your Serco home when your support stops. Your Housing Officer will arrange for you to go to the local council for a **Homeless Assessment**.
- During this notice period, you will need to make your mind up about where you are going to live. You are free to travel to any part of the UK. You can make a homeless application to any local authority in Scotland.
- If you want to stay living in Glasgow, then Glasgow City Council will take a homeless application from you. This will give you priority to find settled housing. It is very likely that you will need to be placed in **temporary accommodation** first. This could be a temporary furnished flat, a B&B, a hostel or a hotel. You do not have any choice of where the Council places you.

- Glasgow City Council will then attempt to get you an offer of your own settled accommodation. This may take some time, so it will be important that you engage with them immediately and attend any appointments you are asked to. You will only get **one offer of settled accommodation** from the Council, as you are classed as being homeless. If you refuse the offer, you may not be offered another property.
- Your new home may not be decorated, and will not have any furniture. You may want to think about saving some money to buy furniture if you can. Local charities may also be able to help you to get furniture.
- You will be allowed to work. If you cannot work, or do not find a job you can claim **welfare benefit**. You must go to the local **Job Centre Plus**. They will also help you to find a job, and may arrange English lessons. The Home Office will telephone you and offer to make you an appointment to do this. Make sure that your Housing Officer has your correct telephone number.
- It is a good idea to find out where the **Job Centre Plus** and council **Housing Options/Homelessness service** are before your claim is decided.
- **You must tell your Housing Officer what is happening about finding a new home.**

Negative decision:

- If your asylum claim is refused the Home Office will give you a maximum of 21 days' notice. Your support and accommodation will end at the end of the notice period.
- You will not be able to get help with rehousing from the council. You will not be able to work and you will not be able to claim welfare benefits.
- You may be eligible to appeal against a negative decision. If you do this you must **also** apply to the Home Office for support (Section 4 support). Both of these applications must be sent to the Home Office, and accepted by them before the end of the notice period. You must contact your Solicitor and Migrant Help if you want to appeal, and you must tell your Housing Officer what is happening about your appeal.
- If you do not appeal **and** apply for further support, and have **both of these accepted and agreed** by the Home Office you will have to leave your Serco home at the end of notice period.
- You should contact the Home Office **Voluntary Returns Service** as soon as possible on **0300 004 0202**. They will tell you what options there are for returning home with Home Office support.
- You may also be able to get some help from local support groups.
- **You must tell your Housing Officer what is happening about any appeal you make.**

Appendix 2: NTQ Letter

Bringing service to life



Serco
Clyde House
209 Govan Road
Glasgow, G51 1HJ
www.serco.com

«Service_User»
«Source_Property»

Date:

Dear «Service_User»

URGENT: NOTICE TO LEAVE YOUR ACCOMMODATION

The Home Office (UKVI) have now informed Serco of their decision to terminate your support.

Under the terms of your signed Occupancy Agreement you must leave your current accommodation no later than 12 noon on **XX/XX/XXXX**. You must leave all items that belong to Serco in the property.

Unfortunately, you will not be entitled to access the UK benefits system or obtain alternative accommodation from the Local Authority.

You may be eligible to submit an appeal and a further application for support under Section 4 of the Immigration and Asylum Act 1999 whilst an appeal is considered. These are two separate applications, and upon receiving a negative decision, your appeal and request for support must have been submitted and accepted by the Home Office before the end of the notice period for your housing to continue.

If an appeal and an application for further support are not submitted before the end of the notice period or are refused, your accommodation with Serco will end. Migrant Help can assist in submitting an appeal, you must contact them on **0808 8000 630**.

If you wish to submit an appeal and a further application for support, you should aim to do so within the first week of receiving this letter, to allow enough time for the Home Office to receive and consider them. It is your responsibility to make these applications as soon as possible.

Any of the third sector voluntary support agencies highlighted to you upon your induction may also support you through this process such as the following:

- Migrant Help
- The British Red Cross
- Scottish Refugee Council

- Various religious organisations as advised by the Citizens Advice Bureau
- The Voluntary Return Service

You should contact the Home Office Voluntary Returns Service as soon as possible on **0300 004 0202**, so that you can have the options available to you fully explained.

