



Home Office

**Immigration Returns, Enforcement and Detention  
General Instructions**

# **Enforcement visits: safety and personal protection**

Version 2.0

# Contents

Contents.....	2
About this guidance.....	4
Contacts .....	4
Publication.....	4
Changes from last version of this guidance .....	4
Responsibility for safety .....	5
Common responsibilities .....	5
Employees' duties.....	5
Line manager responsibilities.....	6
Health, safety and wellbeing partners (HSWPs).....	6
Safety training.....	8
General health and safety training .....	8
Personal safety training .....	8
Risk assessment .....	9
Generic risk assessment .....	9
Pre-visit risk assessment.....	9
Dynamic risk assessment.....	9
Duty of care .....	11
General duty of care .....	11
Safety of observers and third parties .....	11
Personal protective equipment (PPE).....	12
Personal protective equipment: definitions and types .....	12
PPE deployment: constraints and special considerations.....	13
Visits not using PPE.....	16
Use of PPE for family visits.....	16
Discreet and covert deployment of PPE.....	16
Personal protective equipment: storage and control .....	17
Safe searches.....	21
Protective gloves.....	21
Biological hazards.....	21
Infections and bodily fluids.....	21
Risks when searching people: physical risks.....	22
Environmental risks.....	22
Sharp or bladed objects .....	23
Firearms and explosives: overriding safety principles.....	24

Search of a property.....	24
Search of an individual.....	25
Safe deployment.....	26
Emergency plan.....	26
Location monitoring.....	26
Communications.....	27
Planning for safety.....	27
Environmental hazards.....	28
Dealing with people.....	28
Dealing with aggression.....	29
Safety during interviews.....	30
Use of vehicles.....	31
Accidents, incidents and near misses.....	32
Reporting.....	32
Violence and abuse.....	32
First aid.....	33
Post incident support.....	33
Counselling.....	34
Staff support networks.....	34

# About this guidance

This guidance tells Immigration Enforcement officers about the health and safety issues associated with Immigration Enforcement operations. It must be read in conjunction with Operational health and safety best practice guidance and general Home Office health and safety guidance.

General health and safety guidance includes:

- Health and safety policy
- Model job description for a locally nominated health and safety officer
- Accidents and incidents at work reporting
- Trauma risk management and critical incidents
- Personal protective equipment and clothing (PPE)

## 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 Enforcement Policy.

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 **2.0**
- published for Home Office staff on **1 May 2024**

## Changes from last version of this guidance

From 1 April 2024, individuals who were previously described as the IE operational grade of 'Assistant Director' will be known as Grade 7 in this guidance.

Updating internal hyperlinks and general housekeeping

### Related content

[Contents](#)

# Responsibility for safety

This page tells Immigration Enforcement officers about training and accreditation requirements and their duty to maintain a safe and healthy working environment.

This guidance is intended to give details of the national approach to promoting your health and safety and that of those for whom you have a duty of care. The creation of local risk assessments and safety procedures is allowed but they must follow the general principles of this policy, and not contradict it.

## Common responsibilities

Everyone has a part to play in creating a safe and healthy working environment, it is also a legal requirement.

The [Health and Safety at Work etc. Act 1974](#) requires all employers have a health and safety policy.

All operations must be risk assessed before being carried out, for more information see the National risk assessments.

You must be aware of the content of your local (level 4) health and safety policy statement. You must pay particular attention to the sections in the policy statement on:

- risk assessment
- reporting accidents, incidents and near misses
- procedures in the event of an emergency during a visit

You must complete the 'Health and Safety' course on [Civil Service Learning](#) as a mandatory requirement.

See also: [Civil Service Learning](#).

## Employees' duties

All employees, including casual staff, temporary staff, agency staff and contractors:

- have a duty to protect:
  - themselves
  - people they work with
  - people affected by their work activities
- must understand and comply with all relevant health and safety notices and instructions
- must comply with the provisions of any risk assessments that apply to their work area and activities
- must report all workplace accidents, incidents and near misses

## Line manager responsibilities

Directors, heads of unit, heads of establishment and other senior managers are responsible for ensuring that adequate arrangements are in place to achieve the objectives set out in the relevant health and safety policy.

