



Home Office

**Removals, Enforcement and Detention
General Instructions**

Non-compliance and absconder process

Version 8.0

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About this guidance

This guidance tells Immigration Enforcement officers about the different instances of non-compliance with immigration conditions and how to manage them.

It is intended for Immigration Enforcement and removals casework staff who deal with or encounter people who are granted immigration bail and who subsequently fail to comply with a condition of that bail. The aim is to identify where removal can be achieved and maintain a reporting regime where removal cannot be achieved at this time.

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 8.0
- published for Home Office staff on 30 January 2018

Changes from last version of this guidance

Updated references to immigration bail in line with Schedule 10 to the Immigration Act 2016.

Related content

Immigration bail

Reporting and offender management

[Contents](#)

Non-compliance and absconders: introduction and background

This page gives Immigration Enforcement officers an overview and definitions of the terms generally used when dealing with non-compliance and absconders.

Existing policy states that all adults and children who do not have leave to enter or remain in the UK must be served with immigration notice IS151A or RED.0001, or other notice of liability to removal, as a person liable to be detained as an immigration offender.

They may then be either detained pending removal or granted immigration bail. As part of the conditions of their immigration bail, adults and children are served with form BAIL 201 and may be subject to such conditions as to residence, employment or occupation, and reporting to an immigration reporting centre, a port, a police station, or any other place as may be directed by the Secretary of State (SoS) where required.

It is Home Office policy that people on conditions should be prohibited from working (with the exception of asylum seekers awaiting a decision for 12 months or more who may work in restricted occupations).

A condition may be imposed requiring a person to reside at a specific address.

If a reporting condition is set, the person's vulnerability and removability should be taken into account when deciding the frequency of any reporting.

The person's fingerprints should also be taken.

Further information on immigration bail policy can be found at Immigration bail.

Further information on reporting policy can be found at Reporting and offender management.

Further information on taking fingerprints can be found in Identity management (enforcement).

Further information on permission to work for asylum seekers can be found at Permission to work.

Definitions and terms used in this guidance

All migrants who, as part of their entry, leave, or immigration bail conditions, are required to maintain a level of contact with the Home Office that subsequently fail to do so are deemed 'out of contact'. This also includes individuals who have overstayed or have never been asked to report.

Out of contact cases can be further sub-categorised into specific cohorts depending on the whereabouts of the individual and the conditions placed upon them, the details of which are contained in this chapter.

Out of contact

A migrant is defined as out of contact if they fall within one or more of the following categories and, in all cases, there is a reasonable suspicion they are currently in the UK.

Port absconder

A port absconder is defined as a migrant who either:

- proceeds through the immigration control without obtaining leave to enter
- leaves the border control area or Border Force accommodation without permission
- is a [seaman deserter](#)
- breaches one or more conditions imposed as a condition of their immigration bail served to them on the appropriate notice (see [Identifying an absconder](#))

and, in all cases, whose whereabouts are unknown and all mandatory procedures to re-establish contact with the migrant have failed.

In-country absconder

An in-country absconder is defined as a migrant who either:

- escapes from Immigration Enforcement detention
- breaches one or more of the conditions imposed as a condition of immigration bail served to them on the appropriate notice

and, in all cases, whose whereabouts are unknown and all mandatory procedures to re-establish contact with the migrant have failed.

Disengaged

A disengaged migrant is one who either:

- has no valid leave to remain or has outstanding applications or submissions under consideration, may or may not have been required to report to the Home Office and has failed to leave the UK as required
- fails to leave the UK following an adverse decision on a valid in-country application and any associated right to an appeal or administrative review are deemed exhausted, and has not been placed into a reporting regime

and may or may not have been in recent contact with the Home Office and either:

- the migrant's whereabouts are known
- no action has been taken either by the migrant or the Home Office to re-establish whereabouts

and no evidence from a reliable source or mandatory checks undertaken confirm the migrant has absconded.

