



Home Office

**Immigration Removals, Enforcement and Detention
General Instructions**

Sanctions: refer case to Interventions and Sanctions Directorate (ISD)

Version 3.0

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About this guidance

This guidance tells you when and how to refer information to the Interventions and Sanctions Directorate (ISD) for the appropriate sanctions to be applied and how to identify when sanctions have been applied.

Contacts

If you have any questions about the guidance and your line manager or senior caseworker cannot help you or you think that the guidance has factual errors then email the ISD Partnership Planning and Delivery team.

If you notice any formatting errors in this guidance (broken links, spelling mistakes and so on) or have any comments about the layout or navigability of the guidance then you can email the Guidance Rules and Forms team.

Publication

Below is information on when this version of the guidance was published:

- version **3.0**
- published for Home Office staff on 17 January 2018

Changes from last version of this guidance

Section [ISD: illegal migrants' current accounts](#) amended with the new Immigration Act 2016 measures to prevent disqualified people from continuing to operate bank accounts.

Related content

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The role and purpose of the Interventions and Sanctions Directorate

This page tells you about the work of the Interventions and Sanctions Directorate (ISD) to reduce immigration abuse and maximise compliance.

Interventions and Sanctions Directorate (ISD) is implementing a wide range of measures to make it increasingly difficult for those who do not have the appropriate status to access benefits and services, increasing compliance with the Immigration Rules and compelling those who are here unlawfully to regularise their status or leave the country.

ISD forms part of Immigration Enforcement within the Home Office. Immigration Enforcement's vision is to be a professional and trusted law enforcement organisation that drives cross-system action to reduce immigration abuse and maximise compliance. To be a trusted organisation, Immigration Enforcement must demonstrate consistent competence in:

- decisions
- actions
- communications
- use of resources

Immigration Enforcement's strategic objectives are:

- **protect:** strengthen our protection from immigration abuse
- **prevent:** stop people staying in the UK illegally or supporting immigration abuse
- **pursue:** taking action against immigration offenders
- **prepare:** improve the ability to reduce immigration crime

ISD contributes to all four of Immigration Enforcement's strategic objectives, however the primary focus lies in the areas of protect and prevent.

ISD is making it increasingly difficult for those who do not have the appropriate status to access benefits and services offered by various departments and agencies including:

- the National Health Service (NHS)
- local authorities
- the Driver and Vehicle Licensing Agency (DVLA) and Driver and Vehicle Agency Northern Ireland (DVA (NI))
- Department for Work and Pensions (DWP)
- HM Revenue and Customs (HMRC)

It also delivers sanctions against those who employ or let property to those with no right to work or rent.

The purpose of applying special condition flags

By using the special condition flags correctly, all staff dealing with migrants can quickly and easily identify where sanctions have been, or are being, applied. This also enables staff to refer cases for revocation, curtailment or denial of benefits and services to ISD.

ISD then tracks the progress of those subject to sanctions, through the immigration system to conclusion. You are therefore encouraged to **familiarise yourselves with the information in this guidance**. This guidance details the current referrals process, replacing any previous instructions.

Sanctions: possible referrals by area

This guidance describes the types of referral and which external or internal areas ISD may refer to in applying sanctions. These sections may link to wider guidance:

- [NHS charging](#)
- [Referrals to the Driver and Vehicle Licensing Agency \(DVLA\)/ Driver and Vehicle Agency Northern Ireland \(DVA \(NI\)\)](#)
- [Taxi and private hire licences](#)
- [HM Revenue and Customs \(HMRC\)](#)
- [Department for Work and Pensions \(DWP\)](#)
- [Construction Industry Training Board \(CITB\)](#)
- [illegal working - Civil Penalty Compliance team \(CPCT\)](#)
- [Private rented sector - Right to Rent scheme and civil penalties, eviction and offences](#)
- [Evictions team \(Notices of Letting to a Disqualified Person\)](#)
- [Illegal migrants' current accounts \(financial services\)](#)
- [Working with the Department for Education \(DfE\)](#)
- [Working with the electoral registration offices \(ERO\)](#)
- [Working with no recourse to public funds network \(NRPF\) Connect](#)

