



Home Office

General Instructions:
Immigration Returns, Enforcement and Detention

Arranging removal

Version 2.0

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About this guidance

This guidance is to assist National Removal Command (NRC) caseworkers, travel desk members and Immigration Removal Centre (IRC) staff through the Removal Directions (RDs) process.

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 the Enforcement Policy team.

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 and publication

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

- version 2.0
- published for Home Office staff on 04 October 2018

Changes from last version of this guidance

New guidance on [cases where a disclaimer form IS.101 has been signed](#) when a person requests to depart before the end of their notice period.
Minor housekeeping changes.

Related content

[Contents](#)

Powers associated with removal

This page tells you about the powers under immigration law associated with arranging removal action against a person who has breached immigration rules after their leave has been brought to an end (if applicable), and they have been properly notified of their liability to be removed.

Power to remove

The power to remove a person who requires leave to enter or remain in the UK but does not have it, is contained in [section 10 of the Immigration and Asylum Act 1999](#) (as substituted by [section 1 of the Immigration Act 2014](#)).

This provides for immigration officers to give any such direction for either:

- the removal of a person under paragraphs 8 to 10 of schedule 2 to the Immigration Act 1971
- the deportation of a person under schedule 3

This allows for a migrant and their family members to be removed by ship or aircraft to any country or territory:

- of which they are a national or citizen
- in which they have obtained a passport or other document of identity
- to which there is reason to believe that they will be admitted
- from which they embarked for the UK

Power to curtail

Officers can also make a simultaneous decision to curtail leave (or in deception cases revoke indefinite leave under section 76 (2) of the 2002 Act) where a person has breached their immigration restrictions, for example by working when the conditions of their leave prohibit work.

Power to require carriage

The powers contained in [paragraph 8\(1\) of schedule 2 to the Immigration Act 1971](#) and [paragraph 9 of schedule 2 to the 1971 Act](#), respectively, require **the inbound carrier** to remove persons refused leave to enter and illegal entrants; subject to notice of the intention to give removal directions being given within 2 months.

Full details on how and when to serve a notice of liability for removal can be found in Non-EEA administrative removal.

Related content

[Contents](#)

Pre-removal preparation

This page provides guidance to caseworkers and travel desk members on the checks that must be made and actions that must be taken before starting the process of arranging removal.

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[Pre-removal actions and checks](#)

Criteria to set removal directions

You can only set removal directions (RDs) if the following criteria are met:

- no outstanding casework barriers
- detainee is [fit to fly](#)
- authority to conduct a family separation is obtained, where necessary - refer to the guidance on family separations for further information
- appropriate level of authorisation for removal is obtained
- valid travel document (or valid travel document agreement) held - as an exception if the detainee is to be removed on a charter flight, RDs may be set while the emergency travel document (ETD) is still pending agreement

In the case of a European Economic Area (EEA) administrative removal - the relevant EEA notification periods must also be met regarding the date of removal; generally this is one calendar month from the service of the IS 151A EEA, unless they no longer qualify for a notification period (for example by entering in breach of a deportation order or having previously been removed for not exercising treaty rights).

While it is lawful to detain and set RDs before further submissions are considered (after serving notification of liability to detention or removal); further submissions are usually considered before service of RDs in accordance with paragraph 353A of the Immigration Rules. Consideration of further submissions must be subject to the procedures set out in [part 12 of the Immigration Rules](#).

A person who has made further submissions shall not be removed before the Secretary of State has considered the submissions under paragraph 353 or otherwise.

Authority to remove

Prior to setting RDs for enforced removals on scheduled or charter flights, you must obtain authority to remove from the appropriate level of authority, along with an

attached copy of the [immigration factual summary](#) (ICD.2599). In detained cases you will do this by completing the locally held 'NRC authority to remove form' (template R01).

When completing the immigration history on the [immigration factual summary](#) you are not required to enter a date when RDs will be served - this will be completed by the Immigration Removal Centre (IRC). Instead enter the date when RDs were requested and state 'case progressed to removal'.

You will need to secure authority for removal. The normal level of authority required to set RDs is a Senior Executive Officer (SEO), however certain cases require higher levels of authority:

- clearance is required from the Minister where an MP has made representations to the Minister
- Senior Civil Servant (SCS) authority is required for:
 - armed forces related cases
 - designated high profile cases

The authorising officer must update the 'Authorised by user' field on CID Removals screen. In detained cases they must also sign the locally held National Removal Command (NRC) authority to remove form ('template R01').

Authority following a failed or delayed removal

RDs should be set as soon as possible after authority for removal has been granted. Where RDs are delayed or have failed, you must consider any changes in circumstances that are raised, before setting further RDs:

- where authority was given within the **previous 10 days** and there have been **significant** changes in circumstance you must consider whether you should re-obtain authority
- where authority was given **more than 10 days ago**, and there have been **any** changes in circumstance, you must re-obtain authority to set RDs
- where authority was given **more than 10 days ago** but there are no changes in circumstances - you do not need to re-obtain authority, but you must provide a reasonable justification for the delay in setting RDs

Fitness to fly: considerations

Pregnant women

You must make a check with the Home Office's ticketing agent before setting RDs; although the International Air Transport Association (IATA) guidelines allow airlines to carry pregnant women in excess of 32 weeks gestation, thresholds for carriage may vary between single / multiple pregnancies, and where there are any known complications.

If, at any stage in her pregnancy, a woman claims to have problems which would prevent her from flying, she would be expected to produce medical evidence to support this.

New mothers

Under the section 55 safeguarding duty, you must give due consideration to any possible impact that removal may have upon the mother and baby.

Difficult births and maternal or child health problems may require periods for recovery, or longer term treatment. Both the mother and baby must be assessed as fit to fly by their respective obstetrician, midwife or equivalent medical professional.

Before planning any return you must secure documentation for the newborn (that is - both registration and travel documents) and also obtain assurance of acceptance of carriage on the flight for both the mother and baby.

Medical conditions

If any medical concerns are identified, an IS91 part C must be completed by the relevant healthcare provider advising of if there are any medication requirements.

You should assume that a detainee is fit to fly unless advised otherwise; however, if there is significant doubt as to the detainee's fitness to fly, you must request confirmation from the relevant healthcare provider.

For detainees held at Colnbrook or Harmondsworth Immigration Removal Centre (IRC) you must complete the Home Office healthcare enquiries form and send it to the relevant inbox.

Check for outstanding appeals and applications

Where a detainee has previously been through the appeals process, before setting RDs you must obtain a copy of the appeal determination and check CID for previous appeal outcomes. If a previous appeal has been concluded and the Home Office file is held locally, check the Home Office file for a copy of the appeal determination.

Where there is no immediately available appeal determination follow one of the following procedures:

- to obtain an appeal determination relating to a previous non-asylum appeal, email the responsible Presenting Officers Unit with the following details which are available on CID:
 - appeal reference number
 - appeal case type (First Tier or Upper Tier hearing)
 - date of promulgation (the date the determination was signed by the immigration judge)

- to obtain an appeal determination relating to a previous asylum appeal that has been concluded in the last 6 months, search the 'ADMU' folder in the shared drive or email ADMU Determinations
- where the appeal determination cannot be obtained, recall other related sub files or recall a copy of the determination from the Immigration and Asylum Chamber (IAC) by sending an email with the following details:
 - Home Office reference
 - appeal number
 - return fax number

Any requests made to the IAC may take up to 10 working days to action.

It is necessary to have the appeal determination to hand in case the detainee raises further submissions after RDs have been set and a referral needs to be made to the [Operational Support and Certification Unit](#) (OSCU).

Documentation

See also: Removals documentation

Travel document

A passport will be invalid for removal if it:

- has expired:
 - for certain nationalities it is possible to travel with an expired passport - you must check latest guidance for example in NRC briefings
 - it may also be possible for detainees to travel with a passport that will expire on the day of removal
- is forged:
 - a forged UK Visa or Entry Clearance stamp does not invalidate a passport
- is significantly damaged
- contains a photo that is unclear and bears no resemblance to the detainee

If the name on the agreed ETD or travel document does not match the name on the CID record, CID must be amended. You must record the verified name as the main name on the CID record and record the previous name as an alias.

You must also re-issue detention paperwork (IS.91, IS.91R and IS.91RA), noting that all other decisions on CID or the file will remain addressed to the detainee in their alias name. Returns Logistics should enter a minute on CID confirming the name in which the ETD has been agreed.

You must check the Removals screen on CID to confirm there are no outstanding casework barriers. Any new barriers raised (other than documentation) will be recorded in the red highlighted area in the figure in the [use of emergency travel documents section](#) below. You must ensure the yellow highlighted sections are completed prior to setting or re-setting RDs.

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Official – sensitive: end of section

Use of emergency travel documents

Check eligibility for either European Union Letter (EUL) or ETD on the Country returns guide and other information available from Removals documentation. If the subject is removable on a EUL you can task the case. You must note in the tasking email that although subject is not documented they are removable on EUL.

To check if subject has a previously agreed ETD:

- 1) Open the case on CID.
- 2) Click on 'person/subject'.
- 3) On the left hand side - click on 'documentation' screen.
- 4) At the bottom of the screen - 'travel documentation' will show if an ETD has previously been requested or agreed (see area highlighted in red on the CID screen shot below).

The screenshot shows a software interface for managing travel documents. At the top, there are fields for HO Ref, Port Ref, Title, Full Name, Date of Birth, Gender, and Nationality. Below this is a section titled 'Documents/Visas Submitted' with a table containing columns for Document Type, Copied Reference No., Issue Date, Place Of Issue, Valid From, Valid To, Valid For Return To, and Endorsement. The first row in this table is highlighted in yellow and contains the text 'No Document Held'. Below the table are three sub-sections: 'Forgery Details' with a 'Forgery Code' dropdown set to 'No Document'; 'Forged Document Alias' with fields for Document Name, Date of Birth, and Nationality; and 'Document Location' with fields for Location, Date In, and Date Out. At the bottom, a section titled 'Travel Documentation' is highlighted with a red border. It contains a table with columns: Document Type, Date App. Rec'd, From Unit, Date Applied For, URN Ref., Issue Authority, Date Promised, and Date Received. Below this table is an 'Outcome' section with fields for Type, Date, and Reason. A 'Save / Exit' button is located at the bottom right of the interface.

If there is travel documentation information available, contact the Sheffield documentation team (see Removals documentation) - if the ETD was issued you

may be able to have it extended, or if it was previously requested but not issued these requests can be followed up.

To request an emergency travel document:

- 1) Complete the ETD form.
- 2) Email completed form to the Sheffield documentation team.

Posting travel documents

When posting any travel documents or personal documents to the port ahead of a scheduled flight, you (the caseworker) or a travel desk member must:

- enclose a copy of the IS.152B
- as a minimum, mark the envelope with the following information:
 - port of departure
 - time and date of removal
 - Home Office reference and details of enclosures - template envelope covers (templates R04) are locally held for use if travel documents are to be sent in bulk, enclose each travel document in an individually labelled envelope, with the Scheduled Returns form attached to the outer packaging
- double up the envelope, where necessary, to avoid a breach of data protection
- post the document using the agreed local method
- enter a clear note on CID confirming when and by what method the travel documents have been sent

If you are using the courier service, please note that the Scheduled Returns teams at Heathrow and Gatwick accept couriers between 7am to 5pm only, 7 days a week. For urgent deliveries outside these hours contact Scheduled Returns (see Returns logistics' contact list) before booking the courier. When booking a courier, Scheduled Returns' contact number must be given to the courier company.

For removals from Scheduled Returns Gatwick, you **must not** post travel documents to Border Force in Gatwick North under any circumstances.

Any documents that are not related to travel, for example certificates or bank statements, should be copied for the file and then returned to the subject in detention and **not** sent to Scheduled Returns. See the next section on valuable documents - retrieval and disposal, below.

Valuable documents - retrieval and disposal

See also: Returns logistics - removals documentation

You must make every effort to identify whether there are valuable documents in the Home Office's possession, which either need to be returned to the detainee in detention before removal or destroyed by the appropriate means. These documents should not be sent to Scheduled Returns, unless they are for a self check-in (SCI) removal.

You should follow any of the steps below to retrieve valuable documents:

- sift the port file once received
- search CID 'Documents Submitted Screen'
- search record management system (RMS) to confirm whether there is a 'Valuable Document Envelope' (VDE) linked to the Home Office file

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See also: Examples of valuable documents

Completing the airline risk assessment

You should fully complete the airline risk assessment (ARA) which must always be generated from the Doc Gen - ICD 4607.

