

Contact management policy, process and implementation (CMPPI)

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1. Introduction

Contact Management (CM) is the means by which the Immigration Service (IS) maintains contact with asylum seekers and other applicants throughout the application process.

The legal basis for requiring an applicant to report to the IS, or the police, is provided under section 21(2) of Schedule 2 to the Immigration Act 1971 and was further expanded under section 71 of the Nationality and Immigration Act 2002.

Dedicated IS Reporting Centres (RCs) have been established to support contact management objectives. There are currently eleven RCs - four in London, and one each at Folkestone, Solihull, Liverpool, Manchester, Leeds, North Shields and Glasgow. Additional CM coverage is supplied by locating IS staff in police stations.

Reporting frequencies relating to electronic monitoring (EM) are not covered by this guidance. Separate EM instructions will be issued in due course.

This guidance does not cover fast-track procedures or the piloting of new case management processes in reporting centres.

In reporting centres / police stations where capacity is an issue reporting requirements may be less frequent than those outlined in this guidance.

Intelligent Reporting guidance is subject to change. All queries relating to this instruction should be referred to UKIS Contact management policy, process and implementation (CMPPI)

2. Aim and Scope

Intelligent reporting is based on CM officers determining reporting frequency on a case by case basis.

2.1 Frequencies have been broken down into three specific areas - high, medium and low. Whilst specific case types will be referred to in the following explanation, where necessary, removability may be gauged on the INDIS website 'Chart of Removability'. Queries relating to the opening of new routes for removal should be referred to CMOPU.

2.2 An acceptable reporting distance from residence to reporting facility is deemed to be up to and including 25 miles. Outside the 25 miles, reporting should be set to a local police station following agreement from the police at that station. Reporting to police stations should continue to be managed by the RC/LEO responsible for that area, unless managed by the centralised Police Reporting Team (PRT).

2.3 RCs / LEOs should exercise discretion when setting reporting frequencies for cases where there are compassionate circumstances. Similarly CIO / HEOs have discretion to increase the frequency of reporting due to factors including an adverse immigration history or previous non-compliance.

2.4 RC / LEO staff should review reporting frequencies on a regular basis and update frequencies in line with this instruction.

3. Case Types Attracting a High Reporting Frequency

Normally weekly:

3.1 Non suspensive appeal (NSA) cases with a valid travel document / removable on EU letter (EUL) / removable on an emergency travel document (ETD) which is likely to be obtained within 4 months of a negative decision.

3.2 Third Country Unit (TCU) / suspected asylum shopper cases.

3.3 Appeal rights exhausted (ARE) cases where removal is likely within 4 months.

3.4 Cases where a negative initial decision has been made and the applicant is either in possession of a passport (valid or expired) / is removable on an EUL / or where an ETD is likely to be obtained within 4 months. There should be no significant outstanding barriers to removal aside from the appeal process.

3.5 Cases with no fixed TA/TR address & where reporting is the only means of contact with the applicant, and where the applicant holds a valid travel document, is removable on an EU letter, or where an ETD is likely to be obtained within 4 months of a negative decision.

4. Case Types Attracting a Medium Reporting Frequency

Normally monthly:

4.1 NSA cases without a valid passport / not removable on an EUL / and where an ETD is unlikely to be obtained within 4 months of a negative decision.

4.2 Applicants who have been compliant of a more frequent reporting regime for the last 6 months, and where removal is unlikely within the next 4 months.

4.3 ARE applicants where removal is not deemed possible within 4 months following the final decision.

4.4 Cases with no fixed TA/TR address and where reporting is the only means of contact, and where the applicant does not hold a valid passport, is not removable on an EU letter, and where an ETD is unlikely to be obtained within 4 months of a negative decision.

4.5 Other cases not specifically referred to in these instructions.

5. Cases Attracting a Low Reporting Frequency

Predominantly at the RC/LEO discretion

5.1 Certificated evidence that the case is a Medical Foundation case.

5.2 Pregnant females - suspend reporting 6 weeks prior to and 6 weeks after the birth (A medical certificate must be supplied to extend either way). Once reporting is

resumed, the original Birth Certificate must be produced & child's details should be recorded as a dependant on CID.

5.3 Anyone over the age of 65 years.

5.4 Minors should not normally be required to report prior to their 17th birthday.

5.5 Certificated medical problems that hinder the applicants ability to report.