

Criminal casework directorate

Nationality and identity guide

Nationality and identity guide

About this guidance

About this guidance Case checklist for nationality and identity enquiries Case management actions Sources of information held by the Home Office and other agencies Sources of information held by other government departments/agencies Sources of information held by law enforcement agencies Other sources of information Country specialist team and investigations team	<p>This guidance tells criminal casework directorate (CCD) caseworkers how to establish both the identity and nationality of foreign national offenders (FNOs) who are referred for consideration of deportation action.</p> <p>One of the most difficult challenges you will face is to deport the most non-compliant time-served FNO cases.</p> <p>This guidance tells you what steps to take to try and establish and verify both identity and nationality of FNO cases who may be liable for deportation. It also provides details of how you can escalate cases to CCD's country specialist team and investigation team. It should be used in conjunction with the CCD process instruction on travel documentation (see related link: Travel documents).</p> <p>For the purpose of this guidance, 'non-compliance' means anyone who chooses not to give the Home Office verifiable evidence of their true identity and nationality, which frustrates efforts to secure a valid travel document and delays the enforcement of their departure from the UK.</p> <p>In time-served cases, delays in establishing nationality and identity result in higher detention costs, and in legal challenges for unlawful detention. There is also a greater likelihood of detainees being granted bail. Managing the detention of non-compliant time-served FNOs is also a costly process for both CCD and detention services.</p> <p>Changes to this guidance – This page tells you what has changed since the previous version of this guidance.</p> <p>Contact – This page tells you who to contact for help if your senior caseworker or line manager can't answer your question.</p> <p>Information owner – This page tells you about this version of the guidance and who owns it.</p>	<p>In this section</p> <p>Changes to this guidance Contact Information owner</p> <p>Related links</p> <p>Links to staff intranet removed</p> <p>External links</p>
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	Safeguard and promote child welfare – This page explains your duty to safeguard and promote the welfare of children and tells you where to find more information.	
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Changes to this guidance

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This page lists the changes to the nationality and identity guidance, with the most recent at the top.

Date of the change	Details of the change
13 May 2013	Revised and modernised by the criminal casework operational process and policy team and the modernised guidance team.

Related links

[Contact Information owner](#)

See also

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Case checklist for nationality and identity enquiries

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Case management actions

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	<ul style="list-style-type: none"> • Retained records on HO files. These should cover: <ul style="list-style-type: none"> ○ arrivals ○ admissions with grants or refusals of leave to enter and in which category ○ applications for and grants or refusals of leave to remain and in which category ○ appeals and determinations ○ asylum interviews ○ enforcement decisions and related papers ○ judicial reviews and determinations ○ departures (voluntary or enforced). • Recorded details on CID and other Home Office databases. This must cover similar details to the file, CID entries must always be checked against retained paper records to establish as complete, accurate and consistent immigration history as possible. CRS checks must also be done where relevant. • Arrange a nationality and identity interview through CCD's prison operations and removals team (PORT). The case must be discussed with an immigration officer who must be given directions on the questions you want to be asked and answered. It is best practice to use such an interview to establish or discredit facts, rather than use it as a 'fishing trip'. <p>You must examine all files carefully for evidence of identity and nationality. If you need to pass a case file to another caseworker, it is recommended the new caseworker re-examines the files (along with other data from IT) rather than simply relying on the previous officer's assessments at face value.</p> <p>This allows the new officer to develop some familiarity with the FNO's immigration history, and provides a safety net that will pick up any errors or omissions made previously.</p>	
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Sources of information held by the Home Office and agencies

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	<p>establishment hold forms of information which may be useful in determining a subject's true nationality and identity, and can be accessed by CCD for this purpose.</p> <p>For more background information, such as when the systems were introduced and the information they contain see related links.</p>	
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Case information database (CID)

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Integrity

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Central reference system (CRS)

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Omnibase

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Warehouse

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‘Eurodac’/Immigration Fingerprint Bureau (IFB)

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‘Five Country Conference Protocol’ (5CC)

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General Register Office (GRO)

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Joint Border Operations Centre (JBOC)

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This page gives criminal casework directorate (CCD) caseworkers background information about the Joint Border Operations Centre (JBOC).

As part of the Home Office's 'E-borders' programme, this department maintains a database that holds details of flights in to and out of the UK and flight manifests.

If you need to obtain a check with JBOC data you must complete an application form which can be accessed at related link: E-borders search request form (see related link).

Restricted – do not disclose – start of section

The information in this page has been removed as it is restricted for internal UK Border Agency use only.