If a risk indicator is ticked 'yes', additional detail must be included in the free text box. For example, if the detainee has previously refused to leave detention for an unescorted removal but exhibited no violence or aggression, the relevant box must be ticked on the form. However, an explanation must be given in the free text box clarifying that the disruption relates to the detainee refusing to leave detention but no violence or aggression was used or shown.

Similarly, if everything is ticked 'no' but escorts and a medic have been requested, there must be some narrative as to why they have been requested as the ARA indicates no risk

Be mindful of the level of information recorded in the ARA form, specifically in relation to the disclosure of criminal convictions and medical conditions in the additional information box.

If the case is subject to high profile media interest or public protest, then that fact can be disclosed to the airlines along with other details already in the public domain such as the organisations supporting the protest. But you **must not**, under any circumstances, disclose details of the detainee's immigration case history to third parties. Similarly you **must not** disclose specific details of medical conditions or criminal convictions in line with our data protection responsibilities.

See also: Data sharing in enforcement cases: standards of operational practice
Manage information
Border Forcer Removals: airline risk assessment guidance

The following standard paragraph can be used if no disruption is expected:

'Due to the nature of the returnee's medical condition / conviction, escorts have been arranged to provide assistance during this removal but no adverse disruption is expected.'

The following standard paragraph can be used if disruption is expected:

'Escorts have been assigned to this removal in order to mitigate against any disruption that may be attempted by the returnee in order to frustrate removal.'

The sender of the ARA must clearly print their name on the form and include a contact telephone number.

Submitting the ARA

You must send the [airline risk assessment](#) (ARA) to the airline's secure email account or UK-based fax number, as listed in the Airline contact list for risk assessments. Scheduled Returns Gatwick own the list of contact details which can be used and publish these through updates on Returns Logistics (RL) news.

ARAs need to be sent to all airlines with which subject is travelling. ARAs can be sent by fax or corporate email within:

- the EU or US
- Andorra
- Argentina
- Canada
- Faroe Islands
- Israel
- New Zealand
- Switzerland
- Uruguay

Alternatively ARAs should be sent to secure 'CJSM' email addresses. Refer to the Airline contact list published through updates on RL News. They should soon be on horizon under Scheduled Returns page.

Refer to the 'updates log' to check if there are any special arrangements in place for sending the ARA to certain airlines.

You must alert Scheduled Returns (see Returns logistics' contact list) immediately if there are problems with sending the ARA to the airline.

You must refer to the latest information circulated via National Removal Command (NRC) briefings.

Pre-removal actions and checks

72 hours before removal

A copy of the [airline risk assessment](#) should be sent 72 hours before removal to the Scheduled Returns Gatwick inbox and **not** the management distribution list 'RL Gatwick Duty Managers'.

24 hours before removal

Pre-removal checks - scheduled flights

You must conduct the following pre-removal checks 24 hours ahead of a scheduled flight:

- confirm time of service of RDs to ensure the required notice has been given
- confirm the Removals Documentation Delivery team (RDDT) have been given the correct notice to revalidate an ETD or collect an agreed ETD
- check for any barriers and, where appropriate, refer any further submissions to the Operational Support and Certification Unit (OSCU)
- check the port has received the travel document - if removal is through Scheduled Returns check CID notes and document tracker for this information
- confirm the name on the agreed ETD or travel document matches the name on the CID record - if not, and if the e-ticket cannot be amended, you must re-request RDs, amend all CID records to reflect the verified name of the detainee and re-issue the detention paperwork (IS.91, IS.91R and IS.91RA)
- confirm successful fax transmission of the [airline risk assessment](#) to the airline and Scheduled Returns Gatwick
- check CID to confirm:
 - the airline has not refused carriage
 - a movement order is in place

Where there are duplicate movement orders in place on CID, call the Detainee Escorting and Population Management Unit (DEPMU) directly as they will be cancelled out by the duplication.

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It is advisable to set up a pre-departure diary action at the point of setting RDs as a reminder to complete these checks.

Pre-removal checks - charter flights

See: [Charter removals](#)

You must conduct the following pre-removal checks 24 hours ahead of a charter flight:

- confirm time of service of RDs to ensure the required notice has been given
- check for any barriers and, where appropriate, refer any further submissions to OSCU
 - on the day of a charter, do not call OSCU unless the query is genuinely urgent, and relates to a removal on that day

- check the travel document and all other relevant documents have been sent to the Charters team
- confirm the name on the agreed ETD or travel document matches the name on the CID record, if not you must amend all CID records to reflect the verified name of the detainee and re-issue the detention paperwork (IS.91, IS.91R and IS.91RA)

Pre-removal checks - voluntary departures

It is good practice for you to conduct the following pre-removal checks 24 hours ahead of a voluntary departure:

- check CID to confirm a movement order is in place
- where there are duplicate movement orders in place on CID, call [DEPMU](#) directly as they will be cancelled out by the duplication
- confirm, where applicable, the ETD has been issued in the same name as the e-ticket
- confirm, where applicable, the RDDT have arranged the delivery of the ETD or travel document to the port
- check the port have received the travel document and the [airline risk assessment](#)
- confirm successful fax transmission of the [airline risk assessment](#) to the airline
- check CID notes for any indication of whether the airline has refused carriage

See also: Assisted and voluntary returns

Related content

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Immigration factual summary (IFS)

This page explains the purpose of the immigration factual summary, and provides guidance to caseworkers and travel desk members on completing and updating the form.

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[Purpose of the IFS](#)

[Basic data fields](#)

[Immigration history](#)

Purpose of the IFS

The immigration factual summary has a number of functions:

- it outlines to the person being removed all of the different actions which have been taken on their case which have led to the setting of removal directions
- should the person lodge an application for judicial review (JR), their legal representative, the Operational Support and Certification Unit (OSCU), and the Administrative Court or Upper Tribunal rely on the information contained within the summary to make a quick and informed decision concerning the person's case for JR and whether it is appropriate to maintain or defer removal
- the European Court of Human Rights (ECtHR) relies on the information contained within the summary to assess the merits of an application to them to impose interim measures under [Rule 39 of the ECtHR's Rules of Court](#)
- it enables the Home Office to demonstrate to the court all of the steps that have been taken to address a claim to remain in the UK, and to demonstrate that removal is now the appropriate course of action

The contents of the immigration factual summary must be written clearly so that it can be understood by a person outside the Home Office. It must be completed in plain English and **without acronyms**.

All fields must be completed. Most fields are self-explanatory, however below is some guidance on specific fields.

Basic data fields

In the field entitled '**Legal Rep Address**', if the person does not have a legal representative you must record 'No legal representative on record' in that field and, where appropriate, add 'The subject has been provided with a list of legal representatives'.

In the field entitled '**Removal Date**' you **must not** record the date of departure if the person is being provided with a 3 month removal window or 'limited notice of removal'. Instead, you must record '3 month removal window' or 'limited notice of removal' in this field. The date and time of departure must not be recorded in the

'Immigration History' section of the form, but you must state the reason for giving 'limited notice of removal' in the 'Immigration History section'.

In the field entitled '**Other Litigation**' you must record all previous applications for JR, injunctions, and applications for **interim measures** under rule 39 to the ECtHR. You must include the Administrative Court or Upper Tribunal office reference number for each JR or injunction application in order to assist the court.

As an example 'The subject submitted an application for judicial review on dd/mm/yyyy (CO Ref: CO/00000/2011 or Upper Tribunal ref: JR/00000/2014). Permission was refused on dd/mm/yyyy.'

It is important that wherever possible all of the information needed to complete the summary is obtained directly from the Home Office file rather than from CID alone.

Immigration history

The Home Office is in a better position to deal with litigation quickly and effectively when the record of the subject's immigration history is complete and accurate. An accurate immigration factual summary will also reduce the likelihood of the High Court granting last minute injunctions.

The immigration history must be structured in chronological order.

The instructional text contained within the document will aid completion of the history and the guidance below provides further information.

Arrival in the UK

You must record:

- the most recent date of arrival in the UK
- the dates of any previous arrivals in the UK and whether entry was made on a valid visa or if leave to enter was refused
- any attempts at entering the UK illegally and method used for example, false passport, or clandestine entry in a lorry
- any documents served to the person at the point of entry and the date on which the document was served
- any periods of temporary admission granted
- if the person has re-entered the UK post-removal or was returned from a third country under the Dublin Convention
- if the person has entered in breach of an extant deportation order

Departures or removals from the UK

You must record:

- the date of any previous removals of the person from the UK
- the date of any voluntary departures made by the person from the UK

- details of any valid leave held
- the type and length of any previous leave held

If leave was curtailed, record the date of curtailment and the reason for the decision. Note any documents served to the person.

Claims made to the Home Office (asylum, human rights)

For any claims for asylum or on human rights grounds you must record:

- the date that the person made the claim and the nature of the claim, for example, asylum, human rights
- the outcome of the claim and the date of decision, for example, refused asylum but granted exceptional leave to remain (ELR), or certified as clearly unfounded under [section 94 of the Nationality, Immigration and Asylum Act 2002](#) (the 2002 Act)
- if the refusal carried a right of appeal to the Tribunal or whether and why the claim did not carry a right of appeal, for example, claim certified under [section 96 of the 2002 Act](#) or refused under [paragraph 353 of the Immigration Rules](#)
- if there is a right of appeal that is only exercisable once the person has left the UK

Applications for leave to remain

For any applications for leave to remain you must record:

- the date of each application made to the Home Office and what type of application, for example, leave to remain as a spouse or leave to remain outside the rules
- the outcome of each application and, if appropriate period covered by the leave, for example, leave to remain granted from dd/mm/yyyy to dd/mm/yyyy
- if the application was refused by the Home Office, state whether the refusal attracted a right of appeal and whether the appeal was 'in country' or only exercisable from abroad
- the dates and outcome of any administrative review of a decision
- if the application was refused and certified under either [section 94](#) or [section 96](#) of the 2002 Act

Appeals

You must record:

- the date of any appeals made and the date and outcome of each appeal
- any applications for permission to appeal and the outcome, record the date on which the person exhausted their appeal rights - also note if there are any remaining appeals which may be exercised from outside the UK, for example, following certification under [section 94 of the 2002 Act](#)

- if the person had a right of appeal but did not exercise that right, recording this information and the date on which they subsequently exhausted their appeal rights

Further submissions

You must record:

- whenever any further submissions have been made, including submissions made by MPs, including the:
 - dates of the submission
 - date of the outcome
 - outcome of the further submissions
- if a decision on the further submissions attracted a right of appeal, recording whether or not the appeal was exercised and the outcome of the appeal

Where the person is subject of a deportation order

If the person is subject of a deportation order you must record:

- the date when the person was notified of their liability to deportation and documents issued
- the date of the decision to make a deportation order, noting whether the person exercised a right of appeal and the outcome of the appeal, and recording the date on which they exhausted their appeal rights
- the date that the deportation order was signed and served
- if the person is subject to automatic deportation, recording:
 - the date that the decision to make a deportation order was served
 - whether there was a right of appeal to the Tribunal
 - the date of appeal and outcome
 - if there was a human rights or asylum claim refused in the decision to make a deportation order which was certified under [section 94](#) or [section 96](#) of the 2002 Act

See also: Criminal casework guidance

Applications for judicial review and injunctions

You must record:

- the date of any applications for judicial review (JR) and/or injunctions, and record the outcome of those applications together with the administrative court or Upper Tribunal office reference numbers
- if no JRs or injunctions have been sought in the 'Further Litigation' field
- if removal isn't being deferred in spite of a JR application, stating the reasons why for example, removal by charter flight

Periods of detention and reasons for release

You must record details of:

- any previous periods of detention and the reason for release
- dates of service of IS96 and the reporting restrictions imposed
- all incidents of failure to comply with reporting restrictions and the action taken
- dates of all bail hearings and outcomes

See also: Detention - general guidance

Dates of any periods of absconding

You must record details of any periods where the individual has been classified as an absconder within the meaning defined in non-compliance and absconder guidance.

