

**This publication was archived on 27
November 2024**

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Home Office

Handling MPs' and 'treat as official' correspondence for CC cases

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Handling MP's and 'treat as official' correspondence for CC cases

About this guidance

<p>About this guidance</p> <p>Correspondence response targets</p> <p>Receipt and allocation of correspondence</p> <p>Contributions to replies from case owners</p> <p>Effects on removals process</p> <p>Drafting a response</p> <p>Actions following a reponse from case owners</p> <p>Enquiries from family members or sponsors</p> <p>'In confidence' replies</p> <p>Cases without a case owner</p>	<p>This guidance tells criminal casework (CC) caseworkers how MPs' correspondence must be managed.</p> <p>The guidance also covers the 'treat as official' process for correspondence from other sources.</p> <p>A 'treat as official' letter comes from a member of the public to one of the following people:</p> <ul style="list-style-type: none">• the Queen• the Prime Minister• a minister• a member of the Home Office senior board. <p>Changes to this guidance – This page tells you what has changed since the previous version of this guidance.</p> <p>Contacts – This page tells you who to contact for help if your senior caseworker or line manager can't answer your question.</p> <p>Information owner – This page tells you about this version of the guidance and who owns it.</p> <p>Safeguard and promote child welfare – This page explains your duty to safeguard and promote the welfare of children and tells you where to find more information.</p>	<p>Related links</p> <p>Changes to this guidance</p> <p>Contact</p> <p>Information owner</p> <p>Links to staff intranet removed</p>
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Handling MP's and 'treat as official' correspondence for CC cases

Changes to this guidance

About this guidance Correspondence response targets Receipt and allocation of correspondence Contributions to replies from case owners Effects on removals process Drafting a response Actions following a reponse from case owners Enquiries from family members or sponsors 'In confidence' replies Cases without a case owner	<p>This page lists the changes to the 'Handling MPs' and 'treat as official' correspondence for criminal casework cases' guidance, with the most recent at the top.</p> <table border="1"><thead><tr><th data-bbox="488 483 831 523">Date of the change</th><th data-bbox="842 483 1529 523">Details of the change</th></tr></thead><tbody><tr><td data-bbox="488 531 831 715">03 December 2013</td><td data-bbox="842 531 1529 715">Six month review by the modernised guidance team:<ul style="list-style-type: none">• Plain English and minor housekeeping changes throughout.</td></tr><tr><td data-bbox="488 722 831 906">19 June 2013</td><td data-bbox="842 722 1529 906">Six month review by the modernised guidance team:<ul style="list-style-type: none">• Minor housekeeping changes.</td></tr><tr><td data-bbox="488 914 831 1098">18 December 2012</td><td data-bbox="842 914 1529 1098">Six month review by the modernised guidance team:<ul style="list-style-type: none">• Minor housekeeping changes.</td></tr><tr><td data-bbox="488 1106 831 1313"></td><td data-bbox="842 1106 1529 1313">For previous changes you will need to access the archived guidance. See related link: Handling MPs correspondence and treat as official correspondence for criminal casework directorate cases - Archive.</td></tr></tbody></table>	Date of the change	Details of the change	03 December 2013	Six month review by the modernised guidance team: <ul style="list-style-type: none">• Plain English and minor housekeeping changes throughout.	19 June 2013	Six month review by the modernised guidance team: <ul style="list-style-type: none">• Minor housekeeping changes.	18 December 2012	Six month review by the modernised guidance team: <ul style="list-style-type: none">• Minor housekeeping changes.		For previous changes you will need to access the archived guidance. See related link: Handling MPs correspondence and treat as official correspondence for criminal casework directorate cases - Archive.	<p>Related links See also</p> <p>Contact</p> <p>Information owner</p> <p>Links to staff intranet removed</p>
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Handling MP's and 'treat as official' correspondence for CC cases