Managers of staff undertaking operational enforcement visits:

- must ensure that the arrangements they have in place are adequate safeguards for the health and safety of all employees and of anyone affected by their work activities
- are responsible for ensuring that control measures arising from risk assessments and inspections are implemented and that staff are kept properly informed

In addition, managers have a responsibility to:

- ensure that all staff have received the appropriate level of training before they go on any enforcement visits
- authorise visits only when satisfied that a sufficient risk assessment has been carried out, and all hazards evaluated and either eliminated or controlled to an acceptable level
- ensure that staff wear personal protective equipment (PPE) on all enforcement visits
- ensure that staff wear other PPE when the risk assessment has shown it as a necessary control measure
- establish a communication procedure with staff before they leave the office
- ensure that, where staff have been identified as unfit to drive through fatigue, alternative arrangements are in place to ensure their safety
- maintain contact with staff that are on duty but out of the office
- ensure that those on visits have reported the outcome and their safe return to the office or a police station
- advise staff of the services available from the Employee assistance programme (EAP) where the need is identified
- follow up any reported incidents, whether verbal or in writing, completing the appropriate accident report forms and investigating the incident

All the actions listed above are to be used as an aid to personal safety on enforcement work. The points covered are not exhaustive and common sense must be applied at all times.

See also Health and Safety Executive (HSE) guidance to employers on [violence at work](#).

## Health, safety and wellbeing partners (HSWPs)

HSWPs are a source of advice and guidance for staff, although responsibility for the implementation of these policies remains with managers. For contacts, see health, safety and wellbeing partners contact list.

**Related content**  
[Contents](#)

# Safety training

This page tells Immigration Enforcement officers about the personal safety training they must complete.

## General health and safety training

All staff must complete the mandatory [Civil Service Learning](#) course 'Health and Safety'.

## Personal safety training

You must complete the relevant personal safety training (PST) course.

There are 3 levels of PST available to you, depending on the specific work you carry out. The training is in line with the guidance issued by the National Police Chiefs' Council (NPCC) (formerly the Association of Chief Police Officers (ACPO)).

Each level teaches you practical skills:

- communication skills - tactical ways in which you can establish and maintain control of a situation
- physical skills - a range of defensive and offensive skills to maintain control of a situation and make sure you, your colleagues and those who you are seeking to restrain stay safe
- handcuffing and baton skills - giving you an understanding of:
  - the handcuffs and batons you will use
  - why and when you use them
- edged weapon awareness skills - to help you to develop your awareness of how to disarm a suspect carrying knives and similar weapons

Additional information on the health and competence assessment and recertification for arrest-trained officers is provided in the health and competence policy.

Additional training is provided in Method of entry for those officers designated with responsibility for forced entry to premises. Only authorised officers may force entry.

### Related content

Enforcement visits

[Contents](#)



# Risk assessment

This page tells Immigration Enforcement officers when to carry out risk assessments before and during enforcement visits.

## Generic risk assessment

See risk assessment and NRAs for:

- the policy principles for managing risk
- guidance on how to conduct risk assessments

The Home Office is committed to identifying all significant risks which may affect the health or the safety of employees in the short or longer term and to reduce this to 'as low as reasonably practicable' (ALARP).

A health and safety risk assessment of all work activities is a legal requirement. A generic risk assessment exists for enforcement visits with and without police. However, all individual enforcement visits must still be risk assessed, the significant findings recorded and the relevant staff informed. Advice on how to carry out the risk assessment for a particular visit and how to act upon it is included in the local (level 4) policy statement on health and safety.

## Pre-visit risk assessment

A written risk assessment must always be done before a visit is undertaken. The assessment will include consideration of immigration and police information on the person and the premises, as well as approaching the premises, gaining entry and what may occur during the visit. It must consider the risks to others, not just Home Office staff.

The person responsible for collating the risk information will vary. It could be the officer in charge (OIC) of the visit, an Immigration Officer (IO) in an intelligence unit or a police officer. This person must submit their findings to the officer authorising the visit (Chief Immigration Officer (CIO) or above). The authorising officer must assess the risk and ensure that necessary control measures are in place to eliminate the risk or reduce it to an acceptable level.

See: Enforcement planning assessments.

