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## Ch 45 Section 2: Family returns process operational guidance

### 1. Family returns process (FRP)

This section explains the operational process for removing families with children under 18 years that no longer have any right to remain in the UK. It takes into account the need to safeguard and promote the welfare of children (s.55 of the Borders, Citizenship and Immigration Act 2009).

This section must be read in conjunction with the other sections of this chapter, which contain important information on timing of visits, method of entry, personal protective equipment (PPE), provision of car seats, etc. to be considered when planning for any case with family and/or children present.

## 1.1 When to use the FRP

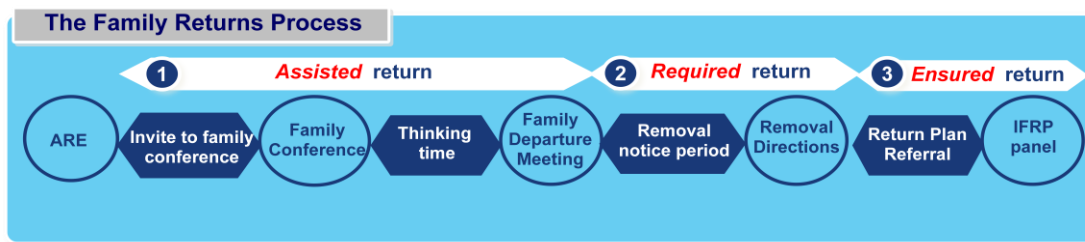
The FRP applies to all families with a **dependent** child or children (aged under 18) where an adult family member is liable to be removed as one of the following:

- Illegal entrant
- Overstayer
- Person in breach of his/her conditions of leave
- Person who has gained (or attempted to gain) leave by deception
- Deportee
- Person refused leave to enter/remain

Children will either be removed as a dependant of that adult, or may be reasonably expected to accompany them.

The FRP is used where **all** in-country appeal rights have been exhausted and a family has no legal right to remain in the UK. From this point, the FRP is divided into 3 stages; **assisted return, required return and ensured return.**

Fig.1



## 1.2 The family welfare form (FWF)

The FWF, ICD 3629, is a multi-purpose document updated throughout the FRP. The form details any welfare concerns and/or medical issues and the family's behaviour and engagement throughout the process. It assists operational decision making as well as risk assessments and forms the basis of consideration for the Independent Family Returns Panel (IFRP) should the case proceed to the ensured return stage.

**The form must be opened by Home Office staff on the first contact with a family (i.e. at the point of asylum claim, or when encountered by immigration enforcement), then fully updated following each and every interaction with a family.**

## 2. Assisted return

This stage allows families to consider their options for returning home during a dedicated **family return conference (FRC)**. The removals casework (**RC**) **family returns team** must first establish that assisted return is the appropriate route for a particular family.

### 2.1 Assessing suitability for the family returns process

Before arranging **an FRC**, confirm **all** of the following:

- The family's home address.

- There are appropriate reporting requirements in place to assist contact management and/or we believe that we know where the family lives.
- The family has no lawful basis to remain in the UK, has been informed of this via the service of relevant papers to every family member subject to removal, and has exhausted all in country appeal rights.
- The family includes at least one adult and one child under 18 years old who are to leave the country.
- There are no known barriers to removal i.e. outstanding applications, medical/compassionate circumstances or outstanding litigation suspending return.
- The family has the relevant travel documents and can provide this to Immigration Enforcement, or documentation issues can be resolved in parallel with the returns process.
- Immigration Enforcement can set removal directions and achieve a timely removal
- The family does not constitute an 'exceptional' case that would render the ensured stage more appropriate. See Ensured Return for details.
- Where a family member has specific welfare needs, contact has been made with children's/adult social services to discuss concerns and to ensure removal remains appropriate.

**If all of the above are established, the RC family returns team must update the family's details on CID and on the FWF, and a family return conference must be arranged. Detailed CID guidance is at Annex B.**

### **2.1.1 Inviting the family to the FRC**

The **RC family returns team** must send a written invitation to attend the FRC to the family's current address, copied to their legal representative. Invitations should be sent by standard post and must be recorded on CID notes. Details of the forms to serve are at Annex C. Detailed CID guidance is at Annex B.

Where possible the invitation must also be discussed with the main applicant at a reporting event prior to the FRC.

**The family must receive a minimum of one week's notice of the meeting.**

### **2.1.2 Arranging an FRC**

The RC family returns team must consider the following:

- **Police National Computer (PNC)**

The RC family returns team must complete a PNC check for each family member before the FRC. This will be relevant to whether assisted voluntary return (AVR) will be presented to the family as an option.

- **Location**

The FRC is usually conducted at suitable Home Office premises, however factors such as compliance, family size and travelling distance may occasionally influence location. Where it is considered more appropriate to convene at the family home or a different venue, a full operational risk assessment must be carried out.

- **Attendees**

The family engagement manager will chair the FRC and must consider the size of the family, the location of the meeting and any previous compliance issues when deciding whether any additional staff members should be present.

The adult members of the family should be present. It is for the parent(s)/guardian(s) to decide whether their child/children should attend. The family can also opt for a friend/legal representative to be present and must provide notice of this in advance. If you need to set a limit on the total number of people present for e.g. because of the size of the room available to hold the meeting, make this clear in the invitation.

- **Language**

You must establish if an interpreter is required to ensure all family members can participate fully; this must be a professional interpreter **outside of the family group**.

## **2.2 Conducting an FRC**

The purpose of the FRC is to help families understand their immigration situation. They must be given the opportunity to ask questions and be clear on the implications of each available option for departure.

Where children are present, it is important that they understand what is being discussed. The family engagement manager should use simple phrases, avoid jargon and engage with any children on an age appropriate level, allow all family members, including children, the opportunity to ask questions.

### **2.2.1 Identify any potential obstacles to departure.**

The family must have the opportunity to outline, and provide appropriate evidence of, any issues that may affect the timing of their departure from the UK.

### **2.2.2 Medical consent**

In line with Data Protection legislation, **each** family member must be asked to sign a medical consent form. You must explain what the medical information will be used for and who will be able to see it, and consider whether requests should be made in private to individual family members. Children aged 16 years and over can give consent themselves; forms for younger children should be signed by an adult.

If any member of the family declines to sign, the reasons for this should be clearly recorded on the FWF. They should subsequently be given further opportunities to sign the medical consent form at each contact event. Where medical consent is

given the **RC family returns team** must request information from any medical practitioners involved with the family.

See Annex C for details of the information to serve/send.

### 2.2.3 Options for departure.

Explain the routes to departure to the family- voluntary departure, assisted voluntary return (AVR), required and ensured return and the potential consequences of each route:

Family <b>voluntarily leaves UK</b> , at public expense, within six months of either the date they were given notice of their removal decision or the date that their appeal rights are exhausted	Family subject to 2 year re-entry ban (paragraph 320(7B)(iv) of the Immigration Rules)
Family <b>fails</b> to depart within 6 months of either the date they were given notice of their removal decision or the date that their appeal rights are exhausted, but then leaves voluntarily at public expense	Family subject to 5 year re-entry ban (paragraph 320(7B)(v) of the Immigration Rules)

Allow a **minimum of 2 weeks** between the FRC and the family departure meeting (FDM) for the family to consider these options and reflect on how they would like to return home. Regular contact via reporting events and telephone calls must be maintained during this time.

### 2.2.4 Other information

- Legal challenges/further submissions- establish whether the family wish to submit any further legal challenge or submissions; advise them to seek legal advice immediately if they have not already done so, and provide contact details for the Office of the Immigration Services Commissioner (OISC).
- Baggage and shipping- ensure the family understands airline baggage restrictions and other methods for shipping possessions home.
- Helping children with departure- advise parents of the benefits of preparing their children for departure; allowing them to say goodbye to friends and to come to terms with the removal may help reduce feelings of stress and upset. Explain to parents that they can request a status report from schools to assist with their future education.
- Pets- ensure the family know how to make arrangements for the care of any pets. Provide details of animal welfare/re-homing organisations if needed
- Point of contact- provide the family with a point of contact - usually the family engagement manager.
- Serve/complete relevant forms – refer to Annex C

Provide the family with the date, time and venue of the family departure meeting if known, and reassure them that no arrest or detention will occur at this meeting. If not known at this time, then the **RC family returns team** must send a written invitation to the family's current address, copied to their legal representative if relevant. See Annex C for details of the information to serve/send.

### **2.3 Welfare of family**

The FRC can be a stressful event for the family. Staff present must be alert to any potential welfare or safeguarding concerns, such as family members becoming depressed and withdrawn; exhibiting erratic or angry moods; expressing extreme feelings of hopelessness/suicidal thoughts; making threats against themselves, their family or staff. These must be detailed on the FWF and CID, including the appropriate special conditions screen on CID, and referred to children's services or social services. Advice can also be obtained from the office of the children's champion if there are concerns about the children.

## 2.4 Recording the FRC

The family engagement manager must record the details of the FRC at section 2 of the FWF and update any other relevant information in section 1. A detailed note must also be placed on CID.

The family engagement manager must also update the immigration factual summary and a member of the RC Family Returns Team must update CID with the relevant outcomes and admin events. Detailed CID guidance is contained in Annex B. Guidance on completing an immigration factual summary is contained in EIG Chapter 60.