There is separate guidance for:

- DVLA driving licence revocation, see Sanctions: vehicle and licensing
- [Taxi licensing authorities](#)

Related content

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Referrals to ISD: NHS charging

This page tells you how to refer a person to the Interventions and Sanctions Directorate (ISD) when you believe they have accessed chargeable National Health Service (NHS) healthcare. In addition, the guidance provides an overview of the terminology on CID.

Refer individuals accessing NHS treatment to ISD

Whether an individual is entitled to access free NHS medical treatment is governed by various pieces of legislation and regulations. As health is a devolved matter this legislation varies between England, Wales, Scotland and Northern Ireland (NI).

The links below refer to the rules in each part of the UK:

- England - [summary of changes made to the way the NHS charges overseas visitors for NHS hospital care](#)
- Wales - [overseas visitors and the NHS](#)
- Scotland - [overseas visitors](#)
- Northern Ireland - see section 'health and social care' of [living in Northern Ireland](#)

Each of the guidance documents above set out which overseas visitors and or treatments are exempt from charging and are summarised below. You do **not** need to refer exempt individuals or exempt NHS treatments to ISD.

Exempt services

Exempt **services** include:

- primary care services, such as GP services (England, Scotland, Wales and NI)
- accident and emergency (A and E) services (England, Scotland, Wales and NI)
- services provided outside an NHS hospital, unless the staff providing the services are employed by, or working under the direction of, an NHS hospital (England, Scotland, Wales and NI)
- family planning services (does not include termination of pregnancy) (England and NI only)
- diagnosis and treatment of specified infectious diseases (see links above for more information depending on where in the UK treatment is being sought) (England, Scotland, Wales and NI)
- diagnosis and treatment of sexually transmitted infections (England, Scotland, Wales and NI)
- treatment required for a physical or mental condition caused by:
 - torture
 - female genital mutilation
 - domestic violence
 - sexual violence

The above exemptions do not apply where the overseas visitor has travelled to the UK for the purpose of seeking that treatment (England only).

Exempt categories of person

The following categories of overseas visitor are exempt from charge (in England).

Those who have paid the health surcharge or are covered by transitional arrangements:

- non-European Economic Area (EEA) nationals, who are subject to immigration control, are exempt from charge if one of the following applies to them **while their leave to enter or remain is valid**:
 - they have paid the surcharge
 - they are exempt from payment of the surcharge (except when the exemption is because they have a visitor visa under part 2 of the Immigration Rules or because they have been granted entry clearance of 6 months or less) or have had the requirement waived or reduced, or have had part (but not all) of the surcharge refunded to them
 - they would have been covered under one of the above, but for the fact that they applied for leave to enter or remain in the UK before the start of the surcharge on 6 April 2015

A child born in the UK to an above mentioned exempt person is also exempt from charge up to the age of three months provided that the child has not left the UK since birth.

Those with an enforceable EU right to free healthcare. You would not necessarily know a person holds one of the documents. It is for the NHS trust to obtain proof of right to free healthcare for:

- anyone insured for healthcare in another EEA member state who presents either a European health insurance card (EHIC) from that member state or a provisional replacement certificate (PRC), or if coming to the UK specifically for treatment, presents an S2 form for that treatment
- anyone who has a UK-issued S1 form registered in another EEA member state or Switzerland except for family members of frontier workers
- the spouse or civil partner and children under 18 of the above, who are also exempt when lawfully visiting the UK with them, unless they have an enforceable EU right in their own right:
 - the exemption only applies where EU law does not provide them with a right to an EHIC or PRC of their own, in practice this is likely to be only when their same-sex marriage or civil partnership is not recognised by the insuring member state