Seaman deserter

A seaman is a person who arrives in the UK as a member of the crew of a ship or aircraft under an engagement usually requiring him to leave on that ship as a member of its crew, or to leave within 7 days on that or another aircraft as a member of its crew.

Such seaman will be regarded as a 'seaman deserter' where they fail to comply with one or more conditions of his Code 7 entry and whose whereabouts are unknown and all mandatory procedures to re-establish contact with the migrant have failed.

Unlawfully at large (criminal casework cases)

A foreign national offender (FNO) is deemed unlawfully at large (UAL) where they either:

- are wanted on licence recall by the National Offender Management Service
- have been sentenced in their absence for a crime
- have escaped from prison
- are the subject of deportation action or signed deportation order

and, in all cases, cannot be located.

Any FNO released early for removal under the early removal scheme (ERS) who is removed, but later returns to the UK before the end of their original sentence expiry date (SED), is considered to be UAL and liable to be detained in pursuance of their sentence in accordance with [section 261\(2\) of the Criminal Justice Act \(CJA\) 2003](#).

They should be returned to custody to serve an outstanding custodial period equivalent to the period of time they would have served if they had not been released early.

The tracing of these cases is handled by Criminal Casework.

See also Criminal casework: modernised guidance.

Reasonable explanation

There are circumstances in which a person may have a legitimate reason for failing to attend a reporting event. The staff member contacting the person should make every reasonable effort to find out the reason for any absence, but the onus remains on the person to provide a reasonable explanation for their failure to attend.

A reasonable explanation for failing to attend a reporting event can include:

- illness
- severe travel disruption
- a pre-arranged appointment with a doctor or specialist

Evidence supporting the person's absence should be provided where possible, such as a doctor's note. There are very limited circumstances where any other explanation should be accepted.

In the event that a person explains their failure to report to a standard reporting event with a reasonable explanation, you must:

- request the original documentary evidence and place a copy on the Home Office file
- consider whether the reason given is likely to prevent or hinder the person's future ability to physically report and reassess the contact management regime accordingly
- minute the Home Office or enforcement case file and CID 'Person Notes' with the actions taken and explanation given
- where the reasonable explanation provided would appear to be one which is likely to be ongoing, you must give consideration to amending the reporting conditions to a more appropriate regime

See Immigration bail and Reporting and offender management for guidance on varying immigration bail conditions.

Where you are unsure whether an explanation provided constitutes a reasonable explanation, or the evidence provided is unsatisfactory, or you need further advice on these matters, you must contact your team leader or senior caseworker.

Non-compliance

For the purpose of this process, the term 'non-compliance' refers to the non-completion of an event or action that a person is required to adhere to by law, such as:

- attending scheduled reporting events
- being present during electronic monitoring (EM) events
- residing at a specific address
- prohibition on taking up employment
- abiding by any other condition of immigration bail, as notified on the person's BAIL 201

Breaches

For the purpose of this process, a breach occurs when a person leaves the border control area without permission, escapes from detention, fails to adhere to one or

more of the requirements imposed as a condition of immigration bail without a reasonable excuse.

Requirements include, but are not limited to:

- attending scheduled physical reporting events
- residing at a given address
- adhering to the occupation or employment restriction
- being present at the release address for an EM event
- not tampering with EM equipment

Failure to report (FTR)

Failure to report is the term given when a person fails to attend a pre-set reporting event which they are required to attend. However, this does not include events they were simply invited to attend (such as a substantive asylum interview).

When the person fails to report, as a condition of immigration bail, without a reasonable excuse, they commit a criminal offence under section 24(1)(h) of the Immigration Act 1971 (as inserted by the [Immigration Act 2016](#)). Such a person is liable to prosecution, and if convicted, payment of a fine or up to 6 months' imprisonment. If they are receiving asylum support, their support may be discontinued. They are advised of this on their form BAIL 201 notification of immigration bail to a person who is liable to be detained.

