

CASH AND VALUABLES

1. General

- 1.1 Enclosures received in the Post Room (e.g. identity documents, P60s, rent books, Building Society passbooks, reference letters etc) are not detached from the applications.
- 1.2 Mail addressed to a named officer or bearing a Home Office reference number is not opened in the Post Room. If cash is enclosed, it is the responsibility of the recipient to take it to the Post and Fee Section (see paragraph 2 below).

2. Monies received in group

- 2.1 Applicants are advised to send fees to the Fee Section. Endorsing the addressed label which accompanies a FEE REQUEST letter with the letter "F" will help to ensure that the reply is correctly routed on receipt. Some fees are taken in Reception and it is only rarely that fees are received in group and other sections of the Directorate. Nevertheless, where this does occur, applicants send money directly to groups and it is necessary to ensure that the proper procedures are followed.
- 2.2 The officer opening an envelope containing cash, cheques or orders should immediately take the envelope and its full contents to his line manager. Team Leaders should arrange for full details of the receipt of any monies to be recorded in a dedicated notebook. The record should include:
 - the date received
 - the amount
 - whether cash, cheque or postal order
 - by whom paid
 - the names and signatures of the officer opening the envelope or package, and his or her line manager
- 2.3 The record should also confirm subsequent acknowledgement of receipt by the Fee Section.

CERTIFICATES (COPIES) - See also Chapter 56

1. Circumstances in which a certified copy may be issued

- When the original certificate has become dilapidated, torn or burnt. In this case the tattered or charred remains must be seen and retained by us
- Where the original has been unofficially altered; in this case, we must retain the altered certificate
- Where a copy is needed by the authorities of another country for pension or other official purposes
- Where a certificate has been lost in a Government Department
- Where the Post Office cannot confirm delivery (see paragraph 4 below) and a letter of particulars is not acceptable (see paragraph 7 below)
- Where ten or more years have elapsed since the certificate was first reported lost

2. In circumstances other than those described above, where it is clear that the applicant has no improper motive and where it would seem right to issue a copy, the case should be referred to a Senior Caseworker.

3. When one or more of the details included in a certificate of registration or naturalisation is wrong and the fault is ours, a fresh certificate is issued with the same number, date and signature as the original, both copies of which are cancelled. The authorisation of the Senior Caseworker must be obtained before issuing a fresh certificate.

4. General procedure

4.1 Where it is alleged that a certificate has been lost in the post from the Immigration and Nationality Directorate, the caseworker should first check whether a passport has been issued against the certificate. The file should then be sent to Management Unit who will make enquiries of the Post Office and make a claim for compensation if they are unable to confirm delivery. If the certificate is not traced, the caseworker should consider the issue of a duplicate.

4.2 If the passport check shows that a passport has been issued against the certificate, the file should be passed to Computer and Statistics Section. Computer and Statistics Section will instruct the Passport Agency Special Files Section to add the details of the lost certificate to their "stop list". A duplicate certificate may still be issued.

- 4.3 If, during our enquiries, the applicant urgently needs to travel, the caseworker may issue a Letter of Particulars (ICD 485).
- 4.4 Requests for replacement or duplicate certificates in the other circumstances described in paragraph 1 are dealt with by INPD(L) General Section.

5. **Fees for copies of certificates**

- 5.1 With the exception of those certificates referred to in “**DIVISIONAL RECORDS**” as being retained in IND, official copies of certificates not recorded on the Nationality Computer System and issued more than 30 years ago are held in the Public Records Office in Kew and certified copies can be obtained from them. Applicants will need to know the certificate number and the date of issue - these details can be provided by INPD(L). The Public Records Office may make a charge for copy certificates.
- 5.2 There is no fee for a copy of any certificate that has been lost in a Government Department or a fresh copy that is issued because we inserted wrong details in the original. In all other cases the appropriate fee is requested and the copy is not sent until the money has been received.

6. **Procedure for issuing a certified copy**

- 6.1 The procedure for issuing a certified copy will depend on whether:
- a record of the grant is held on the Nationality Computer System - although the processing of nationality applications was computerised with effect from 1.10.86, earlier grant details may also be held on the System; or
 - a copy of the certificate is held by IND
- 6.2 Where there is a grant record on computer, the following procedure should be followed:
- i. The caseworker or INPD(L), as appropriate, decides the request and prepares a covering letter if required.
 - ii. If granted, the file is sent to Computer and Statistics Section to produce a new certificate.
 - iii. Computer and Statistics Section also arrange for the endorsement at 6.5 to be added.
 - iv. The Computer and Statistics Section HEO signs the certificate on behalf of the Director.