## 2.5 Family Departure Meeting

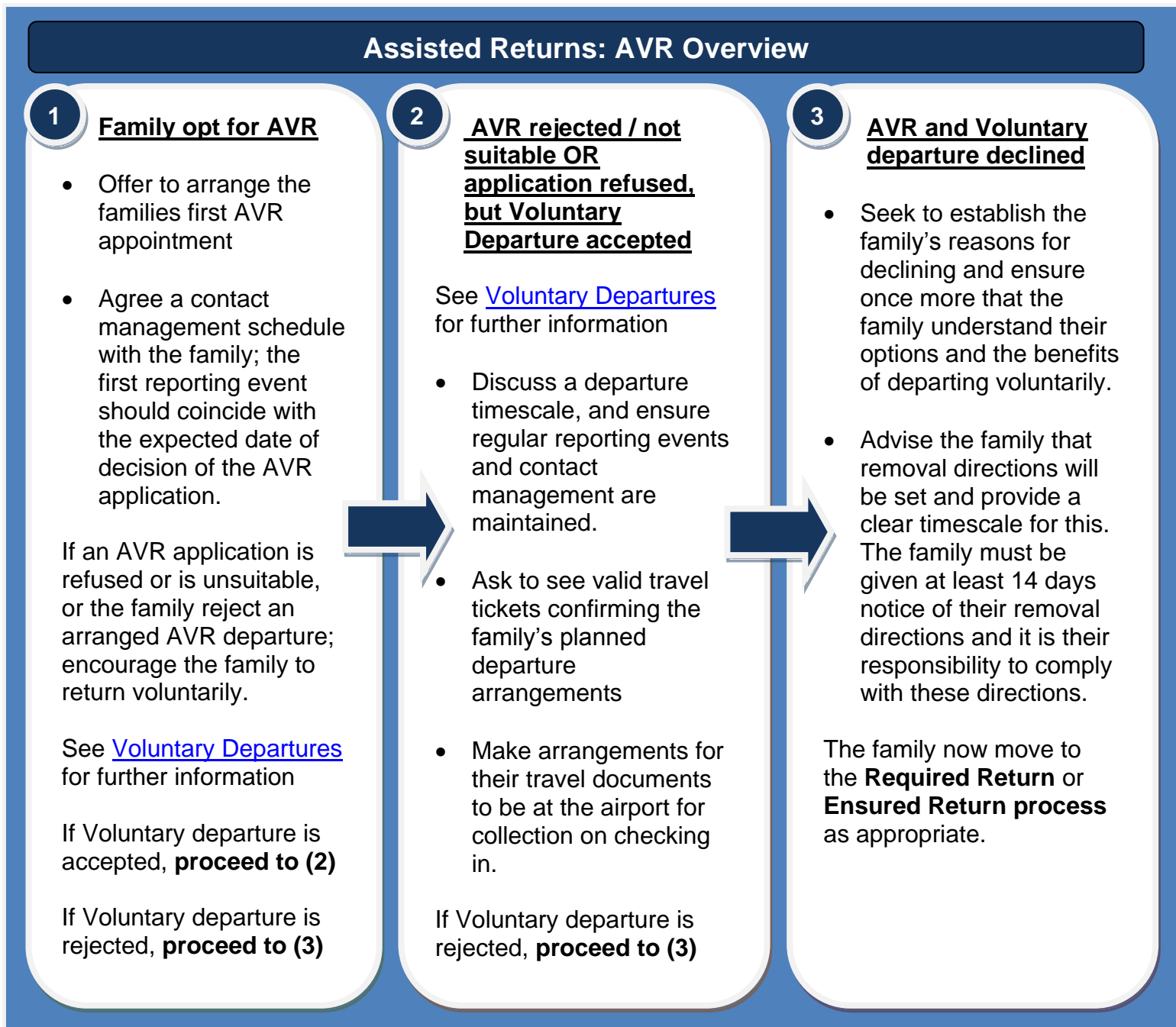
This meeting is to discuss the family's decision regarding their return. If an invitation to the family departure meeting was not given to the family at the FRC, the RC family returns team must send a written invitation to the family's current address, copied to their legal representative. **The meeting should take place a minimum of two weeks after the family returns conference.** Details of the forms to complete / serve are contained in Annex C.

The meeting takes place in the family home unless a risk assessment indicates otherwise and is led by the family engagement manager. A full operational risk assessment must be carried out prior to the event.

Children must be actively encouraged to attend this meeting and together with the family, the family engagement manager must help them to understand and prepare for the family's departure. The family engagement manager must advise parents of the benefits of helping children to come to terms with the removal, for example, by allowing them to say goodbye to friends. Explain that this may help reduce feelings of stress and upset. Tell parents that they can request a status report from the school to assist with their future education. A leaflet for children entitled 'Getting ready to leave the UK' is available from the office of the children's champion.

## 2.6 Process when family opt for AVR

Fig.2



## 2.7 Recording the family departure meeting

The family engagement manager must record the details of the family departure meeting in full at section 3 of the FWF and update any other relevant information in section 1. A detailed note of the meeting must be placed on CID.

The family engagement manager must also update the immigration factual summary and a member of the **RC family returns team** must update CID with the relevant outcomes and admin events. Detailed CID guidance is contained in Annex B

## 3. Required return

The required return process is used when a family is not prepared to return voluntarily, and **self check-in removal directions (SCI RDs)** will be set to allow the family to take control of their return and make their own way to the port of departure to comply with the removal directions as set.

Prior to service of SCI RDs, the family engagement manager must ensure that:

- SCI RDs are requested from the national removals command (NRC) by the RC family returns team. See Setting SCI RDs for further detail.
- SCI RDs are served on **all** family members and copied to the legal representative, as well as Social Services, if appropriate, at least two weeks prior to the scheduled return.
- The family understands the details of their required departure, as well as the consequences of failing to comply.

- Parents are informed of their responsibility to ensure that any ongoing health issues within the family are managed including the need for inoculations. Close contact is maintained until the date of departure.
- Provision of assistance to get to the port of departure is considered, taking into account factors such as existing welfare or medical issues, the size of the family, age of the children, or timing of the flight.
- Removal directions paperwork is copied to the respective carrier and arrangements made well in advance for the family's travel documents to be at the airport for collection on checking in.
- Any notifications regarding the pending removal are made to any interested parties, for example, the GP, education providers, etc. Any information must be in accordance with the Data Protection Act 1998 and the ECHR.
- Last minute representations made by the family are considered in accordance with paragraph 353 of the Immigration Rules. If the family intend to apply for judicial review, they must provide a Crown Office reference number, or removal will normally proceed as planned. Where submissions/judicial review are refused then removal directions should be quickly re-set- with the standard notification period of 72 hours applied in line with existing policy. See EIG Ch60 - Judicial review and injunctions for further detail.

### 3.1 Recording the SCI RDs

The family engagement manager must update the FWF, with details of the service of the SCI RDs at section 5, full details of the family departure meeting in full at section 3, and any other relevant information in section 1. CID notes should also be updated.

The family engagement manager must also update the immigration factual summary, and a member of the **RC family returns team** must update CID with the relevant admin events. Detailed CID guidance is contained in Annex B.

### 3.2 Failure to depart

The family engagement manager must confirm if departure was successful. **If the family fail to depart for any of the following reasons, the case will proceed to the ensured return stage:**

- SCI RDs have failed because one or more family members did not attend the port of departure, and had no acceptable reason.
- SCI RDs failed because of further submissions or an application for judicial review **and** the grounds given were manifestly unfounded. See EIG Ch60 - Judicial review and injunctions
- SCI RDs were not complied with because an out-of-time appeal application was lodged and the Tribunal refused to extend the time limit to appeal.

The family engagement manager must update section 5 of the FWF and CID with the reasons for the failed departure.

### 4. Ensured return

Ensured return is used when the assisted and required return stages have failed, or are not considered appropriate, either because the family has refused to co-operate with the assisted and required return options, or **exceptionally**, where a member of the family poses a high risk to themselves or others.

Where **exceptional** decisions are made to remove a family via the ensured return option without first using the assisted and/or required routes, this must be authorised by an **RC family return team** assistant director and recorded on the FWF and on CID.

#### **4.1 Considerations**

The family engagement manager must establish which of the five ensured return options are suitable; this will be presented as a **return plan** to the **IFRP** for consideration..

RC will attend tasking meetings to request operational resource from the relevant ICE team to conduct an arrest visit.

The family engagement manager must work closely with the ICE team officer in charge (OIC) to draft the return plan, authorised by an assistant director from the **RC family returns team**. The return plan, detailed in section 6 of the FWF, is then referred to the IFRP, together with the immigration factual summary and any other relevant information, for example, medical reports, school records and reports from social services.

All authorisations must be detailed and recorded on the FWF.

#### **4.2 Return plan- section 6 FWF**

The return plan should:

- detail why one ensured option is being proposed over other ensured return options

- demonstrate how we meet our duty under s.55 of the Borders and Immigration Act 2009
- stipulate how the welfare needs of each family member will be managed throughout the return, including consideration of suitable locations of the handover to escorting contractors,
- detail each stage of the family's return, from arrest by an immigration officer at home, to arrival in the country of return.
- detail flight timings and routings and proposed return dates that are formally agreed with the NRC . Booked flights are not required at this stage
- include advice from DEPMU family team
- include detailed contingencies for the return, for example, if a child is not present at the time of the visit or how disruption by a family member or a legal barrier to return would be managed
- include other recommendations designed to encourage compliance ,for example, variation of reporting conditions, electronic monitoring

### 4.3 IFRP advice

**There must be no action to ensure a family's departure until advice has been obtained from the IFRP.**

Whilst there is a presumption that the IFRP's advice will be accepted, overall responsibility for achieving removal lies with Immigration Enforcement. If the panel's recommendation is not feasible the plan must be considered by the RC director in discussion with the IFRP Chair. The family engagement manager should then submit a new return plan to the IFRP for consideration, or, in exceptional circumstances, the case may be referred by the RC director to the Immigration Minister for a final

decision. The minister will inform the panel how the Home Office intends to proceed, setting out reasons. The panel will report publicly on any cases where its advice is not accepted.