Vulnerable patients and those detained under the following categories are also exempt:

- refugees
- asylum seekers
- individuals receiving support under [section 95 of the Immigration and Asylum Act 1999](#) (the 1999 act) from the Home Office
- failed asylum seekers receiving support under [section 4\(2\) of the 1999 act](#) from the Home Office or those receiving support under [section 21 of the National Assistance Act 1948](#) or [part 1 of the Care Act 2014](#) from a local authority to provide accommodation
- children who are looked after by a local authority
- victims, and suspected victims, of modern slavery, provided they are lawfully present in the UK, modern slavery includes:
 - human trafficking, as well as slavery, servitude or forced or compulsory labour
- an overseas visitor who has been granted leave to enter the UK outside the Immigration Rules, in whose case the Secretary of State for Health determines there to be exceptional humanitarian reasons to provide a free course of treatment
- anyone receiving compulsory treatment under a court order or who is detained in an NHS hospital or deprived of their liberty
- prisoners and immigration detainees

Additional exempt categories include:

- UK government employees and war pensioners
- those covered by reciprocal healthcare agreements, other international obligations and employees on UK-registered ships

See: [Summary of changes made to the way the NHS charges overseas visitors for NHS hospital care](#).

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Further guidance when dealing with an NHS debtor

Specific guidance for entry clearance officers on what to consider when an applicant applying for entry clearance owes a debt to NHS bodies can be found at Entry clearance: NHS debt.

Specific guidance for Border Force officers on what to consider when a passenger seeking leave to enter owes a debt to NHS bodies can be found at Entry at UK port: NHS debt.

Specific guidance for in-country caseworkers on what to consider when an applicant applying for leave to remain owes a debt to NHS bodies can be found at Leave to remain: NHS debt.

Related content

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Referrals to ISD: DVLA or DVA (NI)

This page tells you how to refer a person to the Interventions and Sanctions Directorate (ISD) for a referral to the Driver and Vehicle Licensing Agency (DVLA) or Driver and Vehicle Agency Northern Ireland (DVA (NI)), when you believe they hold a UK driving licence while having no legal basis of stay in the UK.

[Section 47 of the Immigration Act 2014](#) amended the [Road Traffic Act 1988](#) to include a power for the Secretary of State to revoke a UK driving licence, full or provisional, where the licence holder has no legal basis to stay in the UK.

Data sharing agreements between ISD, and DVLA and DVA (NI), allow the identification of those individuals with no leave in the UK who currently hold a UK driving licence. ISD will issue a warning letter to the individual advising of potential revocation action and giving the individual the opportunity to raise any representations on why revocation should not occur.

After 10 working days ISD will provide DVLA or DVA (NI) with a list of those individuals identified as having no leave in the UK and who have not made successful representations against revocation, to be considered for revocation action. DVLA and DVA (NI) revoke the licences by sending a notice to the holder.

For more information on the driving licence revocation process see: Sanctions: vehicle and licensing.

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Referrals to ISD: taxi and private hire licences

This page tells you how to refer a person to the Interventions and Sanctions Directorate (ISD) when you believe they hold a taxi or private hire licence while having no right to live and work in the UK. It also details how to identify when a migrant has had a driver or operator licence revoked or denied on immigration grounds.

The responsibility for licensing taxis and private hire operators and drivers rests with Transport for London (TfL) in London and with local authorities (LA) licensing departments outside of London (or Department for Infrastructure in Northern Ireland). The term 'LA' is used throughout this guidance and refers to all bodies with responsibility for issuing licences.

Licensed taxis are referred to in legislation, regulation and common language as 'hackney carriages', 'black cabs' and 'cabs'. The term taxi is used throughout this guidance and refers to all such vehicles.

'Private hire vehicles' covers a range of vehicles including minicabs, executive cars, chauffeur services, limousines and some school and day centre transport services.