Removal directions

You must record:

- the date of any removal directions previously set and the reason for the failure to remove, for example, the person was disruptive, ill or violent
- the service date and time of removal directions - do not record the date and time of the removal where the person has not themselves been notified of this
- whether self check-in removal directions have been set previously and the reason for failure
- the date that the assertive letter was served where removal directions are set for removal by charter flight
- for Dublin third county cases, state that the claim has been certified in accordance with third country legislation, claim to be considered by [member state]

Disclaimers

You must record:

- the dates of any disclaimers signed by the person and the content of the disclaimer (withdrew a right of appeal, agreed to depart voluntarily).
- any issues of non-compliance by the person in obtaining the emergency travel document (for example, failing to attend an interview or failing to complete documentation)

Assisted voluntary return (AVR) and facilitated returns scheme (FRS)

You must record:

- the date of when AVR was offered and how it was offered (for example, face-to-face)

- if a family is being returned, stating the date of any family return conferences conducted
- if an AVR application was made but later withdrawn
- if an individual is subject to deportation, recording if they have applied for FRS and the outcome of the application

See also: Assisted and voluntary returns

Medical conditions

You must record:

- any known medical conditions (when diagnosed)
- if the Home Office has provided the person with medication
- any treatment they are currently receiving, or alternatively state if treatment is not currently being received
- any provisions that the Home Office has made for the removal of the person, for example, medical escort, any additional medical equipment

Risk of self-harm or suicide

You must record:

- if there is a medical escort travelling with the person being removed
- if there is any evidence that the person has previously deliberately harmed themselves or has attempted suicide

See also: Identifying people at risk

Related content

[Contents](#)

Notice of removal

This page provides guidance to caseworkers and travel desk members on the processes surrounding the notice of removal.

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[Notice of removal: family cases](#)

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[Notice of removal: where standard notification may not be required](#)

Notice of removal may be given in 3 different forms:

- **notice of a removal window** - the person is given notice of a period, known as the removal window, during which they may be removed
- **notice of removal directions** - the person is given notice of removal directions and thus knows the exact date of departure
- **limited notice of removal** - a more restricted version of the removal window form of notification

Only one of the above forms is necessary in each case. In some cases you may have discretion as to which of the above forms of notice is considered suitable, in other cases removal may only be possible with one form of notice.

Notice of a removal window

Notice of a removal window allows removal without any further notification. You should normally give notice of a removal window to subjects:

- being removed under [section 10 of the Immigration and Asylum Act 1999](#) as amended by the [Immigration Act 2014](#) - the person will be given a **'Notice of liability for removal'**
- being deported under [sections 3\(5\) and \(6\) of the Immigration Act 1971](#) or [section 32 of the UK Borders Act 2007](#) - the person will be given a **'Deportation decision letter'**

Exceptions: persons not suitable for removal window

You must **not** give notice of removal under this policy:

- to family cases
- where the person has no leave but has a pending protection (asylum or humanitarian protections) or human rights claim, or appeal
- where the Home Office has evidence that a person meets one or more of the criteria for vulnerability described in detention - general guidance (people unsuitable for detention)

It is possible that notice of a removal window may have been served on a person before it is established that they constitute a vulnerable group. If that has been done, you may **not** rely on the notice to enforce removal. The person will be issued a new notice of liability to removal with any adverse decision.

Notice documentation

The 'Notice of liability for removal' or 'Deportation decision letter' must include:

- the country of return
- in relation to an asylum claim, details of the part of the country to which they will be removed

The 'Notice of liability for removal' must be accompanied by:

- a casework decision or a 'RED.0001' notice
- an [immigration factual summary](#)

You must copy the 'Notice of liability for removal' or 'Deportation decision letter' to any legal representative actively involved in the case, or to any representative that the subject specifies.

Detention

You must consult the detention - general guidance and decide whether a subject being given notice of a removal window should be taken into detention overnight before removal.

If someone is detained or arrested and removal is arranged for later on the same day they will not be removed for at least 72 hours if they indicate that:

- their circumstances have changed
- they wish to access legal advice
- they make a further claim
- they are challenging their removal through the courts

They will be taken to an Immigration Removal Centre (IRC) if detention is appropriate.

Notice period

When 'Notice of liability for removal' or 'Deportation decision letter' is given, it starts the notice period. The person may not be removed during this period.

When the notice is given in person, the period begins at the time notice is given.

When the notice is given by post, the period begins at 00:01h the day after it is received. Unless shown otherwise, the date of receipt is 2 working days after the date on which the notice was posted.

The notice may not be given to a person with leave to enter or remain, or during the period within which an in country appeal or an administrative review may be lodged in time or is pending.

The notice will specify the length of the notice period. The minimum length must comply with the [notice period policy](#).

Removal window

The removal window follows the ending of the notice period. A person may be removed during the removal window.

The removal window will run for a maximum of 3 months from the time the 'Notice of liability for removal' or 'Deportation decision letter' is served.

If a removal window has not yet expired, you can extend it for a further 28 days. You can do this by issuing a removal reminder 'RED.0004 (extension)' which will also remind the subject of their obligation to raise any further issues with the Home Office.

Do **not** issue a removal reminder if you know that removal will not take place within 28 days. Instead you should allow the window to lapse. You will need to re start the window later by service of a new notice 'RED.0004 (fresh)' which starts a new 3 month window.

The removal window ends if the person makes an asylum, human rights or European Union (EU) free movement claim, involving issues of substance which have not been previously raised and considered, or a further charged application for leave. If this happens, you do not need to withdraw the service of the 'RED.0001'. If challenged on the outstanding 3 month window you should serve a new 'RED.0001' with the 'You will be given further notice of when you will be removed' box ticked.

New removal windows

When a removal window expires you should notify the subject of a new removal window using form 'RED.0004 (fresh)'. A new notice period will begin.

A new removal window must also be notified when removal will be through a third country transit point that was not referenced in the original notice and it is not listed as one of the [safe countries](#). You may use the form 'RED.0004 (fresh)' to notify the subject of a proposed third country transit point or a range of potential transit points.

Notice of removal directions

Notice of removal directions specify the date of departure. You can use this form of notice for the removal and deportation of all subjects irrespective of the power under which they are being removed.

You must give adequate notice to subjects that their removal has been scheduled. Where the person is detained, you should ideally give notice as soon as removal directions have been set.

Where the person is not detained but the removal is to be enforced and removal directions have been set, you should ideally give notice as soon as possible after arrest.

Where removal directions are being served on a person in an Immigration Removal Centre (IRC), you must ensure that a copy of the removal directions and all other relevant paperwork is faxed promptly to the IRC to serve on the individual. If it is received by the IRC before 3pm the notice of removal should be served on the person the same day. If it is received by the IRC after 3pm it will normally be served the following day, unless the Home Office manager at the IRC makes an exception and agrees to serve it the same day.

When notice is given to a person being removed, you must send a copy to any legal representative actively involved in the case, or to any representative that the subject specifies.

Notice of removal directions must also be accompanied by the [immigration factual summary](#).

Notice of removal - detainees

See also: Detention - general guidance

The detainee's caseworker is responsible for setting removal directions. However, as a matter of good practice, Immigration Enforcement staff working in IRCs and short term holding facilities (STHFs) should liaise closely with the caseworker to ensure they are set promptly where they are aware that a detainee can lawfully be removed.

Notice of removal must be served on the detainee as soon as is practicably possible, but in any case no later than the minimum period set out below. Notice of removal should be accompanied by an [immigration factual summary](#) (ICD.2599).

Unless otherwise agreed with the Immigration Enforcement manager at the removal centre, short-term holding facility or pre-departure accommodation, you, as the caseworker, must provide the IRC or STHF with the notice of removal and [immigration factual summary](#) by 3pm for the documents to be served on the same day.

On site staff must therefore ensure that documents received by 3pm are served on the detainee on the same day as receipt. It is good practice for removal directions to be served by an Immigration Enforcement member of staff, but where this is not possible (for example, there is not a member of staff present), they may be served by a detainee custody officer or other member of the facility's staff.

As the member of staff serving removal directions, you must satisfy yourself that the detainee has understood the implications of the documentation (for example, the date of their removal and flight details, including the destination). You must use the services of an interpreter if there is any doubt as to whether the detainee has understood. This can be done by telephone interpreting where needed. You must ensure detainees have access to telephone facilities after service of the removal directions to enable instruction of and contact with legal representatives. This requirement may be satisfied by detainees using their personal mobile telephones.

Staff serving removal directions must advise Detainee Escorting and Population Management Unit (DEPMU) if the detainee displays an adverse reaction to removal directions, in particular whether the detainee gave any indication whether or not he or she would be compliant, and of any medical concerns or other risk factors which will otherwise warrant the use of escorts, including a medical escort or other special arrangements.

Limited notice of removal

You should not use limited notice where a medical or social work professional has advised that it may not be appropriate. You can use limited notice in all cases (subject to the safeguarding exception detailed above) as an initial return option or as a contingency where a return using alternative option has failed. It may be of particular use where non-compliance or disruption by the family has led to a previous failed return or where there is a reasonable likelihood of future disruption or future non-compliance.

The exact details of the flight and time of departure may be withheld and limited notice given using form 'IS151G'. You must inform the individual or family that following the notice period they will be removed, no later than 21 days from when notice is given. In the absence of a copy of the removal directions, you must also tell them the country to which they are being removed and the route. This may be notified as a range of possible routes, including that the flight will either be direct, or through a listed safe country, or any other named country you are considering as a transit point.

See also: Family returns process

[Charter removals](#)

[Special arrangements \(including charter flights\)](#)

When notice is given to a person being removed, you must send a copy to any legal representative actively involved in the case, or to any representative that the subject specifies.

The notice period

When you give notice of a removal window to a person who is not detained the notice period is 7 calendar days from the point notice is given.

Otherwise, **subject to certain exceptions** the notice period must be a minimum of:

- **72 hours** for normal enforcement cases, including at least 2 working days
- **5 working days** for third country cases and cases where the decision certified the claim, unless the case has already been reviewed by judicial review

Normal enforcement cases (administrative removal and deportation)

Unless an exception applies, the notice period must:

- be at least **72 hours**
- include at least **2 working days**
- include a **working day in the last 24 hours**, unless the notice period already includes 3 working days

The below table shows the latest times you can notify a person of their removal in normal enforcement cases, assuming you want to immediately remove at the end of the notice period, taking into account the minimum 72 hours notice period and the provisions in terms of working days.

This table does not take account of bank holidays which must be considered as extra non-working days.

Standard notification periods

Removal set for	Notify by latest
midnight to 10am Monday	10am the preceding Wednesday
10am to 5pm Monday	Same time the preceding Thursday
5pm to 11:59pm Monday	10am the preceding Friday
midnight to 10am Tuesday	10am the preceding Friday
10am to 5pm Tuesday	Same time the preceding Friday
5pm to 11:59pm Tuesday	Same time the preceding Saturday
Wednesday	Same time the preceding Sunday
Thursday	Same time the preceding Monday
Friday	Same time the preceding Tuesday
midnight to 10am Saturday	Same time the preceding Wednesday
From 10am Saturday	10am the preceding Wednesday
Sunday	10am the preceding Wednesday

In addition to the above table and summary, you can use the removal notice calculator when considering the latest time you can notify a person of their removal in normal enforcement cases.

There are occasions where the standard 72 hour notification period is not required which you must consider before giving notice of removal. See: [Exceptions](#)

People detained for removal must be given access to telephone facilities to enable instruction of and on-going contact with representatives.

In summary, the notification times are as follows:

If removing on a Monday

If you wish to remove before 10am on a Monday, notice must be given by 10am on Wednesday. This is because the last 24 hours does not include a working day so the notice period must be extended to include 3 working days.

Those you intend to remove between 10am and 5pm on a Monday will need sufficient time to access the courts on the Thursday and Friday of the preceding week so that they can challenge the decision to remove them if necessary. Those due to be removed after 5pm on a Monday will, however, have sufficient time to access the courts on the day of their removal, so removal directions can be set as late as 10am (when the courts open) on the Friday prior to removal.

If removing on a Tuesday

Individuals you intend to remove on a Tuesday may also need sufficient time to access the courts during the preceding week. Those due to be removed before the courts open on a Tuesday or between 10am and 5pm must be given sufficient time on the Friday before the planned removal to challenge the decision to remove them if they so wish.

However, those due to be removed after 5pm on a Tuesday will have sufficient time to access the courts on the day of, and the day before, their removal, so you can serve removal directions as late as the same time on the preceding Saturday (72 hours before removal).

If removing on a Wednesday, Thursday or Friday

If you intend to remove a person on a Wednesday, a Thursday, or a Friday, unless there has been a bank holiday, the weekend is of no consequence when calculating the minimum notice period. You must ensure when giving notice of removal that the person has at least 2 working days before their removal to challenge the decision to remove them in the courts if necessary.