#### **4.4 Recording IFRP advice**

When the Panel has given its advice the **RC family returns team** must ensure that the relevant outcomes and admin events are updated, and a note of the advice placed on CID. Guidance on completing CID can be found at Annex B.

The **RC family returns team** will take minutes during the panel discussion. Once the minutes have been formally agreed by the panel they must be added to the FWF at section 7.

#### **4.5 Removal directions**

In all cases removal directions are requested by the **RC family returns team** through the NRC . See EIG Chapter 48 - EIG - Removal Directions for further details. On receipt of panel advice, ensured removal directions can be served on the family in one of three ways:

- by the family engagement manager at the family's home address subject to a detailed risk assessment.
- by the family engagement manager or other member of Immigration Enforcement staff at a reporting event or other meeting on Home Office premises
- by an immigration officer at the family's home address

Any required resources must be requested via tasking, as soon as an ensured return is authorised.

## **4.6 Ensured return options**

### **4.6.1 Escorted check in- without further notice**

If a family fails to depart through non compliance, i.e. with no acceptable explanation and the case meets the criteria as laid out in s.3.2 of EIG Ch60 - Judicial review and injunctions, then the family can be removed within 10 calendar days of the failed removal and they do not need to be given further notice of their removal.

The family will be arrested by the ICE team under Para.17 of Schedule 2 to the 1971 Act, in accordance with guidance in EIG Ch 61 - Arrest team operational procedures and taken to a designated place of detention. Here, form IS91 (Authority to Detain) is served on the escorting contractor and form IS91R (Reasons for Detention) is served on each family member, together with removal directions. Guidance on the completion of form IS91R is available in chapter 55.6.3 of the Enforcement Instructions and Guidance. The family is then transferred to the escorting contractors for travel to the port of departure.

If the family require some additional support to prepare them for their return, it may be appropriate to make the arrest the day before the departure date and arrange for a short stay in pre-departure accommodation. See EIG Ch 31 – Enforcement visits and EIG Ch 60 - Judicial reviews and injunctions for further details.

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#### **4.6.2 Escorted check in- with further full notice**

Removal directions are served on a family, copied to their legal representative, with a minimum of 72 hours notice of the removal.

The family will be arrested by the ICE team under Para.17 of Schedule 2 to the 1971 Act, in accordance with guidance in EIG Ch 61 - Arrest team operational procedures and taken to a designated place of detention. Here, form IS91 (Authority to Detain) is served on the escorting contractor and form IS91R (Reasons for Detention) is served on each family member, together with removal directions. Guidance on the completion of form IS91R is available in chapter 55.6.3 of the Enforcement Instructions and Guidance. The family is then transferred to the escorting contractors for travel to the port of departure.

If the family require some additional support to prepare them for their return it may be appropriate to make the arrest the day before the departure date and arrange for a short stay in pre-departure accommodation.

See EIG Ch 31 – Enforcement visits and EIG Ch 60 - Judicial reviews and injunctions for further details

#### **4.6.3 Escorted check in- with limited notice**

This option allows the family to be informed that their departure will take place within a specified period, but not the exact date. This period cannot be less than 72 hours or more than 21 days following the date and time of service of notice. See EIG Ch 60 - Judicial reviews and injunctions for further detail.

Notification of removal is served on the family, copied to their legal representative. See Annex C for information. Once removal directions with a specified date of departure are set, these must be served on the carrier.

The family is arrested by the ICE team and transferred to the escort contractor for travel to the port of departure, in accordance with guidance in EIG Ch 61 - Arrest team operational procedures . If the family require some additional support to prepare them for their return it may be appropriate to make the arrest the day before the departure date and arrange for a short stay in pre-departure accommodation.

**Limited notice may not be appropriate for every family. It must not be used where Immigration Enforcement has been advised by a medical professional or Children's/Adult Services that it will create a risk of suicide or self harm.**

#### **4.7 Return via open accommodation**

Open accommodation is residential accommodation housing families on full board and without cash support. It seeks to encourage compliance by moving families away from community ties, signalling that departure from the UK is imminent. There are no

restrictions on families' ability to come and go. **This option is only available to failed asylum seeking families who are supported under S.95 of S.4 of the Immigration and Asylum Act 1999.**

#### **4.7.1 Eligibility**

Families are not eligible for open accommodation if:

- A family member is subject to Multi Agency Public Protection Arrangements (MAPPA cases)
- There are specific medical needs i.e.
  - a move would be detrimental to ongoing treatment/recovery from an operation
  - continuity of care arrangements are needed
  - a person has an infectious/notifiable disease
  - a family member has a disability which renders open accommodation unsuitable
  - a family member has previously threatened to harm themselves or others.

The family engagement manager must ensure that the family's departure can occur within 72 hours of arriving at open accommodation. If the departure fails, the family must be moved back to open accommodation until departure can be rescheduled.

**The family must not remain in open accommodation for longer than 28 days from the date of their first arrival.** If the 28 day limit is reached, the family must be returned to s.95 or s.4 accommodation.

#### **4.7.2 Notifying the family**

Families must receive 7 days notice of a move to open accommodation. Notification is by letter posted by Royal Mail recorded delivery. Normal postal rules of service apply. See Annex C for information on the papers to serve.

The letter must contain the planned date and time of the move and the family engagement manager's contact details. It must be copied to the local authority where the family live as well as the receiving local authority, Primary Care Trust and Local Education Authority. The family's current accommodation provider must also be advised of the move.

The family can notify the family engagement manager 48 hours in advance of their move date if they are unable to travel and a decision to delay the move must be authorised by **RC family returns team** at SEO or above.

#### **4.7.3 Preparing removal directions**

Removal directions should be served in person by the family engagement manager or another representative of the Secretary of State, copied to the family's legal representative, on the same day they move to open accommodation, alongside IS96 papers detailing the new address. When it is not possible to serve in person, serve by Royal Mail recorded delivery.

#### **4.7.4 Day of move to open accommodation**

On the day, the **RC family returns team** must liaise with the asylum support team to ensure cash support is withdrawn in accordance with Regulation 10(5) to the Asylum Support Regulations 2000.

If the family refuse to move, advise them to notify the family engagement manager in writing within one day of the planned move date to explain their reasons.

#### **4.7.5 Departure from open accommodation**

The family are arrested at open accommodation by the **ICE** team in accordance with guidance in EIG Ch 61 - Arrest team operational procedures, and transferred to the escort contractor for travel to the port of departure.

### **5. Return via pre-departure accommodation**

Pre-departure accommodation at Cedars accommodates families who have refused to co-operate with other return options, or for whom other return options are not suitable. **The use of pre-departure accommodation must only be considered as a last resort.**

Cedars cannot accept individuals who are serving a criminal sentence and are leaving under the early removals scheme (ERS), or who may present a risk to the public if they abscond and/or to staff/residents at Cedars. In these cases consider temporarily separating the family by accommodating the family in pre-departure accommodation whilst the individual who presents a risk is held in an immigration removal centre. This option must be outlined in the return plan. See temporary family separations for further information.

There may be **rare** occasions when it would be appropriate to use Tinsley House to accommodate a family.. **These cases must be referred to the FRP for advice and require ministerial authorisation.** See EIG Chapter 55.9.4 for guidance.

If an individual in the family is subject to MAPPA arrangements, the family engagement manager must consult the offender manager to assess the suitability of that individual for Cedars. This information must form part of the return plan.

There must be three weeks between the date the **RC family returns team** assistant director authorises the case for referral to the IFRP and the date the family will enter Cedars. This allows staff at Cedars time to plan for the care of the family whilst they are in residence.

## **5.1 Moving a family to pre-departure accommodation**

Refer to EIG Ch 61 - Arrest team operational procedures for further detail.

An immigration officer must serve removal directions on the family on their arrest on the day they are moved to pre-departure accommodation. Prior to transfer to pre-departure accommodation form IS91 (authority to detain) must be served on the escorting

contractor and form IS91R (reasons for detention) must be served on each family member including each child, at a designated place of detention,

Immigration Enforcement staff at Cedars will notify the **RC family returns team** of the safe arrival of the family, and both will liaise closely with one another to monitor the length of time the family are resident at Cedars.

**Families can only be admitted to Cedars when removal directions have been set and all travel documentation is in place.**

Residence at Cedars should be as time-limited as possible and will not normally exceed 72 hours. However, this can be extended up to **a maximum of 7 days with ministerial authorisation**, sought by the **RC family returns team**. If a family reaches 72 hours in Cedars and ministerial authority is not in place, Immigration Enforcement staff at Cedars will serve release paperwork, produced by RC family returns team on the family. There is no provision to hold a family for longer than seven days in any circumstances.

## **5.2 Ministerial authorisation**

This should be sought:

- Where availability of flights and requirements for removal notice periods mean the family needs to be accommodated for longer than 72 hours. This should also be detailed in the return plan for the IFRP. **Ministerial authority must be in place before the family enters Cedars.**

- Where a first attempt at return fails or it is believed the scheduled return will fail and a further set of removal directions can be secured without the family exceeding a total of 7 days in Cedars. **This option cannot be utilised unless it was included as a contingency in the return plan.** Advice received from the IFRP must be included in the request for ministerial authorisation, which must be obtained within 18 hours of a family's failed return or **within 72 hours of the family originally entering Cedars, whichever time period is the greatest.** **Detention services duty director** authority must be obtained for a family to re-enter Cedars under these circumstances, pending ministerial authority.

