Our Vision

To help and support all those who wish to return home voluntarily leave with dignity.
How does the Voluntary Returns Service (VRS) work?

• VRS helps and supports those who have claimed asylum, or have no legal basis to remain in the UK, and want to return home voluntarily.

• VRS provides help to returnees on a case by case basis, offering guidance and practical support (including reintegration funds where applicable).

• VRS provides different levels of support – from providing access to their passport and other personal documents (if held by the Home Office), help to obtain an emergency travel document, purchasing tickets or additional support for those who are eligible.

• VRS is 75% funded by the European Asylum, Migration Integration Fund
### Eligibility

<table>
<thead>
<tr>
<th>Category</th>
<th>Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>VRS Voluntary Return</td>
<td>• Overstayed original Leave to Remain</td>
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<tr>
<td></td>
<td>• Refused application for Further Leave to Remain</td>
</tr>
<tr>
<td></td>
<td>• Withdrawn application for Further Leave to Remain</td>
</tr>
<tr>
<td>VRS Assisted Family</td>
<td>• Any family who does not have a legal immigration status in the</td>
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<tr>
<td></td>
<td>• Any family who are part of the asylum process</td>
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<tr>
<td>VRS Assisted Asylum</td>
<td>• Any individual who is over 18 and has claimed asylum</td>
</tr>
</tbody>
</table>
| VRS Assisted: Additional assistance (on a case by case basis) | • Illness/disability  
• Age (over 70, under 18)  
• Pregnancy  
• Transgender  
• Victim of Modern Day Slavery |
| VRS Assisted EU                              | • Victim of Modern Day Slavery                                               |

Home Office
Voluntary Returns Service – how to refer your client:

Call the helpdesk on 0300 004 0202

Apply on line at: www.gov.uk/return-home-voluntarily
In December 2017, the VRS launched an online form for applicants or their representatives to complete. The form tells the VRS:

- that they wish to leave the UK and why
- how they would like to obtain their ticket (buy their own or HO purchase)
- give important details about their travel documents,
- if they have any dependants

The aim of the form is to:

- Offer an alternative to people who prefer to use online tools
- Offer a way to tell the Home Office they want to leave, without having to make direct contact with an immigration official
- Allow charities, the NHS and other organisations to apply when applicants are with them, giving all relevant information by being able to save the form and come back and complete it
- Allow for completion when the VRS service is closed, especially weekends and bank holidays when someone may have made the decision to leave
The VRS process....

- **Voluntary return**
- **Extra steps for assisted returns**

**Approach Service** - phone or on-line

**Triage** - within 3 working days

- PNC Biometrics CAFCASS

**Assigned to case owner**

- Decide level of support required

**Agree departure date**

- No longer than 3 months, unless exceptional reason

**Return**

- Contact support agencies if necessary

**Reintegration if applicable**
Safeguarding

During the application process the VRS will work with the applicant and support agencies to ensure that aspects of safeguarding are considered.

Some of the various support agencies and partners we work with include:

• Children’s Services
• GP practices/clinicians
• Adult Services
• Schools
• VRS medical service provider
• Mental health practitioners
• Support groups and charities already supporting the applicant

On a case by case basis the VRS may look at what can be done to support return in the home country
• If the applicant is eligible for an assisted return, in the majority of cases financial support is provided on a cash card which is activated for use in the country of return. This pre-paid cash card can be used like a credit/debit card and is provided by a global company. No additional support is provided in the UK.

• If returning to a country with a local reintegration support provider, an individual reintegration plan is created. The support available is a combination of financial (cash card) and reintegration support provided once they have returned.

Over a 12 month period, the service provider will assist the returnee to continue development and implementation of their bespoke reintegration plan.
How do we provide support?

In country reintegration support, provided through the European Reintegration Network (ERIN) programme is not available as a cash alternative, and is usually a combination of stipulated activities from the list below; small business set up is most popular.

- Setting up of a small business
- Accessing the labour market
- Job counselling/placement
- Education, apprenticeships or vocational training
- Temporary housing
- Social, legal and medical guidance
- Onward transportation
Reintegration and Financial Support

<table>
<thead>
<tr>
<th>Case type</th>
<th>ERIN Support</th>
<th>Non-ERIN Support (cash card only)</th>
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</thead>
<tbody>
<tr>
<td>Asylum</td>
<td>Up to £500 on a cash card and £1000 reint. support</td>
<td>Up to £1500</td>
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<tr>
<td>Families (both asylum and non asylum)</td>
<td>up to £500 on a cash card and £1500 reint. support per eligible family member</td>
<td>Up to £2000 support per eligible family member</td>
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<tr>
<td>Vulnerable (including EU victims of modern day slavery)</td>
<td>£1000 reint. support</td>
<td>Up to £1000</td>
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</tbody>
</table>
The Home Office held passports for a family from Ukraine, who wanted to return home voluntarily. Their daughter had severe learning disabilities and mobility issues. VRS organised suitable travel arrangements to meet her specific needs. As an ERIN country, they received a reintegration package and were able to return home within 1 month of applying.

A 5 year old boy from St. Lucia, abandoned by his father was taken into foster care. Whilst in care, his mother was located in St Lucia and agreed to fly to the UK to take her son home.

The St. Lucian High Commission referred the case to VRS. We arranged all their travel, liaised with the court and social services to support the boy and provided financial reintegration assistance for his education.

An 8 year old unaccompanied Nigerian child, having been sent here in 2013 to live with family members, but was placed in foster care, due to abuse. Care proceedings determined that he should return to the care of his parents in Nigeria, so the Local Authority applied for an assisted voluntary return. VRS obtained a travel document and arranged for the child’s social workers for them to accompany him on his return to Nigeria. The child was successfully reunited with his parents and will receive a reintegration package through the ERIN scheme which can be used for his education.
Contacting VRS…

<table>
<thead>
<tr>
<th>General Public</th>
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<tbody>
<tr>
<td>Reduced rate phone number</td>
<td>General enquiries</td>
</tr>
<tr>
<td>0300 004 0202</td>
<td>Start the voluntary returns process</td>
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<td></td>
<td>Interpreter service available</td>
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<tr>
<td>Website:</td>
<td>What the service offers</td>
</tr>
<tr>
<td><a href="http://www.gov.uk/return-home-voluntarily">www.gov.uk/return-home-voluntarily</a></td>
<td>Eligibility</td>
</tr>
<tr>
<td></td>
<td>On-line application form</td>
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<td></td>
<td>Reintegration information</td>
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For general information, marketing requests or requests for us to deliver awareness sessions to your team please email the address below or contact me directly:

VRS#CommunicationsandEngagementTeam@homeoffice.gsi.gov.uk

Simone Liberis 07765220942

Home Office