If removing at the weekend

The courts are shut at weekends, so individuals you intend to remove then or before the courts open on a Monday must be given sufficient time in the preceding working days to challenge the decision to remove them if they so wish. Those due to be removed at the weekend or before the courts open on a Monday must therefore be notified of their removal on the Wednesday prior to the planned removal, so that they have 3 working days to access the courts if necessary.

Notice of removal: family cases

See: Family returns process

Families are provided with greater support and advice when considering their options for voluntarily leaving the UK (assisted return). Where families are not prepared to return voluntarily they may be given the opportunity to leave under their own steam (required return) before enforcement action (ensured return) is considered.

As part of the assisted return stage, you must give all families liable for return the opportunity to attend a family return conference to discuss their options for returning home and raise any legal challenges or further submissions regarding their departure. Where necessary, you must then give families a minimum of 2 weeks after their family return conference to think about how best to go home before setting removal directions.

In addition to the minimum 2 week assisted return reflection period, specific notification periods have been established for giving notice of removal at the required return and ensured return stages of the family returns process.

Notifying a family of their required return

Where families are not prepared to voluntarily leave the UK, you should give them the opportunity to make a required return, which means they leave under their own steam without any enforcement action. Families will follow a self check-in or assisted check-in process. You should give at least 2 weeks notice of removal. Families will be able to live at home for this period.

Notifying a family of their ensured return

Families reach the ensured return stage of the new process only where the assisted and required routes of return have failed or, in exceptional circumstances, where we consider a required return is not appropriate. The [standard notification times](#) apply to families subject to ensured return unless one or more of the [exceptions](#) applies. If the family is subject to a limited notice removal, you should use the standard notification period to provide the time and date before which they will not be removed.

Notice of removal: third country and NSA cases

Cases certified as being non-suspensive appeal cases (NSA) under [section 94](#), [section 94B](#) or [section 96](#) of the Nationality, Immigration and Asylum Act 2002 (the 2002 Act) and [EEA Regulation 24AA](#), as well as third country cases, do not attract a statutory in-country right of appeal. When you give notice of removal to a person in these cases, you must satisfy yourself that they have the opportunity to access the courts before their departure is enforced. If notice of removal is given at the same time as the NSA or third country decision this is likely to be their first opportunity for legal redress. You must therefore allow a minimum of **5 working days** between

giving notice of removal and the removal itself, unless the case has already been reviewed by JR, or in some circumstances where the individual has received such notice previously, see [Exceptions](#).

As the courts are shut at weekends, you will need to give notice of removal 7 days before you intend to remove the person in most third country and NSA cases. In some cases where you intend to remove an individual on a Saturday or a Sunday, you may need to give notice of removal 8 or 9 days in advance, if you are not able to give notice of removal the preceding weekend.

The below table shows the notification times for NSA and third country cases. It does not take account of bank holidays which must be considered as extra non-working days.

Notification times - NSA and third country cases

Removal set for	Notify by latest
Monday	Same time the preceding Monday (7 days before)
Tuesday	Same time the preceding Tuesday (7 days before)
Wednesday	Same time the preceding Wednesday (7 days before)
Thursday	Same time the preceding Thursday (7 days before)
Friday	Same time the preceding Friday (7 days before)
Saturday	Same time the preceding Saturday (7 days before) or Friday of the previous week (8 days before) if you are not able to serve removal directions at the weekend
Sunday	Same time the preceding Sunday (7 days before) or Friday of the previous week (9 days before) if you are not able to serve removal directions at the weekend

In addition to the above table and summary, you can use the removal notice calculator when considering the latest time you can notify a person of their removal in third country and NSA cases.

There are instances where standard notification may not be required for NSA and third country cases (some [family cases](#) for example) which you must consider before setting removal directions.

Special arrangements (including charter flights)

See also: [Charter removals](#)

Individuals being removed by special arrangements (including charter flights) who wish to legally challenge their removal are normally required to seek injunctive relief as a JR application will not usually result in deferral of removal.

See: [Exceptions](#) and Judicial review guidance.

In these circumstances, you must give the person a minimum of 5 working days notice of removal so they have the opportunity to take legal advice. The purpose of this extended period of notice of removal is to minimise the number of last minute applications for injunctive relief to the High Court in England and Wales, the Court of Session in Scotland or the High Court in Northern Ireland and to encourage people to inform the Home Office at the earliest opportunity of any further submissions they want to make.

If individuals being removed by charter flight or special arrangements are not required to seek injunctive relief to challenge removal, a JR application will usually continue to result in a deferral of removal. In these circumstances, you should give the standard 72 hours notice period rather than 5 working days.

To protect the safety of those on board a chartered aircraft to particular destinations it may be necessary, for security reasons, to withhold the exact details of departure. In these cases you should give all those being removed by that flight limited notice of removal. This will inform them that they will be removed no sooner than 5 working days and no less than 21 days from the date of notice.

As well as referring to the tables in this section you can use the removal notice calculator when considering the latest time you can notify a person of their removal in charter flight and other special arrangement cases.

Notice of removal: where standard notification may not be required

This section details the circumstances in which you do not need to provide [standard notification](#) when giving notice of removal. Standard notification of removal does not need to be given where:

- an exception applies
- where a second period of notification is not needed following a failed removal

Cases where a disclaimer form IS.101 has been signed

After being served with a notice of liability to removal which sets out the relevant notice period, a person may choose to depart before the end of that notice period. In such cases a person must sign the disclaimer form IS.101, the contents of which must be explained to them in a language they understand. When this has been undertaken it is not necessary to wait for the notice period (72 hours or 7 days) to expire before arranging for the person's departure from the UK. This applies to circumstances in which the person pays for their ticket or the Home Office purchases the ticket at public expense. If the IS.101 is not signed, the relevant full notice period must be complied with.

You must always give the person the opportunity to seek legal advice in making this decision. A copy of form IS.101 must be given to the person and another copy sent to the person's legal representative, if they have one. **The person may reverse their decision at any point prior to their departure**, in which case

the full relevant notice period before removal, which restarts from that point, must be complied with. You must issue a 'RED.0004 (fresh)' to set the new end date of the notice period. To do this:

- select text option 'use where a previous removal window has expired'
- tick the second box and insert a new date and time

Provide a copy of the completed form to the applicant and their legal representative, if they have one.

You **must** ensure that for all requests to depart before the end of the notice period, the IS.101 disclaimer is explained and signed. Signing a pocket notebook (PNB) is **not** sufficient as the person signing needs to understand all the implications of this decision, and an IS.101 disclaimer explains these.

Exceptions to standard notification of removal

Below we detail the following exceptions to standard notification of removal, these are:

- port cases where removal occurs within 7 days of refusal
- third country and NSA family cases subject to ensured return

Port cases

In port cases, if removal takes place within 7 days of refusal, you do not need to provide 72 hours notice.

In cases which are refused entry at port where removal does **not** take place within 7 days of refusal you must provide the standard 72 hours notification of removal.

If a human rights claim is raised in a port case where standard notification is not required, the [Operational Support and Certification Unit \(OSCU\)](#) may, where the claim falls to be refused, be able to certify the claim without deferring the removal directions. You must refer this type of case to OSCU who will decide whether such action is appropriate.

Third country and NSA family cases subject to ensured return

Families are liable for ensured return only where assisted and required return have both failed or, exceptionally, where you consider a required return is not appropriate.

Therefore, any family that reaches this stage of the family returns process will have already had opportunities following their family return conference and, where appropriate, when they were given notice of removal at the required return stage, to make an application for JR, if they wanted to do so.

If a third country or NSA family case has reached the ensured return stage of the family returns process, you do not need to provide a minimum of 5 working days

notice because they will not need this longer notification period to access the courts. Instead, you must provide standard notification (minimum 72 hours) of removal in these cases.

NSA cases already reviewed by JR or following a failed removal

Where an NSA decision has already been challenged by way of JR and either all JR proceedings have been concluded or the JR proceedings are no longer a legal barrier to removal (for example, the court has made a finding of 'no merit' or that renewal will not be a bar to removal) any subsequent removal directions will only require the standard notice period of 72 hours, not 5 working days.

Where removal directions have been set for 5 working days in an NSA case and the individual either does not challenge the removal during that period or their challenge does not result in deferral of their removal, but the removal fails for other reasons (for example, travel document issues or technical reasons), you should apply the 10 days policy where possible, with some [exceptions](#).

Where this is not possible (for example, travel documents take longer than ten days to obtain) removal directions may be reset with 72 hours notice rather than 5 days.

Where a second period of notification is not needed.

Where a person was given the required notice of removal but the removal fails or is deferred, it may not be necessary to give a further period of notice when rearranging removal for within 10 days of the failed or deferred removal. See [Authority following a failed or delayed removal](#).

Where a person has been given notice of a removal window or limited notice and an attempted removal fails, removal may be rescheduled without further notice if it is within the removal window or limited notice period which they have already been given, without the 10 day policy being applied. This does not prevent the 10 day policy being applied (if it is appropriate to do so) if a removal fails towards the end of the removal window or limited notice period.

Examples of situations when you do not need to give a second period of notification include when:

- the flight cannot depart as scheduled due to a technical fault with the aircraft or transport difficulties with the relevant contractor including problems with the availability of aircraft, related aircrew or the scheduled departure slot
- the scheduled departure time of the flight has had to change for other reasons such as adverse weather conditions, industrial action or other significant factors that can be reasonably deemed to be outside of the Home Office's control
- the person has attempted to frustrate their removal by being non-compliant for example, refusing to leave the immigration removal centre or board the vehicle
- where removal has been disrupted by another person's behaviour
- removal was deferred following a JR of removal which has been concluded or the judge has given a finding of 'no merit' or 'renewal should not act as a bar to removal' subject to the following conditions

However appropriate notice must continue to be given in cases where there has been more than 10 days since the initial deferral/cancellation or where there has been a significant change in circumstances, such as when:

- you are re-setting removal directions to a different country
- further submissions (involving issues of substance which had not been previously raised and considered) have been received and refused since the earlier removal direction failed
- in certain circumstances, there has been a change of route, as explained below

Removal by a different route

If for operational reasons it is required to change the route of return to **remove** a place of transit you do not need to allow a further period of notice when re-setting removal directions for within 10 days of the failed removal, providing the place of final destination remains unchanged. For example, the alteration is from a flight from London to Abidjan through Lagos to a direct flight from London to Abidjan.

If for operational reasons it is required to change the route of return to **insert or amend** a place of transit you must give a new standard notice period unless the new place of transit is in a safe country. A new standard notice period will not be required when the new place of transit is in:

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Iceland
- Ireland
- Italy
- Latvia
- Lithuania
- Luxemburg
- Malta
- Netherlands
- Norway
- Poland
- Portugal
- Romania

- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland

For example, if the original removal directions were set from London to Abidjan through Lagos, you may alter the place of transit (Lagos) to Paris without a new notice period. However, if you changed the transit point from Lagos to Nairobi, a new notice period would be required.

Related content

[Contents](#)

Public expense removals

This page tells you about public expense removals (PERs), and provides caseworkers and travel desk members with the processes associated with PERs, including information that airlines require, making amendments to a flight bookings, and setting directions for on scheduled flights.

A PER is one whose removal or voluntary return is effected by completion of the electronic removal form (ERF). All PERs are paid out of the public purse.

For more information about which case types are reported as public expense removals see returns logistics - electronic removal form guidance

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[Amending scheduled flight bookings](#)

[Setting Removal Directions for public expense removals on scheduled flights](#)

See also: [Carriers expense removals](#)

Voluntary and assisted returns

Electronic removals form guide

Booking airline tickets

You can arrange airline tickets through the Airline Ticketing team, which provides an operational link between our ticket provider, Carlson Wagonlit Travel (CWT), and the ticket bookers.

Please be aware that always booking one ticket type (such as a fully refundable or low cost ticket) will not give best value.

You should select tickets individually on the basis of the destination and the likelihood of the removal succeeding.

Where a previous removal has failed and a further period of standard notice is not required to re-set removal directions (RDs), and if the flight is scheduled to depart within 24 hours, you must make a telephone booking and complete the e-booking form afterward.

You must cancel any previous outstanding booking for a case. If you do not, you will not be able to book new tickets.

See also: [Failed removals](#)

Guidance on the booking system is provided on the booking airline tickets horizon page.

Airline information

You must refer to the national removals command (NRC) briefings and the NRC removals update log for latest information on issues affecting removals on certain airlines.

