

Lost, Stolen and Recovered Passports - LSR Team Policy

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Please also see Lost, Stolen and Recovered Passports - Examiner Policy.

Purpose

On 8 December 2003, the lost, stolen and recovered passport database was introduced. The aim of the database was to help the Identity & Passport Service (IPS) achieve its published objectives to improve the prevention of identity fraud and the detection of related crime, safeguard document integrity, and at the same time capture, store and make available information relating to lost stolen and received passports.

Overview

From 8 December 2003, the public have been encouraged to report incidences of passport loss as soon as possible after the event – without

waiting until they are ready to apply for a replacement passport. Notification forms received without a replacement passport application are called orphans.

The loss or theft of a passport is reported by the completion of a form LS01, (LSW01 in Wales). These can be obtained via a number of sources:

- IPS Call Centre
- IPS web site
- Partnership outlets
- The Police
- Border & Immigration Agency (formerly) Immigration Service (Trusted Source)
- The Foreign & Commonwealth Office (FCO). (Trusted Source)

The receipt and recording of the Lost, Stolen (LS) form is fundamental to the process. Where a passport has been declared lost or stolen in the United Kingdom (UK), IPS will normally receive an LS01 form by post, fax, or with a personal application at an IPS public counter. Electronic notification via the IPS web site is not acceptable until the signed hard copy of the form is received by IPS.

- A PO Box number has been set up for all orphan LS01 forms to be received at the Peterborough office. An orphan form is one that has been received by IPS and is independent of a passport application in the system. Some orphan forms may be received at other offices but these should be minimal.

Orphan forms are dealt with by the central LSR team.

Process

Where a passport has been declared lost or stolen in the UK, IPS will normally receive an LS01 form by post, by fax, or with a personal application at a IPS public counter.

Where a passport has been declared lost or stolen outside the UK, and the loss has been notified to the British authorities overseas, the central LSR team in Peterborough will receive electronic notification from the Foreign and Commonwealth Office FCO. Where electronic communication facilities are not available to the FCO post in question, details will be faxed or emailed to the central LSR team. There will be no LS01 image associated to these electronic reports as the posts will retain these records.

The information contained on the LS01 form, or the electronic submission received from FCO, will be captured and held on the Lost, Stolen and Recovered Passport (LSR) database. The orphan forms will be passed to IPS file holding for storage and will be destroyed after one calendar month.

Where IPS is informed in writing of the death of a passport holder, but the informant is unable to submit the passport for cancellation, the notification,

together with any supporting documents will be passed to the LSR Team for action. (See also Cancellation of Passports - Deceased Passport Holder's Policy.)

The web site advises that where the passport of a deceased person is lost or missing, an LS01 form must be completed and returned to IPS with a certified copy of a death certificate. However there may be some occasions when IPS receives notification but not an LS01. In these circumstances IPS will need a completed LS01 with a certified copy of the death certificate.

In those instances where the death certificate has not been sent in, the LSR officer will request for a certified copy when they request the completion of an LS01.

Where the informant contacts us by telephone, they must be informed to complete an LS01 and submit it to IPS in the normal way with a certified copy of the death certificate.

Electronic LS notification

Electronic notifications can be received from trusted and un-trusted sources.

Trusted source

A trusted source is one that is received through a secure route. In addition, the informant can be relied upon to carry out the necessary checks before passing details to us. An electronic notification from a trusted source will not have a signed form or LS image. Examples of trusted sources include the FCO, Immigration Service (R records only), Channel Islands and Isle of Man.

Un-trusted source

An un-trusted source is one that IPS cannot guarantee to be accurate, either because of its status or insecure method of reporting to the IPS. An example of an un-trusted source is the website. We cannot trust reports of loss or theft from the website as it is open to abuse by members of the public. Also reports via the internet are deemed as insecure. LS reports received electronically from the website must be authorised only on receipt of a completed and signed hard copy of an LS01.

The central team is responsible for resolving outstanding reports of loss/theft made via the website and if necessary chase up the receipt of an LS01.

Creating an LS record when an LS01 is not present

On receipt of a letter, email or telephone call advising us that a passport has been lost or stolen, the informant must be told that we need a completed LS01 form, if not already completed. The LSR officer must check the LSR data base to ensure that a record does not already exist.

