



Home Office

Enforcing removals using EU letters and Chicago Convention letters

Version 14.0

This guidance was previously called Documents for enforced removals.

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About this guidance

This guidance provides information on using EU letters and Chicago letters to make enforced removals.

Where available, the person's original travel document (usually their passport) must always be used for enforcing their removal. Where this is not available, people can be removed on the following types of document:

- an emergency travel document (ETD)
- a European Union letter (EUL)
- a Chicago convention letter (CCL). This is also known as a Chicago convention document (CCD)

Emergency travel documents (ETDs):

- where there is no passport available, many countries require that an ETD is issued for the return of their nationals
- ETDs are issued by the relevant embassy, high commission or consulate
- the ETD re-documentation process is managed by Returns Logistics in the Home Office
- guidance on making applications for ETDs and the individual requirements for different countries is available from the Removals documentation

European Union letters (EULs):

- a number of countries accept return of their nationals on EULs
- EULs are produced by the Home Office locally at removing offices.
- the EUL re-documentation process is managed by the Returns Logistics team in the Home Office. It is much quicker and more straightforward than the process of obtaining ETDs
- there is guidance on using [European Union letters](#)

For information on whether EULs or ETDs are used for removal to a particular country, see the Country returns documentation guide.

Chicago convention letters (CCLs):

- CCLs are used to remove to countries that have signed up to the Chicago convention
- the CCL re-documentation process is owned by Border Force operations advice and support (BF OAS)
- there is guidance on using [Chicago convention letters](#)

Contacts

If you have any questions about the guidance and your line manager or senior caseworker cannot help you or you think that the guidance has factual errors then email: Returns Logistics Customer Feedback or use the Returns Logistics contact list.

If you notice any formatting errors in this guidance (broken links, spelling mistakes and so on) or have any comments about the layout or navigability of the guidance then you can email the Guidance Rules and Forms team.

Clearance

Below is information on when this version of the guidance was cleared:

- version 14.0
- published for Home Office staff on 15 January 2016

Official – sensitive: start of section

The information on this page has been removed as it is restricted for internal Home Office use.

Official – sensitive: end of section

Changes from last version of this guidance

Moved the guidance onto new template and taken out all guidance that is covered in the returns logistics section.

Renamed the guidance to reflect what is left in this document.

Related content

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Related external links

Chicago convention letter

This page explains when you can use a Chicago convention letter (CCL) and the procedures you must follow when issuing a CCL.

The CCL is also known as a Chicago convention document (CCD).

A CCL must only be used if a passenger presents either a forged travel document or holds no travel document and there is evidence of travel to the UK from a country which has signed the Chicago convention.

Before you produce a CCL

Before you create a CCL, you must check the person is being returned to a country signed up to the Chicago convention. You can check on the [International Civil Aviation Organization's \(ICAO\) website](#).

Make sure you have strong evidence to show the person arrived in the UK from a Chicago convention signatory country. The evidence must show the:

- person travelled without any documentation
- document used for the journey was forged or improperly held

It is not enough to show the person does not have a travel document as they may have disposed of it on the plane, or when they arrived.

Having a false passport may not be enough proof as they may have travelled using another document which they then destroyed. You must look carefully at the quality of the evidence including:

- flight ticket information
- flight manifest
- embarkation stamps in the passport

CCLs are most effective if they are used shortly after a person enters the UK. The more time that passes between their arrival and removal, the less likely it is some countries will accept them.

Not all countries signed up to the Chicago convention cooperate with the use of CCLs. You can get further information from the relevant port of removal or the removals facilitation unit (RFU) for Gatwick or Heathrow removals.

Producing the CCL

If a person has exhausted their appeal rights and there are no outstanding barriers to removal, you must produce the CCL using the correct standard form generated from CID. You must include evidence of travel from the relevant country. Removal action can then start.

Standard forms

The following forms can be found on CID:

- IS 253 annex E - If a passenger arrives in the UK without a document and they are removable to their point of embarkation
- IS 254 annex D - If a passenger presents a forged or counterfeit document or is an impostor
- IS 255 - to notify the airlines of the removal of a person with escorts as the Home Office already notifies the airlines with the serving of form IS 83
- IS 256 - to notify the high commission, embassy or consulate that the Home Office are removing a person to their state or territory

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European Union letter

This page tells you what you must consider before preparing a European Union letter (EUL) and how to complete it for removal purposes.

A EUL is a locally produced travel document used for removal purposes.

If a person has no valid passport or travel document, you must find out if you can remove the person on a locally produced EUL.

How do we know if a country accepts a EUL?

There are no formal agreements about the use of a EUL and the continued acceptance of them depends upon the integrity practised by the UK in its use of the document.

A country's willingness to accept the return of their nationals on a EUL may change at any time.

Returns Logistics must be notified immediately if information is received suggesting a country may have stopped accepting EULs. Returns Logistics can then negotiate to re-instate the EUL process or secure an ETD process.

To check which document you need to enforce the removal, you must refer to the Country returns documentation guide. This tells you whether EULs or ETDs are used for removal to a particular country.

For more information see related links:

- [What to consider when preparing a European Union letter](#)
- [Information required on the European Union letter](#)
- [Completing a European Union letter](#)
- [Using a European Union letter in transit](#)

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What to consider when preparing a European Union letter

This page tells you what to consider when preparing a European Union letter (EUL) for removal purposes.

