



Home Office

General Instructions:
Immigration Returns, Enforcement and Detention

Arranging removal

Version 5.0

Contents

Contents.....	2
About this guidance.....	4
Contacts	4
Publication	4
Changes from last version of this guidance	4
Powers associated with removal	5
Pre-removal preparation.....	6
Criteria to arrange removal	6
Fitness for removal: considerations	7
Pregnant women	7
New mothers	7
Medical conditions.....	8
Check for outstanding appeals and applications	8
Documentation	9
Travel document	9
Use of emergency travel documents.....	10
Posting travel documents.....	11
Valuable documents - retrieval and disposal.....	11
Completing the airline risk assessment	12
Submitting the ARA.....	13
Pre-removal actions and checks.....	13
72 hours before removal	13
24 hours before removal	14
Arranging removal: Atlas actions.....	17
Public expense removals	18
Booking airline tickets	18
Airline information	18
Carlson Wagonlit Travel (CWT)	19
Book returns and movements	19
Amending scheduled flight bookings	20
Public expense removals: scheduled flights	21
Atlas updates	21
Public expense removals documentation - scheduled flights	21
Carrier expense removals (CER)	25

Indicators of carrier expense removal suitability	25
Arranging removal for carrier expense cases	26
Carrier expense removals: generating removal paperwork	26
Carrier expense removals: carrier does not operate to required destination	27
Arranging removal for those detained under Immigration powers	28
Transfers from Larne House short-term holding facility - Northern Ireland	28
Baggage and property issues	29
Scheduled Returns Heathrow and Gatwick	30
Charter removals.....	32
Charters: timing removal bookings	32
Charters: referrals.....	33
Charters: completing the removals screen	33
Charters: generating removal documentation	33
To the detained individual	33
To the legal representatives	34
To the Charters team	34
To the Documentation Delivery team	34
Complex removals.....	36
Complex cases - definition and initial consideration	36
Complex Cases team - role and referral	36
Complex cases - Operational Support and Certification Unit's role and referral	37
Safe third country removals	37
Escorted removals.....	38
Transit flights	38
Removals involving transit with different airlines	38
Deferral and cancellation of removals	40
Cancellation of tickets.....	40
Cancelling or rearranging removal.....	40
Concluding cancellation of removal	41
Cancelling the removal where removal is at carrier expense.....	42
Failed removals.....	43
Re-setting the removal after a failed removal	43
ETD not used or no longer required	44
Post-removal - clearance	45

About this guidance

This guidance is to assist Immigration Enforcement caseworkers, travel desk members and Immigration Removal Centre (IRC) staff through the enforced removal process.

This guidance forms part of a suite of removals guidance. See also:

- Initial consideration and assessment of liability to administrative removal
- Enforced removals: notice periods
- Judicial reviews, injunctions and applications to the European Court of Human Rights: in relation to enforcement of immigration removal and deportation

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.

Publication

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

- version **5.0**
- published for Home Office staff on **29 April 2024**

Changes from last version of this guidance

Updated in light of the introduction of the Safety of Rwanda Act.

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 through the service of a Notice of Liability to Remove (NOL) or equivalent notice.

See enforced removals: notice periods.

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 amended by section 46 of the Nationality and Border Act 2022).

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 an individual 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 cancel permission

Officers can also make a simultaneous decision to cancel permission under the Immigration Rules (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 NOL can be found in enforced removals: notice periods.

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.

Criteria to arrange removal

You can only arrange removal if the following criteria are met:

- the individual has been served with a Notice of Liability to Remove (NOL) or equivalent notice
- no outstanding casework barriers
- detained individual is [fit to remove](#)
- 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 detained individual is to be removed on a charter flight, removal directions to the carrier and the notice of departure details to the person may be set while the emergency travel document (ETD) is still pending agreement

In the case of European Economic Area (EEA) citizens, you must also familiarise yourself with the guidance for Immigration Enforcement in respect of EU, other EEA and Swiss citizens and their family members.

If there are further submissions to be considered (after serving the Notice of Liability to Remove or the Notice of Intention to Remove) you must consider these before you serve the Notice of Departure Details to the person, although it is lawful to detain and set the Notice of Departure Details before doing so.

