Home Office

Criminal casework

Nationality and identity guide

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This guidance tells criminal casework (CC) caseworkers how to establish both the identity and nationality of foreign national offenders (FNOs) who are referred for consideration of deportation action.

One of the most difficult challenges you will face is to deport the most non-compliant time-served FNO cases.

This guidance tells you what steps to take to try and establish and verify both identity and nationality of FNOs who may be liable for deportation. It also provides details of how you can escalate cases to CC's country specialist team and investigation team. It should be used it conjunction with the CC process instruction on travel documentation, see related link.

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.

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 chance of detainees being granted bail. Managing the detention of non-compliant time-served FNOs is also a costly process for both CC and detention services.

Changes to this guidance – This page tells you what has changed since the previous version of this guidance.

Contact – This page tells you who to contact for help if your senior caseworker or line manager can't answer your question.

Information owner – This page tells you about this version of the guidance and who owns it.

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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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
18 May 2015	Change request by criminality policy team: • contact for 'Omnibase' enquiries changed to CC Secretariat. • updates to contacts for Country Specialist and Investigations teams

14 November 2013	Six month review by the modernised guidance team:
	• Case information database (CID):
	  ○ new bullet points after the third paragraph.
	• Omnibase
	  ○ New sixth and seventh paragraphs.
	• Immigration Removal Centres (IRCs) and Her Majesty's Prisons (HMPs):
	  ○ changes to the third paragraph
	  ○ new fourth and fifth paragraph
	  ○ changes to the final sentence.
	• Sources of information held by law enforcement agencies:
	  ○ sub-heading 'SOCA' renamed 'NCA' new first sentence, new fourth bullet point and new sentence following bullet points.

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See also

			• Plain English and minor housekeeping changes throughout.		
		13 May 2013	Revised and modernised by the criminal casework operational process and policy team and the modernised guidance team.		

Case checklist for nationality and identity enquiries

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This page tells criminal casework (CC) caseworkers about the standard checklist of nationality and identity-related items which must be used at certain points when managing a foreign national offender (FNO) case.

You must record actions you take and the outcomes on the case checklist. You must submit the checklist each time you reach the following stages of managing a FNO liable to deportation:

- seek authority to detain
- seek authority to maintain detention (detention reviews, refusals of requests for release)
- draft a bail summary following an application for bail
- submit an application for an emergency travel document (ETD) through a document liaison officer (DLO) for quality assurance under the direct submission process (for more details see related link: Travel documents).

It will not be necessary to complete all actions in all cases, and for some actions there will not be an outcome.

To download a copy of the checklist see related link: Nationality and identity checklist.

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This page tells criminal casework (CC) caseworkers the basic actions to take on each foreign national offender (FNO) case to make sure checks on nationality and identity are complete.

When you receive a case you must print off the checklist at the related link: Nationality and identity check list. You must use this to record each action as it is taken, and also on CID notes. You must keep it in the Home Office (HO) file.

You must request all HO files which relate to the FNO and any known relatives, including port files which may still be held at the relevant port of entry or in a controlled archive store.

You must conduct a broad search using the 'wild card' facility on all available databases including CID and RMS, to make sure all variations in the FNO's date of birth and spelling of their name (including those made in error where possible).

Check for records of landing cards on warehouse (make sure searches are broad enough to capture all available items relating to the FNO). To obtain a copy of a landing card, see related link: Email Landing card unit.

Check CID for any photographs held of the FNO, using CID images. If the photographs will be used at a later date for an emergency travel document (ETD) application, these must be of suitable quality. This means the FNO must be facing the camera, with a clear background. You can also obtain a FNO's photograph from the FNO coordinators in prisons by contacting them and requesting photographs from C-NOMIS (National offender management information system).

Obtain the FNO's fingerprints.

Complete details of the migrant's history in the UK. You can use more than one primary source below to create this in as much detail as possible:

- Retained records on HO files. These should cover:

Related links

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	○ 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). • Details recorded 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 an immigration history which is as complete, accurate and consistent as possible. You must also do a Central Reference System visa application check where relevant. • Arrange a nationality and identity interview through CC's prison operations and removals team (PORT). You must discuss this with an immigration officer who must be given directions on the questions to be asked and answered. It is best practice to use this interview to establish or discredit facts, rather than use it as a 'fishing trip'. 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) instead of relying on the previous officer's assessments, particularly where these are older records. This allows the new officer to become familiar with the FNO's immigration history, and provides a safety net that will pick up any previous errors or omissions.	