Correspondence response targets

<p>About this guidance</p> <p>Correspondence response targets</p> <p>Receipt and allocation of correspondence</p> <p>Contributions to replies from case owners</p> <p>Effects on removals process</p> <p>Drafting a response</p> <p>Actions following a reponse from case owners</p> <p>Enquiries from family members or sponsors</p> <p>'In confidence' replies</p> <p>Cases without a case owner</p>	<p>This page tells you the deadlines for replies to correspondence received by criminal casework (CC) from MPs.</p> <p>MPs deal directly with the Home Secretary, ministers, or a director, to request information on individual CC cases or casework policy and processes.</p> <p>The Home Office uses the Cabinet Office target to deal with correspondence in 20 calendar days, and a drafting target of 12 days for:</p> <ul style="list-style-type: none">• MPs' correspondence• Treat as official (TO) correspondence. <p>CC send the ministerial correspondence teams weekly 'league tables' to senior directors every month.</p>	
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Handling MP's and 'treat as official' correspondence for CC cases

Receipt and allocation of correspondence

<p>About this guidance</p> <p>Correspondence response targets</p> <p>Receipt and allocation of correspondence</p> <p>Contributions to replies from case owners</p> <p>Effects on removals process</p> <p>Drafting a response</p> <p>Actions following a reponse from case owners</p> <p>Enquiries from family members or sponsors</p> <p>'In confidence' replies</p> <p>Cases without a case owner</p>	<p>This page tells you the step-by-step process for receiving and allocating MP's and 'treat as official' correspondence relating to criminal casework (CC) cases.</p> <ul style="list-style-type: none">• MP's letters are sent to the Home Office and tracked through the correspondence tracking system (CTS) to CC.• Treat as official correspondence is sent separately to the CC briefing and correspondence team (BCT).• The BCT manager decides if the letter is considered a barrier to removal. If it is, they update the CID record to reflect this.• The manager finds out if the case has a current owner and emails you and your team leader a copy of the letter to ask for information to allow BCT to draft a reply. You must complete the required actions to allow BCT to draft a response.• Team leaders are expected to action or allocate any cases to an alternative team member if you are absent. Assistant directors must make sure the team leader's role is covered in their absence.	
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Handling MP's and 'treat as official' correspondence for CC cases

Contributions to replies from case owners

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of [DD/MM/YY].'

If the response to the MP gives details of a decision expected to be made in the future the MP must be informed when that decision is made. For CC 'a decision' is defined as:

- deportation
- asylum
- removal, or
- grant of leave.

BCT will contact the MP's office by telephone or email to notify the decision made.

Archived

Handling MP's and 'treat as official' correspondence for CC cases

Effect on the removals process

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Handling MP's and 'treat as official' correspondence for CC cases

Drafting a response

<p>About this guidance</p> <p>Correspondence response targets</p> <p>Receipt and allocation of correspondence</p> <p>Contributions to replies from case owners</p> <p>Effects on removals process</p> <p>Drafting a response</p> <p>Actions following a reponse from case owners</p> <p>Enquiries from family members or sponsors</p> <p>'In confidence' replies</p> <p>Cases without a case owner</p>	<p>This page tells you what information is required for replies in MPs' and treat as official correspondence relating to criminal casework (CC) cases.</p> <p>When they draft a reply, the briefing and correspondence team (BCT) will ask you for the information they require. You must pass the response to a senior caseworker to review before it is submitted to BCT if the query involves a:</p> <ul style="list-style-type: none">• contentious issue, or• a matter of policy or law.	
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Handling MP's and 'treat as official' correspondence for CC cases

Actions following a response from case owners

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Handling MP's and 'treat as official' correspondence for CC cases

Enquiries from family members or sponsors

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	<p>If the briefing and correspondence team (BCT) decide the information must not be disclosed they will contact the MPs office and inform the MP they will receive a third party response and the reason why.</p> <p>For more information see related link: 04.0 - Disclosure of personal information to third parties.</p>	
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Archived

Handling MP's and 'treat as official' correspondence for CC cases

'In confidence' replies

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Handling MP's and 'treat as official' correspondence for CCD cases

Cases without a case owner

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Contact

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Information owner

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