The request for ministerial authority should be discussed with the rapid response team duty officer by telephone if made out of normal office hours.

If ministerial authorisation is not received, the **RC family returns team** must arrange the family's release from Cedars, with authority of the team SEO. The release paperwork must be faxed to the Immigration Enforcement staff at Cedars to be served on the family, and staff will offer to make arrangements to transport the family to their previous address or an asylum support address. The family engagement manager must update the FWF with details of the failed return and must ensure that the family can access their property on return.

### **5.3 Using pre-departure accommodation again following release**

Pre-departure accommodation can be used again following a family's release from Cedars, provided that the failed return was not as a result of a procedural error made by the Home Office or one of its contractors and it continues to be the most suitable option

for the family's return. **Any plan to use Cedars for a second time must be carefully considered and an early discussion held between the RC family returns team and Immigration Enforcement staff at Cedars so that appropriate planning for re-entry can be undertaken.**

## **6. Absconders**

If any of the family group abscond during the assisted or required return stages of the FRP and are subsequently traced and located by the Home Office, the family engagement manager must assess whether the case should resume at the assisted or required return stage or proceed straight to ensured return and an IFRP referral. This decision must take account of the family's prior compliance, behaviour and reaction to discussions regarding their return.

Details of any absconding by the family and any attempts to trace them must be included on the FWF.

For further information on absconder action please see the [Absconder guidance](#).

The family engagement manager must ascertain as much information as possible, in particular:

- when the family absconded
- which family members have absconded
- where they may have gone, that is, whether there is any indication they may be with a family member / friend
- whether the children continue to attend nursery, school or college
- whether the family continues to receive medical treatment (where relevant)

- whether the family is still in contact with their legal representative
- whether there are any welfare concerns that have not previously been considered

### **6.1 Families that abscond at the ensured return stage**

If any of the family abscond during the ensured return stage, the family engagement manager must obtain the information listed in 6 above and review the contingency plan and consider whether it is necessary to make a further referral to the IFRP in advance of locating the family.

If the family engagement manager considers that they are able to continue with the contingency plan originally supported by the panel they must update the FWF. The family engagement manager must also demonstrate what action they are taking to locate the family or absent family members including liaison with other statutory agencies such as the police and children's services. For further information on absconder action please see the Absconder guidance.

## **7. Re-referrals**

Where a return fails and the family can be successfully returned using a contingency originally considered by the IFRP, then a re-referral is not required. However, a re-referral must be made where:

- there has been a significant change in the family's personal circumstances (i.e. new pregnancy, educational exams, or medical issues etc), or
- the family engagement manager is proposing a different ensured return option, or
- more than three months has elapsed since the panel considered the original return plan, or
- the IFRP has specifically requested that the case come back to them for advice should the return fail, or
- the family was accommodated at Cedars pre-departure accommodation and has subsequently been released, or
- advice on other ensured options was not given

## **8. Separation of families in the family returns process**

During the FRP, Immigration Enforcement will normally ensure that the family remain together.

However, temporary separation may be considered where there is potential for an ensured return to fail as a result of disruptive behaviour by the family, and it is considered in the best interests of the children to be temporarily separated from their parent(s) in order to safely ensure the family's arrest and return.

Instances where temporary separation will be appropriate include:

- family members failing to reveal the location of absent family members at the point of arrest
- causing a disturbance/threat to others at the point of arrest
- previous non compliance with the return plan
- factors are present which strongly suggest that future disruption is likely

Consideration must be given to which parent is the most suitable to care for the children, taking into account all information about the family, particularly any known safeguarding issues. All proposed separations must be for as short a time as possible and the family must be informed why the separation is necessary, as well as when, where and under what circumstances they can expect to be reunited.

**A child must not be separated from both adults, or from one in the case of a single-parent family if the consequence of that decision is that the child is taken into care. Nursing mothers must not be separated from their babies.**

**Any unplanned separation must be reported as soon as possible to the IFRP by the RC family returns team.**

## **8.1 Authorising temporary separations**

**Fig. 3**

**Authorising temporary separations**

Scenario	Minimum authority level required
<p><b>Detention of one parent only, where the rest of the family remain in the community and the return of the whole family is being pursued</b></p> <p>Removal directions should be set for the whole family.</p>	<p>assistant director (Grade 7)</p> <p><b>IFRP advice must be sought in advance of any arrest.</b></p>
<p><b>Head of household return, with intention that family members will be returned within a reasonable timescale to be reunited in country of return</b></p>	<p>assistant director (Grade 7)</p> <p><b>IFRP advice must be sought in advance of any arrest</b></p>
<p><b>Separation of one parent from rest of family for arrest &amp; transportation where the return of the whole family at the same time is being pursued</b></p>	<p>assistant director (Grade 7)</p> <p><b>IFRP advice must be sought in advance of any arrest where the action could be reasonably foreseen</b></p> <p>If temporary separation is considered necessary at point of arrest, authority rests with the officer in charge (OIC), who must</p>

	<p>notify their duty chief immigration officer or ICE assistant director and the RC family returns team as soon as possible.</p>
<p><b>Reactive temporary separations may be necessary i.e.</b></p> <ul style="list-style-type: none"> <li>• family member poses a risk to other family members, staff or the public</li> <li>• family members need to travel in separate vehicles, or</li> <li>• medical emergency (decision on whether to pursue return required)</li> </ul> <p><b>(not an exhaustive list)</b></p>	<p>OIC who must notify their duty chief immigration officer or ICE assistant director and the RC family returns team as soon as possible</p> <p><b>The advice of the IFRP is not required.</b></p> <p>Within 24 hours of the family's arrest the OIC must notify their director</p>
<p><b>Pre-departure accommodation:</b></p> <p><b>Exceptional temporary separations within pre-departure accommodation to minimise disruption and safely manage the family's return; to safeguard children by preventing them from witnessing disruptive behaviour;</b></p>	<p>If anticipated, must be included in return plan as a contingency for consideration by IFRP.</p> <p>Prior authority must be obtained where possible from the <b>duty director of returns directorate</b>. Where, due to the nature of</p>

<p><b>Or in response to medical emergencies (where a decision to continue to pursue return is made)</b></p> <p>All separations must be for as short a time as possible.</p>	<p>the situation, prior authority cannot be obtained the separation must be reported to the <b>duty director of returns directorate and the RC family returns team</b> at the earliest opportunity.</p> <p>RC family returns team must notify IFRP at the next available panel meeting.</p>
<p><b>Where the family remain In pre-departure accommodation, but</b> one adult is separated from the family and managed in a conventional removal centre until their return which may be on a separate flight to be re-untied with their family in their own country.</p>	<p><b>IFRP advice must be sought in advance of any arrest where this action could be reasonably foreseen</b></p> <p>If separation was not discussed with the IFRP but becomes necessary the separation must be authorised by the deputy director of the RC family returns team.</p> <p>Detained member of the family subject to standard detention review procedures as outlined in chapter 55.</p>

	RC family returns team must be informed and must notify the IFRP at the next available panel meeting.
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## 9. Barriers and further representations

Prior to an arrest any casework barriers and further representations raised during the FRP will be handled by the **RC barrier casework team**.

Once a family has been arrested, as part of an ensured return plan, any casework or litigation barriers raised will be handled by OSCU. The **RC family returns team** will share information about the family with OSCU once IFRP advice has been received.

Once a family has been arrested the **RC family returns team** will send any appeal determinations and other relevant paperwork to OSCU to inform their consideration should further submissions be received.

## 10. Disclosure

If a family member requests to see the FWF informally, you should release as much information as possible outside of the subject access request process, in line with data protection and freedom of information legislation.

Any disclosure of the FWF must be authorised by an SEO in the RC family returns team. Although sections 1-4 (inclusive) of the FWF support disclosure with minimal redaction, section 5 onwards contains detailed information relating to operational planning and must be carefully considered prior to release.

As a minimum, information should not be disclosed relating to third parties who are unknown to the family member; results of PNC checks; medical information where consent was not given by all family members; or any information which may compromise effective operational planning.

Families may also submit formal subject access requests under the Data Protection Act.

If a family requests to see information in the FWF or any other documentation, refer to the guidance on disclosure of information.

