

Surveillance

Under the Regulation of Investigatory Powers Act 2000 (RIPA)

Policy and Procedure

1 October 2014

Applications for authorisation to carry out surveillance
and for the use of covert human intelligence sources

This document sets out the requirements for
gaining authorisation under RIPA, the persons able
to grant authorisation, circumstances when authorisation
will be required and the storage and maintenance
of records of authorisation

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Policy

P1 Background

P1.1 The Regulation of Investigatory Powers Act 2000 (RIPA) came into effect in September 2000. It establishes a regulatory framework for the use of covert surveillance by setting up an authorisation procedure. Covert surveillance is defined in Section 26(9) (a) of RIPA as **“any surveillance which is carried out in a manner calculated to ensure that the persons subject to the surveillance are unaware that it is or may be taking place”**. RIPA seeks to ensure that public authorities only use covert surveillance where it is necessary for a specific, legally prescribed purpose, and that the surveillance is carried out in such a way that the risk of infringing the rights of individuals is kept to an absolute minimum.

P1.2 Some surveillance operations may interfere with Article 8 of the Human Rights Act 1998 which provides that everyone has the right to respect for his private and family life, his home and correspondence. This right is subject to an important qualification - Paragraph 2 of Article 8 provides that:

“There shall be no interference by a public authority with the exercise of this right except such as is in accordance with the law and is necessary in a democratic society in the interests of national security, public safety or the economic well-being of the country, for the prevention of disorder or crime, for the protection of health or morals, or for the protection of the rights and freedoms of others.”

P1.3 RIPA therefore protects an individual’s rights and freedoms that are guaranteed by the European Convention and given further effect by the Human Rights Act 1998, whilst allowing a public authority to carry out certain, necessary covert surveillance.

P2 Introduction

P2.1 Cheshire West and Chester Council will on occasion need to use covert surveillance in order to carry out its enforcement functions effectively. Examples of enforcement activities which may require the use of RIPA include benefit fraud, licensing enforcement, trading standards, environmental health, community safety investigations and breaches of tenancy conditions related to anti-social behaviour and crime. **A local authority may only use covert surveillance for the purpose of the prevention or detection of crime the offence of which must attract a custodial sentence of six months or more or criminal offences relating to the underage sale of tobacco or alcohol.**

P2.2 Surveillance by a public authority is likely to constitute an infringement of an individual's rights and freedoms which are protected by the Human Rights Act 1998. However, by following the authorisation procedures set out by RIPA, officers of the Council are ensuring that they can demonstrate that the surveillance is necessary for a purpose permitted by the Human Rights Act 1998 and that it is a proportionate measure to take, given all of the circumstances. Compliance with RIPA will significantly reduce the likelihood of any surveillance carried out by the Council being unlawful and therefore subject to legal challenge.

P3 Cheshire West and Chester Council's policy in accordance with RIPA and the Home Office Codes of Practice

P3.1 The purpose of this policy and its associated procedure is to reinforce the requirements of RIPA and its Codes of Practice, to ensure compliance with RIPA, to protect the rights of individuals and to minimise the risk of legal challenge as a result of officer actions.

P3.2 The Council is fully committed to complying with the Human Rights Act 1998 and RIPA. In order to ensure compliance, all covert surveillance must be carried out in accordance with the legislative framework and the Council's RIPA policy and procedure.

P3.3 In addition to all legislative, policy and procedural requirements, officers must have regard to the Statutory Codes of Practice on the use of covert surveillance and the use of a covert human intelligence source (a "CHIS"), issued by the Home Office. Officers must also have regard to any other guidelines that may be published from time to time.

P3.4 In particular, any legislative restrictions on the type of covert surveillance that a local authority is authorised to carry out must be observed; all covert surveillance must be properly authorised and recorded; the tests of necessity and proportionality must be satisfied; and the potential for collateral intrusion must be considered and minimised. Definitions of terms are included in the RIPA procedure.

P3.5 Any officer intending to undertake covert surveillance or use a covert human intelligence source will only do so if the evidence or intelligence sought cannot be obtained by other means.

P3.6 Embarking upon covert surveillance or the use of a covert human intelligence source without authorisation or conducting covert surveillance outside the scope of the authorisation will not only mean that the "protective umbrella" of RIPA is unavailable but may result in disciplinary action being taken against the officer/officers involved. RIPA also established an independent Tribunal that has full powers to investigate and decide any case within its jurisdiction.

P3.7 The Council's RIPA policy and procedure will be reviewed annually, or sooner if necessary (e.g. in the event of legislation being amended or revoked).

P4 Application

P4.1 The Council's policy is operational forthwith and applies to all Council staff employed under a permanent, temporary, fixed term or casual contract. It also applies to any contractors and/or subcontractors employed by the Council to

undertake activities covered by this policy and procedure. All relevant Council contracts issued to contractors/subcontractors will include a term that this policy and associated procedures are to be observed when operating on behalf of the Council.

- P4.2 A copy of this policy document together with the Home Office Codes of Practice is available for public inspection on the Council's website.

Surveillance under the Regulation Of Investigatory Powers Act 2000 (RIPA)

Procedure

1 Types of surveillance

- 1.1 There are three types of covert surveillance: "intrusive surveillance", "directed surveillance" and surveillance by means of a "covert human intelligence source" (a CHIS).
- 1.2 Local authorities are **not** authorised to carry out any form of **intrusive surveillance**.
- 1.2.1 **Intrusive surveillance** is defined in section 26(3) of RIPA as covert surveillance that:
- is carried out in relation to anything taking place on any residential premises or in any private vehicle; and
 - involves the presence of an individual on the premises or in the vehicle or is carried out by means of a surveillance device (e.g. a listening device in a person's home or in their private vehicle).
- 1.3 Local authorities are permitted to carry out **directed surveillance**.
- 1.3.1 **Directed surveillance** is defined in Section 26(2) of RIPA as surveillance which is covert, but not intrusive, and undertaken:
- for the purposes of a specific investigation or specific operation;
 - in such a manner as it is likely to result in the obtaining of **private information** (see Section 13) about the person (whether or not one specifically identified for the purposes of the investigation or operation); and
 - otherwise than by way of an immediate response to events or circumstances, the nature of which is such that it would not be reasonably practical for an authorisation under Part II of RIPA to be sought for the carrying out of the surveillance.