Carlson Wagonlit Travel (CWT)

Flights are booked through the travel provider, Carlson Wagonlit Travel (CWT) by completing the [electronic removals form](#) (ERF).

Service levels

You should expect CWT to meet specific service level agreements. They should provide:

- confirmation of unescorted flight bookings should be received within 3 hours
- confirmation of escorted flight bookings should be received within 5 hours
- accurately booked tickets, with the correct name, destination, and arrival time

If you receive ticket confirmation after the applicable timeframe or the ticket contains the wrong information, you must report the service failure on the 'CWT regional reporting spreadsheet' for service issues which can be requested from the Airline Ticketing team who collate the information.

Electronic removal form

See: Electronic removal form guidance

Authority to access and use the ERF system must be acquired from the Airline Ticketing team before a booking can be made.

Before starting the booking process, you must check details of the case to see if the removal can be booked at [carrier's expense](#).

You must only book tickets when they are required. The Home Office incurs a transaction cost for every ticket booked and every ticket that receives a refund.

The ERF should only be accessed through the [designated link](#) on the CWT portal. You must include the personal identification number (PID) on the ERF. If this is not done the booking will not be made.

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

The ERF user guide provides best practice instructions on how to complete the ERF.

To complete the electronic removals form when booking a flight for removal, you must:

- select the earliest departure date that will give the detainee the required minimum notice of removal directions (RDs) (and fulfil the required timeframe for ETD revalidations)
- enter the detainee's details exactly as they appear on the travel document - you must request a copy if the Passport or ID identity card is not available

Confirm identity match

You must ensure you are not providing incorrect or incomplete information on the form. Incorrect names, gender or dates of birth being supplied could mean tickets have to be cancelled and rebooked and lead to additional costs.

You must **double check** the information is correct and complete to ensure money is not lost in this way.

If the name on the travel document does not match the name on CID, you must amend CID records and book the e-ticket in the name of the verified identity.

If the flight booking had already been made, you will need to cancel and re-book; however you should telephone CWT first to alert them to the issue so the seat can be held.

For some carriers it may be possible for CWT to make the amendment without a cancellation being required.

Select special conditions

You should tick any special conditions that apply and provide additional details if necessary in the free text box. In addition you should:

- if there is any doubt as to whether the use of escorts is necessary, explain the medical condition or special condition and provide a contact number to discuss the matter further
- if you are booking escorts, request that the immigration removal centre (IRC) send a copy of the front cover of the detainee transferable documents (DTD), which will contain details of the build, height and weight of the detainee, to the escort provider
- state any additional requirements, such as airlines to avoid
- avoid specifying a particular route when booking flights unless absolutely necessary, for example, where it is expected the journey will transit through a country for which transit authority is not easily obtained

Select destination

You must ensure that a specific port of destination and suitable alternative are recorded at the point of booking. It is not sufficient, for example, to enter 'Russia' as the port of return.

The Home Office is only required to return the detainee to their country of origin however to mitigate against the risk of disruption it may be necessary to select the detainee's preferred destination port which should be recorded by the gatekeeper in CID notes or on the ICD.4706 IRC detainee induction sheet on CID Doc Gen

Risks

You must fully complete the ERF risk assessment, including details of the person's build (body size) and any other important notes to be aware of including medical information. Not including all relevant information may lead to failed removals.

Detainee Population Management Unit (DEPMU) colleagues have reported that significant numbers of removals fail due to insufficient risk or medical information being given, resulting in the escort provider not allocating appropriate numbers of escorts or medics. This can lead to additional detention and flight costs.

You must note all risks on the Special Conditions screen on CID.

Group email address

You must supply a group inbox email (or line managers' details) allowing CWT to contact the booker to check and confirm details, ensuring that correct tickets are bought.

Ticket type

You must select the most appropriate ticket for each removal.

There are 5 ticket types available. The type chosen should be based on the history and particular needs of the person being removed. You should select:

- **earliest departure** - where an exact date or the closest date available is required.
- **specific airline only** - where a specific airline is required - the cheapest available fare on the airline will be used
- **specific date only** - where the travel date is restricted to the date requested
- **fully refundable** - if there is a high chance of cancellation
- **lowest cost** - only if there is minimal risk of the removal failing - often these fares are non-refundable

The free text box on the 'air journey' page of the ERF also allows for a combination of the above choices. For example you can request a 'specific airline only' ticket that is fully refundable. The only pairing that cannot be made is fully refundable and low cost.

Dungavel detainees

For any detainees held at Dungavel who will have a return arranged from a London airport, you must select 'London' as the departure port and add a note to CWT to arrange a shuttle flight from Glasgow.

You must submit the form once completed, and print the flight itinerary once confirmation is received.

See also: [Arranging removal of detainees](#)

Amending scheduled flight bookings

To add an additional leg to an existing flight booking at the detainee's request, you must:

- cancel the existing booking request and rebook the flight if it has already been fully confirmed by CWT, or call CWT to request an amendment over the phone if the ERF Booking confirmation has not yet been received
- re-issue an updated IS.151D to the detainee without renewing the required notice
- re-issue an updated IS.152B and ICD.4607 to all carriers involved in the journey

To add a medical escort to an existing escorted flight booking, you must use the ERF confirmation email received from CWT and request that the escort provider add a Medic and complete the [airline risk assessment](#).

To correct a misspelling on an existing flight booking, you must either:

- call CWT to request an amendment if the need for alteration is spotted before ERF booking confirmation is received
- cancel the existing booking request if the flight has already been fully confirmed and create a new request from the previously cancelled booking where the booking cannot be amended through a call to CWT

In all instances where a flight needs to be cancelled, you must enter the flight details and the appropriate cancellation code on CID, even if the cancellation is made before service of RDs. This allows for matching of ticketing data and accountability for lost money, a reporting requirement stipulated by the Home Office Finance team.

You must ensure there is always an individual set of flight details on CID to match each ticket that is purchased.

Public expense removals: setting removal directions on scheduled flights

Where removal directions (RDs) are being served following a previously successful removal, you must create a new 'departure' on the CID Removals screen by clicking on the 'Create departure' button or the green cross.

A new departure must not be created on CID if the previous departure was cancelled or failed.

You must then complete the fields following the CID instructions below.

CID removals screen - departure group detail tab:

You must complete the data fields:

- **Referred for action** - enter the date the case was referred to the authorising officer
- **Departure case type** - select enforcement
- **Authority to remove given** - enter the date the authorising officer signed/authorised the Authority to remove form
- **Authorised by user** - enter the authorising officer's name if they have not already completed this themselves
- **Cost incurred by** - select 'Public'
- **Removal linked** - link all associated cases to the departure, any issues in trying to link the relevant case type should be referred to a CID Superuser

If authority to set RDs has been given within the last 10 days, it may not be necessary to re-obtain authority to set RDs or overwrite any information contained in these fields. You can proceed directly to completing the 'Departure Directions' tab.

CID removals screen - departure directions tab:

You must complete the data fields:

- **RDs set for** - enter the date of the flight and the time in 24 hour format
- **Removal by centre** - select the relevant National Removals Command (NRC) centre
- **Port of removal** - enter the Airport and Terminal - for removals from Stansted, select Stansted Service Port
- **Final destination** - enter the relevant details
- **Booking reference** - enter the CWT booking reference
- **Flight details**
 - **Escorts** - enter the escort details
 - **Carrier** - select the airline
 - **Service Number** - enter the flight number

Enter details relating to the place, time and date of departure using the 24 hour format.

The details of each connection flight should be listed separately. Input the first connection flight at the top followed by the second and any subsequent flights in order.

Completing the CID Removals screen following a previously failed removal

Where a previous removal has failed and it is necessary to re-obtain authority to set RDs, you must:

- update the fields on the 'Departure Group Detail' tab with details of the new removal type (if different) and the latest authorising officer - the previous details should be overwritten if they have changed
- insert a second (or third or subsequent) set of RDs on the 'Departure Directions' tab below the previous set of RDs

Where a previous removal has failed you must consider if it would be appropriate to request a fresh authority to set RDs. See [authority following a failed or delayed removal](#).

If fresh authority is obtained, you must insert the details of the RDs on the 'Departure Directions' tab below the previous set of RDs without overwriting the details of the authorising officer on the Departure Group Detail tab.

Completing the CID Removals screen in limited notice of removal cases

When limited notice of removal is given, the level of detail needing to be entered on CID will depend on the case. You should discuss the required details with a senior caseworker.

Entering a minute on CID

When RDs have been set for a removal on a scheduled flight, you must include on CID notes:

- the flight details, including details of any connection flights
- time and date of the departure and arrival
- the departure port
- the flight locator reference and Carlton Wagonlit Travel reference
- details of the paperwork served on all relevant parties (for example, case referral form faxed to RL scheduled returns)
- confirmation that the fax has gone through (OK transmission on file)
- confirmation that **all** fax confirmations have been retained and placed on the file
- details of the travel document and its confirmation
- details of when the travel document will be posted or couriered to the port of removal
- confirmation that the [airline risk assessment](#) has been completed and faxed to the specific airline and emailed to RL scheduled returns

Public expense removals documentation - scheduled flights

To the detainee

You must provide the detainee with the documentation by fax to the relevant IRC using CID referencing. This must include copies of:

- a courtesy note if removal is within the removal window period

- Departure Directions (IS.151D) where removal is outside the removal window period, which, as a minimum, includes details of:
 - flight numbers
 - destination country
 - transit countries
- an [immigration factual summary](#) (ICD.2599), which you must amend to contain:
 - the customer liaison team's operating hours (see Returns logistics' contact list)
 - a blank date ' __/__/__ ' in the 'Removal Directions served' field, which the IRC should complete as RDs are served

To expedite service of removal directions, you must telephone the facility before sending paperwork to inform the relevant staff (whether Immigration Enforcement or detention custody officers (DCOs) that the paperwork is being sent and to confirm how and to whom it will be sent. This is especially important where documents are to be served by DCOs.

See also: Detention - general guidance
[Baggage and property issues](#)

Detention centre staff must make sure any personal property is returned to the detainee before leaving the detention centre ahead of the removal. See [Valuable documents - retrieval and disposal](#)

To the legal representatives

You must provide copies of the Removal Directions (IS.151D) and [immigration factual summary](#) (ICD.2599) to any legal representative actively involved in the case, or to any representative that the subject specifies.

To the port of removal

You must send:

- the Notice of directions to remove (IS.152B)
- a copy of the passport bio data page or the EU letter
- a copy of the granted transit authority (where necessary)
- Scheduled returns referral form (for removals from Heathrow and Gatwick) or Notification of RDs covering letter (for removals from all other ports)

Some ports (excluding those managed by Scheduled Returns) may additionally require the ISE.304 and ISE.306.

You must include the escort names in the required fields on the IS.152B, where appropriate.

You must send the travel document if immediately available along with a copy or note of the removal directions.

For departures from Heathrow or Gatwick, you must send the travel documents 48 hours prior to removal. Postal deliveries are not made at these locations on Sundays or bank holidays. If a courier is to be used, you should request for arrival by 5pm. If you have any doubts over delivery times or methods of delivery you should discuss them by telephone with the relevant Scheduled Returns team.

For removals that involve a connection flight from Dungavel to another UK port, you must send to both Immigration at Glasgow Airport and the UK connection port the forms:

- IS.152B
- ISE.304
- ISE.306
- [airline risk assessment](#) ICD.4607

To Scheduled Returns Gatwick

You must send:

- the completed [airline risk assessment](#) (ICD.4607)
- a confirming email to Scheduled Returns Gatwick 72 hours ahead of the removal (even where the scheduled port of removal is not Gatwick)

See also: [Scheduled returns Heathrow and Gatwick](#)

To the airline

You must send:

- Notice of directions to remove (IS.152B)
- the completed [airline risk assessment](#) (ICD.4607)
- the locally held 'Notification of RDs' covering letter (template R03A)

See instructions on sending the [airline risk assessment](#)

Where the journey involves transit and onward travel with different airlines, the IS.152B and ICD.4607 must be sent to **all** airlines.

See also: [Complex removals](#)

To DEPMU

You must send Notice of directions to remove (IS.152B) to set up a movement order.

For removals from Glasgow, you must book a shuttle flight through CWT to the appropriate UK port and send the details of the flight to [DEPMU](#) to record as a movement order

See also: Detention - general guidance

To the Removals Documentation Delivery team

You must always check the validity of ETDs and the removal notification timescales before setting a removal direction.