## Annex B

### CID guidance

**During the family returns process (FRP) FULL notes must be made against the family returns case type on CID after each and every decision, and each and every interaction with the family.**

Stage in FRP process	CID actions to take
Deciding to accept family into FRP	<ul style="list-style-type: none"><li>• Create new case type for head of family</li><li>• Select 'family return'</li><li>• Add 'application raised' date- i.e. date decision to return was made</li><li>• Association type- 'Main applicant'</li><li>• Link all other family members being returned to main applicant's case with proper association- for example 'spouse'</li><li>• Ensure 'application raised' date is same for all members and that the family case tick box is selected on the case details screen for all family members</li><li>• All members with association 'dependant under 18' must have Special Condition 'Minor-accompanied' raised</li></ul>
Safeguarding referral	If safeguarding referral is made, raise a removal admin event for the main applicant only. The date should

	be the date the referral was made.
Inviting family to FRC	<p>After invitation sent/made:</p> <ul style="list-style-type: none"> <li>• Update family return case type outcome for all linked family members to 'Assisted Return Pursued'</li> <li>• Outcome date=date main applicant was first informed of date of FRC (for postal invitations- this date would be two days after posting)</li> <li>• Update removal case type for all family members to 'Family with Children- Voluntary'</li> <li>• 'Referred for action' date is same as 'outcome' date above</li> <li>• Link family return case type to removal screen by selecting appropriate 'associated case' tick box.</li> </ul>
Family return conference completed/abandoned	<p>Update removal admin event screen after every attempt to complete an FRC <b>for main applicant only</b></p> <ul style="list-style-type: none"> <li>• If known, enter the date the applicant last entered UK by raising 'Last Date of Entry to UK' admin event.</li> <li>• <b>Where FRC complete</b>, raise appropriate removal admin event; <ul style="list-style-type: none"> <li>○ 'Assisted Return- Conference completed at Reporting Centre'</li> <li>○ 'Assisted Return- Conference Completed at Prison/IRC'</li> <li>○ 'Assisted Return- Conference Completed at Other'</li> </ul> </li> <li>• Event date=date on which the FRC meeting was held</li> <li>• <b>Where FRC not completed</b>, raise appropriate Removal admin event; <ul style="list-style-type: none"> <li>○ 'Assisted Return- Did not comply with Request to Attend Conference'</li> <li>○ 'Assisted Return- Conference not completed, Not at Place of Residence'</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ 'Assisted Return- Conference Cancelled by UKBA'</li> <li>• Event date=date on which the FRC meeting was held</li> <li>• <b>Where FRC abandoned</b>, raise the appropriate Removal admin Event; <ul style="list-style-type: none"> <li>○ 'Assisted Return- Conference Abandoned due to Disruption'</li> <li>○ 'Assisted Return- Conference Abandoned due to Family Wellbeing Concerns'</li> </ul> </li> <li>• Event date=date on which the FRC meeting was held</li> </ul>
Family departs voluntarily	Update removal outcome box with 'voluntary removal' type for all family members
Family departs under AVRFC	<p><b>All removal details for AVRFC are entered/updated by AVR team</b></p> <ul style="list-style-type: none"> <li>○ Removal case type for all family members must be updated to 'Family with Children-AVRFC'</li> <li>○ Family Return case type must be linked to removal via appropriate "associated case" tick box.</li> </ul>
Self check in removal directions and the family departure meeting (FDM)	<p>Self check in Removal Directions will normally be served at FDM</p> <ul style="list-style-type: none"> <li>○ Where served, or where service attempted, the family return case type outcome must be updated to 'Required Return Pursued' for all family members. <b>Do not overwrite previous entries.</b></li> <li>○ Outcome date= date main applicant served self check in removal directions or attempt was made to serve.</li> <li>○ Removal case type for all family members must be updated to 'Family with Children- Required Return'</li> <li>○ Removal Admin events screen- update for main applicant only after every service/attempted service of self check in removal directions.</li> </ul>

	<p><b>Where removal directions served</b>, raise appropriate Removals admin event;</p> <ul style="list-style-type: none"> <li>○ 'Required Return- Self check-in Removal Directions served'</li> <li>○ 'Required return- Assisted Check-in Removal Directions served'</li> <li>○ Event date=date on which removal directions were served.</li> </ul> <p><b>Where FDM not completed</b>, raise appropriate 'Removals' admin event;</p> <ul style="list-style-type: none"> <li>○ 'Required Return- Conference Not Completed, Not at Place of Residence'</li> <li>○ 'Required Return- Conference Cancelled by UKBA'</li> <li>○ Event date=date FDM was due to take place</li> </ul> <p><b>Where FDM abandoned</b>, raise appropriate Removals admin event;</p> <ul style="list-style-type: none"> <li>○ 'Required Return- Conference abandoned due to disruption'</li> <li>○ 'Required Return- Conference Abandoned due to Family Wellbeing Concerns'</li> </ul> <p>Event date=date FDM held</p>
Referral to Independent Family Returns Panel (IFRP)	<p>All removal events and case outcomes for the FRP are updated by the family team.</p> <p>The removal admin events screen must be updated after every referral to the IFRP <b>for the main applicant only</b>.</p> <ul style="list-style-type: none"> <li>• after every referral to the family team for a panel hearing, raise a 'Referred to FRU' admin event.</li> </ul>

	<p>Event date=date referral received by family team</p> <ul style="list-style-type: none"> <li>• on first occasion a return plan for the family is considered by IFRP, raise 'Referred to Panel' admin event. Event date=date referral received by family team</li> <li>• Do NOT record multiple considerations by the IFRP.</li> </ul>
IFRP advice	<p>These events are updated by the family team.</p> <p>When IFRP has considered first return plan and given advice update family return case type for all family members linked to case.</p> <ul style="list-style-type: none"> <li>• Outcome='Ensured Return Pursued'</li> <li>• Outcome date= date IFRP provided advice</li> <li>• Update removal admin events screen for main applicant only after each referral to IFRP</li> </ul> <p>DO NOT overwrite previous entries or record multiple ensured return outcomes.</p> <p>Each time IFRP provides advice on return plan raise appropriate removal admin event</p> <ul style="list-style-type: none"> <li>• 'Panel advice- Escorted Return (No Further Notice)</li> <li>• 'Panel Advice- Escorted Return (Full Notice)</li> <li>• 'Panel Advice-Limited Notice'</li> <li>• 'Panel advice- Open Accommodation'</li> <li>• 'Panel Advice- Split (Head of Household Detained)'</li> </ul>

	<ul style="list-style-type: none"> <li>• 'Panel Advice- Split (Transportation/Arrest)'</li> <li>• 'Panel Advice- Split (Head of House Return only)'</li> <li>• 'Panel Advice- Pre-Departure Accommodation'</li> <li>• 'Panel Advice- Tinsley House (High Harm)'</li> <li>• 'Panel Advice- Further Information Requested'</li> </ul> <p>Event date= date IFRP advice given. Multiple advice from IFRP should be recorded.</p>
Service of ensured removal directions	<p>Where ensured removal directions have been served, or an attempt has been made, the removal case type for all family members must be updated to 'Family with Children- ensured return'</p> <ul style="list-style-type: none"> <li>• The removal admin events screen should be updated after every service or attempt to serve ensured removal directions <b>for main applicant only.</b></li> <li>• <b>When removal directions served</b>, choose the appropriate admin event; <ul style="list-style-type: none"> <li>○ 'Ensured Return- Escorted Removal Directions Served'</li> <li>○ 'Ensured Return- Limited Notice Removal Directions Served'</li> <li>○ 'Ensured Return- Removal Directions Served in Open Accommodation'</li> <li>○ 'Ensured Return- Pre-Departure Removal Directions Served'</li> </ul> </li> <li>• Event date=date removal directions were served</li> <li>• <b>When removal directions not served/ensured return decision not pursued</b>, choose the appropriate removals admin event;</li> </ul>

	<ul style="list-style-type: none"> <li>○ 'Ensured return- Panel Decision Not Served, Not at Place of Residence'</li> <li>○ 'Ensured Return- Panel Decision Not Served due to Disruption'</li> <li>○ 'Ensured Return- Panel Decision Not Served due to Family Wellbeing Concerns'</li> <li>● Event date=date ensured removal directions scheduled to be served.</li> </ul>
Family separation	<p>The removal admin events screen must be updated for the <b>main applicant only</b> if a family separation was completed prior to removal.</p> <p>Removal admin event type is "Ensured Return-Family Split Completed". Event date=date of service.</p>
Family enters Cedars	<p>Restrictions screen for all family members must be updated.</p> <ul style="list-style-type: none"> <li>○ Restriction type='Detention IS'.</li> <li>○ Centre type=Cedars.</li> <li>○ Start date/time=date and time family arrived at Cedars</li> </ul>
Grants of leave	<p>When a family in FRP is granted leave, update family return care type outcome for <b>all</b> family members to 'Family Removal Not Pursued'. Outcome date=date main application granted leave</p>
Family no longer has children under 18	<p>Update Family Return Case type outcome for <b>all</b> family members, with outcome 'Not Family With Children' Outcome date=youngest dependant turned 18.</p>

## Annex C

### Documentation to complete / serve during Family Returns Process

Stage in FRP & responsibilities	Document
Beginning of FRP - all staff	Raise ICD 3629 (FWF) & ICD 2599 (Factual Summary) - if they are not already raised.
Invitation to FRC –family team	Send ICD 4401 (invitation to FRC), ICD 4403 (questionnaire) & ICD 4404 (pre-removal advice) to applicant and copy to Legal Rep.
At FRC –family engagement manager	Complete ICD4408 (Acknowledgement of pre-removal medical advice), ICD4407 (Acknowledgement of AVR information) and ICD 4406 (AVR information)
After FRC –family engagement manager	Update ICD 2599 (Factual Summary) and ICD3629 (FWF)
Invitation to FDM –family engagement manager to serve at FRC or family team to serve by post	Send ICD 4402 (invitation to FDM) to applicant and copy to legal rep
At FDM –family engagement manager	Serve ICD 4404(pre-removal advice), complete ICD 4408 (Acknowledgement of pre-removal medical advice) and ICD4407 (Acknowledgement of AVR information).  <b>If serving SCI RDs serve them alongside ICD 4409 (SCI RD Letter).</b>
After FDM –family	Update ICD 2599 (Factual Summary) and ICD 3629

engagement manager	(FWF)
Limited notice removal only	ICD 4410 (Limited Notice Removal notification via the IS151G)
Open accommodation only	
Book accommodation –family team	Complete ICD 4411(reservations form)
Book transport plus –family team	Complete ICD 4412 (transport plus)
Require family to move – family engagement manager/family team	Complete and serve ICD 4413 (notification of move to open accommodation)