A private hire operator licence offers a service of pre-booking fares and dispatching private hire vehicles to customers. Licences may be issued to an individual or a company, following checks on the individual or directors and partners of a company. Private hire operators can operate from their home address (1 to 2 vehicles maximum) or from offices open to the public.

Immigration Act 2016 illegal working provisions

The [Immigration Act 2016](#) mandates all LAs not to issue licences to migrants who are disqualified by reason of their immigration status and to discharge this duty by conducting immigration checks, with effect from 1 December 2016. This means that driver and operator licences must not be issued to people who are either:

- illegally present in the UK
- not permitted to work
- permitted to work but are subject to a condition that prohibits them from holding such a licence

Where a person's leave to enter or remain is limited to less than the statutory length for a driver or operator licence (3 and 5 years respectively), the licence must be issued for a duration which does not exceed the expiry date of a person's leave. Where leave is curtailed or revoked by the Home Office, any licence that person holds will automatically lapse.

The provisions also add immigration offences and penalties to the list of grounds on which taxi and private hire vehicle driver and operator licences may be suspended or revoked by LAs. This means that potentially British Citizens and European Economic Area (EEA) nationals will be prevented from holding a taxi or private hire operator licence, where they have been convicted of an immigration offence or are required to pay an immigration penalty, for example employing illegal workers or renting private property to an illegal migrant.

In circumstances where the driver or operator licence expires, is revoked or suspended on immigration grounds, it must be returned to the issuing LA. Failure to return the licence to the LA within 7 days, without reasonable excuse will be a criminal offence.

A person must have a licence issued by a LA before they can operate as a taxi or private hire vehicle driver or operator. Not having a licence will limit an individual's ability to work illegally in the UK.

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Referrals to ISD: HM Revenue and Customs (HMRC)

This page tells you how to refer a person to the Interventions and Sanctions Directorate (ISD) when you believe they are claiming benefits or credits, while having no right to live and work in the UK.

HM Revenue and Customs (HMRC) is a non-ministerial department of the UK government responsible for the collection of taxes, the payment of some forms of state support, and the administration of other regulatory regimes including the national minimum wage. ISD shares illegal migrant data with HMRC to enable it to investigate whether those individuals who are in receipt of benefits and credits are entitled to them.

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Referrals to ISD: Department for Work and Pensions (DWP)

This page tells you how to refer a person to the Interventions and Sanctions Directorate (ISD) when you believe they are claiming benefits, while having no right to live and work in the UK.

The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department it administers the state pension and a range of working age, disability and ill health benefits to over 22 million claimants and customers. ISD shares illegal migrant data with DWP to enable them to investigate whether those individuals who are in receipt of benefits and credits are entitled to them.

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Referrals to ISD: Construction Industry Training Board (CITB)

This page tells you how to refer a person to the Interventions and Sanctions Directorate (ISD) when you believe they hold a Construction Skills Certification Scheme (CSCS) card, while having no right to live and work in the UK.

CSCS cards are issued by the Construction Industry Training Board (CITB) on behalf of the CSCS, and come in a variety of types, see the 'make sure you have the right card' poster on the [CSCS resources](#) webpage.

The most commonly encountered cards are the green labourer card or the green operative card (no longer issued).

Most principal construction contractors and major house builders require construction workers on their sites to hold a valid CSCS card. It is often misunderstood by employers to be a means of establishing an individual's right to work. It is not an offence to hold a CSCS card but not having one will limit a person's ability to work illegally. CSCS cards issued from August 2016 hold the statement 'Cards issued by CSCS do not confirm the holder's right to work in the UK'.

CITB referral process

If you encounter individuals unlawfully in the UK in possession of a CSCS card you may request this document **by informed consent**. Informed consent is where a person agrees something after the person has been informed of the ramifications of giving that consent as covered in Enforcement visits.

You do not have the power of search and seizure. If the subject refuses to surrender their card, you must note the reference number and name on the card and refer the case to ISD to be considered for revocation.