If the Removals Documentation Delivery team will have to collect an agreed emergency travel document (ETD) or arrange for the re-validation of an expired ETD you must email the team the completed Removal Directions notification using the template on the relevant page of the [Country guidance](#).

See also: Delivery of removals documentation: additional guidance for the delivery of emergency travel documents to ports for people who are being removed from the UK and guidance on emergency travel document payments.

It is essential that you adhere to removal notification timescales and revalidation requirements before setting a removal direction. These details are provided in the Country returns guide

Once the above documents have been sent, you must:

- [minute CID](#)
- create a diary action to complete a 24 hour pre-removal check
- ensure a positive fax transmission report is received and save a copy in the Home Office file for each document that is faxed

Removal documentation - limited notice of removal cases

In [limited notice of removal cases](#), all relevant parties are served RDs however you should note that the key differences are that the:

- subject is only **notified** of the removal, including the destination and any transit country
- IS.151G replaces the IS.151D
- removal time and date, and chosen airline should not be disclosed to either the subject or the legal representatives

In light of the above, you must:

- generate the IS.151G on CID Doc Gen
- enter the destination country and route of return - you should list all possible routes of return so that if the removal fails and needs to be re-set through a different route no further notice would be required
- make it clear that the detainee will be removed no earlier than a time and date 72 hours after the notice is served and no later than after 21 days
- fax to the detainee at the relevant IRC along with ICD.2599

Related content

[Contents](#)

Carrier expense removals (CER)

This page tells you about carrier expense removals (CERs), and provides caseworkers and travel desk members with the processes associated with CERs, including information that airlines require, making amendments to flight bookings and setting directions for on scheduled flights.

You must consider whether there is a possibility that the removal could be at carrier's expense. You must review CID and the Home Office file for evidence of a carrier who brought the individual into the UK. If there is evidence of carriage you must consider removing the subject at carrier's expense.

See also: [Identifying and setting a carrier's expense removal](#)

[Cancelling removal directions where removal is at carrier's expense](#)

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[Indicators of carrier expense removal suitability](#)

[Setting removal directions for carrier expense removal cases](#)

[Carrier expense removals: generating removal paperwork](#)

[Carrier expense removals: carrier does not operate to required destination](#)

Indicators of carrier expense removal suitability

The power to give directions requiring the inbound carrier (aircraft, ship or train) to remove from the UK (or make arrangements for the removal of) **a person refused leave to enter** is contained in paragraph 8(1) of [schedule 2 to the Immigration Act 1971](#).

Where the inbound carrier is known, they may be given directions for the removal of an illegal entrant under paragraph 9 of schedule 2 to the 1971 Act. The carrier may be liable for the cost of removal and for detention costs for any period not exceeding 14 days.

To establish whether a case can be removed at carriers' expense you must check whether or not:

- the individual was encountered by Border Force (or one of its predecessors)
- they were served a 'notice to submit to further examination' (IS.81)
- any of the following refusal decisions been raised on CID:
 - refusal of leave to enter
 - cancellation of continuing leave at port
 - refusal of asylum by asylum caseworker
 - a Third Country Unit decision
 - a deportation decision served by Criminal Casework
- the inbound carrier has been served removal directions using form 'IS.83' (either dated or 'date to be notified')
- a previous carrier's expense removal failed, and was form 'IS.88' served within a month of the removal date

Setting removal directions for carrier expense removal cases

You must:

- confirm that no more than 2 months have elapsed since the refusal decision or an IS.83 was previously issued within this timeframe
- obtain authority (in detained cases this should be on the locally held National Removal Command (NRC) authority to remove form 'template R01')
- consider the use of escorts based on the subject's conduct, history, liability to disrupt removal or medical condition
- find a suitable outbound flight by checking the inbound airline's flight timetables on its website
- ensure the required minimum notice of removal is taken into account when selecting a flight
- consider any transit issues and obtain transit authority, where appropriate

If you consider escorts are appropriate, initially approach the inbound carrier as they may have their own arrangements for escorted removals at their expense. If not, request escorts using the [electronic removals form](#) (ERF). To make an escort booking using the ERF form, enter '00' in the 'total number of returnees' field.

You must notify the Airline Ticketing team by email.

Carrier expense removals: generating removal paperwork

You must issue removals paperwork in line with the following instructions.

To the carrier

You must send:

- the new Notice of removal directions (IS.83) listing all legs of the journey,
- any previous Notice of removal directions (IS.83)
- the [airline risk assessment](#) (ICD.4607) which must be marked 'yes' in response to the question: Is this a Border Force case?
- evidence of carriage which may include
 - ticketing
 - boarding pass or baggage tags
 - landing card completed at time of arrival
 - CCTV identification
 - carriers liability action commenced for no documents
 - flight manifest
 - airline records
- the notification of removal directions covering letter
- a request for confirmation of booking

To the port

You must send:

- a copy of the notice of removal directions (IS.83)
- the travel document the completed Scheduled Returns referral form (for removals through Heathrow and Gatwick) or notification of removal directions covering letter (for removals from all other ports)

For removals from Heathrow and Gatwick, you must email the relevant Scheduled Returns team advising that the notice of removal directions has been generated and made available on CID Doc Gen. Scheduled Returns will print the IS.83 directly off CID Doc Gen.

For departures from Heathrow or Gatwick, you must send the travel documents 48 hours before removal.

To Scheduled Returns Gatwick

You must send:

- the [airline risk assessment](#) (ICD.4607)
- a confirming email to Scheduled Returns Gatwick 72 hours ahead of the removal (even where this is not the scheduled port of removal)

To the detainee

You must send:

- the notice to subject of further removal details (IS.92)
- the [immigration factual summary](#) (ICD.2599)

See also: Detention - general guidance

Carrier expense removals: carrier does not operate to required destination

If there is no suitable route using the inbound airline, an alternative airline may be used however any third party carrier is not obliged to carry (unless the removal directions were given under [paragraph 10 of schedule 2 to the Immigration Act 1971](#)).

You must complete the [paperwork for the airline](#) and attach a covering letter with a request to provide an indemnity to the outbound airline. You must address form IS.83 to the inbound carrier noting that they are to make arrangements for the removal of the subject. You must also send a copy of the indemnity to the port.

A public expense removal may be booked if the carrier no longer operates or refuses to comply. Carriers risk prosecution under [section 27 of the Immigration Act 1971](#) if they refuse to comply. In the case of non-compliance CER papers must be served on the carrier which reserves the right to recover costs at a later date. You must email the Airline Ticketing team to ensure they are aware of the booking.

See also: [Cancelling removal directions](#)

Related content

[Contents](#)

Arranging removal of detainees

This page provides caseworkers and travel desk members with additional information associated with arranging the removal of detainees.

Page contents

[Removals from Larne House Short Term Holding Facility \(STHF\) - Northern Ireland](#)
[Baggage and property issues](#)
[Scheduled Returns Heathrow and Gatwick](#)

Removals from Larne House short term holding facility - Northern Ireland

Individuals may be held in Larne House short term holding facility (STHF) for **up to 5 days**. If at the **end of** those 5 days it's proposed to remove within the next 2 days, they can be detained further, up to a **maximum of 7 days**.

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Official – sensitive: end of section

See also: Detention - general guidance

Baggage and property issues

In order to minimise any disputes about baggage, you should make clear to the individual (and any relevant relatives or friends) what is possible and permissible.

You must inform the individual, in advance, of their likely baggage allowance. The baggage allowance on scheduled flights is usually 20kg, and on charter flights is usually 25kg.

Any arrangements must be confirmed with detention managers in advance, so that acceptance procedures can be put into action. Detention managers may then arrange for the baggage to be collected and taken to the departure port in time for the removal.

If the person is detained in an IRC, the baggage should be delivered there, but you should confirm in advance with the IRC.

If the person is in a prison or police station, you must check whether the delivery of baggage is acceptable with them, as most will **not** accept the delivery of baggage.

It will also not be possible for money to be left for the detainee.

You must also liaise with the departure port to confirm arrangements for baggage delivery.

You must explain that the Home Office has no responsibility for arranging or paying for any excess baggage. Many airports, including Heathrow, will enforce a maximum weight limit of 32kg for any single item of baggage.

If the returnee has a large amount of baggage, they must make their own arrangements for separate shipping.

Detainees must be advised it will not be possible for third parties to bring luggage to the airport for detainees travelling under any circumstances as these will not be allowed through security.

If the person wishes to transport baggage, then they must be responsible for its lifting and handling on the way to the port of departure. Escorts and or contracted security staff have no remit to handle baggage.

The removal notice period should not be extended for the purpose of arranging the transit of baggage.

See search and seizure: non statutory handling of property for full details on the powers and limitations of searching and packing essential items on behalf of families or individuals where they are unable or unwilling to pack belongings on behalf or themselves, their children, or any vulnerable family members, before removal.

See also: DSO 6/2012 management of property

See: Returns Logistics customer contacts list

Scheduled Returns Heathrow and Gatwick

When arranging the removal of a detainee you must send the documentation to the appropriate Scheduled Returns team. You must:

- send removal directions and travel documents to the relevant Scheduled Returns team 48 hours before removal
- when referring an urgent removal, send the document to Scheduled Returns within 48 hours of removal directions, and ring the duty manager for authority to agree the removal before despatching removal directions and document - including for voluntary departures

- when posting documents to Scheduled Returns, include on the envelope cover the flight details, and the time and date of departure
- double up envelopes where necessary to prevent a breach of data protection
- if posting documents in bulk, attach the scheduled returns pro forma to the outer packaging
- put clear notes on CID confirming when the travel document was sent and what method was used
- ensure couriers arrive at the relevant Scheduled Returns team between hours of 7am to 5pm daily
- for urgent deliveries outside these hours, contact Scheduled Returns prior to booking a courier
- provide the courier with Scheduled Returns' contact number

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Official – sensitive: end of section

Related content

[Contents](#)

Charter removals

This page provides caseworkers and travel desk members with the processes associated with arranging a charter removals.

Certain nationalities can be removed on a charter flight. Charter flights are where the Home Office charter an entire aircraft for the purposes of returning a whole manifest to a specific country. There are frequent charters to:

- Afghanistan
- Albania
- Ghana
- Nigeria
- Pakistan

The Returns Logistics Charters team (formally CROS Operations) manages charter flights.

Page contents

[Charters: timing removal bookings](#)

[Charters: referrals](#)

[Charters: completing CID removals screen](#)

[Charters: generating removal documentation](#)

See also: Charters team contact details

Charters: timing removal bookings

You can make scheduled flight bookings for documented and unescorted charter nationals **regardless of the proximity to the charter**.

For escorted cases, you can make bookings as long as the removal takes place **15 or more days before the next charter**. Authority is not required from the charters team to book scheduled flights with Carson Wagonlit Travel (CWT) for these removals.

You must refer to the Returns Logistics charter flight calendar (see Charter returns).

For escorted cases, where the removal will take place **14 or fewer days before the next charter**, you must seek approval from the Charters team. You must send a referral email to the RL Charters CIO Inbox setting out why a departure from the standard policy is requested. If approved, you will need to provide the name of the authorising Charters team manager to make the booking with CWT.

See also: [Booking airline tickets](#)

Where a charter represents the quickest, most cost effective, or operationally effective method of removal for a documented and unescorted case, a charter

referral can still be made. This should be clearly highlighted on the charter referral form.

See: Returns Logistics customer contacts list

Charters: referrals

See also: Charter flight referral forms

Detained, non-detained and self check-in cases can all be referred for a charter flights. To refer an individual to be removed on a charter flight you must:

- complete a referral form for the specific country, and note what documents must accompany the referral
- email the appropriate Charters team inbox
- submit an electronic copy of the [immigration factual summary](#) (IFS) to the 'IFS charter referrals' inbox - including completing the removal details
- await acceptance of the detainee onto the charter and follow any other instructions in the confirmation e-mail they will receive
- print the confirmation email advising of the flight details and save on the Home Office file

Charters: completing CID removals screen

You must keep clear records that removal directions have been served.

You must place confirmation on the Casework Information Database (CID) once removal directions have been served, including the date and time of service, name of the serving officer, and any witnesses.

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

Charters: generating removal documentation

You must submit an **electronic copy** of the [immigration factual summary](#) with all referrals. Faxed copies are not acceptable. These are required to be submitted to the Court in the event of a legal challenge. Failure to provide an IFS may result in the case being removed from the manifest. The IFS should be forwarded by email to the IFS charter referrals team.

You must serve the removal directions even if you are awaiting confirmation that an emergency travel document (ETD) will be issued, as many ETDs arrive after the deadline for service of removal directions.