Restricted – do not disclose – end of section

See also

[Case information database \(CID\)](#)
[Integrity](#)
[Central reference system \(CRS\)](#)
[Omnibase](#)
[Warehouse](#)
[Eurodac/Immigration](#)
[Fingerprint Bureau \(IFB\)](#)
[Five Country Conference Protocol \(5CC\)](#)
[General Register Office \(GRO\)](#)
[Immigration Removal Centres \(IRCs\) and Her Majesty's Prisons \(HMPs\)](#)

Related links

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Immigration Removal Centres (IRCs) and Her Majesty's Prisons (HMPs)

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Sources of information held by other government departments/agencies

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	<p>retain copies of identity documents provided. Copied documents can then be used not only to establish or verify nationality and identity of a FNO, but to support an ETD application for them.</p> <p>Checks with HMRC are carried out by CCD's investigations team (IT) and you must contact them if you require such checks (for contact details see link on left: Country specialist team and investigations team).</p> <p>Department of Work and Pensions (DWP) DWP can confirm if a person has claimed the following benefits in the UK:</p> <ul style="list-style-type: none">• Attendance allowance• Carer's allowance• Disability living allowance• Employment and support allowance• Income-based job-seeker's allowance• Income support• Severe disability allowance• Social fund payment• State pension credit. <p>For details of how DWP can be contacted see related link: How to request information from DWP.</p> <p>Driver and Vehicle Licensing Agency (DVLA) DVLA can confirm if a person has obtained a driving licence in the UK, which requires that individual to provide proof of identity. DVLA will usually retain copies of identity documents provided. Copied documents can then be used to verify the FNO's identity and support any ETD application.</p> <p>Requests for information must be made under the Data Protection Act 1998 to the DVLA's Drivers Investigation Team using the related link: Email DVLA DIT. It is suggested that when requesting such information, you state:</p> <p>'I confirm that the information requested is for the prevention or detection of crime, or the</p>	
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	<p>prosecution of offenders. If I do not receive this information it will prejudice my enquiry. I am requesting this information under section 29(3) of the Data Protection Act 1998. I understand that any information supplied is governed by the Act and to treat to the information in confidence.'</p> <p>National Offender Management Services (NOMS) NOMS hold useful additional information on FNOs as they will have assigned an offender manager (OM) to their case, who has direct contact with the FNO both in custody and after release.</p> <p>In the same way as it is vital for you to keep OM's informed of crucial developments in the progression of a FNO's deportation, OM's are expected to provide information to you.</p> <p>It is best practice to contact an OM directly by telephone. Their contact details should have been given to CCD at the point of referral or as soon as one is assigned to the case. These are usually recorded in the special conditions screen of CID, and/or the notes screen.</p> <p>Local authorities (LAs) LAs are likely to hold useful information on FNOs which may be of assistance. They will hold details of individuals who have been housed by them or given access to other social services, and also where an individual is engaged in Multi-Agency Public Protection Arrangements (MAPPA).</p> <p>You can establish which LA covers a specific address by using external link: Local authority finder. It is best practice to contact the LA by telephone in the first instance.</p>	
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Nationality and identity guide

Sources of information held by law enforcement agencies

<p>About this guidance Case checklist for nationality and identity enquiries Case management actions Sources of information held by the Home Office and other agencies Sources of information held by other government departments/agencies Sources of information held by law enforcement agencies Other sources of information Country specialist team and investigations team</p>	<p>This page tells criminal casework directorate (CCD) caseworkers about useful information held about foreign national offenders (FNOs) by both the police and the serious organised crime agency (SOCA), which can be accessed when trying to establish identity and nationality.</p> <p>Police</p> <p>The police's core activity is prevention and detection of crime. CCD contributes to this by deporting criminals from the UK. The police will be willing to provide assistance to CCD in establishing and verifying identity and nationality. You may consider the following avenues for investigation:</p> <p>Custody records - each time a person is arrested the police create a custody record, which will hold information that may be of use to CCD including which documents if any were presented, language spoken and bail address. To obtain a custody record, you must use the PNC200 form (see related link: PNC200 form).</p> <p>In the comments box, details of arresting stations should be requested. The location of the arresting police station, contact details of the station's custody sergeant, custody record number and whereabouts of custody records should all be provided in the reply.</p> <p>A custody record also has reference to any of the prisoner's property seized by the police at the time of arrest and/or charge. This may include a passport or identity card or other form of identification. The police will have retained such items in their prisoner property store.</p> <p>Bail surety checks - in cases where a bail application is received, sureties should have been nominated. These may claim to be relatives or friends of the applicant, and so the police can be asked to visit them before the bail hearing to help find out any useful information as to the FNO's identity and nationality.</p> <p>Requests for such visits must be made by contacting the local police station's control room by telephone. You must explain why you would like police to make the visit. Checks can also be made by the police on sureties previously given for bail purposes – in London the Safer</p>	<p>Related links</p> <p>Links to staff intranet removed</p> <p>External links</p> <p>MPS Safer Neighbourhoods</p>
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	<p>Neighbourhood Teams can be contacted about this (see related link: MPS Safer Neighbourhoods).</p> <p>Police intelligence - various pieces of information may have been obtained by the police in the course of their criminal investigations into the subject or a member of their family. You can request that local police provide relevant details that may assist, by contacting the relevant police force by telephone.</p> <p>Community engagement - the police have powers to make enquiries in the field. You can ask them to make specific enquiries in a FNO's local community including where appropriate with relatives, friends, or victims. Again, the relevant local police force may be contacted about this.</p> <p>SOCA SOCA tackles serious organised crime that affects the UK and its citizens. This includes:</p> <ul style="list-style-type: none"> • class 'A' drug use or dealing • people smuggling • human trafficking • major gun crime • fraud • computer crime, and • money laundering. <p>You can ask them to check biometric fingerprint records against criminal records held in other countries who maintain a fingerprint database. If requesting such assistance from SOCA, you must be specific about which country or countries you wish checks to be carried out with, and must seek advice of the investigations team (IT) in each case by referring it to the monthly surgeries they hold locally in CCD's commands.</p> <p>For more information on liaising with SOCA in FNO cases generally, see related link: Liaison with the Serious Organised Crime Agency (SOCA).</p> <p>You can contact CCD IT for advice about using any of the above sources.</p>	
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Other sources of information