Removable cases criteria

For the purpose of these instructions an immigration offender is to be treated as removable if they fall under one of the following case types:

- after entry case where appeal rights are exhausted or an eligible administrative review period has lapsed or been rejected, and a document valid for travel is held or where removal can be effected on an EU letter or Chicago Convention document
- after entry case where appeal rights are exhausted or an eligible administrative review period has lapsed or been rejected, and an emergency travel document (ETD) has been issued, promised or where one is obtainable within 42 days based on the current Returns logistics country specific timescales
- third country case where third country action has been accepted and where removal can be effected to another member state

Reference should be made to the current Country returns guide where an ETD is required.

Related content

[Contents](#)

Proactive case management

This page tells Immigration Enforcement officers what they must do to maintain contact with people on a contact management regime.

Recording action

All action taken must be recorded on CID and, where available, the Home Office or enforcement case file. Reasons for not completing any action must be justified and endorsed by a Chief Immigration Officer (CIO) or Higher Executive Officer (HEO) or above. A record of the consideration and reasons for not completing any action must be recorded on CID.

Contact management action

In order to prevent non-compliance, reporting centre staff and decision making units must make sure that:

- people are on a contact management regime appropriate to their circumstances
- they maintain regular contact with the reporting centre in question
- regular re-assessments are made so that people are on a contact management regime which best mitigates the risk of absconding and supports the aim to remove them:
 - steps are taken to regain contact with the person as soon as possible in the event that they fail to report, who does this will be agreed between case owners and reporting centres at a local level
 - a review of the contact management arrangements is made following any non-compliance or breach to determine whether alternative arrangements, such as increased reporting or an arrest visit, should be made
 - in the event that the person absconds, steps are taken to suspend or terminate support, circulate details on the Police National Computer (PNC) and, if applicable, progress the asylum claim
 - prosecution, in line with current policy, should be considered for all absconders and those who persistently fail to comply with the conditions of their immigration bail

‘Level of harm’ categorisation

The Home Office is committed to a harm reduction agenda and all cases are now categorised highest harm (A), high harm (B), medium harm (C) or low harm (D). The harm matrix allows case owners to assess the level of harm on a case by case basis. The harm matrix must be considered when establishing contact management arrangements and non-compliance action.

In line with [section 55 of the Borders, Citizenship and Immigration Act 2009](#) the Home Office has a duty to make arrangements for making sure certain immigration functions are discharged, having regard to the need to safeguard and promote the welfare of children.

As a result, all children subject to immigration bail conditions and whose whereabouts are unknown must be dealt with as an 'absent' or 'missing' child in accordance with the missing child and vulnerable adult process instructions at Identifying people at risk.

Vulnerable people

Missing or vulnerable people

For full definitions of missing or vulnerable people, triggers for deeming such people absent or missing, and the appropriate safeguarding protocol to follow, please refer to Identifying people at risk.

Adults

The Home Office is committed to fulfilling its duty of care towards vulnerable people. This duty of care requires agency staff to make timely and appropriate referrals to the police and social services.

As part of this duty of care, Reporting and Offender Management (ROM) counter staff play an important role in making initial referrals to local management. Any information about mental illness will be shown on the CID special conditions screen, which will automatically flag up when accessing the individual on the system. If the reportee states they have a mental illness, but there is no note on CID, it is important to ask if they have been diagnosed and have a letter to that effect. You must update CID accordingly and make local management aware at an early stage. More information on the vulnerable adult referral process can be viewed in guidance on suicide and self-harm.

Missing vulnerable adult

Vulnerable adults whose whereabouts are unknown can be treated as either a missing person or an absconder. The deciding factor as to whether an adult should be dealt with as a missing person will be based on the risk to, and the vulnerability of, the adult and whether the adult has capacity to make decisions regarding where they move.