Details must be taken from the informant and a provisional LS record created by the team receiving the notification. An LS01 form should be sent with the relevant letter for the informant to complete and return.

The LSR officer should also check to ensure the person is not subject to a stop file. Where a Stop file exists the FIU team must be consulted and an LS note added to record the result.

On receipt of a correctly completed LS01 form it must be sent to Steria for scanning. Once scanned, the electronic record may be examined as normal. As the initial LS record will have been created by the office receiving the notification, the examination of the subsequent LS record will remain the responsibility of that region once the LS01 form is returned.

Examining the LS record

The electronic record must be compared with the details on the scanned LS01 form and any missing information resolved. The LSR officer must ensure that the correct passport record is associated to the LS record. The associated passport record must be thoroughly checked as it will automatically be cancelled when the LS record is passed.

FCO posts should report that a passport is lost or stolen, and so create an electronic submission. LSR teams may still receive faxed LS01 forms direct from posts. These should be sent by internal mail in a sealed envelope to the central LSR team for action. The central team will collate details of these posts in order that the FCO can be advised.

Any faxes received from the FCO in this way may not be very clear. The central LSR team will manually create an LS record and doc scan the fax in case of a dispute at a later date.

When an individual in the UK faxes an LS01 form to IPS, this must be treated as a written confirmation (by letter) as the quality of the fax is likely to be poor and will not scan clearly onto the system. A new form must be sent out for completion and return. Faxes received from the UKBA may be accepted and dealt with as indicated above.

The LS01 form

Section 1 of the form must be completed in all cases. It provides details of the passport holder and of the missing passport. If the passport number is not known the details can be entered onto the electronic record. Once it has been checked against the.

Section 2 of the form must be completed where the passport holder's current name differs to that shown on the passport that has been declared lost or stolen. Care will need to be taken that the correct passport is associated to the application.

Section 3 should be completed as fully as possible. If the passport was stolen, the passport holder will be aware of the date of theft and must enter this at the date of loss/theft field. All stolen passports must also be reported to the police. Where the passport has been lost and the passport holder has no idea when this occurred the date of loss will be accepted as the date the loss was established (i.e. when the passport could not be found). The system will not accept a date of loss shown with the year only. If only the year is shown, or no date of loss is shown then the LS officer can enter the date of the declaration at this section. The record must be LS noted that the date of loss has been accepted as the date the form was signed. As much as possible of the rest of the section must be completed.

Section 4 must be completed if 'yes' has been crossed to indicate the theft has been reported to the police. It must be stressed all stolen passports must be reported, and the police station name and police report number given, making this section mandatory for stolen passports. We are aware that some police forces will not take reports of lost passports, so where a passport is reported **lost** we cannot insist that it is reported to them. Provided it is clear on the electronic record the passport is lost, this section can be left blank.

Section 5 must be completed by a person with parental responsibility if the passport holder is less than 16.

Section 6 is required when the form is an orphan. If the LS01 has been submitted with a replacement application, it is not necessary for this to be completed.

The issue file relating to the valid lost/stolen passport must be requisitioned unless the original passport was issued on the system case the signature and address details can be viewed on screen. The LSR officer must ensure that the original passport record relates to the current LS01 form, and that a correct link has been made. The signature and address detail on the passport record and LS01 form must be compared to help establish a link and ensure the LSR officer is satisfied that the person reporting the passport as lost is the rightful holder, and that it is not a fraudulent declaration by another individual.

Once the LSR officer is ready to pass the LS record, T158 must be sent to the passport holder to advise that the passport has been cancelled and that it cannot be used for travel if found.

Resolving errors

LS01 not submitted or of poor quality

If an LS01 form is of poor quality, or contains insufficient detail and it has not been possible to create a full LS record, the LSR officer must write to the applicant enclosing an LS01 form for completion.

Children's LS passport

Our normal one passport per person policy applies to children, and LSR officers will need to take care that a passport is not being declared lost or stolen in order to circumvent our published policy.