You must maintain the highest possible standards in both the production and use of a EUL. They must be completed as fully and comprehensively as possible.

EULs containing insufficient or no information or evidence to justify the person's claimed nationality can cause potential problems and may impact on the Home Office's ability to remove someone using EULs in the future.

You must follow the guidance below when considering the use of a EUL for removal purposes.

Initial action

This is what you must do:

- each individual use of a EUL must be referred to and authorised by Her Majesty's inspector (HMI) or senior executive officer (SEO) and recorded on the case file
- check the receiving state accepts a EUL by referring to the country returns documentation guide
- refer to country information and guidance to check if advise of the removal, if prior notification is required, has been sent to the relevant:
 - embassy
 - high commission
 - consulate
 - representative

Nationality checks

This is what you need to do:

- if there is any doubt about the person's nationality and identity do not assume the CID identity and/or nationality is correct:
 - you must test and review the information provided at the documentation interview
- if there is emerging evidence of a different nationality and you cannot fully evidence a claimed nationality, you must not use a EUL
- if there is any doubt about the person's nationality and identity, do not use a EUL
- if the person is likely to dispute their nationality or identity on arrival at their destination, do not use a EUL unless there is persuasive documentary evidence - driving licences and birth certificates do not themselves prove nationality

- if you do not have sufficient information or evidence linking the person to that country, before you use a EUL, you must obtain it by interviewing the person - you can also check either:
 - port and Home Office files
 - with other agencies, for example police, prison service or social services who may have had contact with the individual and hold or can confirm evidence of identity or nationality

Other considerations

This is what else you must consider:

- do not make reference to UK family or strong UK ties as this may lead to the receiving authorities refusing to admit them:
 - if the subject has been in the UK for less than 5 years, they must have substantial links with their home country
 - you must enquire about wider family or business connections - for example, how was the person living or working before travelling to the UK
- a fully completed Bio-data form must be attached to all EUL removals:
 - this helps to demonstrate to the authorities in the receiving state that the UK has taken reasonable steps to establish the person's nationality and identity
- any copies of previous passports must be included with the EUL
- if the person has not signed the Bio-data form you must state why and provide information on the EUL in the section provided and in the 'Observation/Remarks section'

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Form for EU letter

Information required on the European Union letter

This page tells you what information must be provided in a European Union letter (EUL) for removal purposes.

When you complete the form for the EU letter you must not enter the:

- reasons for removal
- person's immigration status in the UK (for example refusal of asylum or illegal entry)

You must provide the information below as part of the minimum requirements for removal using a EUL:

- personal details, including name, nationality, date of birth
- precise place of birth
- language and dialect (tribe and clan if applicable)
- last address in country of origin (village, nearest town or province)
- parents' full names, dates and place of birth (if deceased, date and place of death)
- parents' address in country of origin (if not available, uncles, aunts or guardians)
- details of any identity card (ID) or passport details which support nationality or identity
- reference, and attach, any available evidence, including any copies of previous passports

If the above details are unknown you must arrange a documentation interview to satisfy this requirement. For more information see Returns Logistics guide to compiling and checking applications for emergency travel documents (ETD).

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Bio-data form

Completing a European Union letter

This page tells you how to produce a European Union letter (EUL) for removal purposes.

Once a person exhausts their appeal rights and there are no outstanding barriers to removal, you must produce a EUL locally to start removal action.

It is the responsibility of the port or the Immigration, Compliance and Engagement (ICE) team to make sure the EUL is completed in line with the instructions below.

To produce a EUL, you must:

- select the form ISE.324 (EUL) from the document generation tool on CID:
 - complete all the fields that CID does not populate
 - use Arial 12 point typescript
 - do not use handwriting on any part of the form
 - you must print the document on vellum coloured, woven conqueror paper
- complete a new document and shred the original if you make a mistake - You must not use correction fluid or manual adjustments
- glue a passport sized photograph to the EUL, do not use staples:
 - you must place a Home Office date stamp across the top left of the photograph
 - this must not cover the personal details on the form or the person's image on the photograph
- do not fold or hole punch the EUL
- do not enter the reasons for removal, or the person's immigration status in the UK, for example refusal of asylum or illegal entry, onto the EUL
- take 2 copies of the Bio-data form and supporting identity documents:
 - place one copy on file and attach the other to the EUL with a paperclip (do not staple the documents together)
 - if original identity documents are not available use copies if you have them

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Form for EU letter

Using a European Union letter in transit

This page tells you about using a European Union letter (EUL) in transit.

The purpose of a EUL is to make a direct removal where available. If there are no direct flights, the EUL can be used in transit.

When removal has to be made using a transit country, you must advise the authorities in that country well in advance of the impending removal.

The process you must follow is:

- in cases where there are specific concerns, or advice or assistance is needed, ports or the Immigration, Compliance and Engagement (ICE) team must get advice or the assistance of the local Immigration Liaison Manager (ILM) (formerly known as airline liaison officer) well in advance
- before removal you must examine the country specific interim operational instructions (IOIs) to find out if advance notification is required by the authorities in the respective country including any transit country
- the Risk and Liaison Overseas Network (RALON) can provide ILM advice, and you must inform RALON of all in transit removals passing through ILM locations

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