Sources of information held by the Home Office and agencies

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This section tells criminal casework (CC) caseworkers the different databases available to help provide and verify details of a foreign national offender (FNO's) identity, nationality and immigration history.

The Home Office uses many different IT platforms to retain information and intelligence. Below are those you will find most useful when you investigate the nationality and identity of FNOs, as well as compiling or checking their immigration history.

- Case information database (CID) - this is the main caseworking and operational database used in the Home Office to record personal details of foreign nationals who pass through the immigration system.
- Integrity - this new system is being developed, tested and rolled-out to various parts of the Home Office including CC.
- Central reference system (CRS) - this database holds information about pre-entry operational and casework activity mostly undertaken outside the UK by international group.
- Omnibase - this application is owned by the Her Majesty's Passport Office (HMPO) and allows you access to passport records.
- Warehouse - you can access this using the internal Horizon homepage and can be used to search a wide range of earlier, 'legacy' databases used by the Home Office.
- Eurodac/Immigration Fingerprint Bureau (IFB) - is a database established in the European Union (EU) to help identify asylum applicants and persons who have been apprehended.
- Five Country Conference Protocol (5CC) – an agreement signed to pursue biometric data sharing for mutually-beneficial immigration purposes.
- General Register Office (GRO) - part of HMPO, its Fraud and Data Unit can conduct searches of birth, marriage and death records and indexes to verify information given.
- Joint Border Operations Centre (JBOC) - this department maintains a database that holds details of flights in to and out of the UK and flight manifests.
- Immigration Removal Centres (IRCs) and Her Majesty's Prisons (HMPs) - both types of

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	establishment hold forms of information which may be useful in determining a subject's true nationality and identity, CC can access the system for this purpose. For more background information, such as when the systems were introduced and the information they contain see related links.	

Case information database (CID)

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This page gives criminal casework (CC) caseworkers background information about CID.

CID is the main caseworking and operational database used in the Home Office to record personal details of foreign nationals who pass through the immigration system.

The database began in 2000 and has grown to cover the different areas of activity in the following departments of the Home Office:

- Border Force
- Visas and Immigration
- immigration enforcement

Use steadily increased in its first few years of availability and by 2005 the majority of on and after-entry operational and caseworking actions were being recorded on this database, as well as on the traditional Home Office file.

The search facility is reasonably dynamic but minimum character limits are in place for the name field. This requires users to try a variety of combinations using the 'wild card' function, with and without the nationality and date of birth details, to make sure all records available are captured.

In some cases information will be missing or incomplete, particularly in immigration cases in the system before CID existed or before it became universally-used.

Since 2010 the Home Office has been working with its IT partners on developing a new and improved database for these purposes, which is ultimately designed to take over from CID in the years ahead. This system is known as 'Integrity'.

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Integrity

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This page gives criminal casework (CC) caseworkers background information about Integrity.

This new system is being developed, tested and rolled-out to various parts of the Home Office, including CC.

The system is designed around a three-stage process:

- 'I-Apply', this allows a foreign national to:
  - apply
  - make a payment, and
  - book an appointment online
- 'I-Search' acts like an internal search engine and allows staff to trawl content across 12 other databases in a single search, and
- 'I-Decide', a caseworking tool which will allow all applications to be processed such as:
  - scanning of documents
  - fraud checks.

I-Search will be of most use when you are trying to establish and verify a FNO's identity and nationality.

At the moment it has limitations as well as benefits and anyone using this tool must bear in mind it will throw up any duplications of records. I-Search allows checks to be made across up to 12 systems, which currently includes:

- CID
- ASYS
- GLOBE
- IAFS
- CRS
- RMS.

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Central reference system (CRS)

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This page gives criminal casework (CC) caseworkers background information about the Central reference system (CRS).

This database holds information about pre-entry operational and casework activity mostly undertaken outside the UK by the Home Office.

It was established in 1998 and now holds comprehensive information about visa applications submitted at UK missions abroad.

All CC caseworkers have access to this system through their POISE or INDIGO terminals.

Searches can be conducted using variable search parameters, so you must try all known aliases and spelling variations to capture all records relating to a person.

You can get the best results by entering only the subject's date of birth and nationality in the search field.

