



Home Office

Removals Casework case type

Version 1.0

This guidance explains how the case type, Removals Casework is used on CID to identify and conclude cases accepted by the Removals Casework command.

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About this guidance

This guidance tells you about the use of the new case type, Removals Casework, on CID.

You must no longer use admin events to record the progress of a case. The new case type identifies that a case is owned by core casework in the Removals Casework command (RCC).

When all action has been taken on a case by RCC, the outcome recorded against the Removals Casework case type indicates how that case has been concluded. The Removals Casework case type is not to be used to record caseworking activity; you use it alongside other case types such as Human Rights Article 8 or Family and Private Life.

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 **Official – sensitive: information removed**.

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 **Official – sensitive: information removed**.

Clearance

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

- Version 1.0
- published for Home Office staff on 16 December 2015

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Related content

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Signposting cases

This page tells you about how cases are referred to the Removals Casework command (RCC) from other business areas and the role of Removals Casework Workflow and Allocation team (RCC Workflow) in managing those cases.

Referring cases to Removals Casework

Cases flow into RCC Workflow from different business units through the signpost route. The Contract Management and Assurance team (CMAT) manages cases from the Migration Refusal Pool and do not use the signpost route. Family Returns Barrier Casework (FRBC) considers further representations on cases referred from the Family Returns team and do not use the signpost route. Information on how these teams refer cases is set out in [other referrals](#). All other business areas must refer cases by using the appropriate admin event.

Signposting

Cases are signposted to RCC from a variety of business areas as follows:

Admin event	Used by	Purpose
RCC - NRC Signpost	National Removals command (NRC)	To refer a case when a person is released from detention and further casework is required.
RCC – ICE Signpost	Immigration, Compliance and Engagement teams (ICE)	To refer a case when an immigration offender is encountered but not detained
RCC – LOE Signpost	Litigation Operation teams (LOE)	To refer a case where Judicial review (JR) has been concluded or casework is required.
RCC – PAP Signpost	LOE	To refer a case once a pre action protocol (PAP) has been responded to but a further decision is required by RCC.
RCC – ISU Signpost	Intervention and Sanctions Unit (ISU)	To refer a case requiring casework action.
RCC – UKVI Signpost	Temporary and Permanent Migration	To refer a case directly (bypassing the Capita contact process) which requires casework action.
RCC – Reporting Signpost	Reporting centres	To refer a case when an individual or family is reporting but further casework is required.
RCC – Proforma Signpost	All other business areas	To refer a case from any other business area where casework action is required.

Acceptance criteria

RCC Workflow assess whether the case meets the criteria to be accepted into RCC. The criteria that a case must meet before it is accepted by RCC Workflow are:

- all appeal rights exhausted
- no outstanding admin or judicial reviews
- no outstanding applications
- not a criminal deportation case

Using Removals Casework case type

Once RCC Workflow has assessed the case according to the acceptance criteria and determined that the case is suitable, they complete the 'case type' field in the 'associated cases' section of CID with Removals Casework. For information on how case types are created see [creating a Removals Casework case type](#) below. This indicates that the case has been accepted by RCC. There will no longer be an RCC accepted admin event. In the 'Case details' screen RCC Workflow will:

- update the 'allocated to (unit)' field to show their team name
- tick the 'family case box' if a family case
- update the 'case cluster' field to record where the case has been referred from

The case cluster shows one of the below sources of intake:

- **RCC NRC flow** - to be used if the case has been referred by the National Removals Centre, using the RCC – NRC Signpost
- **RCC ICE flow** - to be used if the case has been referred by an ICE team, using the RCC – ICE Signpost
- **RCC PAP flow** - to be used if the case has been referred by Litigation Operations Unit for having an outstanding pre-action protocol, using the RCC – PAP Signpost
- **RCC Appeal flow** - to be used if the case has been referred by Litigation Operations Unit following recent appeal activity, using the RCC – LOE Signpost
- **RCC JR flow** - to be used if the case has been referred by Judicial Review Unit following recent JR activity, using the RCC – LOE Signpost
- **RCC ISU flow** - to be used if the case has been referred by Interventions and Sanctions, using the RCC – ISU Signpost
- **RCC Correspondence (MP) flow** - to be used if the case has been referred for consideration of MP's correspondence, using the RCC – Proforma Signpost
- **RCC Correspondence (other) flow** - to be used if the case has been referred for consideration of correspondence (not from an MP) using the RCC – Proforma Signpost
- **RCC Capita Contact flow** - to be used by CMAT only, to identify cases being referred following recent Capita contact activity
- **RCC Reporting Centre flow** - to be used if the case has been referred using the RCC – Reporting Signpost
- **RCC Asylum flow** - to be used if the case has been referred using the RCC – Profoma Signpost as a result of recent asylum activity

- **RCC TM/PM direct flow** - to be used if the case has been referred from Temporary or Permanent Migration direct, using the RCC – UKVI Signpost

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Taking ownership

This page tells you how caseworkers take ownership when a case is allocated to them from Removals Casework Workflow and Allocation team (RCC Workflow), how cases that are not suitable for removals casework action are rejected and about responsibility for creating case types.

Ownership

RCC Workflow decides if the case is suitable for immediate allocation. When cases are allocated to a team, the team manager is responsible for allocating the case to a caseworker. You, as the caseworker, must update the 'ownership' tab with your name and the 'allocated to (unit)' field with your team name.

Make sure you complete the name of the case owner in the 'ownership' tab with your name as the current owner (see below).

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Enter your team name as the 'allocated to' (unit) (see below).

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Work in progress (WIP)

Cases are classed as in the WIP if they have an open 'Removals Casework' case type that does not have an outcome recorded. RCC Workflow adds a note to the open Removals Casework case type to confirm that they have accepted the case.

Rejected cases

If RCC Workflow does not consider that the case is suitable for RCC, they reject the case and complete an admin event of 'RCC – rejected' in the 'admin events' screen. RCC Workflow adds a note to 'person notes' setting out reasons for rejection.

Creating a Removals Casework case type

RCC Workflow is responsible for creating the case type 'Removals Casework'. You create a case on CID by clicking the button with the green cross icon in the 'search results' field (see below). The 'case creation' field will then be displayed.

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You select the case type 'Removals Casework' in the 'case creation' screen by pressing the 'list of values' button. You must add details of any dependants (see below).

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If a case has previously been correctly concluded but now requires additional casework, RCC Workflow must add a further Removals Casework case type. The case is allocated back to the original caseworker where possible.

If you identify a case that should have flowed back to you in this way but has not, you must email **Official – sensitive: information removed** to add the new Removals Casework case type. Cases must meet the [Acceptance Criteria](#) outlined above.

Any queries regarding case creation should be directed to the **Official – sensitive: information removed**.

Where new dependants are identified during the casework process, caseworkers must refer to their HEO Team Leader to consider. If the Team Leader considers case creation to be appropriate, they may create a Removals Casework case type for these dependants.

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Case completion

This page tells you about the outcomes that must be recorded against the Removals Casework case type and the process for cases that return to Removals Casework Command (RCC) because further casework action is required.

Case outcomes

Once a case is concluded you must record the relevant outcome in the 'outcome' field on CID from the list below.

RCC Absconder

You use this outcome on cases that are confirmed absconders, after the formal absconder process is completed. Please refer to the guidance on **Official – sensitive: information removed**.

RCC Grant

You use this outcome on cases that have either been granted leave by another department or by RCC. A valid grant of leave must have been recorded against another case on CID. Where you have used the outcome RCC Grant you must enter the relevant stat category in the 'case maintenance' screen from the list below:

- RCC Grant RC - where the grant of leave was issued by RC
- RCC Grant Other - where the grant of leave was issued by another business area

RCC Departure

You use this outcome on cases that have a confirmed departure, with the full details recorded in the 'removals' screen. You must ensure that the departure is linked to the Removals Casework case type in the 'removals' screen.