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	<p>Legal representatives Representatives do retain records of current and former clients. You can contact them to find out if they would be willing to disclose any information in their records which may be of use. It is best practice to contact representatives in writing.</p> <p>Open sources – the internet The internet can be a very powerful and useful tool in assisting with establishing and verifying a FNO's identity and nationality, and it can be freely searched for such information. It can be especially useful in determining correct spellings of information which needs to be entered into an ETD.</p>	
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Country specialist team and investigations team

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This page tells criminal casework directorate (CCD) caseworkers about the services provided for them by CCD's country specialist team (CST) and investigations team (IT) when establishing a foreign national offender (FNO's) identity and nationality.

CST

Leads in:

- identifying and unblocking country specific barriers to removal
- charter flights and emergency travel document (ETD) interview programmes referrals
- improvement in the use of biometric information
- delivery of better data sharing with other government departments and agencies, and
- improving the quality of ETD applications.

You can contact the relevant lead for advice or escalation relating to ETDs or other removal issues listed above using the contacts below, which are divided up according to various geographical areas:

Restricted – do not disclose – start of section

The information in this page has been removed as it is restricted for internal UK Border Agency use only.

Restricted – do not disclose – end of section

IT

Their purpose is to provide specialist advice, guidance and support in confirming the identity and nationality of the most difficult to remove FNOs where the only barrier to removal is obtaining an emergency travel document (ETD).

	<p>This is done using advice sessions and monthly case surgeries where avenues of investigation in establishing identity and nationality are reviewed and appropriate actions undertaken.</p> <p>In discussion with the diary desk, interviews with FNOs where appropriate are arranged in order to challenge and gain further biographical information with which to obtain an ETD. The team is also responsible for conducting Interpol checks and HMRC checks.</p> <p>You can contact the team using the contact details below:</p> <div><div>Restricted – do not disclose – start of section</div><div>The information in this page has been removed as it is restricted for internal UK Border Agency use only.</div><div>Restricted – do not disclose – end of section</div></div>	
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Contact

About this guidance Case checklist for nationality and identity enquiries Case management actions Sources of information held by the Home Office and other agencies Sources of information held by other government departments/agencies Sources of information held by law enforcement agencies Other sources of information Country specialist team and investigations team	<p>This page explains who to contact for more help with the nationality and identity guidance.</p> <p>If you have read this guidance and still need more help with this category, you must first ask your senior caseworker or line manager.</p> <p>If they cannot answer your question, they or you may email the criminal casework operational process and policy team (CCOPPT) using related link: Email CCD process team inbox.</p> <p>Changes to this guidance can only be made by the modernised guidance team (MGT). If you think the policy content needs amending you should contact CCOPPT, who will ask MGT to update the guidance.</p> <p>MGT will accept direct feedback on broken links, missing information or the format, style and navigability of this guidance. You can email these to MGT using related link: Email MGT.</p>	<p>Related links</p> <p>Changes to this guidance Information owner</p> <p>Links to staff intranet removed</p>
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This page tells you about this version of the Nationality and identity guide and who owns it.

Version	1.0
Valid from date	13 May 2013
Policy owner	Criminal casework operational process and policy team
Cleared by director	Sonia Dower
Director's role	Director, Operational policy and rules unit
Clearance date	01 May 2013

Changes to this guidance can only be made by the modernised guidance team (MGT). If you think the policy content needs amending you must contact the criminal casework operational process and policy team (CCOPPT) using related link: Email CCD process team inbox, who will ask MGT to update the guidance.

The MGT will accept direct feedback on broken links, missing information or the format, style and navigability of this guidance. You can email these to MGT by using related link: Email MGT.

Related links
[Changes to this guidance](#)
[Contact](#)

Links to staff intranet removed