If you identify an outstanding casework barrier which had not been resolved prior to serving the Notice of Departure Details, you must consider whether you need to defer removal or whether the barrier can be fairly considered prior to removal.

Where further submissions are received after the Notice of Departure Details has been served on the person, you do not have to cancel the removal arrangements while those further submissions are considered.

Consideration of further submissions must be subject to the procedures set out in [part 12 of the Immigration Rules](#). **In accordance with paragraph 353A of the Immigration Rules you cannot remove a person before having considered the submissions under paragraph 353 or otherwise.** This is subject to the caselaw of [SB \(Afghanistan\), R \(On the Application Of\) v The Secretary of State for the Home Department \[2018\] EWCA Civ 215 \(16 February 2018\)](#) which confirms that very last minute representations do not act as an automatic bar to removal if the Secretary of State for the Home Department (SSHD) has not been given a viable opportunity to

establish that what has been submitted constitutes further submissions, which engage paragraph 353A, and take the necessary steps to abort the removal.

For further information on the Notice of Departure Details, the notice period required before removal and authority levels required to initiate removal action, see: enforced removals: notice periods.

Fitness for removal: considerations

Pregnant women

You must make a check with the Home Office's ticketing agent before serving the Notice of Departure Details; 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.

When completing an airline risk assessment prior to the individual's departure, you will also need to check the box to indicate that she is pregnant and note any measures you have taken in order to mitigate any risks associated with the individual travelling whilst pregnant, for example, that you have obtained confirmation from a medical professional that she is fit for removal.

If, at any stage in her pregnancy, a woman claims to have problems which would prevent her from being removed, 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 be removed by their respective obstetrician, midwife or equivalent medical professional.

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

Where a family are in the community and are not subject to deportation, but are being considered for administrative removal, you should refer to the Family Returns Unit to progress the case.

Medical conditions

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

You should assume that a detained individual is fit to be removed unless advised otherwise; however, if there is significant doubt as to a person's fitness to fly, whether this relates to physical or mental health issues, you must request confirmation from the relevant healthcare provider before you proceed with active removal.

If the removal date is imminent and you receive last minute information which raises doubt as to a detained individual's fitness for removal, you should make all reasonable efforts to obtain advice from healthcare. If it is not possible for healthcare to respond in time, the caseworker must make an evidence-based decision as to whether removal can and should proceed, giving thorough and careful consideration to all facts and circumstances in each individual case.

Official – sensitive: start of section

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

Official – sensitive: end of section

Check for outstanding appeals and applications

Where a detained individual has previously been through the appeals process, before taking removal action you must obtain a copy of the appeal determination and check the casework systems for previous appeal outcomes. Unless otherwise stated, the use of the term 'casework systems' in this guidance is used to refer to Atlas.

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 the casework system:
 - 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 'ALS Dismissed Determination and Notices folder' 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 detained individual raises further submissions after the notice of departure details 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 Country Policy and information guidance - it may also be possible for detained individuals 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 detained individual

If the name on the agreed ETD or travel document does not match the name on the casework system record, the casework system must be amended. You must record the verified name as the main name on the casework system 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 the casework system or the file will remain addressed to the detained individual in their alias name.

You must check the casework systems to confirm there are no outstanding casework barriers.

Official – sensitive: start of section

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

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

Official – sensitive: end of section

Use of emergency travel documents

Check eligibility for either UK Letter (UKL) or ETD on the Country policy and information page and other information available from Removals documentation. If the individual is removable on a UKL you can task the case. You must note in the tasking email that although the individual is not documented they are removable on a UKL.

Atlas updates

Where an ETD is required, you need to check Atlas to see if one has previously been agreed for the individual. You may need to make a referral for documentation, on Atlas.

Official – sensitive: start of section

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

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

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

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

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

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

Official – sensitive: end of section

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

If you are using the courier service, you should 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 Operations' 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 individual 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 Operations - 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 detained individual 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.

Official – sensitive: start of section

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

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

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

Official – sensitive: end of section

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 casework systems - ICD 4607.

If a risk indicator is ticked 'yes', additional detail must be included in the free text box. For example, if the detained individual 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 detained individual 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 indicated 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 detained individual'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
- 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 Operations (RL) news.