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Referrals to ISD: illegal working - Civil Penalty Compliance team (CPCT)

This page tells you how to refer a person to the Interventions and Sanctions Directorate (ISD) when you identify a migrant working when they have no permission to work in the UK or to carry out the work in question.

Under [section 15 of the Immigration, Asylum and Nationality Act 2006](#) an employer can be liable for a civil penalty of up to £20,000 for each illegal worker where they employ someone who has no right to work or they are employed in breach of their work restrictions. CPCT within ISD are responsible for enforcing this penalty scheme.

How referrals to CPCT affect you

Illegal working referral following an operational visit

On encountering a migrant working illegally as part of an operational visit you must follow the Illegal working operations guidance.

Illegal working referral following other encounters

For all other non-operational visit encounters of illegal working you must refer the case directly to CPCT who will consider all the information and evidence provided and decide whether to issue the employer with a civil penalty.

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Referrals: Right to Rent scheme and civil penalties, evictions and offences

This page gives you an overview of the Right to Rent scheme and how to identify and refer suitable cases for action.

See [Referrals to ISD Evictions team](#) for information on how the Home Office may be able to assist landlords to evict people who are here without leave, or prosecute people who have knowingly let to people without leave or having reasonable cause to believe this to be the case.

Under the Right to Rent scheme, private landlords, letting agents and homeowners who let rooms are expected to make simple document checks in order to establish whether prospective tenants have a right to rent in the UK. If landlords or agents fail to conduct these checks, and a tenant is found to be occupying the premises whilst disqualified from renting as they have no extant leave, the landlord or agent may be subject to a civil penalty of up to £3,000 per disqualified occupant. The Civil Penalty Compliance team (CPCT) within Interventions and Sanctions Directorate (ISD) is responsible for enforcing this penalty scheme.

The Right to Rent: landlords' penalties guidance gives you further information about the Right to Rent scheme including the purpose of the scheme, who it applies to and how to check a landlord has made the [correct Right to Rent scheme checks](#).

How the Right to Rent scheme affects you

Right to Rent scheme referral: non-enforcement teams

During the course of your duties, you may deal with a case where a migrant without leave indicates they have moved into a private rental property:

- in Birmingham, Dudley, Sandwell, Walsall or Wolverhampton since 1 December 2014
- elsewhere in England since 1 February 2016

If you have grounds to believe that they have been occupying the property whilst disqualified from renting, you must refer the case directly to CPCT who will consider all the information and evidence provided and decide whether to issue the landlord with a civil penalty.

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In some cases, it may be appropriate to consider taking action that may lead to either:

- prosecuting a person who has knowingly let to:
 - disqualified people
 - people who they had reasonable cause to believe were disqualified
- serving a notice on a landlord that may assist them to evict the disqualified person

See [Referrals to ISD Evictions team](#) for guidance on evictions and offences.

You must also raise a special condition flag against the migrant.

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Referrals to ISD Evictions team

This page tells you which cases must be referred to Interventions and Sanctions Directorate (ISD) Evictions team, and how to make the referral. It sets out how to refer cases for possible prosecution under the new measures.

Action to be taken by non-enforcement teams

If during the course of your duties you identify an illegal migrant or person disqualified from renting, and you believe they are living in privately rented property in England under a tenancy agreement, regardless of the length of tenancy or when it began, you must consider if a referral to the Evictions team is appropriate.

The Right to Rent scheme does not need to have been in force when the tenancy began. The Evictions team may issue a 'Notice of Letting to a Disqualified Person' (NLDP), upon receipt of which a landlord is expected to take action to ensure the disqualified person leaves the property. The NLDP will assist the landlord in ending the tenancy agreement, in some cases without the need to go court for a possession order.