## Dynamic risk assessment

It is important to remember that the assessment of risk may change throughout the visit and all staff must be aware of the need to reassess the risk information on a continual basis. All enforcement officers must continue the dynamic risk assessment during the course of the visit and either notify the OIC or take action as appropriate should an unforeseen situation arise.

**Related content**  
[Contents](#)

# Duty of care

This page tells Immigration Enforcement officers about their duty of care towards colleagues and the public during enforcement operations.

## General duty of care

The Home Office has a duty of care towards all staff. As a Home Office employee, you must also have regard to the safety and welfare of yourself, your colleagues, including interpreters and observers, members of other law enforcement agencies and those you encounter on operations.

If you act outside published policy and guidance you may be subject to disciplinary action. If you act contrary to the law (for example, using unreasonable force in carrying out an arrest) you may be criminally liable for your actions.

## Safety of observers and third parties

All accompanying parties, including police officers, must be briefed in full on health and safety matters before arrival at the premises. They must be made aware of who will be the officer in charge (OIC) of the operation and follow their instructions. They must:

- not enter premises without the permission of the OIC
- be accompanied at all times
- not be allowed to become isolated during a visit

See also:

- Enforcement planning assessments
- Enforcement visits

### Related content

[Contents](#)

# Personal protective equipment (PPE)

This page tells Immigration Enforcement officers about protocols and procedures for the safe storage, issue, and deployment of operational PPE. These are essential in order to ensure safe practices and professional standards.

This guidance refers to 'full PPE'. This description refers to the deployment of the complete set of mandatory PPE items including handcuffs and friction lock batons.

This guidance does not deal with uniform standards and other matters of suitable clothing and items worn during operational visits.

See also:

- Operational Personal Protective Equipment
- Uniforms: Border Force and Immigration Enforcement
- IE Health Safety and Wellbeing (IE HSW) is the owner and author of the National generic risk assessments (NGRA) and Safe systems of working (SSOW) regarding mandatory PPE and uniform for operational activity

See also: National risk assessments and Risk assessment.

## Personal protective equipment: definitions and types

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## **PPE deployment: constraints and special considerations.**

For the purposes of this section of guidance the expressions ‘full PPE’ and ‘partial PPE’ have the following meaning:

- **full PPE:** all mandatory PPE items including handcuffs and friction lock batons (FLBs)
- **partial PPE:** all mandatory PPE items not including handcuffs and FLBs

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As a line manager you must ensure that staff deployed away from home ports only deploy PPE in the new location when there is both a requirement and legal authority to do so.

The following staff must not, in any circumstances, carry or use a FLB, handcuffs or restraints:

- non-arrest designated officers, or those awaiting their first PST course
- arrest trained officers:
  - whose PST skills permit has expired
  - who are awaiting refresher training after expiry of their previous PST skills permit
  - who have had their PST skills permit suspended
- officers who are no longer required to undertake arrest duties due to a permanent change of role, location or department

## Visits not using PPE

Any visit to premises or places where arrest activity has been authorised carries with it the standing authorisation to deploy full PPE. If, exceptionally, you propose not to deploy some or all mandatory PPE in these circumstances, you must get authorisation from an officer of a grade not less than Grade 7 (G7). You must detail the reasons for setting the requirement aside and assess the risk of doing so in the request for authorisation.

In some circumstances it may be inappropriate to deploy PPE, for instance for discreet drive-by surveillance where there is no expectation or likelihood of encountering people in breach of immigration law or generally engaging with members of the public. G7 authorisation is not required in these circumstances but this is a matter of discretion and requires the [authorisation](#) of a CIO or above. Officers must at all times avoid placing themselves in any situation that creates a risk of unexpected confrontation.

## Use of PPE for family visits

PPE must be worn in line with the operational risk assessment for visits to the family home. However, it is necessary, under [section 55 of the Borders, Citizenship and Immigration Act 2009](#), to consider the physical appearance of officers wearing the equipment and any potential impact on children.

For visits to the family home conducted purely to obtain information and not to arrest and escort the family (for instance, the family departure meeting) you must consider the use of covert or overt body armour and suitable footwear, where available, as dictated by a visit-specific risk assessment. See discreet and covert deployment of PPE below.

For visits where the family are being arrested and escorted to a port of departure, or to pre-departure accommodation, all officers must wear full PPE with body armour.