A 'missing vulnerable adult' is a person over the age of 18 years who is not where they are expected to be, whose whereabouts are unknown and all mandatory procedures to re-establish contact with the migrant have failed, and who is:

- or may be, in need of community services due to age, illness or a mental or physical disability
- or may be, unable to sufficiently care for themselves or protect themselves from significant harm or exploitation
- at risk of self-harm or suicide
- or may be, a victim of trafficking

Further information on dealing with vulnerable adults whose whereabouts are unknown can be found in the missing child and vulnerable adult instructions at Identifying people at risk.

Reporting conditions: children

Current contact management policy does not allow physical reporting for unaccompanied children, except in certain circumstances when the child reaches the age of 17, and during the family returns process when parents fail to bring children to invited contact management sessions. More information on contact management for children can be found in the Reporting and offender management guidance.

Missing children

A family unit (consisting of at least one adult and one child under the age of 18 years) or an unaccompanied minor, who fails to report, attend a pre-arranged interview or meeting, or to reside at a specified address; and whose whereabouts are unknown, where appropriate enquiries to confirm the safety or whereabouts of the child have failed, and all mandatory procedures to re-establish contact with the family unit or unaccompanied minor have failed.

Child missing from local authority care

Anyone under the age of 18 years who is missing (not at the place they are expected to be resident) from local authority care and whose whereabouts are unknown, where appropriate enquiries to confirm the safety or whereabouts of the child have failed, and all mandatory procedures to re-establish contact have failed.

See also:

- Family returns process
- Family separations

Victims of trafficking

The Home Office is committed to tackling trafficking and providing help and assistance to victims and making referrals to the competent authority.

Victims of trafficking may also fall under the category of vulnerable adult. The deciding factor as to whether an adult should be dealt with as a missing person will be based on the risk to, and the vulnerability of, the adult and whether the adult has capacity to make decisions regarding where they move.

More information on victims of trafficking can be found in Human trafficking and in Victims of modern slavery: guidance for frontline staff.

Related content

[Contents](#)

Non-compliance: immigration bail

This page tells Immigration Enforcement officers what to do when a person fails to attend a physical reporting event.

Failure to report to a physical reporting event: 3 step process

When a person fails to report to a physical reporting event imposed as a condition of immigration bail, a record of the actions carried out, or reasons why the actions cannot be completed, must be recorded on CID.

Step 1: non-compliance action telephone contact

The first stage is to make telephone contact with the person or if this is unsuccessful, their appropriate adult, legal representative, surety, sponsor or family members in the UK, to attempt to establish the reasons for their failure to report and their current whereabouts.

If contact with the person is made, and a reasonable explanation is given, issue a verbal warning regarding failure to report and continue with their existing reporting conditions. But see also [Non-compliance: additional actions](#).

If no reasonable explanation is given, or contact cannot be made with the person, notify their case owner of the failure to report, record the failure to report on CID, and monitor future compliance.

According to the relative removability or level of harm attached to the person, if applicable, refer for consideration of an arrest visit as outlined below.

Step 2: arrest visits

Except in cases where the Home Office has confirmation that the person is not at the address (such as from asylum accommodation providers, local authorities, police service, prison service, colleges, universities, employers and the National Health Service), refer for consideration of an arrest visit, as detailed below.

Arrest visit

When a person fails to attend a 'detain on reporting' event, consideration should be given for an enforcement visit. See also [Non-compliance: additional actions](#).

The Immigration Compliance and Enforcement (ICE) team duty Chief Immigration Officer (CIO) will make the final decision if and when an arrest visit should be made in accordance with Operational enforcement visits and Arrest and restraint.

Step 3: recording action

All action taken in respect of attempting to regain contact with the individual by telephone must be recorded on CID and, where available, the Home Office or enforcement case file. Reasons for not completing any action must be justified and endorsed by a CIO or Higher Executive Officer (HEO), or above. A record of the consideration and reasons for not completing any action must be recorded on CID.