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This page gives criminal casework (CC) caseworkers background information about Omnibase**.**

This application is owned by Her Majesty's Passport Office (HMPO) and is licensed on a limited basis to allow specifically-authorised users to view over 40 million passport records held in the HMPO Passport Application Support System (PASS), which was rolled-out in 2001.

The information available includes details of all British passports issued since the introduction of the Passport Issuing Management Information System (PIMIS) in 1989 which was the predecessor to PASS.

You must be a licensed user to search Omnibase and you must only make searches for the legitimate aims of CC's business which is to establish the accuracy of a claim to British nationality of a FNO who is being considered for deportation.

You can email HMPO for enquiries using the related link. You may decide to use this email if you need to ask for more detailed evidence of identity produced as part of a subject's UK passport application.

If you have an enquiry about how to use Omnibase, or wish to obtain new accounts within the directorate, you must contact your authorised system manager (ASM) who routes all queries to HMPO. Currently these are based in CC's Secretariat. All CC staff must send their Omnibase-related queries (including monthly logs) using related link: Email CC Secretariat.

Staff outside CC will need to identify and contact the ASM for their own directorate as those in CC Secretariat can only authorise requests from CC users.

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This page gives criminal casework (CC) caseworkers background information about the Warehouse system.

This is accessed through the internal Horizon homepage and can be used to search a wide range of earlier, 'legacy' databases used by the Home Office such as:

- 'INDECS' – this was the core system used from 1980 to record after-entry immigration caseworking activity.
- 'HOMIES' – this was a system used from the early 1990s to record after-entry enforcement-related casework and operational activity.
- 'PAS' – this was a system used from the late 1980s to record on-entry enforcement and asylum-related operational and casework activity.
- 'CRISH' – this was another system used from the early 1990s to record various on and after-entry enforcement operational activity.

The above systems were gradually replaced by CID from 2000 onwards.

- 'FTS' – this was the system used to track locations of Home Office files around the various immigration departments from 1992 to 2012, when it was replaced by the present Record Management System (RMS).

When looking at data from these and other legacy systems you must be aware personal records may be inaccurate, incomplete or inconsistent, and that as stand-alone resources such databases may not provide a complete picture of a person's immigration history.

You must always try to obtain all available Home Office files to check details held on IT with corresponding paper records. The same applies when reading data from CID.

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‘Eurodac’/Immigration Fingerprint Bureau (IFB)

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This page gives criminal casework (CC) caseworkers background information about ‘Eurodac’/Immigration Fingerprint Bureau (IFB).

The ‘Eurodac’ system is a database established in the European Union (EU) in 2000 to help identify asylum applicants and persons who have been apprehended in connection with irregular crossings of external borders of the EU.

It compares fingerprint records held in EU countries. You can send fingerprints held in the Home Office IFB records using this system to establish if a subject has claimed asylum elsewhere in Europe and if so, details of the identity and nationality they used can be retrieved.

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This page gives criminal casework(CC) caseworkers background information about the ‘Five Country Conference Protocol’ (5CC).

The ‘Five Country Conference Protocol’ is an agreement signed in 2009 between the UK, United States, Canada, Australia and New Zealand.

Fingerprints held by the Immigration Fingerprint Bureau (IFB) can also be sent using the ‘Five Country Conference Protocol’ to pursue biometric data sharing for mutually-beneficial immigration purposes.

These countries may share a limited number of immigration fingerprint records (approximately 3,000 for each country every year) for matching against the other countries' immigration databases.

If a match is found, further biographical information will be shared on a bilateral basis.

You can use this process to reveal whether a subject has been fingerprinted in one of these countries and if so, whether there is any useful information held around nationality and identity.

For more information on this, see related link: Biometric data sharing.

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This page gives criminal casework (CC) caseworkers background information about the General Register Office (GRO).

This is part of Her Majesty's Passport Office (HMPO), and its Fraud and Data Unit can conduct searches of birth, marriage and death records and indexes to verify information given.

A separate database holds information regarding certificates that have been reported as lost or stolen and can be searched by certificate serial number.

Details of applicants for certificate applications made to GRO are also held. Requests for GRO information must be routed through CC's investigation and documentation team (IDT) to minimise administrative activity.

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This page gives criminal casework CC) 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 found at the related link: E-borders search request form.

Restricted – do not disclose – start of section

The information in this page has been removed as it is restricted for internal Home Office use only.

Restricted – do not disclose – end of section

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This page gives criminal casework (CC) caseworkers background information on Immigration Removal Centres (IRCs) and Her Majesty's Prisons (HMPs).