## Discreet and covert deployment of PPE

The specific operational risk assessment of the visit will indicate whether to wear the PPE covertly or overtly.

The majority of Immigration Enforcement operations will be conducted openly and your behaviour and tactics will be easily observed by others. You must be recognisable in your official capacity and project a professional and reassuring message to the public. You must therefore ensure that body armour as well as other PPE has fully visible Immigration Enforcement logos and insignia.

In some cases, however, a risk assessment of the proposed operation may suggest that risk may be reduced by discreet or covert deployment of PPE. In such cases, a G7 or higher must authorise any decision to conceal identifying insignia and equipment and full details of the proposed manner of deployment must be clarified in the operational order and at the briefing. See Enforcement planning assessments.



An example of an operation where officers would wear plain clothes, but wear covert body armour and carry FLB and handcuffs covertly, is a surveillance operation that includes arrest of an individual.

Specialist equipment is available from the Adelphi catalogue and training in its use is available through Immigration Enforcement PST trainers.

## Personal protective equipment: storage and control

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**Related content**

[Contents](#)

**Related external links**

[Health and Safety Executive short guide on personal protective equipment at work](#)

# Safe searches

This page tells Immigration Enforcement officers how to conduct a search safely.

For general guidance on how to conduct a search, see search and seizure.

## Protective gloves

When searching subjects you must wear either:

- search gloves (when searching both people and premises) of at least EN 388-4343 standard
- 'uniform patrol gloves' of at least EN-388 2542 standard

You must be aware that the gloves **will not** protect against needle stick injuries.

## Biological hazards

**Staff who come into contact with any body fluids must proceed on the assumption that these may be infectious and take appropriate precautions.**

See also:

- bodily fluid spills: safe system of work guidance
- communicable diseases guidance for information about needle-stick hazards
- search and seizure

## Infections and bodily fluids

You must also carry the appropriate number of spill kits with you in vehicles as specified in bodily fluid spills: safe system of work.

It is possible for infections to be transferred:

- through broken or damaged skin
- if you put your hands to your face when you are searching

You can reduce the risk by:

- wearing gloves the whole time you are searching
- never touching or tasting any substances you find
- wearing a dressing over broken skin, for example waterproof plasters
- not putting your hands to your face when searching
- washing your hands with soap and water when you have finished the search

If you have cut or damaged skin speak to your supervising officer about whether it is appropriate for you to carry out a search.

See communicable diseases for information on protecting yourself against biological hazards, and information concerning vaccination.

If you encounter a bodily fluid spill, you must follow procedures in line with the risk assessment and bodily fluid spills: safe system of work:

- you must refer to the generic bodily fluids (dealing with) safe system of work
- you are responsible for obtaining and updating immunisation protection against communicable diseases such as hepatitis B and tuberculosis **however** there is no requirement for anyone to undergo immunisation:
  - if you have concerns you must discuss this with your GP
- where there is any risk of contamination transfer from puncture wounds you must seek immediate emergency advice and treatment
- where you have any concerns about your own health you must visit your GP as soon as possible, informing them of the work you do and any possible contacts with sources of infection

For further information on communicable diseases such as hepatitis B and tuberculosis see communicable diseases.

As a manager you must ensure that, following exposure to an infected person, any officer at risk of infection gets appropriate medical treatment promptly and that they are offered counselling.

## Risks when searching people: physical risks

These are examples of physical risks you must consider. You may also identify others.

### Environmental risks

You must check if:

- the area where you are searching is safe, secure and officers have it under control
- it is an appropriate place to search somebody, for example it may not be appropriate if you are in a restaurant in front of customers
- there is room to carry out a safe, effective search
- the person you are searching:
  - is under control
  - has no opportunity to escape
  - needs to be handcuffed

It is best practice to have a cover officer to observe the search so that they can assist if required.

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See also [violence at work](#) which has links to Health and Safety Executive advice.

## **Sharp or bladed objects**

Sharp objects, for example, blades, scissors, bits of metal or glass, can be hidden in many places.

You must take care at all times when checking areas you cannot see visually, for example:

- inside pockets
- around belts

You must search these areas slowly and carefully so that you have a better chance of finding sharp objects without injuring yourself.