If an arrest visit is not made, the reason for not carrying out the visit must be recorded on CID and countersigned by a CIO or HEO, or above.

Action to take if a person fails to attend physical reporting event

The following gives you a summary of the operational process to follow when a person fails to attend a physical reporting event. This includes:

- information to record on CID
- where to refer the case for further action

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Non-compliance: additional actions

Additional actions are required where a person breaches an immigration bail condition and you decide to:

- vary the bail conditions
- detain
- arrest for the criminal offence
- recover payment under a financial condition

You must also notify the Tribunal of any breach where immigration bail was granted by the First-tier Tribunal (FTT).

See Immigration bail for full details of required responses.

Related content

[Contents](#)



Absconder referral action

This page tells Immigration Enforcement officers how to identify, record and refer an absconder for further action.

Recording action

All action taken must be endorsed by a Chief Immigration Officer (CIO) or Higher Executive Officer (HEO), or above, be recorded on CID and, where available, the Home Office or enforcement case file. Reasons for not completing any action must be justified and endorsed by a CIO or HEO, or above. A record of the consideration, and reasons for not completing any action, must be recorded on CID.

Identifying an absconder

A person can only be an absconder if they have both:

- previously been served with one of the following forms:
 - BAIL 201- notification of immigration bail to a person detained or liable to be detained
 - IS96 - notification of temporary admission to a person who is liable to be detained
 - IS82 series - notice of refusal of leave to enter
 - IS99 - recognizance of applicant (bail cases)
 - ICD0343 - imposition of reporting restrictions (restriction orders)
 - IS248 - notice of restriction to a person who has made an in-country, in-time claim for asylum
- subsequently failed to comply with one or more of the conditions of immigration bail set by the Secretary of State (SoS) or the First-tier Tribunal (FTT), exercising their powers under Schedule 10 to the Immigration Act 2016

or they either:

- proceed through the immigration control without obtaining leave to enter
- leave the border control area or Border Force accommodation without permission
- escape from detention

and their whereabouts are unknown and all mandatory procedures to re-establish contact with them have failed.

See also the section on transitional provisions for immigration bail (under [paragraph 13 of Schedule 10 to the Immigration Act 2016](#)) in Immigration bail.

A person can abscond at any point in the process from the grant of immigration bail to the grant of leave to remain or departure from the UK. The primary trigger in identifying that an immigration offender has absconded is when the person fails to report.

However, information can come to light prior to the next reporting event, such as notification from an accommodation provider, legal representative or the police, that the person is no longer living at the specified address. In such cases telephone enquiries should be made to the immigration offender, their legal representatives, emergency contact and accommodation provider in order to establish contact. If contact cannot be established through telephone enquiries, monitor future compliance with conditions.

If contact cannot be established, follow the [absconder referral action](#) for absconders or, in the case of missing children or vulnerable adults, the missing person process as set out in Identifying people at risk.

Authorisation for absconder referral

Authorisation from a CIO or HEO must be obtained to start the absconder referral process and record the person as an absconder.

The authorising officer is responsible for making sure the person meets the criteria for being classified as an absconder and that all steps outlined in the [failure to report](#) process have been taken or justify why the action could not be taken.

A record of all decisions and action justifications must be recorded on CID and, where available, the Home Office or enforcement case file.

Storage of passports

If a passport belonging to the absconder is held, it will be located in the valuable document bank (VDB). See Retention of valuable documents for further information.

Data checks and referrals

Police National Computer (PNC) team

The PNC team is responsible for maintaining all Home Office absconder circulations on the PNC.

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Email an [Absconder referral notification](#) to the PNC team (Liverpool) in order for the referral to be accepted and the absconder to be circulated on the PNC.

The PNC team will reject any IS274 absconder notification forms that have not been completed correctly and in full or where the case does not meet the definition of an [absconder](#).

Rejected absconder referrals will not be recorded as an absconder on CID or circulated on the PNC. The originating officer will then be responsible for conducting or arranging any further actions required and submitting a new IS274 absconder notification form.