- v. Computer and Statistics Section emboss the certificate before returning it to the applicant.

6.3 Where there is no computerised grant record, and the certificate:

- was issued more than 30 years ago; and
- is not one of those listed in “**DIVISIONAL RECORDS**” as being retained in IND,

the enquirer should be referred to the Public Records Office (see paragraph 5.1 above).

6.4 Where there is no computerised grant record, and the certificate was issued less than 30 years ago or is one of those referred to in “**DIVISIONAL RECORDS**” as being retained in IND, the following procedure should be followed:

- i. INPD(L) decide the request and prepare a covering letter if required.
- ii. INPD(L) photocopy the original copy certificate in the bound volumes.
- iii. The file is sent to Computer and Statistics Section who produce a close copy of the photocopied certificate and arrange for the endorsement at 6.5 to be added.
- iv. The Computer and Statistics Section HEO signs the certificate on behalf of the Director.
- v. Computer and Statistics Section emboss the certificate before returning to the applicant.

6.5 Endorsements

Endorsement for a Certificate of Registration

I HEREBY CERTIFY that this is a true extract of the Home Office Record of the Certificate of Registration issued to

for Director, ICD/INPD

Endorsement for a Certificate of Naturalisation

I HEREBY CERTIFY that this is a true extract of the Home Office record of the Certificate of Naturalisation issued to

for Director, ICD/INPD

NB. "Naturalisation" is spelt with an 's' if the certificate was granted on or after 1 January 1949 and with a 'z' if it was granted before 1949.

7. **Letters of particulars**

7.1 A letter giving the details shown on the certificate (ICD 485) may be sent by INPD(L), on the authority of an HEO, when there is no good reason for issuing a certified copy.

7.2 The most common circumstances in which a letter of particulars is sent are shown below.

- When a minor was included in his/her parent's certificate of naturalisation and was not given a certificate of his/her own
- When the request is made by a person whose name was included, as a minor, on his/her parent's certificate of registration
- Where details are required for research purposes by the descendants of a naturalised or registered person
- Where the authorities of another country, who need the details for pension or other official purposes, do not insist on a certified true copy

8. **Notifying other Departments**

8.1 When it would not be appropriate either to issue a certified copy or a letter of particulars, we should offer to give the necessary information to the UKPA or other authority concerned if they ask us to do so.

9. **Alterations to certificates** (see under "**NAMES**")

CERTIFICATES (ENDORSEMENT)

1. Endorsements are made to certificates of registration or naturalisation in the following circumstances:
 - When a person holding British citizenship by registration or naturalisation dies or makes a declaration of renunciation
 - When a registration or naturalisation is declared a nullity or when a person is deprived of citizenship under **s.40** of the British Nationality Act 1981. (See **Chapter 55**)
 - When an applicant has made a genuine error over a date of birth etc and supporting evidence is produced. (See **NAMES**: Endorsements in this case are made by INPD(L))

(See also **CERTIFICATES (COPIES)** regarding the certification of copies of certificates by the Director).

2. In cases of death or renunciation, provided that the certificate has been sent in, Computer and Statistics Section endorse the certificate accordingly. If the certificate has not been sent in it should not be requested.

Following renunciation:

"The holder made a declaration of renunciation No dated"

Following death:

"The holder died on"

3. The endorsements are signed and dated by the HEO in Computer and Statistics Section and embossed with the official Home Office stamp. The endorsed certificate is kept on the file unless its return is requested by the person concerned or the person's next of kin.
4. Where the grant of citizenship is not recorded on computer, an appropriate note should be made on the Home Office copy and card index.
5. Care should be taken when dealing with certificates of naturalization issued under the **1914 Act** and certificates of registration under **s.12(6)** of the **1948 Act**, where these include the name(s) of the holder's child or children. In order to make clear that the endorsement does not affect the child/children the following sentence should be added to the endorsement:

"This endorsement does not affect the national status of the/any child of the holder whose name is included on this certificate."