The guidance on offensive weapons - safe handling procedures gives definitions of offensive weapons and instructs you on how to handle seized weapons. Non criminal and financial investigations (CFI) officers **must not** follow the CFI guidance on handling firearms and explosives. You can get further advice regarding offensive weapons from:

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# Firearms and explosives: overriding safety principles

See also search and seizure.

## Search of a property

If you find a suspected firearms or explosives during the search of a property **you must not handle it unless you have been trained and are so authorised.**

Border Force are responsible for the Home Office policy on the handling of firearms and explosives and delivering training in firearms and explosives awareness and facilitating the training of make safe officers (MSOs). See offensive weapons handling.

As an Immigration Enforcement officer, it is unlikely that you will have received this training.

You must:

- **never touch any suspected firearm or explosives**, and ensure no one else does, this will:
  - preserve the potential crime scene
  - minimise the risk of it going off
- alert any police officer present, or call the police immediately, requesting the presence of a firearms officer:
  - the police will take charge of the situation on arrival
- contain the situation whilst waiting for the police to take charge, calmly inform all staff and public present:
  - what you have found
  - what is happening
  - that they should not touch the item

In the case of a suspected firearm, you must prevent other members of the team from entering the room or location in question, and you must consider whether or not they should continue to search other rooms.

If you suspect the item might be an explosive, you must always clear and leave the premises and set up a cordon to prevent anyone from entering.



## Search of an individual

If you discover a suspected firearm in clothing when searching an arrested person:

- **do not touch it** and try not to alert the person to the fact that you have seen it
- immediately handcuff or re-handcuff the individual in such a position that they cannot reach the item
- alert any police officer present or call the police, as above
- remain with and watch the person until the police arrive

As noted previously, you must never touch or handle a suspected firearm unless you have been trained to do so, and it is unlikely that an Immigration Enforcement officer will have received the training. There is no exception to this rule.

For further advice regarding suspected firearms email Firearms policy and legislation.

### Related content

[Contents](#)

# Safe deployment

This page tells Immigration Enforcement officers what to consider before and during deployment for an enforcement visit.

See also enforcement visits.

## Emergency plan

As the officer in charge (OIC) you must:

- establish an emergency plan, including:
  - an emergency contingency codeword
  - the circumstances that would trigger the plan
  - the procedures to be followed
  - a rendezvous point for each visit
- ensure the emergency plan's details are recorded on the operational order and briefing sheet
- ensure all parties undertaking the visit understand the emergency plan
- consider at all times during the visit whether it is necessary to:
  - implement the emergency plan
  - withdraw or abort the visit
  - contact emergency services assistance by the police control room, Airwave or Barracuda radio or 999

In the event of an emergency:

- the team must withdraw to the appointed rendezvous point
- the OIC must conduct an immediate head count and 'dynamic' risk assessment
- as soon as it safe and practical the OIC:
  - must ensure the duty manager is notified
  - and team members must make timed notebook entries

Always follow training, instructions, guidance and any instructions given by a supervisor or police supervisor.

See also critical incident management.

## Location monitoring

Your whereabouts need to be known at key intervals during a series of operational visits. As part of your pre-visit preparation, you will have already notified both the police and a senior officer (silver commander) of your proposed whereabouts.

At the completion of each visit, and before you undertake another visit, you must inform the:

- arrest team CIO, or the duty CIO at your parent office if the arrest team CIO is either accompanying or unavailable
- local police

When you do so, you must say whether you are:

- continuing with a case at a police station or detention centre
- moving to the next visit
- returning to your parent office
- going off duty

## Communications

As the OIC you must ensure that:

- you establish the communication procedures before the visit
- all parties are aware of the communication procedures
- all parties undertaking the visit understand the emergency plan
- enough Airwave or Barracuda terminals are issued so that communications remain effective throughout the visit.

Before you can go on a visit, you must be trained in the use of radios.

You must also be issued with, and must carry, a mobile telephone, ensuring it is fully charged before deploying.