Where an LS form has been completed for a child, the LS officer must be satisfied that the person who has signed the LS01 form was the original passport applicant. The original file must be checked and the signatures compared. Where the form is completed by someone other than the original applicant, the LS officer must request a letter from the original applicant confirming the passport is lost or stolen.

Where the LS officer is unable to obtain written confirmation from the original applicant that the child's passport has been lost, the LS form must not be passed even if the form has otherwise been correctly filled in. In these circumstances the record must be failed and the individual who completed the LS01 advised why we are unable to accept the notification. Our policy is not to issue a replacement passport to a child without written confirmation from the original applicant that the child's passport has been lost or stolen. If we pass an orphan LS record the passport will be cancelled, but the child will be unable to be issued with a replacement passport. This will effectively leave the child without any travel document. It will also leave the parent who may quite legitimately be holding onto the passport in a position where they will not have a valid passport – and we will have no means to tell them of this.

Where the parent who originally applied for the passport is now deceased, we can accept the notification completed by the other parent (or guardian) together with a copy of the death certificate as proof.

If the individual is unable to obtain written confirmation, they must be advised to seek legal advice with a view to obtaining a Specific Issue Order. Any cases of concern may be referred to Policy section via the regional Policy Network Group (PNG) officer.

Withdrawing and failing LS Records and incomplete orphan LS01 forms

Once an LS record has been accepted and passed, it will not be possible to reinstate the passport.

Where a passport has been returned to the IPS by a third party, other than our partner SMS (including its delivery service DX Secure), it must **not** be returned to the passport holder and any LS record awaiting examination must not be withdrawn and failed.

Where an LS01 is received (or submitted) as an orphan form the LS01 cannot be withdrawn as the passport will be cancelled when the record is accepted. The original passport must not be used, and the passport holder will need to obtain a replacement.

If there is no evidence of receipt of an LS01, and no record created, but the customer is able to confirm that one has been sent to IPS, the examiner dealing with the replacement application will ask the LSR officer to create a dummy pending LS record and LS note it to show that when the LS01 is received, the record must be failed as the passport has been found by the holder.

Please note that where an applicant contacts the IPS to advise us that they have now found their missing passport and they want to withdraw their application it will **not** always be possible to comply with the applicant's request.

An LS record **must** be passed if:

- The passport has been in the hands of a third party and returned to the passport holder
- The passport holder has already notified other Government departments such as FCO, UKBA or Police
- The passport was lost overseas.
- The LS01 is received as an orphan

Unfortunately, we cannot guarantee that a passport has not been misused during the time the passport was out of the passport holder's possession, and our advice in these circumstances must be that the passport holder should not attempt to use the passport if it has been returned to them. Our aim is to remove as many of these passports as possible from circulation, and any such passport must be returned to the IPS for cancellation.

An LS record can be failed and any application to replace a passport withdrawn **only** if the passport was declared mislaid at home and the passport holder confirms in writing that they have now found the passport at home and they no longer wish to continue with the application. The applicant must also be asked to confirm that the passport has not been reported missing with any other organisation. The applicant must be advised not to attempt to use the passport until they have received written confirmation from the LSR Team that the notification has been failed.

The examiner dealing with the replacement application will case note the LS record to advise the LSR officer of their actions before they disassociate the LS record and withdraw the passport application.

If the passport was reported lost overseas and then subsequently found, the passport holder must be advised to obtain a replacement passport. When the trusted submission via the FCO is received by TSDG, where pre-defined rules are met, it will automatically cancel the reported passport without the involvement of an LSR officer.

Also, passports that were reported lost overseas before 8 December 2003 were reported to UKBA by the FCO. Because of this, the passport may well have been entered onto the UKBA lost/stolen records.

When an LSR officer is satisfied that none of the above applies, and they are ready to fail the LS record, they must send a letter to the applicant to confirm that the notification has been withdrawn and the passport will not be cancelled against our database.

Electronic web submissions are from an untrusted source and cannot be accepted unless the submission is followed by a signed paper copy of the notification. Similarly, an Orphan or web submission LS01 that has mandatory information missing cannot be accepted and, in line with current policy, a new form will need to be completed.

After a reasonable time, (allow 2 weeks) if no reply has been received a follow up letter should be sent asking for the form to be completed. A further 2 weeks should be allowed for a reply to the letter. If after this time no further contact is received the electronic submission or notification may be failed.