6. When it is the child (included on a certificate) who has ceased to hold a British

status the words 'the holder' in the endorsement should be replaced by the full name of the child.

CERTIFICATES (OF RELEASE)

1. People who have been naturalised and who were formerly citizens of East European countries, sometimes send in documents certifying that they have been released from their previous citizenship. These certificates should be sent to the Consular Division, Foreign and Commonwealth Office with a stock letter Corres Transfer 1 (ICD 449). A Corres Transfer 2 stock letter (ICD 450) should be sent to the correspondent to tell him that this has been done.

COLLEGE OF ARMS: ENQUIRIES

1. First incorporated by Richard III, the College is the official repository of the arms and pedigrees of English, Northern Irish and Commonwealth (except Canadian) families and their descendants. The 13 officers of the College specialise in genealogical and heraldic work for their clients.
2. Arms have been, and still are, granted by letters patent from the King of Arms. A right to arms can be established only by the registration in the official records of the College of Arms of a pedigree showing direct male descent from an ancestor who is/was entitled to arms, or by applying through the College of Arms for a grant of arms.
3. From time to time, naturalised or registered British citizens petition the College of Arms for a grant of Armorial Bearings. The College of Arms asks the Home Office whether we know of any reason why the petition should be rejected.
4. Such enquiries should be dealt with as soon as possible and any necessary enquiries made if the papers on file suggest anything dubious about the petitioner.
5. If we can see no reason why a grant of Armorial Bearings to the petitioner should leave the College of Arms open to any embarrassment, we may write to the College of Arms confirming the date on which the petitioner became a British citizen and saying that we are not aware of any reason why a grant of Armorial Bearings should not be made. Before writing along these lines, the College of Arms should be asked to obtain the petitioner's authorisation to disclose details of the grant of certificate.

CORRESPONDENCE

1. **FCO Posts overseas**

- 1.1 Correspondence for overseas Posts should be sent via internal mail to the FCO Outward Bag Room at King Charles Street, SW1A 2AH, for onward transmission to Posts overseas. Where the Post is being asked to arrange delivery of a letter to a named individual it is normal practice to enclose a copy for retention by the Post together with a copy of any correspondence from the addressee to which our letter is a reply. This is to minimise the danger of conflicting advice being given by the Home Office and FCO.
- 1.2 Correspondence from ICD (Group F) or INPD(L) to a British Embassy or High Commission abroad should normally be addressed to the Consular Section of that Post. Correspondence may otherwise face delays in reaching the appropriate section at the Post or fail to reach the correct recipient.
- 1.3 The FCO is receiving an ever-increasing number of incorrectly addressed and marked envelopes. This has resulted in some classified mail being sent by insecure methods. It is the responsibility of the person who addresses the envelope to ensure that it is correctly addressed and bears the appropriate security classification.
- 1.4 All envelopes (except as described in paragraph 1.6 below) sent to the FCO Outward Bag Room must bear one of the 5 security classifications in the top left-hand corner of the envelope. These 5 classifications are:

TOP SECRET
SECRET
CONFIDENTIAL
RESTRICTED
UNCLASSIFIED.

The classification may or may not be followed by a "descriptor" (e.g. "management" or "policy") identifying the kind of sensitive material which is protected by the security classification.

- 1.5 The name and/or Department of the originating officer must also be displayed in the lower left-hand corner of the envelope.
- 1.6 Classified material addressed to the Outward Bag Room for despatch to an overseas Post must be double-enveloped, the inner envelope being addressed in the form specified in the above paragraphs. No security classification or the name of the Post must appear on the outer cover, which should be addressed merely to the Officer in Charge of the Outward Bag Room.

- 1.7 Failure to adhere to these requirements will result in the envelope being returned to the originator for correction.
- 1.8 The envelope layout for the correspondence to be sent by FCO to an overseas post is as below.