For cases that are not immediately suitable for Immigration Compliance and Enforcement (ICE) action or have been rejected by ICE tasking, you must refer to the Evictions team if (all apply):

- all outstanding in-time applications have been considered and refused and the migrant is appeals rights exhausted (ARE)
- the migrant does not qualify for permission to rent
- there is clear evidence (such as a rental agreement or identified landlord included with any application) of the individual living in accommodation covered by a residential tenancy agreement defined by [section 20 of the Immigration Act 2014](#), this means that:
 - the occupier must be living at the property as their only or main home in the UK
 - rent must be being paid for the accommodation; however, this rent does not have to be the market rate nor paid by the disqualified person
 - it is not an excluded agreement (for a list of excluded agreements, see chapter 3 of the [Right to Rent Code of Practice](#))
- for family cases (a family with one or more children under the age of 18), the family has previously been in the family returns process but has since dropped out of that process due to non-compliance with it:
 - it will be documented on CID that permission to rent was previously granted on the basis that the family was within the family returns process, but that this permission would not apply for any future tenancies due to their lack of compliance with the process

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If during the course of your duties you grant leave to a migrant where CID indicates they are the subject of an NLDP (an associated case raised on CID showing a notice has been served), you **must** refer the case to the Evictions team to consider withdrawing the NLDP, which may no longer stand.

It is important you **prioritise** the case referral to prevent an individual's tenancy being ended unnecessarily.

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New offences introduced by the Immigration Act 2016

The [Immigration Act 2016](#) amends the Immigration Act 2014 so as to create 4 new offences which affect landlords and agents in circumstances where property has knowingly been let to a disqualified person, or has been let with reasonable cause to believe that is the case.

A landlord may have a defence where they have taken reasonable steps within a reasonable period of time to end a tenancy agreement with a disqualified person.

What to do if you suspect an offence has been committed

The important point when considering if an offence has been committed is that the landlord or agent must have known or had reasonable cause to believe that their tenant was disqualified from renting private property due to their immigration status.

If you suspect this to be the case, you must refer the person to the intelligence unit by completing the Intelligence referral form. You must give as much detail as possible about the migrant, the landlord or letting agent, and the tenancy, as well as stating why you believe an offence has been committed.

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ISD: illegal migrants' current accounts

This page explains the current situation regarding financial services and the Interventions and Sanctions Directorate (ISD) special condition flags you may encounter.

Caseworkers must not record or refer current account details.

Banking provisions in the [Immigration Act 2014](#) and [Immigration Act 2016](#) are part of a wider suite of controls, termed the 'compliant environment', which aims to:

- make it difficult for illegal migrants to live and work in the UK
- incentivise voluntary departure or regularisation of leave
- deter legal migrants from breaching conditions of stay

Since 12 December 2014, under the Immigration Act 2014, banks and building societies have been prohibited from opening new current accounts for known illegal migrants, termed 'disqualified persons'. 'Disqualified persons' are individuals who are liable for removal or deportation from the UK, or who have been flagged as absconding from immigration control. They have exhausted all rights of appeal and the Home Office has shared their details with [Cifas](#), an anti-fraud organisation.

The Immigration Act 2016 goes further and sets out measures to prevent 'disqualified persons' from continuing to operate existing bank accounts. This includes accounts opened before the Immigration Act 2014 prohibition came into force and, importantly, accounts which were opened during a period of lawful stay but where the migrant has remained in the UK after their leave expired.

From 1 January 2018, banks and building societies are required to check with Cifas whether they are providing a personal current account to a disqualified person, who is known to be in the UK unlawfully, and to notify the Home Office of any matches. The Home Office will conduct a manual secondary immigration check on all matches before instructing the bank or building society on what action to take, including whether the account is subject to the duty to close. Banks and building societies can delay closure for a reasonable period to recover debt or disentangle the affairs of third parties, and they are also able to comply without closing the account if steps can be taken to prevent the account from being accessed or operated by the disqualified person.