RCC Tasked Family Returns

You use this outcome to refer cases to Family Returns Unit (FRU). Referrals must meet the **Official – sensitive: information removed**.

RCC Tasked ICE

You use this outcome on cases that are ready to be tasked for enforcement action. This outcome must only be used for detention on reporting or for arrest visits.

RCC Transfer to Other Unit

You use this outcome for cases that are under consideration by another business unit.

RCC Closed

You must only use this outcome in the following circumstances:

- individual is deceased
- individual is a British citizen or EU national

- duplicate case – where there is more than one CID record for an individual and the duplicate entry needs no further action - all records must have a Removals Casework case type recorded
- individual has been granted leave through entry clearance
- individual has embarked with leave
- individual is exempt from immigration control
- individual has indefinite leave to enter or remain

Where you have used the outcome 'RCC Closed' you must enter a relevant stats category in the 'case maintenance' screen from the list below:

- RCC Deceased
- RCC Brit Cit / EU national
- RCC Duplicate
- RCC Entry clearance leave
- RCC Embarked with leave
- RCC Exempt from immigration control
- RCC Existing ILE / ILR

RCC Tasked ICE

You must ensure that all barriers on CID are closed including barriers raised on the 'removals' screen before you refer a case to an Immigration, Compliance and Engagement team (ICE) for enforcement action. ICE teams will not accept cases where barriers are open even if that barrier no longer exists. RCC Workflow refer cases to ICE using CID tasking. For further information please see guidance on **Official – sensitive: information removed**.

Where cases are rejected by the ICE team, Removals Casework Workflow and Allocation team (RCC Workflow) complete the following actions:

- remove the outcome RCC Tasked ICE and refer the case back to the case owner
- retain the case where an ICE team rejects a tasking referral due to lack of capacity and re-task when appropriate - the outcome will not be removed and the cases will be monitored through CID tasking

RCC Workflow may also reject unsuitable referrals for tasking and remove the outcome RCC Tasked ICE and refer the case back to the case owner.

If you have authority to delete the outcome RCC Tasked ICE on CID, you must highlight the outcome in the 'case details' screen and select the delete button (see below). You must add a note to explain the reason for deletion when prompted.

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Other referrals

This page tells you about cases managed by the Contract Management and Assurance team (CMAT) and cases considered by the Family Returns Unit (FRU).

Contract Management and Assurance team (CMAT)

CMAT is responsible for managing the contract Capita have with the Home Office to contact and encourage those without a legal basis to remain in the UK, to leave. CMAT receive cases from Capita to assess whether they are suitable for referral to core casework. If a case is considered suitable, CMAT:

1. Input the case type Removals Casework in the 'associated cases' section of CID.
2. Allocate the case to RCC Workflow on the 'allocated to (unit)' field.
3. Add the 'case cluster' RCC Capita Contact flow.

RCC Workflow then decide if the case is suitable for immediate allocation. If so, the case is allocated to a team. See [Ownership](#) for further information.

Family Returns Unit (FRU)

FRU receive cases from other strands of Removals Casework Command (RCC). Core casework refers cases to FRU using the outcome RCC tasked family returns against the Removals Casework case type. For further information on outcomes please refer to [Case Completion](#). FRU is responsible for:

- deciding if the case meets their acceptance criteria
- completing RCC FRU accepted admin event in the 'admin event' screen if it is suitable
- removing the outcome RCC tasked family returns, adding a note to 'person notes' setting out the reasons for rejection and pushing the case back to the referring case worker, if it is not

If further representations are made on a case accepted by FRU, they will transfer the case to the Family Returns Barrier Casework team (FRBC) who will be responsible for raising a new case type Removals Casework.

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