If you fail to leave your accommodation on the date above voluntarily, Serco will take steps to evict you from our accommodation through a lock change notice being issued and subsequently enforced. Serco do not have to attend at Court to carry out an eviction as asylum accommodation is exempt under section 23A of the Rent Act 1984, and appropriate notice has already been provided within this letter and in the below Notice to Quit. However, Serco still reserves the right to refer the matter to the Courts should you fail to leave your accommodation.

I can confirm that I have had this letter given to me in person, and it has been explained to me and understood:

Name: _____

Signature: _____

Date: _____

I can confirm that I have provided this letter in person, and I have explained it to the Service User:

Name: _____

Role: _____

Signature: _____

Date: _____

Yours Sincerely

Serco

Attachment (19/07/18)

Bringing service to life



Serco
Clyde House
209 Govan Road
Glasgow, G51 1HJ
www.serco.com

NOTICE TO QUIT (Serco Copy)

NASS_Reference»

TO: «Service_User»

OF: «Source_Property»

FROM: Serco

OF: Clyde House. 209 Govan Road, Glasgow, G51 1HJ

RE: «Source_Property»

Serco hereby gives you notice that your right to occupy the Property under the occupancy agreement is terminated as from «**Support_End_Date**».

If you fail to leave your accommodation on the date above voluntarily, Serco will take steps to evict you from our accommodation through a lock change notice being issued. Serco do not have to attend at Court to carry out an eviction as asylum accommodation is exempt under section 23A of the Rent Act 1984, and appropriate notice has already been provided in this Notice to Quit. However, Serco still reserves the right to refer the matter to the Courts should you fail to leave your accommodation.

Any correspondence or communication in connection with this Notice should be sent to:

Serco
Serco UK & Europe (Compass)
Clyde House
Govan Road
Glasgow
G51 1HJ

snifedback@serco.com

Service User Signature

Dated

NOTICE TO QUIT (Serco Copy)

«NASS_Reference»

TO: «Service_User»

OF: «Source_Property»

FROM: Serco

OF: Clyde House. 209 Govan Road, Glasgow, G51 1HJ

RE: «Source_Property»

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Serco
Serco UK & Europe (Compass)
Clyde House
Govan Road
Glasgow
G51 1HJ

snifedback@serco.com

Service User Signature

Dated

ADULT PROTECTION REFERRAL FORM (AP1)

A word copy of this form suitable for typing and printing can usually be found on the Local Authority/HSCP and NHS Adult Support and Protection webpage.

ADULT AT RISK DETAILS (please PRINT details, thank you)

NAME		DOB	
HOME ADDRESS		CURRENT WHEREABOUTS	
POSTCODE		POSTCODE	
TEL NO:		TEL NO:	
GENDER		ETHNIC ORIGIN	RELIGION
COMMUNICATION NEEDS (please provide details including communication aids by the adult and specify first language if not English)			
GP NAME / ADDRESS			

REFERRER DETAILS (please PRINT details, thank you)

NAME		DESIGNATION	
AGENCY		DIRECT DIAL TEL NO:	
EMAIL ADDRESS			
RELATIONSHIP TO ADULT BEING REFERRED:			
SIGNATURE			
DATE			

IS IT SUSPECTED THAT A CRIME HAS BEEN COMMITTED AND HAVE POLICE BEEN INFORMED? (Include date, time, known action taken etc.)