ARAs need to be sent to all airlines with which the individual is travelling. ARAs can be sent to airlines operating from the UK by fax or corporate email addresses.

Alternatively, ARAs should be sent to secure ‘CJSM’ email addresses. Refer to the Airline contact list published on the Migration and Borders Guidance platform and check for updates on RL News circulated by Returns Logistics Operations.

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 Operations’ contact list) immediately if there are problems with sending the ARA to the airline.

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 appropriate departure port.

Official – sensitive: start of section

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

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

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 service of the Notice of Intention to Remove and the Notice of Departure Details to the person 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 representations challenging removal to the Operational Support and Certification Unit (OSCU)
- check using IT systems that the port has received the travel document - if removal is through Scheduled Returns
- confirm the name on the agreed ETD or travel document matches the name on the casework system record - if not, and if the e-ticket cannot be amended, you must re-request the notice of departure details, amend all casework system records to reflect the verified name of the detained individual and re-issue the detention paperwork (IS.91, IS.91R and IS.91RA)
- confirm successful fax or email transmission of the [airline risk assessment](#) to the airline and the relevant Scheduled Returns team
- check the casework system to confirm:
 - the airline has not refused carriage
 - a movement order is in place

Where there are duplicate movement orders in place on the casework system, call the Detainee Escorting and Population Management Unit (DEPMU) directly as they will correct any duplications.

Official – sensitive: start of section

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

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

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

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

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

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

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

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

Official – sensitive: end of section

It is advisable to set up a pre-departure diary action at the point of setting the Notice of Departure Details 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 service of the Notice of Intention to Remove and the Notice of Departure Details to the person to ensure the required notice has been given
- check for any barriers and, where appropriate, refer any representations challenging removal 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 casework system record, if not you must amend all casework system records to reflect the verified name of the detained individual 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 the casework system to confirm a movement order is in place
- where there are duplicate movement orders in place on the casework system, call [DEPMU](#) directly as they will correct any duplications
- 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 or email transmission of the [airline risk assessment](#) to the airline
- check the casework system for any indication of whether the airline has refused carriage

See also: Voluntary and assisted departures.

Related content

[Contents](#)

Arranging removal: Atlas actions

This page provides instructions for caseworkers on the Atlas actions to take to arrange a removal.

The 'Arrange Travel' service provides options to record arranged travel for public, carrier and self-funded expense removals. For public and carrier expense travel, the 'Arrange Travel' service allows you to arrange, record or cancel removals. For self-funded travel you can record or cancel removal directions. The screens include a link to Book Returns and Movements (BRM) to complete the booking.

The 'Arrange Movement' service allows you to arrange a movement service, including movements for the purposes of removal, and to cancel arranged movements. Detainee Escorting and Population Management Unit (DEPMU) will action the request on Atlas.

Official – sensitive: start of section

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

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

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

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

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

Official – sensitive: end of section

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 booking, and setting directions for scheduled flights.

A PER is one whose removal or voluntary return is affected by accessing the Book Returns and Movements (BRM) system via the Arrange Travel service in Atlas. All PERs are paid out of the public purse.

For more information about which case types are reported as public expense removals you can contact the Airline Ticketing team.

See also:

- [Carrier expense removals](#)
- Voluntary and assisted departures
- Book returns and movements – best practice guidance

Booking airline tickets

You can arrange access to book airline tickets via the BRM 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.

You must cancel any failed bookings for a case as soon as is practicable. This ensures that our ticketing contractor can submit prompt refund requests and, if relevant, free up any associated escort resources.

See also: [Failed removals](#).

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

Airline information

You must refer to Returns Logistics news updates for the latest information on issues affecting removals on certain airlines.

If you are based in the national removals command (NRC) you must refer to the 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 BRM through the Arrange Travel service on Atlas. You (the caseworker) will need to check the flight booking process for your casework team. For example, you may be required to contact a designated removals desk who will make a flight booking request on your behalf.

Service levels

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

- confirmation of flight bookings within 16 hours of the request being made
- 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.

Book returns and movements

See: Book returns and movements – best practice guidance.

Authority to access and use the BRM ticketing 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 BRM should only be accessed through the Arrange Travel service on Atlas.