## Annex E – Family Welfare Form

<b><u>FAMILY WELFARE FORM</u></b>						
To be completed/updated after every interaction with a family.						
To print the form with the instructional text showing: Select <b>Edit</b> from the menu, click <b>Select All</b> . Select <b>Format</b> from the menu. Select <b>Font</b> . Uncheck the <b>Hidden</b> box						
Family Engagement Manager: <i>Family Engagement Manager</i>					Tel: <i>Telephone number of Family Engagement Manager</i>	
Assistant Director:		<i>Name of the responsible family hub AD</i>				
SECTION 1: FAMILY DETAILS				Date information in section 1 was last updated: <i>date</i>		
Home Office ref: <i>HO Ref</i>			Port ref: <i>Port Ref</i>		NASS ref: <i>NASS Ref</i>	
<b><u>Main applicant/partner</u></b>						
	<b>Name</b>	<b>Gender</b>	<b>DOB (age)</b>	<b>Nationality</b>	<b>Documentation type</b>	<b>Documentation validity</b>
<b>Main applicant</b>	<i>(Forenames, family name)</i>	<i>Gender</i>	<i>DOB</i>	<i>Nationality</i>	<i>(Passport/ETD /EUL/UK birth certificate)</i>	<i>Documentation validity and renewal timescale</i>

<b>Spouse /partner</b>	Give details of relationship					
<b><u>Dependants</u></b> <i>Dependants indicate the relationship to the main applicant and whether any family members are UK born.</i>						
<b>Name</b>		<b>DOB (age)</b>	<b>Nationality</b>	<b>Relationship</b>	<b>Doc type</b>	<b>Validity</b>
<b>Country of return:</b>		<i>Where are the family being returned to?</i>				
<b>Additional family details:</b> <i>Include information about individuals' names, locations and relationships to the family.</i>  <i>If the child/children have parents in the UK who are not detailed above, please include full details here (including current immigration status in the UK).</i>						
<b>Family in the UK:</b> <i>Include information about individuals' names, locations and relationships to the family.</i>						
<b>Family in home country:</b> <i>Include information about individuals' names, locations and relationships to the family.</i>						
<b>Other known family and friends (either in the UK or overseas):</b> <i>Include information about individuals' names, locations and relationships to the family.</i>						
<b>Language:</b> <hr/> <i>Please state primary language, other languages and aptitude level of English for each family member.</i> <i>Is an interpreter required?</i>						
<b>Religion/ethnicity:</b> <i>Please state the religion and ethnicity for each family member. Detail of any significant religious events</i>						

*that may impact upon operational planning/welfare considerations.*

**Profession and education:**

*Please state the profession and education of each adult family member where known. This could include any educational or vocational courses undertaken whilst the family has been in the UK.*

**Personal risk assessment:**

*Please detail any risk indicators e.g. threat of self harm or harm to another family member, the threat of violence against staff or members of the general public.*

**Date last updated:** *Date*

Have PNC/mandatory pre-visit checks been carried out for each family member? (see Ch31.3 of EIG)

*Yes/No* Date: *Date checks conducted*

Outcome: *Please note the outcome of the PNC checks*

### **Medical consent forms**

*For data sharing issues; each family member should be asked to provide medical consent. Adults must each sign their own medical consent form. Parents/guardians can sign on behalf of children.*

Does each family member have a signed medical consent form? *Yes/no. Complete the date in the table below*

Reason for refusal to provide medical consent: *If the family has refused to give their consent to share their medical information please provide date and reason for refusal. Detail any efforts made to encourage the family to provide medical consent.*

Date: *Date(s) consent was refused*

Date medical report was requested from family GP/other medical practitioner: *Date*

Date medical report was received from family GP/other medical practitioner: *Date. Include information on the cost of the medical report if the GP requested payment.*

Information received from family health visitor: *Yes/No/Not Applicable. Please include details of the information received including any observations of the family that the health visitor may have shared.*

Date: *Date information was received from the health visitor*

### **Current medical/health/dietary issues**

*At each contact event, families should be asked about their health and general well being. Details of any current medical issues for each family member, any medication that is being taken or treatment undertaken should be detailed below. Include any information about the following concerns:*

- *mental health issues – including post traumatic stress disorder (PTSD)*
- *pregnancy including due date*
- *vaccinations received*
- *other welfare concerns*
- *any religious or medical dietary requirements, or food intolerances or allergies. (information on whether a mother is breastfeeding any of her children should also be included here)*

<b>Name</b> <i>one row for each family member</i>	<b>Medical/health/dietary needs</b>	<b>Medication/treatment</b>	<b>Concerns raised on fitness to travel?</b> <i>Yes/No/Not Applicable. Please include details of the concerns and information received.</i>	<b>Date medical consent signed</b>	<b>Date last updated</b>	<b>Source</b> <i>Indicate the source of the medical information – GP, Social Worker, family member etc</i>

**GP/consultant details:**

Name:

Address:

Tel:

**Health visitor details:** *Please provide the name and contact details of the health visitor where relevant*

**Medical care and support outside the NHS:**

*Please provide details of any additional care, assessments and support the family may be receiving. For example, counselling or therapeutic input through a charity, privately commissioned psychiatric assessments, assessment and care by Freedom from Torture, Medical Foundation etc. This list is not*

*exhaustive.*

**Social Services contact with family:**

Is Social Services aware of family? *Yes/No*

If yes, how did Social Services become aware of the family? *Who made the referral to Social Services?*

Date: *Date*

**Nature of Social Services contact**

*Please give details of the nature of Social Services contact with the family and the reasons why the family are known to Social Services. Including information on whether any child was subject to a child protection plan or was ever in looked after care including dates.*

*Detail Social Services concerns for the family and what actions they are taking. Include any recommendations that Social Services have made regarding the family including signposting on to local support groups/organisations and any observations of the family from Social Services.*

*If Social Services have no concerns, please state this. If Social Services have closed their case please state this clearly and include dates.*

**Social Services contact details:**

**Service:** *Please give details including which local authority, whether this is Adult Social Services or Children's Services, etc*

**Name:** *name of social worker/point of contact*

**Job title:** *e.g. social worker/senior social worker*

**Telephone number:**

**Fax number:**

**Does family receive support and/or accommodation from Social Services?** *Yes/No*

*If yes please give details:*

**Children's education:**

**School/nursery:**

**Contact details:**

**Name of head teacher:**

**Name of class teacher/key worker:**

**Information received:**

*Please provide details of each child's nursery, school or college where applicable, giving the dates and levels of any forthcoming exams and levels of attendance.*

*Also include where available, the school's assessment of their current emotional well being and educational progress. Highlight any behavioural concerns, where they are apparent and any known special educational needs for each child. Include any observations received from the school about the children and family's interaction with the school and with each other.*

**Does the family have a legal representative?**

**No:**

*Where a family does not have legal representation, at the earliest opportunity, refer them to the Office of the Immigration Services Commissioner (OISC) who hold a list of registered organisations. The website can be accessed here: <http://www.ukba.homeoffice.gov.uk/asylum/helpandadvice/legaladvice/>*

*Further details are available in the 'point of claim' leaflet, accessed here:  
<http://www.ukba.homeoffice.gov.uk/asylum/helpandadvice/legaladvice/>*

*Detail the actions that you have taken here.*

**Yes: (current legal representative):**

Name: *Name*

Address: *Address*

Tel: *Telephone*

*This information should be requested and updated at each stage of interaction with the family.*

**Is the family NASS supported?** *No/Subsistence  
Only/Subsistence and Accommodation.*

**Does the family have other support  
(financial/ accommodation or both?)**

<p><b>If yes, how much subsistence does the family receive from NASS?</b> <i>Provide information on the amount of NASS benefit that the family receives each week and, where known, the day of the week subsistence is usually collected.</i></p>	<p><b>Give details:</b></p> <p><i>If the family is not NASS supported please indicate where their support comes from.</i></p>
<p><b>Accommodation provider/landlord:</b></p> <p>Name: <i>Name (e.g. G4S)</i></p> <p>Address: <i>Address</i></p>	
<p><b>Other residents:</b> <i>Details of any other persons living with the family. Include information on their immigration status, relationship with the family and the ages of any children (where known). It would be helpful to note how the accommodation is shared – for example is the property one shared property with all residents having access to all areas or is it bedsit/ flat accommodation where residents might share reception areas or entry ways?</i></p>	
<p><b>ARE date</b></p>	<p><i>Include information on the date the family became appeal rights exhausted (ARE). If the family does not have an in country right of appeal state this here.</i></p>
<p><b>Reasons for including the family in the family returns process</b></p>	<p><i>E.G: Family has no right to remain in the UK having exhausted all their appeal rights; they have valid travel documentation etc – linked to the reasons in chapter 45.</i></p>
<p><b>Date process commenced</b></p>	<p><i>Date decision was made to take the family into the family return process.</i></p>
<p><b>Reporting requirements</b></p>	<p><i>Please detail the family's reporting requirements – e.g. weekly on Mondays and their level of compliance with their reporting restrictions.</i></p>
<p><b>Additional information:</b></p> <p><b>Family circumstances and support networks:</b></p> <p><i>Please summarise the family's current personal circumstances and note any key observations that you have made in your interaction with the family.</i></p>	

*Detail any support or involvement that the family may receive from other organisations.*

**Interactions and engagement with the family:**

*Detail any important engagement or contact that the Home Office has had with the family prior to the family returns conference (FRC). Please date each entry. If the information is completed by someone other than the family engagement manager (FEM) please initial the entry and indicate your role – e.g. IO, reporting centre staff, caseowner etc.*