See also:

- Enforcement planning assessments
- Enforcement visits
- Lone working

## Planning for safety

Planning, communication and awareness are crucial to avoiding violence during operational visits. You must:

- take full note of instructions and warnings given during the pre-brief
- identify an area of safety within the premises and ask the occupants to move to it
- avoid talking to suspects in rooms containing potential weapons, including kitchens

To minimise risk during operational visits, you must:

- agree the mode of entry with team members, and police and officers from other agencies, if applicable, in advance at the briefing
- exercise care when taking up position at the rear of premises particularly during the hours of darkness

- not allow anyone to become isolated either inside or outside the premises
- ensure that the predetermined communications procedures are effective in the area before entering the premises

Be aware of the access and exit points for every space you move to. Before interviewing, identify your means of escape. Remember that this will not necessarily be the same as your means of entry. Do not allow yourself to become isolated from assistance or to become trapped in corners. Keep colleagues and police officers within sight and earshot at all times and, if you propose to move to another part of the premises, ensure that a colleague or police officer accompanies you.

Do not allow anyone (occupant, colleagues or police personnel) to become isolated.

Only commence interviews when the situation is confirmed as under control by the OIC.

## Environmental hazards

Environmental hazards are the physical dangers that may exist within certain areas of a premises or in the vicinity of a public operation.

Be aware of your surroundings and take due care of hazards, including:

- electrical and gas appliances, installations, hot areas (such as kitchens) and naked flames
- stairs
- poorly lit areas
- areas accessible only by ladders, see work height and ladder safety guidance

## Dealing with people

You must:

- be alert to the actions, reactions and mood changes of all people found on the premises
- do not seek to interview or interact with people you encounter when alone
- maintain a safe reactionary gap between yourself and people you encounter
- keep subjects away from potential weapons, sharp objects and tools
- maintain extra focus in a kitchen area
- be aware of signs of infestation
- whilst searching a person or premises appropriately assess the need for personal protective equipment, for example gloves
- exercise care if encountering a minor (an individual who is less than 18 years old), making sure either an appropriate adult stays with the minor or an officer is allocated a safeguarding role:
  - if practical, take the minor to a cleared room to reduce the potential psychological impact or trauma of the visit
- be prepared to refer to social services and ensure the number is readily available

- where anyone encountered may be in any way ill or unfit, be prepared to:
  - handle the situation with sensitivity
  - carry out emergency life saving (ELS) techniques
  - call emergency services or doctors for support and assistance
- in aggressive or violent situations be prepared to use calming techniques, withdraw and summon emergency services assistance
- be alert to the possibilities of positional asphyxia when restraining people face down on the floor, especially any that are overweight or of heavy build
- in the event of a critical incident, follow critical incident management guidance

## Dealing with aggression

Never be aggressive. Even if someone is trying to provoke you, do not respond in kind. Meeting aggression with aggression will quickly lead to confrontation which may escalate into violence.

Do not turn your back on any occupant of the premises.

Observe the occupants to check for signs that they have a weapon. Do not approach a person carrying a potential weapon, ensure it is put somewhere safe before approaching or interviewing.

If things become confrontational:

- stay calm, speak gently, slowly and clearly
- always be seen to be in control
- do not react aggressively if provoked
- do not argue with the individual but explain what is happening
- avoid body language that may be misinterpreted by the aggressor, for example folded arms, hands on hips, raised arm or any physical contact
- keep an appropriate distance

Minimise confrontation by staying relaxed and adopting a non-aggressive stance. Think about your body language and avoid sudden or aggressive gestures. Keep your distance and allow people their body space. Maintain eye contact, speak clearly and steadily and do not patronise people.

Never touch anyone that you do not intend to arrest unless the situation within the premises and the behaviour of the occupants requires you to use defence techniques taught in your personal safety training.

### Related content

[Contents](#)

# Safety during interviews

This page tells Immigration Enforcement officers what safety procedures to consider before conducting an interview.

The basic principles of good practice for safe interviewing must be applied whether the interview is taking place in a police station, prison interview room or Home Office premises. You must:

- before starting the interview note the layout of the interview room and the procedures or equipment for calling for assistance
- ensure that the room does not contain objects which may be used as weapons including unsecured furniture
- if circumstances permit, ask a colleague, or police or prison officer, to be present during the interview
- sit closest to the exit door

Should an incident occur it must be reported to the person in charge of that area of the police station or prison, as well as to Home Office management using the online accident and incident report form, for more information see accidents and incidents at work reporting.