Official – sensitive: start of section

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

Official – sensitive: end of section

The BRM booking ticket request is split into several sections: Person, Journey details, Extra information and Booker's details. See: Book returns and movements – best practice guidance for additional information.

Person

In this section you will provide the details for the person you are booking the flight for, the type of travel document being used, details of any assistance or special meal requirements, if they're detained, if they require Escorts, Medics or a Spotter and any risk information relating to the requirements for Escorts or Medics.

Whilst some of the person's details may be auto-populated in the BRM from Atlas, it is still best practice to double check them and flag any deviations to CWT in the extra information free text box later.

Journey details

You should provide the details of the flight you require, remembering to be specific and give a city and country for the destination. In the travel details you should give the earliest preferred departure date and any other information pertinent to the time of departure or arrival. You can then specify any countries that the flight should not transit and any airline stipulations. Finally in this section you need to select whether to book a refundable or non-refundable ticket. The decision on this selection should be made based on the person's willingness to be returned and the likelihood of the return being successful.

Extra information

In this section you should supply any further information that will assist CWT in the booking of the flight.

Booker's details

Another pre-populated section but one where you can amend the email address for your team, or a secondary point of contact should it be required.

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

For flights to specific destinations, that require a higher fare ticket to be purchased or for some unescorted flight's out of Luton you may be requested by CWT to get authorisation from a specific team before they will process your flight request. Always copy in all the recipients that they ask you to contact for those bookings.

See also: [Arranging removal for those detained under Immigration powers.](#)

Amending scheduled flight bookings

To add an additional leg to an existing flight booking at the detained individual'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 BRM Booking confirmation has not yet been received

- re-issue an updated notice of departure details to the detained individual 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 BRM 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 the BRM 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 the casework system, even if the cancellation is made before service of Removal Directions. 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 the casework system to match each ticket that is purchased.

Public expense removals: scheduled flights

Atlas updates

See: [Arranging removal: Atlas actions](#).

Public expense removals documentation - scheduled flights

To the detained individual

You must provide the detained individual with the documentation by email to the relevant Immigration Removal Centre using the Atlas references. This must include copies of:

- Notice of Departure Details which, includes details of:
 - destination country
 - transit stops information (where it is not direct routing to the final destination)
- Immigration Factual Summary (unless already served with the Notice of Intention to Remove)

See also enforced removal: notice periods for more information on the Notice of Departure Details and the Notice of Intention to Remove.

To expedite service of the notice of departure details, you must telephone the relevant IRC 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 instructions
- [Baggage and property issues](#)

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

To the legal representatives

You must provide copies of the Notice of Intention to Remove (where relevant), Notice of Departure Details and [Immigration Factual Summary](#) to any legal representative actively involved in the case, or to any representative that the individual specifies. See also: Enforced removal: notice periods for further information.

To the port of removal

You must send:

- the notice of departure details
- a copy of the passport bio data page or the UK letter
- a copy of the granted transit authority (where necessary)
- scheduled returns referral form (for removals from Heathrow and Gatwick) or notification of departure details 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, or IS.165 in deportation cases, where appropriate.

You must send the travel document if immediately available along with a copy or note of the notice of departure details.

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, or in deportation cases, the IS.165)
- 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, or in deportation cases, the IS.165 and ICD.4607 must be sent to **all** airlines.

See also: [Complex removals](#).

To Detainee Escorting and Population Management Unit (DEPMU)

You must send notice of directions to remove (IS.152B, or in deportation cases, the IS.165) to DEPMU to set up a movement order.

Official – sensitive: start of section

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

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

Official – sensitive: end of section

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

See also: Detention - general instructions.

To the Removals Documentation Delivery team

You must always check the validity of Emergency Travel Documents 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:

- update Atlas
- create a diary action to complete a 24 hour pre-removal check
- ensure a positive fax transmission report is received and record this on Atlas

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 scheduled flights.

You must consider whether there is a possibility that the removal could be at carrier's expense. You must review the casework system 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 individual at carrier's expense.