Both types of establishment will hold information which may be useful to determine a subject's true nationality and identity, and can be accessed for this purpose.

Each prisoner will have a core prison file that should include details of next of kin or family details. Within the parameters of the Data Protection Act 1998 (DPA), prison staff can disclose these details to appropriate staff in immigration enforcement, and also those of telephone contact points whilst the FNO was in custody and details of visitors they received.

The Prison Service Order (PSO) 9025 issued in 2009 (see related link) states a provisional destruction date must be provided when you make a request for copies of personal visitation records. The copies may be retained under the DPA as long as immigration enforcement require them for a legitimate purpose (in this case pursuing deportation of a foreign national offender), provided they are securely disposed of when they are no longer of use.

There are three standard periods that must be given on requests for information from a prisoner's core file, depending on the sentence they were handed. For details of these, see Annex E of the related link: Ministry of Justice PSO 9025.

If you still actively use documentation beyond the destruction period stated, you can keep the document beyond that timeframe. However, when such documents cease to be of active use (for example where CC has deported the FNO or has conceded such action), you must securely dispose of the documents (usually by shredding as in the case of police national computer (PNC) printouts).
CC prison operations and removals team (PORT) staff can assist with information requests, and if the FNO is still in custody they will also be able to arrange an interview.

If you need information about a FNO who is still in custody, you can either contact PORT, or send a PAS1 request form (see related link: PAS1 form) directly to the HMP. The PAS1 must

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	be authorised by a senior executive officer (SEO) or above. Alternatively, in the case of those FNOs who have left HMP custody or IRC detention, you can request copies of their records by fax to the relevant holding establishment, making sure you observe the above protocol regarding provisional destruction dates.	

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This page tells criminal casework (CC) caseworkers about useful information held about foreign national offenders (FNOs) by other government departments and agencies, which can be accessed when trying to establish identity and nationality.

Other government departments and their agencies may hold information on a subject which could be useful. You can contact the following departments as appropriate:

Foreign and Commonwealth Office (FCO)
FCO are a major partner of the Home Office in returning FNOs to their country of origin and will assist CC where possible in establishing and verifying nationality and identity of individuals. They can be asked to:

- verify local information (for example claimed places of birth)
- escalate emergency travel document (ETD) applications
- give advice on local documentation procedures in foreign countries
- engage in discussions with foreign missions.

In the first instance, you must seek advice from CC's country specialised team (CST), you can contact them using the link on left: Country specialist team and investigations team.

Her Majesty's Revenue & Customs (HMRC)
HMRC can confirm if a person has claimed the following benefits in the UK:

- Child benefit
- Child tax credit
- Working tax credit
- Health in pregnancy grant.

To obtain these benefits, individuals must provide proof of identity and HMRC will often retain copies of identity documents provided. Copied documents can then be used not only to

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establish or verify nationality and identity of a FNO, but to support an ETD application for them.

Checks with HMRC are carried out by CC'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).

Department of Work and Pensions (DWP)
DWP can confirm if a person has claimed the following benefits in the UK:

- 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.

For details of how DWP can be contacted see related link: How to request information from DWP.

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.

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:

'I confirm that the information requested is for the prevention or detection of crime, or the 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.' **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. It is vital for you to keep OMs informed of crucial developments in the progression of a FNO's deportation, and OMs are also expected to provide you with relevant information. It is best practice to contact an OM directly by telephone. Their contact details should have been given to CC 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. **Local authorities (LAs)** LAs are likely to hold useful information on FNOs which may assist. 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). 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.	

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This page tells criminal casework (CC) caseworkers about useful information held about foreign national offenders (FNOs) by both the police and the National Crime Agency (NCA), which can be accessed when trying to establish identity and nationality.

Police
The core activity of the police is to prevent and detect crime. CC contribute to this by deporting criminals from the UK. The police will provide assistance to CC in establishing and verifying identity and nationality. You may consider the following avenues for investigation:

Custody records
Each time a person is arrested the police create a custody record, which will hold information that may be of use to CC 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.

In the comments box, details of arresting stations should be requested. In the reply you must provide:

- the location of the arresting police station
- contact details of the station's custody sergeant
- custody record number, and
- whereabouts of custody records.

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.

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.

Related links
Links to staff intranet removed

You can request such visits 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 Neighbourhood Teams can be contacted about this, for more information, see related link.