To the detainee

You must:

- send the Removal Directions (IS.151D)
- send the [immigration factual summary](#) (ICD.2599), which you must amend to contain
 - the customer liaison team's operating hours (see Returns logistics' contact list)
 - a blank date ' __/__/__ ' in the 'Removal Directions served' field, which the Immigration Removal Centre should complete as removal directions are served
 - the date RDs were requested and state 'Case progressed to removal,' as explained above
- send the assertive letter (if applicable)
- ensure any personal property is returned to the detainee ahead of the removal

You must not return any property belonging to the State (BRP cards, NHS cards) to the detainee.

See also: Detention - general guidance

To the legal representatives

You must provide copies of the removal directions (IS.151D), [immigration factual summary](#) (ICD.2599) and assertive letter (if applicable) to any legal representative actively involved in the case, or to any representative that the subject specifies.

To the Charters team

You must email the charters team copies of the:

- travel document
- passport photographs, if required
- any additional documents listed on the relevant country page on Horizon, including for example, the 'No barriers' letter
- fit to fly confirmation , if required

Fit to fly confirmation is required where returnees have confirmed, suspected or claimed more serious health conditions, and they are being returned to a charter destination where medical welfare is viewed by the home government as a particularly important component of the return process currently Nigeria and Afghanistan. Fit to fly notifications issued by properly qualified medical practitioners help to show that returnees have been adequately assessed and treated.

See also: Charter flight referral forms

To the Documentation Delivery team

If the Removals Documentation Delivery team will have to collect an agreed emergency travel document (ETD) or arrange for the re-validation of an expired ETD you must email the team the completed Removal Directions notification using the template on the relevant page of the Country guidance.

You are not required to send any paperwork to DEPMU as they will liaise directly with the Charters team to coordinate the movement order.

Once the above documents have been sent, and you have confirmed successful transmission, you must:

- minute CID with a summary of all your actions
- create a diary action to complete a 24 hour pre-removal check

Related content

[Contents](#)

Complex removals

This page tells you about complex removals, and provides caseworkers and travel desk members with guidance on the associated processes.

Page contents

[Complex cases - definition and initial consideration](#)

[Escorted removals](#)

[Transit flights](#)

Complex cases - definition and initial consideration

There is no single definition of what constitutes a complex removal but cases falling into this category are likely to include one or more of the following indicators:

- highly disruptive individuals
- medical cases
- serious food and or fluid refusers
- cases where there are limited routings to the final destination
- high profile cases that are likely to attract media attention
- cases with history of serious criminal activity
- cases with history of previous concealment or use of blades
- dirty protestors
- national security cases

If a case includes any of the indicators above or is otherwise believed to require significant arrangements to facilitate removal, you should consult with Returns Logistics - Complex Cases team.

Complex Cases team - role and referral

See also: Removals logistics - contact details

Returns logistics guidance - complex and difficult cases

Complex Cases team provide assistance in facilitating complex returns by working with internal and external stakeholders to formulate removal plans for challenging cases.

If Complex Cases assistance is required, refer a case as soon as removal directions (RDs) are set by completing the complex and difficult cases referral form on Horizon and email to the Complex Cases team.

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Complex cases - Operational Support and Certification Unit's role and referral

You must refer to Operational Support and Certification Unit (OSCU) by emailing the OSCU duty officer inbox. The email must explain what significant arrangements are needed to effect removal and why the case is considered to qualify for special arrangements. If it is agreed that the case merits classification under 'special arrangements', you must serve removal directions with an assertive letter, giving 5 working days notice.

OSCU will normally need a minimum of 2 working days to assess whether the case can be dealt with under special arrangements and to provide the assertive letter for service. You must factor this in when planning removal and notification and should try to give OSCU as much notice as possible.

It is possible to apply limited notice to special arrangements cases.

See also: [Referrals to OSCU](#)

Escorted removals

You may need to book escorts to accompany a detainee on a flight if any of the following apply:

- there are any serious concerns regarding medical or health issues
- the detainee has a history of violence or disruption
- a previous removal has failed due to the detainee refusing to board the flight or previous disruption whilst in detention

You must check the special conditions screen and IS.91RA to confirm if the detainee has any special conditions, and then either:

- obtain authority from a Senior Executive Officer (SEO) or higher for an escorted removal using the locally held National Removal Command (NRC) authority to remove form (template R01)
- provide a clear justification on the NRC authority to remove form if it is decided not to allocate escorts to a removal - especially, if there is known to be a special condition

In most cases, escort availability is restricted around the dates of charter flight removals. Carson Wagonlit Travel will be aware of this when making the flight booking.

See also: [re-setting RDs following disruption](#).
Detention - general guidance

Transit flights

You must refer to the returns transits routes guidance if the detainee will be removed on a route which entails transit points.

You must also refer to the NRC removals updates log for requirements for other transit routes.

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Removals involving transit with different airlines

For removals that involve transit and onward travel with one or more different airlines, you must send the [airline risk assessment](#) (ARA) (ICD.4607) to all airlines involved in the journey.

If the ARA cannot be sent to all airlines you must request an alternative route. This is because RDs may fail if confirmation is not received from all airlines that they will accept carriage.

You must check to:

- ensure the ARA contains all flight numbers
- confirm the ARA has been successfully transmitted to all relevant airlines, enter a minute on CID accordingly, and retain a copy of the fax transmission or email read receipt

British Airways will not carry a passenger if the journey involves onward travel with another airline. CWT will be aware of this issue when confirming flight arrangements.

Related content

[Contents](#)

Barriers at the point of removal

This page tells you about barriers at the points removals, and provides caseworkers and travel desk members with guidance on the associated processes.

Page contents

[Referrals to the Operational Support and Certification Unit](#)

[Injunctions in removal cases](#)

[Applications to the European Court of Human Rights](#)

[MPs' representations in enforcement removals cases](#)

For further information on the JR process:

- Judicial review Guidance for England and Wales
- The judicial review process in Scotland
- Judicial review process in Northern Ireland
- Judicial review guidance: Third country litigation
- Concluding JRs - referrals for reconsideration and removal

Referrals to the Operational Support and Certification Unit

If further submissions are received following the service of removal directions (RDs), you must consider whether it is suitable to make a referral to the Operational Support and Certification Unit (OSCU). OSCU will consider individual submissions, provide robust and swift responses, and determine whether enforcement action can proceed.

As outlined in the service level agreement (SLA), OSCU provide the following key services:

- **MPs' correspondence** - OSCU will take ownership of providing draft responses and background notes for ministerial or official reply in cases where an MP writes in respect of an individual case in the 5 days before removal, unless the case is an ongoing high profile campaign case
- **further representations** - OSCU will respond to further representations relating to barrier casework made by detainees or their legal representatives in the 5 day period leading up to removal
- **charter flights** - OSCU will be responsible for responding to all MPs correspondence and further representations for detainees who are to be removed by charter flight where RDs have been set
- **maintaining removal in repeat judicial review applications** - OSCU will decide whether cases come within the remit of the repeat judicial review (JR) policy - **see Immigration Enforcement general instructions: judicial reviews and injunctions**

OSCU are able, where appropriate, to maintain removal directions on cases with special arrangements (including charter flights) where a threat of JR is received. Such cases must have been served an assertive letter at the point of serving RDs.

To make a referral to OSCU, you must:

- fax the relevant documentation and information to OSCU
 - a completed OSCU referral form (template IS.295)
 - any further representations that need a response from the Home Office
 - the reason for refusal letter or relevant Home Office decision that is being challenged
 - all appeal determinations and permission to appeal (PTA) determinations
 - any previous correspondence referred to in further representations
 - a copy of the sealed claim form and grounds for any JR applications
- ensure a completed and accurate [immigration factual summary](#) is available on CID Doc Gen
- refer any further submissions or MP's correspondence that are received in the 5 day period leading up to removal or, for charter removals, anytime from the service of RDs
- note that any further submissions received outside of this timeframe may be rejected or may only be considered by OSCU at their discretion
- note that any representations relating to a temporary release request or the detainee's fitness to fly must be addressed by you

You must note that:

- on the day of a charter, you must not call OSCU unless the query is genuinely urgent, and relates to a removal on that day
- when referring cases to OSCU, and there is doubt as to whether the submissions have been received, you must wait for the fax confirmation report before resending - if submitting by email, you must use the 'Request a Delivery Receipt' function on Outlook.
- where possible you should submit referrals by email to the [OSCU Duty Officer](#)

Before submitting the referral, you must check CID to make sure the National Removals Command (NRC) Customer Liaison team (CLT) have not already referred it to OSCU. The CLT will ordinarily refer representations to OSCU where they are within the SLA at the same time they are passed to the hub for information. You must also update CID. You must contact the OSCU duty officer if you require confirmation that OSCU have received a referral.

OSCU - consideration and decision

Unless there are operational barriers obstructing removal, no action should be taken to defer RDs while OSCU is considering any further submissions. In the event that it is necessary to cancel RDs due to operational barriers, OSCU must be notified using the locally held Notification of RDs cancellation letter (template R07).

See also: [Cancellation of RDs](#).

You must not disclose OSCU's contact details to the detainee, their legal representatives or any third parties.

Once OSCU have reached a decision, you will be notified by email by NRC CLT.

Where OSCU have given authority to **defer RDs**, they will notify:

- Scheduled Returns for scheduled removals
- Charters team for charter removals
- Detainee Escorting and Population Management Unit (DEPMU) to cancel the movement order

The NRC CLT will notify:

- the relevant Immigration Removal Centre (IRC) to notify the detainee
- the legal representatives, where appropriate
- you (as the caseworker or travel desk team member)

It is your responsibility to:

- save a copy of the decision letter to the Home Office file
- complete any actions instructed by OSCU
- cancel the flight booking on Carson Wagonlit Travel, for removals on scheduled flights
- notify the relevant airline using the locally held Notification of RDs cancellation letter (template R07)
- [cancel RDs](#) on the CID Removals screen

Where OSCU have given authority to **maintain RDs**, they will notify:

- Scheduled Returns for scheduled removals
- Charters team for charter removals

The NRC Customer Liaison team will notify:

- the relevant IRC to notify the detainee
- the legal representatives, where appropriate
- you (as a caseworker or travel desk team member)

It is your responsibility to:

- complete any actions instructed by OSCU
- conclude any barriers that remain open on the CID Removals screen by entering the appropriate end date

Injunctions in removal cases

An injunction is an order issued by a court requiring a party to do something or to refrain from doing something. In removal cases, an injunction might be put in place to prevent the Home Office removing a person from the UK.

For guidance on dealing with injunctions, see 60 Judicial review and injunctions.

Applications to the European Court of Human Rights

The Human Rights Act 1998 came into force on 2 October 2000, incorporating rights and freedoms guaranteed under the European Convention on Human Rights (ECHR) into domestic law. A decision under [section 82 of the Nationality Immigration and Asylum Act 2002](#) can be appealed on human rights grounds. It is still possible for an application to be made to the European Court of Human Rights (ECtHR), in Strasbourg, but it is unlikely that such an application will be accepted until appeal rights have been exhausted.

An application made to the ECtHR does not in itself require the suspension of removal. However, when applying it is possible to ask the court, in effect, to order the suspension of removal action as an interim measure to allow the court to consider the substantive matter in full before removal takes place. The technical procedure to achieve this is by making a request under [Rule 39 of the Court's Rules](#). In response to such an application request, the ECtHR will (where appropriate) give a 'Rule 39 indication' indicating that the person must not be removed. This must be treated in the same way as an injunction.

Rule 39 indications from the European Court of Human Rights

If the claimant or their legal representatives suggest they have applied, or might apply, for a Rule 39 indication you must refer to the [Operational Support and Certification Unit](#) (OSCU) Duty Officer in the first instance. Ongoing litigation (should a Rule 39 indication be granted) will be handled by LOE.

A Rule 39 indication is similar to a High Court injunction but is made by the ECtHR. Where you have been notified that a Rule 39 indication has been made, you must:

- defer removal immediately
- where the person is detained, make sure this development is considered in relation to any decision to continue with detention

If a subject subsequently wishes to withdraw their Rule 39 application, that must be communicated to the court. The court may wish to confirm this with the applicant, and you must take no action to enable removal of a subject (including by voluntary departure) until you receive confirmation that the court has accepted the withdrawal of the application.

MPs' representations in enforcement removals cases

Where an MP considers that new and compelling information has emerged, they may contact the Home Office or the Minister's Private Office directly. In some cases, representations made to the Home Office and rejected might be copied to the Minister's Private Office.