**Section one completed by:** *Name of family engagement manager*

**Date last updated:** *Date*

**SECTION 2: THE FAMILY RETURNS CONFERENCE**

Date information in section 2 was last updated: *date*

**Who conducted the family returns conference?**

*Name of family engagement manager, details of any accompanying staff and interpreter*

**Tel:** *Telephone number of family engagement manager*

**Date of conference:**

*Date*

**Who attended the conference (family members and friends)?**

*Detail each family member who attended and any additional persons who attended including their relationship to the family.*

**Venue of conference:**

*Where was the conference held*

**Date risk assessment completed (if required):**

*Date/not required*

**Explanation of why the family is in the family returns process:**

*Include details of the explanation provided to the family about the family returns process and why they are part of the family returns process.*

**AVR/voluntary return discussion held and reaction:**

*Include details of the AVR offer made to the family and describe each family member's reaction. If the family show interest in the AVR offer provide information about the contact details provided to the*

*family for the Choices service.*

**Has the family been advised of the consequences of not returning voluntarily?**

*Include details of the explanation of the next stages of the process provided to the family and describe each family member's reaction.*

**Has the family received and understood our pre-removal advice?**

**Baggage restrictions:**

*Include details of the advice provided and describe each family member's reaction.*

**Medication and inoculations:**

*Include details of the advice provided and describe each family member's reaction.*

**Educational certificates and school arrangements:**

*Include details of the advice provided and describe each family member's reaction.*

*Encourage family to request status reports from schools to assist with transition; record discussions.*

**Pets:**

*Encourage the family to consider what will happen to any pets. Include details of the advice provided and describe each family member's reaction.*

**Finances:**

*Include details of the advice provided and describe each family member's reaction.*

**Has the family been advised that they are responsible for their own medical needs, for consulting their GP and for obtaining any medication they may need prior to their return, including malarial protection and/or inoculations?**

*Include details of the explanation provided and each family member's reaction. Please include details of your discussion around the need for malarial prophylaxis.*

**Family update:**

*Provide a factual description of the family presentation, behaviour of individual family members during the meeting, observed interaction between adult family members or adult family members and Home Office staff/interpreters*

**Update on children:**

*Please record your observations of the children if they attended the meeting, what did they do during the meeting, did they engage in conversation with you or in the discussion of the return plan? Were*

*they upset by any of the things that they heard? If their parents were distressed how did the children respond to that? How did the children interact with their parents during the meeting and vice versa? If there is more than one child in the family how did the children interact with each other?*

*Are the children aware of their temporary status in UK?*

*How did the parents react when asked whether they have explained the family's immigration situation to their children?*

*What encouragement have you given the parents to talk to their children about their immigration status/possibility of a return home?*

*Give detail of any age appropriate conversations you have made to any children present ; i.e. opportunities to ask questions/express concerns,*

*Were there any safeguarding concerns that arose as a result of the meeting?*

*Please include any known information about division of parental responsibilities here where there is more than one parent within the family.*

*If children were not at the meeting where were they? Have the parent's explained their immigration situation to their children? What did the parents say about the children, their wellbeing/progress etc? Are there any concerns arising from this? What observations were made of the interaction between parent(s) and child(ren)?*

#### **Further information:**

*Please include information on any actions taken following the meeting, e.g. a referral to social services or any interactions with the family that take place before the family departure meeting. Please include dates.*

### **SECTION 3: FAMILY DEPARTURE MEETING**

Date information in section 3 was last updated: **date**

#### **Who conducted the family departure meeting?**

*Name of family engagement manager, details of any accompanying staff and interpreter*

#### **Tel:**

*Telephone number of family engagement manager*

#### **Date of conference:**

*Date*

#### **Who attended the meeting (family members,**

#### **Venue of conference:**

<p><b>friends and representatives)?</b></p> <p><i>Detail each family member who attended and any additional persons who attended including their relationship to the family</i></p>	<p><i>Where was the conference held</i></p> <p><b>Date risk assessment completed (if required):</b></p> <p><i>Date/not required</i></p>
<p><b>Follow up AVR/voluntary return discussion held and reaction, has the family been advised of the consequences of not returning voluntarily:</b></p> <p><i>Include details of the information provided to the family and describe each family member's reaction. If the family decline AVR/voluntary return please detail any reasons provided by them for doing so.</i></p>	
<p><b>Explanation of why the family will enter the required return stage if they decline a voluntary departure:</b></p> <p><i>If the family have declined AVR/voluntary return you must include details of the explanation provided to the family about why their case has now progressed to the required return stage</i></p>	
<p><b>The required &amp; ensured return process?</b></p> <p><i>Include details of the explanation of the required and ensured returns stages of the process provided to the family and describe each family member's reaction.</i></p>	
<p><b>Has the family received and understood the pre-removal advice?</b></p> <p><b>Baggage restrictions:</b></p> <p><i>Include details of the advice provided and describe each family member's reaction.</i></p> <p><b>Medication and inoculations:</b></p> <p><i>Include details of the advice provided and describe each family member's reaction.</i></p> <p><b>Educational certificates and school arrangements:</b></p> <p><i>Include details of the advice provided and describe each family member's reaction.</i></p> <p><i>Encourage family to request status reports from schools to assist with transition; record discussions.</i></p> <p><b>Pets:</b></p> <p><i>Include details of the advice provided and describe each family member's reaction.</i></p> <p><b>Finances:</b></p> <p><i>Include details of the advice provided and describe each family member's reaction.</i></p>	
<p><b>Has the family been advised that they are responsible for their own medical needs, for</b></p>	

**consulting their GP and for obtaining any medication they may need prior to their return, including malarial protection and/or inoculations?**

*Include details of the explanation provided and each family member's reaction. Please include details of your discussion around the need for malarial prophylaxis*

**Family update:**

*Provide a factual description of the family presentation, behaviour of individual family members during the meeting, and any observed interaction between adults in the family group and Home Office staff/interpreters.*

**Update on children:**

*Please record your observations of the children if they attended the meeting, what did they do during the meeting, did they engage in conversation with you or in the discussion of the return plan? Were they upset by any of the things that they heard? If their parents were distressed how did the children respond to that? How did the children interact with their parents during the meeting and vice versa? If there is more than one child in the family how did the children interact with each other at the meeting?*

*Are the children now aware of temporary status in UK if they were not previously aware?*

*How did the parents react when asked whether they have explained the family's immigration situation to their children?*

*What encouragement have you given the parents to talk to their children about their immigration status/possibility of a return home if they have not yet had those conversations with their children?*

*If the parent(s) have not taken any steps to engage with their child(ren) was there an appropriate opportunity for the FEM to engage with their child(ren) about the prospect of return?*

*Give detail of any age appropriate conversations you have made to any children present ; i.e. opportunities to ask questions/express concerns,*

*Were there any safeguarding concerns that arose as a result of the meeting?*

*Please include any new information known about division of parental responsibilities here where there is more than one parent within the family group.*

*If children were not at the meeting where were they? Have the parents explained their immigration situation to their children? What did the parents say about the children, their wellbeing/progress etc?*

*Are there any concerns arising from this?*

*What observations were made of the interaction between parent(s) and child(ren)?*

**Further information:**

*Please include information on any actions taken following the meeting, e.g. a referral to Social Services.*

**SECTION 4: FURTHER INTERACTION WITH THE FAMILY**

Date information in section 4 was last updated: **date**

**Interactions and engagement with the family:**

*Detail any important engagement or contact that the Home Office has had with the family following the family departure meeting (FDM). Please date each entry*

**Family circumstances:**

*Please summarise any changes in the family's personal circumstances following the FRC and FDM including any further representations or other barriers that have been raised and their outcomes that are not already mentioned above.*

**Requests for disclosure of the family welfare form (FWF):**

*Sections 1-4 (inclusive) support disclosure with a minimal amount of redaction, however, caution should be exercised with disclosure of Section 5 onwards as it contains detailed information relating to operational planning.*

*Prior to disclosure, the FWF must be reviewed and authorised for release by no less than an SEO grade within the RC - Family Returns. As a minimum, redact any of the following:*

- (1) information relating to third parties that are unknown to the applicant (there is no need to redact details of a social worker if it is known that the applicant knows their details);*
- (2) medical information where consent was NOT given by ALL members of the family group ;*
- (3) information relating to **results** of PNC/mandatory checks;*
- (4) any information that may impair operational effectiveness of the family returns process ).*

*Once the form is cleared for release, it should be served on the family and, where appointed, their legal representative.*

**Quality checked for routine disclosure completed:**

**Name & location:**

*minimum SEO level in RC family team*

**Date:** *Date*

## SECTION 5: SELF CHECK IN REMOVAL DIRECTIONS

Date information in section 5 was last updated: *date*

**Has the family been served with self check-in removal directions?**

*Yes/No*

*Please provide detailed reasons, including the name of the authorising AD, if Self Check-In Removal Directions have not been served.*

**Details of self check in removal directions:**

Date served:

Method of service:

Date of scheduled departure:

Departure airport:

Departure time:

Flight number:

Flight routing:

Arrival time:

*Repeat for each set of Self Check In Removal Directions if the family has had more than one opportunity to return by this route.*

**Has the family requested or been offered transport to the departure airport?**

*Yes/No*

*Include details of request or offer and any arrangements made.*

*Repeat for each set of self check in removal directions if the family has had more than one opportunity to return by this route.*

**Has the family returned via self check-in?**

*Yes/No*

*Repeat for each set of self check in removal directions if the family has had more than one opportunity to return by this route.*

**Reasons for failed Self Check In:**

*Please provide the family's stated reasons for not showing for self check-in if applicable.*

*Repeat for each set of self check in removal directions if the family has had more than one opportunity to return by this route.*