BY FCO BAG
UNCLASSIFIED/[SECURITY CLASSIFICATION]
Ref:

Consular Section
[name of post]
c/o Outward Bag Room
Foreign & Commonwealth Office
King Charles Street
London SW1A 2AH

Certified Official (add printed name of
official and Section)

2. **Correspondence with persons in the UK**

- 2.1 If an enquiry is received from a member of the public, which is transferred to another Government department for reply, an acknowledgement should be sent to the writer informing him/her which department will be dealing with the enquiry.
- 2.2 Outgoing mail should normally be sent by ordinary post. Where documents are being returned to a UK address, they should be sent by ordinary post and a certificate of posting obtained from the Post and Fee Room. A certificate of posting should otherwise only be obtained where a specific request for recorded delivery has been made. In cases where a certificate of posting is to be obtained, the envelope should be endorsed "certificate of posting", or "C of P", and placed in a collection box in the Post and Fee Room. Details of the documents involved, the date of despatch and the address to which they have been sent should be accurately recorded on the file (either on the NC400 etc, or on a minute sheet), and if a covering letter indicates what is being returned, a copy of the letter should be placed on the file.
- 2.3 Applicants should not be encouraged to send documents by recorded delivery, nor to send stamped addressed envelopes for recorded or registered delivery (but where they have been provided, they may continue to be used, and handed in the Post and Fee Room). Recorded delivery post should otherwise be used only on the authority of a Senior Caseworker.

3. **Correspondence with persons abroad**

- 3.1 In normal circumstances, a letter of enquiry which comes direct from a private address in a foreign or Commonwealth country or from the Republic of Ireland should be photocopied and a copy kept on the file,

the original being sent to the Nationality and Passport Section, Consular Division, Foreign and Commonwealth Office with the Corres Transfer 1 stock letter (ICD 449). The same applies to an enquiry made by a person in the United Kingdom about the nationality status of a person living abroad. An acknowledgement should be sent direct to the person advising that the enquiry has been passed to the FCO for reply. Where the addressee is abroad, an air mail envelope, or an official envelope marked "Air Mail" in the top left corner, should be used. In all other cases, except where paragraph 3.3 applies, a letter addressed to a person abroad should be sent via the FCO Bag service as explained in paragraph 1.

- 3.2 In some circumstances it may seem most efficient for us to send a substantive reply, for example, if the letter raises a policy issue about which the FCO would have to consult us or if particulars of a previous registration or naturalisation are being requested. In such a case, a Home Office reply may be sent via the appropriate overseas Post.
- 3.3 The guidance in paragraph 3.1 does not apply to those members of HM Forces who have BFPO addresses only. In such a case, an ordinary official franked envelope should be used marked "Air Mail" in the top left-hand corner. This should be placed in an unfranked airmail envelope and Post Room should be asked to affix the necessary stamps.
- 3.4 If a person abroad sends a foreign passport direct to the Directorate, it should be returned, after the necessary information has been extracted, by diplomatic bag under cover of an explanatory note to the Post (see paragraph 1). There is an international convention that passports should not be sent across frontiers and therefore we should never invite persons abroad to submit their passports to us. If it is necessary for such a person's passports to be inspected and photocopies are not acceptable we should arrange for this to be done at the nearest Post.

4. **E-mail correspondence**

- 4.1 The Home Office "home page" on the Internet contains the Home Office e-mail address, and it is therefore conceivable that members of the public will wish to contact the Immigration and Nationality Directorate by e-mail. In such cases, the Correspondence Centre will print out the person's message and forward it to the appropriate Directorate - an electronic copy is kept for 12 weeks, and then deleted.
- 4.2 Although senders are given no guarantees that their enquiry will be given priority, the fact that they have used e-mail may suggest that they will expect a prompt reply.
- 4.3 The "home page" invites senders to provide their full postal address and telephone number, and where they have done so, the correspondence should be dealt with in accordance with paragraph 2 or 3 above as appropriate. In other cases, it will not be possible to reply to e-mails

from members of the public.

5. **Retention of envelopes**

- 5.1 Under **s.46(1)** of the British Nationality Act 1981, whenever a false statement is made in writing to the Home Office, the date of the offence is the date the statement is received. Proof of this date (or, failing this, proof of the date on which the relevant correspondence is filed) is important for any prosecution.
- 5.2 Where correspondence has been opened either by the Post Room or elsewhere in IND, and the letter/application form has been stamped with the date of receipt, the envelope does not need to be retained.
- 5.3 Where mail is forwarded to caseworkers unopened, the envelopes should be retained on file. They should be hole-punched and placed on file immediately below the correspondence they contained. They should not be discarded or damaged in any way. The date the correspondence is placed on the file should also be recorded on the minute sheet on the left-hand side of the file.