## **Related content**

Enforcement interviews

[Contents](#)

# Use of vehicles

This page tells Immigration Enforcement officers what safety procedures to consider before, and while, using a vehicle.

Arrestees must only be transported to police stations or removals centres in authorised vehicles, that is, police transporters or Home Office owned vehicles, see 'Carriage of detainees' in arrest and restraint.

Generally when travelling in vehicles:

- follow all the instructions in the fleet and driver policy
- the driver must ensure that basic safety checks as specified in 'Appendix 5' of the fleet and driver policy are carried out on the vehicle before its use
- the driver must be fit to operate the vehicle
- the driver must not use a mobile telephone, either standard or hands-free, unless the vehicle is safely parked
- the driver and all passengers must wear seatbelts in accordance with road traffic law
- speed limits must be observed
- the route must be planned in advance and a safe route used
- the doors and windows must remain locked and secure during the journey
- inform the officer in charge (OIC), police and duty Chief Immigration Officer (CIO) if arrangements are changed on the way to the premises
- do not leave valuables, official documents or equipment in sight inside the vehicle

## Related content

[Contents](#)

# Accidents, incidents and near misses

This page tells Immigration Enforcement officers when, and how, to manage and report any accidents or incidents.

See also:

- accidents and incidents at work reporting
- accident and incident reporting policy

## Reporting

You must report accidents, incidents and near misses involving threats or violence and incidents involving exposure to communicable diseases to your managers and, in some circumstances, to the Health and Safety Executive.

You must report any accident, incident or near miss, no matter how minor, in the first instance to the duty Chief Immigration Officer (CIO) as soon as possible after the incident has occurred. Prompt accurate reporting will be invaluable for all concerned should a complaint or civil litigation ensue after the incident.

Your line manager will investigate the incident to identify its causes and any useful lessons learnt, and so help prevent similar incidents in the future.

Remember that it is as important to report a 'near miss' as it is to report an actual incident.

You must refer any incident (regardless of whether it be in England, Wales, Northern Ireland or Scotland) occurring outside of the usual parameters of your daily business to the National Command and Control Unit (NCCU) immediately.

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You must be familiar, and comply, with the Home Office policies on critical incident management and Enforcement planning assessments.

## Violence and abuse

Violence is defined as any incident in which force is used against you when you are working, or if you think that force is about to be used against you. It can include:

- physical assault
- threatening behaviour
- harassment



- obstruction
- verbal abuse
- racial abuse

Home Office senior managers have made it clear in their health and safety policy statements that they will not tolerate violence against their staff. Enforcement staff must report any act of violence or abuse against them and managers must react promptly to such a report with a view to protecting and supporting their staff.

## First aid

Managers must ensure that:

- official vehicles are equipped with a first aid kit
- arrest team members are all trained in first aid

Where assistance is required:

- inform colleagues as soon as possible
- where necessary seek further medical assistance as soon as possible, such as call for an ambulance
- inform the duty CIO of any incident where first aid or other medical assistance is required

## Post incident support

If you have been assaulted on duty or you witness traumatic events you may require support beyond the immediate aftermath of the event. You may not realise the extent of the impact that the event has had on you.

If you work with someone who has been involved in a serious incident you must be alert for changes in behaviour. This applies especially for team managers. Changes in behaviour might include:

- increased irritability, especially with family members or colleagues
- vivid memories or flashbacks
- insomnia
- emotional detachment or a flood of overwhelming emotion
- difficulty remembering information or being prone to distraction

Following an incident, these types of behaviour might indicate a need for additional support.

This guidance does not cover all of the symptoms and treatment for post traumatic stress.

## Counselling

The employee assistance programme (EAP) is the main provider of independent support to staff. It provides a confidential self-referral service, independent from human resources and line management. Where an incident occurs which results in any suggestion of the need for counselling, the line manager, or duty CIO or Her Majesty's inspector (HMI) (whoever is available sooner) must ensure that staff are aware of the availability of the EAP. The EAP provides a 24 hours a day, 7 days a week support helpline.

If you would like any assistance on emotional or practical issues, or if you just need someone to talk to, you can call the Employee assistance programme (EAP) at any time of the day or night, 365 days a year.

## Staff support networks

For further information concerning the advice and support services, including trade unions, see staff support networks, social groups and unions.

### Related content

[Contents](#)