The [Immigration Act 2016](#) banking measures provide for a range of actions to be taken. In addition to the duty to close, the Home Office has the power to apply to the courts for an order to freeze accounts of 'disqualified persons'. Factors to be considered when deciding whether to seek a freezing order are published in the [Immigration Act 2014 code of practice: freezing orders \(bank accounts measures\)](#). If an account is frozen, it will be unfrozen when the disqualified person leaves the UK.

If units have concerns of **money laundering or fraud** they must refer these cases to:

- local intelligence units for new investigations
- financial crime teams for on-going investigations

For further information on the type of case which will be adopted for criminal investigation by Immigration Enforcement Criminal and Financial Investigation teams see: Immigration Enforcement criminal investigation adoption criteria.

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Related content

[Contents](#)

ISD: Working with the Department for Education (DfE)

This page tells you how the Interventions and Sanctions Directorate (ISD) works with the Department for Education (DfE) to share data to re-establish contact with immigration offenders and facilitate removals where other methods have been unsuccessful.

The Home Office and DfE have signed a Memorandum of Understanding to share data to establish if DfE hold information that may assist in identifying and locating missing children and families.

The sharing of data will enable intelligence to be gathered (new address details), making it possible for further action to be taken against families. This forms part of ISD's strategy of making it harder to remain in the UK without being detected and for those with no status to access benefits and services.

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[Contents](#)

ISD: Working with the electoral registration offices (ERO)

This page tells you how the Interventions and Sanctions Directorate (ISD) works with electoral registration offices (EROs) to identify illegal migrants applying to register to vote.

The electoral register (sometimes called the 'electoral roll') lists the names and addresses of everyone who is registered to vote in the UK. In order to vote in a General Election, a person must meet the conditions for registering set out in the Representation of the People Act 1983. They can register to vote from the age of 17 but must be aged 18 or over to vote. They must also be a British Citizen or a national of the Republic of Ireland or Commonwealth country with leave to be in the UK. European Union (EU) nationals may also register to vote, but may only vote in local or devolved elections. Residence criteria apply.

Inclusion on the electoral register gives a biographical footprint which often allows greater access to credit and other services. Denial of inclusion on this register will ensure the credit rating of illegal migrants is limited as well as ensuring they are unable to vote in elections in the UK.

A data sharing pilot (Operation Bijou) covering overseas nationals applying to register to vote in cases where concerns have been raised was undertaken by 6 EROs and the Home Office, to test an automated system for checking data sent by EROs with Home Office records. The results informed the decision by the ERO to accept or deny access to the electoral register.

ISD reconciled the results and initiated enforcement action where required. The pilot, now finished, has been evaluated and next steps will be considered.

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ISD: Working with no recourse to public funds (NRPF) Connect

This page tells you how the Interventions and Sanctions Directorate (ISD) works with local authorities to identify migrants seeking or receiving support having been assessed as destitute with community care needs.

NRPF Connect is a secure web based data sharing system between the Home Office and local authorities. It is used by local authorities to deny or curtail benefits to individuals who have no recourse to public funds (NRPF). This service provides immigration status checks on individuals seeking or receiving local authority support or responses to more detailed enquiries (such as advice on a migrant's immigration history, anomalies in the information provided by them and issues arising out of Home Office decisions). The system can also support local authorities to identify fraudulent applications.

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[Contents](#)

ISD: Dash retrieval tool (DART)

This page tells you how to access additional information about people who the Interventions and Sanctions Directorate (ISD) has shared data with HM Revenue and Customs (HMRC) and Department for Work and Pensions (DWP).

ISD shares data on a monthly basis with HMRC and DWP to revoke access to benefits and services. HMRC and DWP in return share additional information such as addresses and employment history which is added to a database that can be accessed through the dash retrieval tool (DART). This information can be used by caseworkers and enforcement staff to progress cases.

For a link to DART, and guidance on using it to obtain the additional information obtained from these departments, see: [Guidance on dash retrieval \(DART\) look up tool](#).

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ISD: CSCS card referral form

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