--

DETAILS OF CONCERN (please PRINT details, thank you)	
1) IN YOUR OPINION IS THE ADULT ABLE TO SAFEGUARD THEIR OWN WELLBEING, PROPERTY, RIGHTS OR OTHER INTERESTS? (If no , please state reason)	
2) IN YOUR OPINION IS THE ADULT AT RISK OF HARM? (if yes , please state reason)	
3) IN YOUR OPINION IS THE ADULT AFFECTED BY DISABILITY, MENTAL DISORDER, ILLNESS OR PHYSICAL OR MENTAL INFIRMITY (if yes , please specify)	
GIVE DETAILS OF HARM (SUSPECTED / WITNESSED / DISCLOSED / REPORTED). DATES, PROTECTIVE ACTIONS TAKEN INCLUDE DETAILS OF ANY PREVIOUS CONCERNS. (please use separate sheet if required)	
HAVE YOU (OR ANY OTHER PERSON) TOLD THE ADULT THAT THIS INFORMATION WILL BE SHARED WITH SOCIAL WORK OR OTHER RELEVANT AGENCIES	YES / NO (delete as appropriate) If NO please state reasons

DETAILS OF PERSON SUSPECTED OF CAUSING HARM (If known) (please PRINT details, thank you)			
NAME		RELATIONSHIP TO ADULT:	
ADDRESS		TEL NO	
DETAILS OF MAIN CARER / RELATIVE / POA / GAURDIAN (please PRINT details, thank you)			
NAME		RELATIONSHIP TO ADULT:	
ADDRESS		TEL NO	

Statement by Serco on Asylum Seeker accommodation in Glasgow

For Immediate release

4 August 2018

We believe it likely that our decision to proceed with lock-changes on the accommodation of six people whose asylum claims have been declined by the Home Office will be challenged in the Courts in the coming days. We unreservedly welcome such a legal challenge, as it will enable all parties to clarify an area of Scottish law which has so far been untested; this is where tenancies/rights of occupation provided under Part VI of the Immigration and Asylum Act 1999 are specifically excluded from the protections of section 23 of the Rent (Scotland) Act 1984. This should mean that all parties will get clarity as to how the law will apply to people who refuse to move on from the free accommodation provided to them whilst their claims for asylum are being adjudicated. We have strong legal advice that our approach is fully within the law, but we think it would be helpful for all interested parties to have the Courts confirm the position.

In order to facilitate the path of a legal adjudication, Serco will:-

- Extend the notice period by 21 days for the six people currently subject to lock-change notices; this will allow them more time to prepare their representations, or to move out of their properties.
- Pause all further lock-change notices to other asylum seekers who have received negative decisions whilst the law is being tested and clarified. This will also give stakeholders who support asylum seekers more time to prepare for what is likely to be an increase in the number of people seeking their help.

Serco, which has been the subject of some pretty vile abuse over recent days, would like to take the opportunity through **this statement of having a "right of reply"**.

1. By way of context, Serco cares for around 17,000 asylum seekers in the UK providing accommodation and welfare under contract to the Home Office. 5,000 of these people are in Scotland, and almost all of them are in Glasgow, which is the only area within Scotland that has been willing to extend help on any material scale to asylum seekers.
2. The asylum system is established to provide a fair way of adjudicating the claims of people who seek asylum and protection in this country. Not all these claims will meet the criteria agreed by Parliament and international convention, and there will be people for whom, at the end of a process that can last years, **the answer is "no"**. This means that they have no legal right to remain in the country, and are

continued

expected to leave. Many of the people, singles, couples and families, who receive these negative decisions are not unnaturally distressed, and some are vulnerable.