Routine written representations from MPs' are received by the Home Office either directly or through the core Home Office. They are scanned onto the correspondence tracking system and allocated to the appropriate unit dealing with the case to reply.

Out of hours MPs' representations

MPs are instructed to phone the MPs' hotline Monday to Friday 9am to 6pm and OSCU between 6pm and 9pm on weekdays and during weekends and public holidays. OSCU is open 365 days a year and its hours of operation are 7am to 9pm on weekdays and 7am to 7pm on weekends and public holidays. If an MP contacts an Immigration Compliance and Enforcement (ICE) team by phone outside these hours about a case where removal is imminent they can be referred to the Command and Control Unit (CCU) hotline which is open 24 hours a day.

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If written representations are received by National Removals Command (NRC) or ICE teams outside these hours and the removal is due to take place before OSCU reopens, the removal directions (RDs) should normally be deferred.

MPs' representations when RDs are in place

Where an MP chooses to contact the Minister's Private Office directly and RDs are in place for removal within the next 5 days, a decision on removal will be taken by the Minister's Private Office only after consultation with OSCU. OSCU will consider whether the information provided by the MP is both new and compelling.

NRC should handle all MPs' cases where RDs are in place urgently and refer the case immediately to OSCU where removal is to take place within the next 5 days to ensure that no delays occur. If the representations are made by phone the MP can be referred to the MP Removals Representation Desk in OSCU. You must immediately email or fax any written representations from an MP to OSCU.

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See also: [Referrals to OSCU](#)

In those urgent cases referred to above, OSCU will deal with any written representations by either:

- drafting a reply for the Minister to send to the MP
- sending an official reply, in cases which do not require Ministerial sign off

In either event OSCU will fax a copy of the signed reply to NRC or the caseworker and inform them that removal directions (RDs) can remain in place.

If the minister is unavailable to sign off a response before removal it is possible that RDs will have to be deferred. In such cases it may be possible to keep the individual detained and arrange for a reply to be signed off as soon as the minister becomes available. This would enable RDs to be reset without delay. In these circumstances OSCU will keep the NRC apprised of the situation. Similarly, in those cases where OSCU consider that the information supplied by the MP is sufficiently compelling to justify deferring removal they will inform NRC by fax.

In all cases where MPs' representations are received and RDs are in place for removal within the next 5 days all correspondence must be relayed through OSCU. NRC should not liaise directly with the Minister's Private Office. If the Minister's Private Office contacts NRC they should be informed that they must first notify OSCU, and OSCU will then notify NRC. When RDs are in place it is very important that all information is channelled through one office (OSCU). If OSCU are not informed of any barriers, decisions or undertakings the potential to miss an important piece of information is increased as are the chances of an illegal removal.

Individual Immigration Compliance and Enforcement (ICE) teams must ensure they have a system in place to check their fax machines for any such correspondence at the start and end of shifts, and if appropriate, out of office hours.

MPs' representations: time limits

If MP's representations are received after RDs have been set then OSCU should advise the MP's constituency office immediately if it is considered appropriate to defer the removal. OSCU must also inform NRC.

There are no specific timescales set for the deferral period as the nature of the representations and the individual circumstances of the case will dictate how long this should be. In practice, this will mean exchanges by fax between NRC, OSCU and the MP's constituency office to enable the representations to be considered quickly.

MP's request for deferral of removal in deportation cases

Once a deportation order (DO) has been signed, requests by an MP for deferral of removal will only be granted exceptionally and if there is new and compelling information which was not available at the time the order was signed. The circumstances of the case must be referred to criminal casework for consideration. When the representations have been answered the MP's constituency office should also be advised if and when removal action will commence again. In cases where

the representations do not necessitate the deferral of the removal the MP's constituency office should be advised immediately.

Related content

[Contents](#)

Deferral, cancellation and failed removals

This page tells you about deferral, cancellation and failed removals, and provides caseworkers and travel desk members with guidance on the associated processes.

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[Deferral in specific cases](#)

[Cancellation of tickets](#)

[Cancellation or resetting removal directions](#)

[Concluding cancellation of removal directions](#)

[Cancelling removal directions where removal is at carrier expense](#)

[Re-setting Removal Directions](#)

[Failed removals](#)

Deferral in specific cases

Cases where there has been an in country right of appeal

This would normally cover cases where there have been unsuccessful asylum applications or human rights allegations. In such cases the individual or their representatives will have had the opportunity to raise any compassionate or mitigating circumstances at any stage throughout the respective process. In such cases you should only defer removal directions (RDs) when there is new and compelling information that has not been previously considered.

Cases where there has been no in country right of appeal

This would normally cover cases of illegal entry and administrative removal. In such cases the individual may not have had the opportunity to raise any compassionate or mitigating circumstances or any human rights allegations. In such cases removal directions may have to be deferred for consideration of the facts. However, you must consider each case on its individual circumstances.

Cancellation of tickets

When a removal fails, the ticket must always be cancelled. The ticket must be cancelled through the electronic removal form (ERF) and CID must also be updated with the cancellation reason.

Cancelling tickets correctly will ensure:

- Carlson Wagonlit Travel (CWT) can pursue refunds on tickets
- escorts can be available for other jobs

The failure to cancel tickets also adversely affects our relationship with airlines. Good relations are essential to maintaining cooperation on issues including fare deals, route availability, flight capacity and acceptance of complex removals.

Cancellation or resetting removal directions

Where a barrier to removal has arisen preventing removal, you will need to cancel RDs. This may be due to a judicial review (JR), court injunction or representations by the detainee, their legal representatives or an MP.

For further information on the JR process, see also:

- Judicial Review Guidance for England and Wales
- The judicial review process in Scotland
- Judicial Review in Northern Ireland
- Judicial Review - Third country litigation
- Concluding JRs - referrals for reconsideration and removal

To cancel RDs when the scheduled date of removal has already passed, you must:

- enter a minute on CID to explain why the removal failed
- cancel the removal on the CID Removals screen using the correct removal cancellation code
- cancel the flight booking with Carlson Wagonlit Travel (CWT), for removals on scheduled flights
- print and save a copy of the CWT cancellation email to the Home Office file

You can also cancel RDs on a case ahead of the scheduled date of removal but only if you have received confirmation from the NRC Customer Liaison Team (CLT) of authority to defer RDs.

You must:

- enter a minute on CID to explain why the removal failed
- cancel the removal on the CID Removals screen using the correct cancellation code
- cancel the flight booking with CWT, for removals on scheduled flights
- print and save a copy of the CWT cancellation email to the Home Office file
- notify the transit authorities where appropriate

The following actions must also be completed by the caseworker or travel desk member. This will be by NRC CLT and Operational Support and Certification Unit (OSCU) where OSCU have already given authority to defer RDs:

- notify [Detainee Escorting and Population Management Unit](#) (DEPMU) to cancel the movement order by emailing a copy of the locally held Notification of RDs cancellation letter (template R07) to the DEPMU Removals inbox - if the flight is scheduled to depart within the next 24 hours you must telephone DEPMU to cancel the movement order

- email a copy of the locally held Notification of RDs cancellation letter (template R07) to the appropriate Charters team inbox, for removals on charter flights
- email the Removals Documentation Delivery Team inbox advising them of the cancelled flight, if they were previously informed of the removal
- send the locally held Notification of RDs cancellation letter (template R07) to the scheduled returns inbox at the port of departure for removals on scheduled flights
- notify the detainee by faxing the locally held Notification of RDs cancellation letter (template R07) to the appropriate immigration removal centre (IRC)
- inform the legal representatives that RDs have been cancelled

Concluding cancellation of removal directions

You must complete the following actions regardless of whether the scheduled date of removal has passed or not:

- close any outstanding diary actions on CID relating to the removal
- complete an ad hoc detention review where the circumstances of the case have changed in order to assess the suitability of continued detention
- obtain the IS.91RA part C from DEPMU or IRC, if RDs were cancelled due to disruption
- record any relevant special condition, where appropriate for example, the special condition 'Disruptive only on removal' should be added if the detainee became disruptive following attempts to remove them but otherwise has no previous history of disruption
- ensure a new IS.91R is issued if the risk factors associated with detainee have increased or decreased
- complete the locally held DEPMU contract monitoring form, where RDs were cancelled due to escort failure
- report the escort failure using the appropriate local method so it can be documented on the 'CWT regional reporting spreadsheet for service issues'
- close off the removal header on CID with the outcome 'removal action not pursued' if the detainee is subsequently granted leave
- if the removal failed due to administrative reasons, a reviewing officer, normally a Higher Executive Officer, must complete the administrative removals failure form and submit it for authorisation to an officer at Senior Executive Officer or grade 7 level

See also: Detention - general guidance

Cancelling removal directions where removal is at carrier expense

You must notify the airline if RDs have been deferred ahead of the removal date by serving a completed IS.88 form, indicating an intention to issue specific removal directions when the case is finally resolved.

If RD's are cancelled or fail the carrier **must** be served notice **within one month** of the scheduled failure, to preserve the carrier expense removal (CER).

Where removal directions are not to be implemented, you must serve form IS 88A on the carrier and send a copy to [DEPMU](#).

Re-setting removal directions

To re-set RDs immediately after a failed removal, you must:

- conclude any casework and any associated barriers that remain open on the CID Removals screen by responding to any outstanding further representations and entering the appropriate end date
- check that all casework barriers have been concluded before re-setting RDs if a removal fails for operational reasons - OSCU will not consider any outstanding representations because there are no RDs in place
- obtain authority to request escorts, where appropriate, using the locally held NRC authority to remove form (template R01) if the previous removal failed due to disruption or medical issues
- consider whether it is necessary to re-book RDs with a different airline if the previous removal failed due to carrier refusal

Refer to local instructions (for example National Removal Command (NRC) best practice guide) in order to request and re-set RDs.

If any medical concerns are identified, an IS.91 part C must be completed by the relevant healthcare provider advising of any medication requirements.

You should progress the case to conclusion unless advised otherwise by the healthcare provider. If in doubt, contact them directly.

Scheduled Returns will usually retain the travel document if RDs are re-set within 10 days. If RDs have been re-set for a date beyond this 10 day timeframe and you require the port to retain the travel document, you must request they do so by email.

Scheduled Returns will normally only return documents to you **before** the 10 day window expires if the:

- removal has been reset from another port or airport
- travel document requires revalidation or re-issuing
- removal has been reset on a charter flight

You should make any urgent requests for travel documents to be returned before 10 days have elapsed by email, explaining when the document is required by, for what reason, and where it should be sent to.

Where a case is either no longer imminently removeable or unsuitable for removal, you must:

- contact the port of removal to request the return of the travel documentation
- email the relevant country team in Returns Logistics, giving reasons for terminating the process
- send a copy of the port file to Litigation Operations Enforcement to facilitate the expedition process, if a judicial review has been lodged

Failed removals

Occasionally removals fail prior to departure or the removal is not fully carried out after departure and the individual is returned to the UK. The details below clarify the position regarding ownership of enforcement cases, which are removed from the UK and are subsequently returned.

Immigration Compliance and Enforcement (ICE) teams should retain ownership of cases when the:

- return is due to technical problems with flight prior to landing
- removal was unlawful

Ports should treat cases as new, on-entry arrivals when the individual is:

- returned from a transit destination
- returned from the final destination

ETD not used or no longer required

If removal directions are cancelled or have failed and the agreed emergency travel document has not been used or if it is no longer required, you must notify the Returns Logistics immediately.

You must email the RL removals documentation delivery team providing the:

- name of person
- Home Office reference
- reason why the ETD is no longer required, including if appropriate why removal directions failed or were cancelled

See also: Removals documentation

Related content

[Contents](#)

Post-removal - clearance

This page provides caseworker and travel desk members with guidance on the processes for post removal clearance.

Following all types of removal you must:

- close the 'Removals' screen on CID by entering a departure outcome
- send the Home Office file to the admin team who will send it to Iron Mountain Storage

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- follow local procedures to arrange for the cancellation or return of any UK documents to the relevant UK authorities:
 - if appropriate, follow the guidance on Cancelling old biometric immigration documents
 - follow the guidance on asylum registration cards (ARC) (see Asylum support)
 - send police registration certificates, driving licences and National Health cards to the relevant authorities
- inform detention managers within 24 hours if detention lasted for 28 days or more

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Related content

[Valuable documents - retrieval and disposal](#)
[Contents](#)