See also:

- [Arranging removal: Atlas actions](#)
- [Cancelling removal directions where removal is at carriers expense](#)

Page contents

[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 an individual 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 Atlas:
 - 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 Foreign National Offender Returns Command

- the inbound carrier has been served removal directions using form 'IS.83' (either dated or 'date to be notified')
- a previous carriers' expense removal failed, and whether form 'IS.88' was served within a month of the removal date

Arranging removal for carrier expense 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 to set removal directions (the process may vary across casework teams)
- consider the use of escorts based on the individual'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 BRM ticketing system.

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
 - Carrier's liability action commenced for no documents
 - flight manifest
 - airline records
- the notification of removal directions to the carrier 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 to the carrier 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 the casework system. Scheduled Returns will print the IS.83 directly off the casework system.

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)

For information on what documents to serve the individual, see Detention – general instructions and Enforced removal: notice periods.

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 individual. 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 for those detained under Immigration powers

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

Page contents

[Transfers from Larne House Short Term Holding Facility \(STHF\) - Northern Ireland](#)

[Baggage and property issues](#)

[Scheduled Returns Heathrow and Gatwick](#)

Transfers from Larne House short-term holding facility - Northern Ireland

Larne House transfers are logistically different to transfers between Immigration Removal Centres (IRCs) in England and Scotland as travel arrangements need to be made to cross the Irish Sea.

Detained individuals are transferred to mainland UK either by air or ferry and these arrangements need to be carefully managed to ensure the safe transport of the detained individual. In managing these transfers several other factors are important including; ensuring detained individuals are transferred from Larne House safely and within the 5/7 night statutory limit and that the resources of the escort supplier, Mitie Care and Custody are optimised to ensure operational teams are fully supported. A stay in Larne House cannot exceed 5 nights unless the removal is due to take place within the next 2 days.

Shuttle flights are arranged by the responsible manager in Belfast ICE with Detainee Escorting and Population Management Unit (DEPMU) covering the role outside of office hours, from Friday 3:30pm until Saturday 11:59pm (for new arrivals and existing individuals) and on Sunday only for existing individuals who are in the process of having arrangements made. Please note the cover will be extended during bank holiday weekends. Flights are booked through the travel provider Carlson Wagonlit Travel following locally agreed booking processes.

Official – sensitive: start of section

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

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

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

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

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

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

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

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

Official – sensitive: end of section

See also: Detention - general instructions.

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 detained individual.

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.

Those in immigration detention must be advised it will not be possible for third parties to bring luggage to the airport for them 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 and baggage 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 Operations customer contacts list.

Scheduled Returns Heathrow and Gatwick

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

- send departure information, airline risk assessment and travel documents to the relevant Scheduled Returns team 48 hours before removal
- when referring an urgent removal, send the documents 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 documentation - 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 the casework system 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

Official – sensitive: start of section

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

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

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

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

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 removal.

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 or countries.

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

Page contents

[Charters: timing removal bookings](#)

[Charters: referrals](#)

[Charters: completing the removals screen](#)

[Charters: generating removal documentation](#)

See also: Charters team contact details.

See also: Enforced removal: notice periods.

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 can find details of upcoming charters in the Returns Logistics operational update (if you receive this) or you can email the RL Charters CIO inbox to request this information.

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 Carlson Wagonlit Travel.

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 Operations customer contacts list.

Charters: referrals

See also: Charter flight referral forms.

Detained, non-detained and self check-in individuals can all be referred for a charter flight. 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
- upload the immigration factual summary (IFS) to the casework system - including completing the removal details
- referrals of individuals are automatically accepted onto the charter, unless advised separately by the Charters team
- follow any other instructions in the confirmation email
- print the automatically-generated confirmation email advising of the flight details and save on the Home Office file

Charters: completing the removals screen

See: [Arranging Removal: Atlas actions](#).

You must keep clear records that the notice of departure details have been served.

You must place confirmation on the casework system once the notice of departure details have been served, including the date of service, name of the serving officer, and any witnesses.

Charters: generating removal documentation

You must submit an **electronic copy** of the immigration factual summary (IFS) 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.

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 detained individual

You must:

- send the notice of departure details and give the date of departure and destination (including place of destination and routing). Where it is not direct routing to the final destination you must provide the transit stops information
- send the immigration factual summary, which you must amend to contain
 - a blank date ' __/__/__ ' in the 'Notice of Departure Details served' field, which the Immigration Removal Centre should complete as removal directions are served
 - the date notice of departure details were requested and state 'Case progressed to removal,' as explained above
- send the Notice of Special Arrangements (if applicable)
- ensure any personal property is returned to the detained individual ahead of the removal

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

See also: Detention - general instructions.