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The PNC team will forward details of all valid IS274 absconder notifications and IS274A absconder cancelations to the NATT.

National Absconder Tracing team (NATT)

The NATT is responsible for initiating tracing action on all absconders, with the exception of Criminal Casework (CC) absconders. Absconder tracing will be prioritised for removable cases, highest harm cases, vulnerable adults and missing children.

On identifying a new address, NATT will make a tasking referral to the relevant Immigration Compliance and Enforcement (ICE) team for further action.

Criminal Casework Trace and Locate team (CC T and L)

The CC T and L team is responsible for processing and tracing all foreign national offender (FNO) absconders owned by CC. CC case owners will complete the ICD.4362 absconder referral form and submit to CC T and L who will be responsible for completing the IS274, updating the CID absconder restriction breach, notifying the PNC team and initiating tracing action on all CC absconders.

On identifying a new address, CC T and L will make a tasking referral to the relevant ICE team for further action.

Absconder referral action

The following gives you a summary of the operational process to follow to classify a person as an absconder and make an absconder referral. This includes:

- where to obtain authorisation
- the forms and letters to complete and issue
- information to record on CID
- where to refer the case for further action

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Related content

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Port absconders

This page tells Immigration Enforcement (IE) officers the procedures for port absconders, and their responsibilities when port absconders are encountered by the police or in an IE catchment area.

Areas of responsibility

Border Force staff are responsible for carrying out non-compliance action in accordance with [proactive case management](#), and making the [absconder referral](#) to the Police National Computer (PNC) team, when a person proceeds through the immigration control without obtaining leave to enter, leaves the border control area or Border Force accommodation without permission or who otherwise escapes from Border Force control.

Immigration Compliance and Enforcement (ICE) teams, on request from Border Force, will consider an arrest visit (see [Step 2: Arrest visits](#)) to an address to locate a port absconder, if applicable.

Immigration offenders who abscond after being detained, or granted immigration bail at the port will be dealt with by staff in accordance with the [failure to report](#) process and the [absconder referral](#) process.

PNC circulation and tracing

The PNC team is responsible for receiving and validating all port absconders and circulating port absconders on the PNC. See [PNC team](#) for more information on the PNC team and PNC markers.

The National Absconder Tracing team (NATT) is responsible for initiating absconder tracing of port absconders. See [national absconder tracing team](#) for more information on the NATT.

Responsibility for action when a port absconder is encountered

Border Force will be responsible for dealing with all port absconders who voluntarily return to, or who are encountered at, a port.

Immigration Enforcement will be responsible for dealing with all port absconders encountered by enforcement staff or the police in accordance with the processes:

- [enforcement encountered absconders](#)
- [police encountered absconders](#)
- [voluntary contact by absconders](#)

Related content

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Enforcement encountered absconders or non-compliant people

This page tells Immigration Enforcement officers what to do when they encounter someone who is non-compliant or has absconded.

Case ownership: recording action

The responsibility for dealing with absconders encountered by enforcement officers rests with the Immigration Compliance and Enforcement (ICE) team where the absconder is encountered.

All action taken must be endorsed by a Chief Immigration Officer (CIO) or Higher Executive Officer (HEO), or above, be recorded on CID and, where available, the Home Office or enforcement case file. Reasons for not completing any action must be justified and endorsed by a CIO or HEO. A record of the consideration, and reasons for not completing any action, must be recorded on CID.

Once an absconder has been located the case owner or operational staff member must complete and save (print) the form IS274A absconder located notification on CID. Email an [Absconder located notification](#) to the Police National Computer (PNC) team (Liverpool) in order for the person to be cancelled on the PNC.