**Further information:**

*Please summarise any further interactions with the family and changes in the family's personal circumstances following the self check in RDs including any further representations or other barriers that have been raised and their outcomes that are not already mentioned above.*

**SECTION 6: FAMILY RETURNS PANEL REFERRAL**

Date information in section 6 was last updated: **date**

**ICE TEAM:** *Name*

**Telephone Number:** *Telephone number for OIC*

**OFFICER IN CHARGE:** *Name of OIC*

**Referral authorised by:**

Name of AD **Date:**

*Please prepare a detailed operational returns plan for the family. For full information about the returns options available, please refer to chapter 45 of the enforcement, instructions and guidance. Explain the full reasons for proposing your preferred course of action, explaining why other options are not suitable.*

**Objective:** To ensure the safe return of this family to: **XXX**

**Previous removal attempts:**

*Detail any previous attempts at returning the family and highlight any difficulties which the return plan would address.*

**Policy option proposed:** *Clearly specify the policy option that you are proposing to use to return the family: Escorted Check-in Without Further Notice/Return via Pre-Departure Accommodation./Escorted Check-in with Limited Notice /Return via Open Accommodation/Escorted Check-in with Further Full Notice*

**Proposal:**

*Explain why you have chosen the return plan proposed and why it is the best option to return the family.*

**Operating parameters:**

*What are the key constraints influencing your return plane:*

*Travel document expires on x date*

*There are no regional flights to country y*

*There are no direct flight to country y*

**Key welfare considerations:**

*What are the key welfare considerations influencing your return plan eg:*

*The level of children's knowledge about their return*

*The preparedness of the parents for return and the level of support that they can draw on in their home country*

*Any health issues that impact on the return or on child welfare during and after return*

**Itinerary overview:**

*Provide a detailed itinerary for the stages of your return plan e.g.:*

*Timeline of events dd/mm/yy*

*07:00 – Conduct visit to home address*

*08:15 – Leave home address and commence journey to x handover point*

*09:00 – Arrive at x handover point. Family will be offered refreshments. Family will be allowed to contact solicitor and any family and friends in the UK and/or in home country.*

*10:00 – Family will be handed over to the in-country escorts*

*10:15 – Family leave x handover point with the escorts and commence journey to y airport*

*14:30 – Family arrive at z transit point and handed over to the overseas escorts*

*15:00 – Family arrive at y airport and taken to flight/holding room etc*

*21:00 – Flight due to depart from y airport*

*01:50 – Flight lands in transit country*

*03:50 – Flight departs transit country*

*07:00 – (local time) Flight lands in home country*

*Or*

*Timeline of events dd/mm/yy*

*07:00 – Conduct visit to home address*

*08:15 – Leave home address and commence journey to x handover point*

*08:30 – Arrive at x handover point. Family will be offered refreshments. Family will be allowed to contact solicitor and any family and friends in the UK and/or in home country*

*09:00 – Family will be handed over to the in-country escorts*

*09:30 – Family will leave x handover point with in-country escorts and commence journey to y airport*

*15:00 – Family arrive at Cedars*

*dd/mm/yy*

*15:00 – Family departs Cedars with overseas escorts*

*17:30 Family arrive at y airport and taken to flight/holding room*

*21:25 – Flight due to depart from y airport*

*04:00 – Land in transit country*

*06:00 – depart transit country*

*09:00 – land in country of return*

**Detailed return plan:**

*Include full operational details of your proposal including for example: the visit, pick up, transfer,*

*escorts, medical escorts, flight, holding room required etc*

**Safeguarding children:**

*Explain how you will safeguard the children at each stage of the return plan, this includes children who may be resident at the family property but are not part of the family return.*

**Medical and welfare considerations:**

*Detail how your proposal accounts for any medical/health issues the family may have. Include information on provision of mosquito nets, medical escorts etc.*

**Contingencies:**

*Detail any other proposals that you may wish to implement should your proposed returns plan fail. Contingencies needs to be clear and should be set out in detail. These contingencies will also need the Panel's consideration and will need to be included here. Some standard contingency headers are included below but you should ensure that all contingencies are tailored to the needs of the family and that contingencies are added/removed as necessary.*

**Family member absent at the point of arrest:**

*Include details of any referrals e.g. police and/or Social Services that will be made*

**Family member disruptive at the point of arrest:**

*Include details of how any disruptive behaviour would be managed.*

**Return failure due to disruption:**

*Include details of contingency flight arrangements and accommodation at Cedars if required/or release arrangements including who will serve release papers, how the family will get back to their home address and how they will access their property.*

**Return failure due to further submissions:**

*Include details of contingency flight arrangements and accommodation at Cedars if required/or release arrangements including who will serve release papers, how the family will get back to their home address and how they will access their property and/or details of contingency flight arrangements. . If Cedars is part of the return plan you will need separate release arrangements from Cedars and from the airport.*

**Return failure due to Judicial Review:**

*Include details of release arrangements including who will serve release papers, how the family will get back to their home address and how they will access their property. If Cedars is part of the return plan you will need separate release arrangements from Cedars and from the airport.*

**Return support provision:**

*The contents of this section should clearly demonstrate how you have considered the family's individual needs, circumstances and home support network.*

*Please specify if anyone will meet the family on their arrival and whether arrangements have been made to support the family on their return including onward travel arrangements where necessary. Please explain the rationale for providing the extra support required to facilitate the family's return to their home country.*

*You may wish to consider additional measures including:*

*school exit reports.*

*Any information on the availability of medication/medical treatment in the home country.*

*Information to be provided to the family to assist with their return including signposting to organisations that may be of assistance.*

*Hotel accommodation*

*Onward travel arrangements on arrival*

**SECTION 7: FAMILY RETURNS PANEL OUTCOME**

Date information in section 7 was last updated: **date**

**Date of referral:**

**date**

**Outcome of Family Returns Panel referral:**

*Insert agreed panel minutes.*

**SECTION 8: FAMILY RETURNS PANEL RE-REFERRAL**

Date information in section 8 was last updated: **date**

**Reason original return plan was not implemented or did not succeed:** *Explain why the return plan previously advised on by the Panel was not successful/was not attempted and include information on*

*any significant change in family circumstances since the Panel discussed the case.*

**Policy option proposed:** *Clearly specify the policy option that you are proposing to use to return the family – refer to Ch45 for guidance.*

**Proposal:**

*Explain why you have chosen the return plan proposed and why it is the best option to return the family.*

**Operating parameters:**

*What are the key constraints influencing your return plan.*

**Key welfare considerations:**

*What are the key welfare considerations influencing your return plan*

**Itinerary overview:**

*Provide a detailed itinerary for the stages of your return plan*

**Detailed return plan:**

*Include full operational details of your proposal including for example: the visit, pick up, transfer, escorts, medical escorts, flight, holding room required etc*

**Safeguarding children:**

*Explain how you will safeguard the children at each stage of the return plan, this includes children who may be resident at the family property but are not part of the family return.*

**Medical and welfare considerations:**

*Detail how your proposal accounts for any medical/health issues the family may have. Include information on provision of mosquito nets, medical escorts etc.*

**Contingencies:**

*Detail any other proposals that you may wish to implement should your proposed returns plan fail. Contingencies needs to be clear and should be set out in detail.*

**Return support provision:**

*Please specify if anyone will meet the family on their arrival and whether arrangements have been made to support the family on their return including onward travel arrangements where necessary*

**SECTION 9: FAMILY RETURNS PANEL OUTCOME**

Date information in section 9 was last updated <b>date</b>		
Date of re-referral	<b>date</b>	
<b>Outcome of Family Returns Panel re- referral:</b>  <i>Insert agreed panel minutes.</i>		
<b>SECTION 10: PICK UP REPORT</b> Date information in section 10 was last updated <b>date</b>		
<p><b>This section should initially be completed by hand by the OIC and passed to the escorting SDCO. Officers should be mindful of the location of handovers, to take into account the privacy and dignity of the family.</b></p> <p><i>Please provide a brief update on the family's behaviour during the pick up and any new or emerging health or welfare issues. An electronic update should be completed once the team returns to the office and the FEM should include their own reflections of the family pick up once the OIC has typed up their report.</i></p>		
<b>Name:</b> <i>Name of officer completing this section</i>	<b>Grade:</b> <i>e.g. IO/CIO</i>	<b>Date and Time:</b> <i>date and time completed</i>
<b>SECTION 11: TO BE COMPLETED BY THE PRE-DEPARTURE ACCOMMODATION CENTRE</b> Date information in section 11 was last updated: <b>date</b>		
<i>Please provide a brief welfare update for each day the family was in Cedars including any welfare issues, observations of individual and inter-family behaviour etc.</i>		
<b>SECTION 12: STAFF CONTACT SHEET</b> Date information in section 12 was last updated: <b>date</b>		
<b>ROLE</b>	<b>NAME &amp; CONTACT DETAILS</b>	<b>FURTHER INFORMATION</b>
GOLD COMMANDER FRU		
GOLD COMMANDER ICE		
ICE OIC		

FAMILY ENGAGEMENT MANAGER		
FRU CONTACT		
DEPMU CONTACT		
CEDARS CONTACT		
ESCORTS – IN- COUNTRY SDCO		
ESCORTS - OVERSEAS SDCO		
COMMAND AND CONTROL		
NRC CONTACT FOR CONTINGENCY RDs		
OSCU CONTACT		
JRU CONTACT		
DETENTION SERVICES DUTY DIRECTOR		
SCHOOL CONTACT		
SOCIAL SERVICES CONTACT		
MEDICAL CONTACT/GP		