To the legal representatives

You must provide copies of the notice of departure details, immigration factual summary and Notice of Special Arrangements (if applicable) to any legal representative actively involved in the case, or to any representative that the individual specifies.

To the Charters team

You must email the charters team copies of the:

- travel document where the travel document itself is not available but copies are (where the travel document is available, this should be sent directly to the charters team)
- passport photographs, if required, should be uploaded to Atlas (where this is not possible, these can be emailed to the charters team)

Fit to remove 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. Fit to remove 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 RL Country Liaison and Documentation team 9 (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 the casework system 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 Operations - Complex Cases team.

Complex Cases team - role and referral

See also:

- Returns Logistics Operations – contact details
- Returns Logistics Operations 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 cases referral form and email to the Complex Cases team.

Official – sensitive: start of section

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

Official – sensitive: end of section

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

The additional arrangements required to facilitate a complex removal may justify the application of special arrangements set out in Judicial reviews, injunctions and applications to the European Court of Human Rights: in relation to enforcement of immigration removal and deportation. Where special arrangements are applied, a judicial review challenging removal will not normally defer removal.

However, see also: enforced removal: notice periods for further information on notice periods.

You must refer to Operational Support and Certification Unit (OSCU) by email.

Official – sensitive: start of section

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

Official – sensitive: end of section

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 the notice of departure details.

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 Notice of Special Arrangements for service. You must factor this in when planning removal and notification and should try to give OSCU as much notice as possible.

See also: 'OSCU pre-referral consideration' in Judicial reviews, injunctions and applications to the European Court of Human Rights: in relation to enforcement of immigration removal and deportation.

Safe third country removals

Where the person's removal is to a safe third country as designated in legislation in Schedule 3, Part 2 of [Asylum and Immigration \(Treatment of Claimants, etc.\) Act 2004 \(legislation.gov.uk\)](#) or the [Safety of Rwanda \(Immigration and Asylum\) Act 2024](#), special arrangements as set out in Judicial reviews, injunctions and applications to the European Court of Human Rights: in relation to enforcement of immigration removal and deportation may also apply. You must refer to OSCU as above.

Escorted removals

You may need to book escorts to accompany an individual who is detained on a flight if any of the following apply:

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

You must check the casework system and IS.91RA to confirm if the individual who is detained has any special conditions or person alerts, and then either:

- obtain authority from a Senior Executive Officer (SEO) or higher for an escorted removal
- provide a clear justification on the Home Office file and IT systems 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 the removal after a failed removal](#)
- Detention - general instructions

Transit flights

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

Official – sensitive: start of section

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

Official – sensitive: end of section

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 Removal Directions 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 the casework system 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 unless special arrangements are put in place. Carlson Wagonlit Travel will be aware of this issue when confirming flight arrangements and will recommend early contact with Scheduled Returns.

Related content

[Contents](#)

Deferral and cancellation of removals

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

Page contents

[Cancellation of tickets](#)

[Cancellation or resetting removal directions](#)

[Concluding cancellation of removal directions](#)

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

Cancellation of tickets

When a removal is deferred or fails, the ticket must always be cancelled.

You must:

- cancel the ticket through the BRM ticketing system
- update the casework system 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.

Cancelling or rearranging removal

Where a barrier to removal has arisen preventing removal, you will need to cancel the removal. This may be due to a judicial review (JR), court injunction or representations by the detained individual, their legal representatives or an MP. For further information on barriers to removal, see: Initial consideration and assessment of liability to administrative removal.

For further information on the JR process, see:

- Judicial reviews, injunctions and applications to the European Court of Human Rights: in relation to enforcement of immigration removal and deportation
- Judicial Reviews at the High Court and Upper Tribunal guidance

See:

- Foreign National Offender Returns Command (FNO RC) staff should refer to the section 'deferred and cancelled removals' in the FNO Returns Command Removal Directions Desk guidance for specific actions which need to be taken
- Enforced removal: notice periods

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

- record the primary reason why the removal failed
- cancel the removal on the casework system
- 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 the removal on a case ahead of the scheduled date of removal, as soon as it is known that the removal will not be going ahead.