Police intelligence
The police may have obtained various information during their criminal investigations into the subject or a member of their family. You can ask local police to provide details that may assist, by contacting the relevant police force by telephone.

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. You may contact the relevant local police force about this.

NCA
NCA became fully-operational as an organisation in October 2013, designed to replace the former Serious Organised Crime Agency. Like its predecessor, it tackles the different kinds of serious organised crime that affects the UK and its citizens. This includes:

- class 'A' drug use or dealing
- people smuggling
- human trafficking
- child exploitation
- major gun crime
- fraud
- computer ('cyber') crime, and
- money laundering.

NCA also deal with some aspects of border policing formerly managed by the UK Border Agency.

You can ask them to check biometric fingerprint records against criminal records held in other

	countries who maintain a fingerprint database. If you request assistance from NCA, you must be specific about which country or countries you wish checks to be carried out with, and must seek advice of the CC investigations team (IT) in each case by referring it to the monthly surgeries they hold locally in CC's commands. For more information on liaising with NCA in FNO cases generally, see related link: Liaison with the National Crime Agency. You can contact CC IT for advice about using any of the above sources.	

Other sources of information

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Other sources of information
Country specialist team and investigations team

This page tells criminal casework (CC) caseworkers about other possible sources of useful information that can be accessed when trying to establish or verify identity and nationality of a foreign national offender (FNO).

Hospitals
If someone claims to have been born in the UK, hospitals may be able to confirm this. It is best practice to contact a hospital by telephone in the first instance to establish whether they hold records that may be of use.

Educational establishments
If someone claims to have been educated in the UK, schools or colleges may be able to confirm it. It is best practice to contact these institutions by telephone in the first instance to establish whether they retain any records that might be of interest.

Employers
If a FNO claims (or is known) to have been employed in the UK you can approach that employer or employers for details of evidence of nationality and identity, as they are required by law to retain copies of passports and/or other identification documents provided by foreign nationals.

There may also be other useful information in their records. It is best practice to contact all employers by telephone in the first instance. If the FNO's employment began on or before 29 February 2008 then section 8 of the Asylum and Immigration Act 1996 will apply (see related link: Asylum & Immigration Act 1996). If it started after 29 February 2008 then section 15 of the Immigration, Nationality and Asylum Act 2006 will apply (see related link: Immigration Nationality & Asylum Act 2006).

Family and friends
You can approach family members or friends of FNOs to assist in identity and nationality enquiries, but this is best done by contacting the local police to arrange interviews through their services.

Related links

External links
Asylum & Immigration Act 1996

Immigration Nationality & Asylum Act 2006

	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. **Open sources – the internet** The internet can be a very powerful and useful tool to assist 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.	

Country specialist team and investigations team

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This page tells criminal casework (CC) caseworkers about the services provided for them by CC'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 Home Office use only.

Restricted – do not disclose – end of section

IT

	Their purpose is to provide specialist advice, guidance and support to confirm the identity and nationality of the most difficult to remove FNOs where the only barrier to removal is obtaining an emergency travel document (ETD). 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. 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. You can contact the team using the contact details below: Restricted – do not disclose – start of section The information in this page has been removed as it is restricted for internal Home Office use only. Restricted – do not disclose – end of section	

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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	This page explains who to contact for more help with the nationality and identity guidance. If you have read this guidance and still need more help with this category, you must first ask your senior caseworker or line manager. If they cannot answer your question, they or you may email criminal casework operational process and policy (CCOPP) using related link: Email CCD process team inbox. Changes to this guidance can only be made by the guidance rules and forms team (GRaFT). If you think the policy content needs amending you must contact criminality policy team using related link: Email CPG queries inbox, who will ask GRaFT to update the guidance if appropriate. GRaFT will accept direct feedback on broken links, missing information or the format, style and navigability of this guidance. You can email these to GRaFT by using related link: Email Guidance rules and forms team.	**Related links** Changes to this guidance Information owner **See also** Links to staff intranet removed

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Information owner

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This page tells you about this version of the Nationality and identity guide and who owns it.

Version	3.0
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Changes to this guidance can only be made by the guidance rules and forms team (GRaFT). If you think the policy content needs amending you must contact criminality policy team using related link: Email CPG queries inbox, who will ask GRaFT to update the guidance if appropriate.

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

Related links
Changes to this guidance
Contact

See also

External links
Links to staff intranet removed