Located means that the person either:

- has been apprehended by enforcement staff
- has voluntarily re-established contact and been set up on a new contact management regime
- is no longer in the UK

Enforcement encountered absconder action

The following gives you a summary of the operational process to follow when a person classified as an absconder is encountered by Immigration Enforcement officers. This includes:

- establishing if the person is removable or non-removable
- what actions to take if they are removable or non-removable
- the forms and letters to complete and issue
- information to record on CID

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Related content

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Police encountered absconders

This page tells Immigration Enforcement officers and support staff what to do if they receive a call or referral from the police when they have encountered or detained a non-compliant person or absconder.

Case ownership: recording action

The responsibility for dealing with absconders encountered by the police rests with the Immigration Compliance and Enforcement (ICE) team covering the police station where the absconder is detained.

All action taken must be endorsed by a Chief Immigration Officer (CIO) or Higher Executive Officer (HEO), or above, be recorded on CID and, where available, the Home Office or enforcement case file. Reasons for not completing any action must be justified and endorsed by a CIO or HEO, or above. A record of the consideration, and reasons for not completing any action, must be recorded on CID.

Once an absconder has been located by police, the case owner or operational staff member must complete and save (print) the form IS274A absconder located notification on CID. Email an [Absconder located notification](#) to the Police National Computer (PNC) team (Liverpool) in order for the person to be cancelled on the PNC.

Located means that the person either:

- has been apprehended by enforcement staff
- has voluntarily re-established contact and been set up on a new contact management regime
- is no longer in the UK

Police encountered absconder and non-compliance action

The following gives you a summary of the operational process to follow when a person classified as an absconder is encountered by the police. This includes:

- establishing if the person can be arrested and detained
- establishing if the person is removable or non-removable
- what actions to take if they are removable or non-removable
- the forms and letters to complete and issue
- information to record on CID

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Voluntary contact by absconder or non-compliant person

This page tells Immigration Enforcement officers what to do if they receive a call or come into contact with a non-compliant person, absconder or their representative.

Recording action

All action taken must be endorsed by a Chief Immigration Officer (CIO) or Higher Executive Officer (HEO), or above, be recorded on CID and, where available, the Home Office or enforcement case file. Reasons for not completing any action must be justified and endorsed by a CIO or HEO, or above. A record of the consideration, and reasons for not completing any action, must be recorded on CID.

Voluntarily resumption of contact

The following gives you a summary of the operational process to follow when an absconder or non-compliant person voluntarily resumes contact. This includes:

- what actions to take, depending on whether the person resumes contact in person, or by telephone or letter
- information to record on CID
- where to refer the case for further action

1) Initial contact:

- an absconder can voluntarily resume contact with the Home Office directly, through their legal representative or through a non-government organisation
- when an absconder resumes contact, details of that contact and the current contact details of the absconder or legal representative must be passed to National Absconder Tracing team (NATT) and the Immigration Compliance and Enforcement (ICE) team for the area in which the absconder is now living
- a record of the contact and action taken must also be recorded on CID

2) Contact made in person:

- where an absconder resumes contact with the agency in person, for example at a reporting centre, asylum screening unit, ICE team or other public facing department
- if an immigration officer is available, deal with the person in accordance with [Enforcement encountered absconders or non-compliant people](#)
- if no immigration officer is available, [continue at 3](#))

3) Contact made by phone or letter:

- obtain absconder's contact details and, if applicable, contact details of the person or organisation contacting the agency on their behalf
- this information must be passed to NATT
- a record of the contact details and nature of the enquiry must also be recorded on CID
- action by NATT:
 - on receipt of information, NATT will carry out further investigations and refer case to ICE team for further action
- action by ICE team:
 - on receipt of tasking pack from NATT, the ICE team will carry out actions such as setting up reporting conditions by letters, arrest visit, interviewing and considering prosecution and detention
 - all decisions and actions must be recorded on CID and, where available, the Home Office or enforcement case file

Related content

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Absconder referral or located notification

This page gives Immigration Enforcement officers standard wording to use in emails when referring an absconder or giving notification of a located absconder.

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