You must:

- record the primary reason why the removal failed on the casework system
- cancel the removal on the casework system
- 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 caseworker or travel desk member must complete the following actions **unless** Operational Support and Certification Unit (OSCU) have already given authority to defer the removal when they will be done by NRC CLT and OSCU:

- email a copy of the Notice of Cancellation of Removal Directions to:
 - the DEPMU Removals inbox to notify the Detainee Escorting and Population Management Unit (DEPMU) to cancel the movement order - if the flight is scheduled to depart within the next 24 hours you must telephone DEPMU to cancel the movement order (see section 'DEPMU contacts')
 - the Charters team inbox for removals on charter flights
 - the scheduled returns inbox at the port of departure for removals on scheduled flights
 - to the appropriate immigration removal centre (IRC) to notify the detained individual)
- email the Removals Documentation Delivery team inbox advising them of the cancelled flight, if they were previously informed of the removal
- inform the legal representatives that the removal has been cancelled by sending the Notice of Departure Details – Departure Cancelled

Concluding cancellation of removal

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

- 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 the removal was cancelled due to disruption
- issue a new IS.91R if the risk factors associated with the detained individual have increased or decreased
- complete and submit the locally held Escort Contract Monitoring Team (ECMT) form, where the removal was 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'
- 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

Official – sensitive: start of section

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

Official – sensitive: end of section

See: Detention - general instructions.

Cancelling the removal where removal is at carrier expense

You must notify the airline if the removal has 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 the removal was cancelled or failed, you must serve the carrier notice **within one month** of the scheduled failure, to preserve the carrier expense removal (CER).

Where the removal did not go ahead, you must serve form IS 88A on the carrier and send a copy to [DEPMU](#) (see section 'DEPMU contacts').

Related content

[Contents](#)

Failed removals

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

See also: [Deferral and cancellation of 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. Enforcement cases which are removed from the UK and are subsequently returned will be managed by the case working team who should continue to progress the case.

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

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

For authority for arranging a further removal following a failed or deferred removal see: enforced removal: notice periods.

Re-setting the removal after a failed removal

To rearrange the removal immediately after a failed removal, you must:

- conclude any casework and any associated barriers that remain open on Atlas by responding to any outstanding further representations and entering the appropriate end date
- check that all casework barriers have been concluded before re-setting the removal if a removal fails for operational reasons - OSCU will not consider any outstanding representations because the removal date has not been set
- obtain authority to request escorts, where appropriate, if the previous removal failed due to disruption or medical issues
- consider whether it is necessary to re-book the removal with a different airline if the previous removal failed due to carrier refusal

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 the removal is rearranged within 21 days. If removal has to be rearranged for a date beyond this 21 days' 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 21-day timeframe expires if the:

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

You must make any urgent requests for travel documents to be returned before 21 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 Operations, giving reasons for ending the process
- send a copy of the port file to the Judicial Review caseworker to facilitate the expedition process, if a judicial review has been lodged

ETD not used or no longer required

If the removal is cancelled or has failed and the agreed emergency travel document has not been used or if it is no longer required, you must tell Returns Logistics Operations immediately by emailing the relevant Returns Logistics Operations Country Liaison and Documentation team (see Returns Logistics Operations' contact list), 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: 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 scheduled removals you must:

- close the Compliance and Enforcement card on Atlas by creating and completing a case closure action, selecting the appropriate reason for closure and completing the remaining fields
- send the Home Office file to the admin team who will send it to Iron Mountain Storage

For charter flight removals the process is similar. However, the Returns Logistics Operations charters team will:

- raise the request to close the compliance and enforcement card on Atlas, assigning to the Business Area and Unit already present on the card to complete

You must also complete these post-removal actions:

- 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 in the biometric information – case working guidance
- follow the guidance on asylum registration cards (ARC) (see Asylum support)
- send driving licences retained in accordance with the recording receipt and disposal of driving licence section of the Sanctions: vehicle and licensing guidance
- inform detention managers within 24 hours if detention lasted for 28 days or more

Official – sensitive: start of section

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

Official – sensitive: end of section

Related content

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