3. Following a Home Office negative decision, which is subject to multiple stages of appeal, the failed asylum seeker is given 21 days notice that their taxpayer-funded support – which includes a daily living allowance and free accommodation – will be stopped. What should then happen is that they leave their accommodation, and the country. In practice, many of these people do not leave, which is not surprising because many of them have nowhere obvious to go and if they stay they continue to get free housing.
4. At this point, Serco is put in an impossible position: nobody wants to make someone who is in difficult circumstances homeless, and in many cases our housing officers have been caring for these people and, often, their children, for months or years. But Serco is neither a welfare agency, nor a charity; providing accommodation, paying the rent, rates, water, electricity and heating costs a lot of money, and the Home Office, as taxpayers would expect it to be, is rigorous about cutting off support once someone has reached the end of the process, leaving Serco to pick up the bills.
5. In Scotland, we have, up until now, chosen not to evict people when the Home Office funding stops. For reasons of humanity, decency and welfare, we have continued to provide free accommodation, entirely at our expense, to failed asylum seekers for months, even years. We ask them to leave; we signpost them to agencies who can support them if they do leave; but we have not taken action to evict them except in cases of unacceptable behaviour. As a consequence, we are currently providing free accommodation to around 330 people who have over-stayed their notice period; about 240 of them have received negative decisions; 88 people had their Home Office support stopped more than six months ago; two people have been with us more than two years. In these respects the *pro bono* support we give to failed asylum seekers far exceeds that provided by the voluntary sector in Glasgow, and it is therefore extremely upsetting **to be accused of being “uncaring”, “callous”, “ignoring the plight of desperate people”, and “putting profit before people”**.
6. We are now, unfortunately, going to have to change our approach, and we are forced to do so for two reasons:-
 - a. The number of people who are over-staying, and for whom we are providing free accommodation, has almost doubled in a year, from 167 in August 2017 to around 330 now. At this level, we simply cannot afford to continue.
 - b. The unwillingness of other Local Authorities **to follow Glasgow’s example in providing support for** asylum seekers means that the supply of suitable housing is desperately tight. There are around 180 new asylum seekers arriving in Glasgow each month, at the start of their pathway through the asylum system; many of these people are themselves vulnerable and distressed, and in desperate need of housing. But if the people who have reached the end of their pathway do not

Media Release

move on, the new arrivals may have to be housed in hostels or hotels or other unsuitable accommodation; this is grossly unfair on the new arrivals.

7. It is completely untrue to say, as some have claimed, that this issue has come as a surprise, or that there has been a lack of engagement. Charities, officials, MPs and councillors who interest themselves in these matters, knew that there was a growing problem with over-stayers, and that we were going to have to act. We have engaged with all the major stakeholders regularly on this issue, with numerous minuted meetings and email exchanges. Shortly before the storm of recent publicity we agreed with Glasgow City Council a formal **"Move On" protocol which sets out the procedure to be followed for lock changes.**
8. **It is completely untrue that "mass evictions" were** ever going to happen or even contemplated. We wrote to stakeholders making it plain that we were planning to give lock-change notices to no more than six people in the first week, and twelve in the second. Those who found it expedient to sensationalise for their own purposes a hugely sensitive issue and whip up sentiment by suggesting that hundreds of people were to be made homeless overnight have caused unnecessary concern and distress to the 5,000 or so men, women and children being cared for by us in Glasgow. Shame on them.

Any asylum system has to have a way of supporting people who are unsuccessful in their applications. So far, the main burden of this in Scotland has been born by Serco, and as a consequence hidden from public view. But as the number of people refusing to move on relentlessly increases, as new asylum seekers enter the system, and as the supply of accommodation in Glasgow remains static, we just cannot continue to provide the amount of free accommodation we currently do.

We commit that we will work energetically with Glasgow City Council, the Scottish Government, charities and the Home Office to ease the path of people as they move on at the end of their adjudication process. We will continue to try to persuade other parts of Scotland to take their fair share of asylum seekers, rather than relying on Glasgow.

We provide accommodation and care for some 17,000 men, women and children; nobody understands better than us just how much trauma many of those who seek asylum and protection in our country have suffered. Our Housing Officers see it in their eyes every day. But we need to find practical solutions to a very serious, sensitive and difficult issue of how to manage those people who, at the end of the adjudication process, have not been granted the right to remain in this country and need to move on.

Rupert Soames
Chief Executive
Serco Group plc

Ends

continued

For further information, please contact:

██████████

Tel: ++44 (██████████)

or

Email: ██████████@serco.com

Notes to editors:

About Serco

Serco is a leading provider of public services. Our customers are governments or others operating in the public sector. We gain scale, expertise and diversification by operating internationally across five sectors and four geographies: Defence, Justice & Immigration, Transport, Health and Citizen Services, delivered in UK & Europe, North America, Asia Pacific and the Middle East. More information can be found at www.serco.com