If a phone call is received advising us that the passport has now been found at home, the caller should be advised that we will continue to hold onto the notification for a further 2 weeks in case of further contact. Before advising the caller, they should be asked to confirm the address entered onto the electronic submission to ensure as far as possible that the caller is the genuine passport holder. If, after this time no further contact is received the electronic submission or notification may be failed. An LS note must be made, at the time of contact, to record the details of the phone call.

Teleperformance

If the call is taken by the call centre they will inform the caller to return the form unsigned and enclose a note explaining that the passport has been found, using the envelope provided.

Reissuing passports declared lost in the post after dispatch

All re-issues where the passport is not present, and has been declared as 'lost in the post' will be dealt with by the LSR officer, except for ePassport applications at Newport which will be dealt with by the Examining Quality Consultant (EQC) team, who will reissue on the request of the regional DX Secure team as detailed below.

The Peterborough DX Secure team will deal with the preliminary stages of the investigation and make the decision on whether to re-issue the passport and/or documents lost during delivery. Details of their procedures will be produced separately.

Where less than 25 days have lapsed since the original passport was issued the original application can be accessed on screen in the region of issue. The DX Secure team will have forwarded all relevant paperwork to the regional LSR Team in preparation of any re-issue. When an application is re-opened in this way, it will create an LS record.

All relevant documentation (e.g. LIP form) must be scanned against the application. The LS record must be examined and a full LS note made to record the details all actions taken.

The LSR officer must check all details are correct, if there is any suspicion that the person does not fit the identity, reference must be made to the local FIU. Once the decision to re-issue has been authorised, the LS record will automatically cancel the passport. The applicant must be sent a letter advising them that the passport if delivered will be invalid and must be returned.

Where it is not possible to re-open an application the DX Secure team will already have obtained a new form and photos and sent these to Steria for scanning unless the application was dealt with through the counter. The LSR officer will need to create the LS record ensuring that all relevant documents (i.e. LIP form) is scanned against the record. The LS record must be completed and passed before the release of any subsequent replacement. This will ensure that the lost passport is cancelled at the earliest opportunity and safeguard against any fraudulent use of the passport.

On occasion it will be necessary for DX Secure to inform the Key Supplier Management Team when theft from its employees has occurred. The security team will advise the relevant LSR team leader and HEO of such instances to ensure the passports are cancelled through the creation of an LS record and for any subsequent reissue.

Recovered passports

Recovered passports includes

- Passports recovered by UKBA
- Passports recovered by FCO
- Passports recovered by police, including
 - Found passports
 - Those recovered in the course of police enquiries
- Passports found by the passport holder
- Passports found and sent to IPS by third party

Notification can be received by phone, fax, letter, email and electronic transfer. An R Form is available for completion by law enforcement agencies to report details of passports recovered in circumstances where identity fraud or related crime is known to have taken place. Although not specified on the form, it can be used by any department or individual wishing to forward a passport back to an LSR team, to help provide detail of recovery.

UKBA

Passports recovered by UKBA will be sent via NDFU (National Document Forgery Unit) to Durham LSR team. There the passports will be sorted by issuing office and sent to the regional LSR team.

FCO

Passports recovered by FCO posts will be entered within one working day. The recovered passport will be destroyed at the post once the record has been filed to reduce the risk of passports going astray in transit. The post will endeavour to note whether the passport is to be destroyed at the post or forwarded back to IPS in the 'circumstances' text box.

Police

The Police have been asked to return to the IPS any passports handed into them as found.

Receiving and storage of found passports

Every effort must be made to deal with returned passports as quickly as possible, reducing the security risks of storing them. Passports found by members of the general public will be sent to General Section (or the equivalent). The section must record receipt of the passport before forwarding to the LSR section in a cancelled state. A list of the passports must be sent to the LSR team with the passports on a daily basis.

Dealing with found passports

Under no circumstances should a passport be returned to the passport holder after a passport has been found by a third party and returned to the IPS as a recovered passport (unless the passport is one recovered by SMS/DX). The passport may have been misused during the time it was out of the passport holder's possession. Our aim is to remove as many of these passports as possible from circulation.