- 1.3.2 Directed surveillance will only be carried out on residential premises if a member of the public has requested help or made a complaint to the Council and written permission to conduct the surveillance has been obtained from the householder or tenant from whose premises the surveillance will be carried out. See also paragraph 5.10.
- 1.3.3 Closed Circuit Television (CCTV) systems are normally not within the scope of RIPA. However, if they are used for a specific operation or investigation, or if automatic facial recognition by means of CCTV is used, authorisation for the use of directed surveillance must be obtained in accordance with this procedure.
- 1.4 Local authorities are permitted to use a CHIS.
- 1.4.1 A CHIS is defined by section 26(8) of RIPA as a person who:
- establishes or maintains a personal or other relationship with another person for the covert purpose of facilitating the doing of anything falling within the following two paragraphs;
 - covertly uses such a relationship to obtain information or to provide access to any information to another person: or
 - covertly discloses information obtained by the use of such a relationship or as a consequence of the existence of such a relationship.
- 1.5 Internet (IT) and Social Networking Sites (SNS) may be the subject of directed surveillance /a CHIS when a source of suspect activity is subject to investigation.
- 1.5.1 Where access controls are applied by individuals, they have a reasonable expectation of privacy. Therefore where the identity of the enquirer is not obvious authorisation as a directed surveillance should be considered as a minimum. With any ongoing interactivity with another person(s) the authorisation of a CHIS must be considered.
- 1.5.2 The above apply equally if a member of staff is utilising their own computer, SNS account or other IT account for the purposes of council business.
- 1.6 The provisions of RIPA are not intended to apply to circumstances where members of the public volunteer information as part of their civic duties or to contact numbers set up to receive information.
- 1.7 An authorisation under Part II of RIPA will provide lawful authority for the use of a CHIS. Use of a CHIS without an authorisation will not be unlawful but where there is interference by a public authority with the right to respect for private and family life guaranteed under Article 8 of the Human Rights Act 1998 and there is no other lawful authority the consequences of not obtaining an authorisation under RIPA may be that the action is unlawful by virtue of the Human Rights Act 1998.

2 Officers able to make authorisations

2.1 The Regulation of Investigatory Powers (Directed Surveillance and Covert Human Intelligence Sources) Order 2010 (SI 2010/521) designates the appropriate level of Authorising Officers for local authorities as being Director, (Third Tier) Head of Service and (Fourth Tier) Service Manager or equivalent. In Cheshire West and Chester Council the designated Authorising Officers, each in relation to his/her functional area, are as specified below and in addition such other individuals who from time to time may be so specified:

- Andrew Rees, Regulatory Services Manager, Investigations

In cases in which confidential information is likely to be obtained or in which Section 15.2 or 15.3 of this procedure applies:

- The Chief Executive, or (in his/her absence)
- The Head of Governance (or his/her authorised deputy)

2.2 The Head of Governance, by their authority under the officer delegation scheme contained within the Council's constitution, will specify the appropriate Service Manager at any given time as the Authorising Officer in addition to the Regulatory Services Manager, Investigations. This will be by recorded written authority appended to the Central Record of Authorisations and is subject to completion of the necessary instruction.

2.3 Authorising Officers should not be responsible for authorising investigations or operations in which they have had or are likely to have any direct involvement. When such authorisation is required, it will be sought from the Head of Service, Director or Head of Governance, as appropriate. When such an investigation or operation has to be authorised in this way, the Central Record of Authorisations should highlight this and the attention of the National Surveillance Commissioner or Inspector should be drawn to it during his next inspection.

3 The tests of necessity and proportionality

3.1 An authorisation for directed surveillance or the use of a CHIS may be granted by an Authorising Officer where he believes that the authorisation is

Necessary in the circumstances of the particular case:

and,

Proportionate to what it seeks to achieve.

- The use of directed surveillance may only be used for the prevention or detection of crime or disorder but is considered **necessary** (in a democratic society) for the purpose of preventing or detecting particular types of criminal offences. These are criminal offences which attract a maximum sentence of at least six months of imprisonment or criminal offences relating to the underage sales of alcohol or tobacco

- The measure of necessity for the use of a CHIS may be considered for the prevention or detection of crime (with no minimum test) or the prevention of disorder
- The Human Rights Act defines a measure or action as proportionate if it:
 - Impairs as little as possible the rights and freedoms (of the individual concerned and of innocent third parties),
 - Is carefully designed to meet the objectives in question, is not arbitrary, unfair, or based on irrational considerations.

3.2 Detecting crime includes establishing by whom, for what purpose, by what means and generally in what circumstances any crime was committed, the gathering of evidence for use in any legal proceedings and the apprehension of the person (or persons) by whom any crime was committed.

4 Collateral Intrusion

4.1 In the case of both directed covert surveillance and the use of a CHIS, the Authorising Officer must also take into account the risk of intrusion into the privacy of persons other than those who are directly the subject of the investigation or operation. This is termed “collateral intrusion”.

4.2 Any application for an authorisation must include an assessment of the risk of any collateral intrusion and what steps can reasonably be taken to avoid this (if any). This should be a factor taken into account by the Authorising Officer when considering the proportionality of the surveillance.

4.3 Officers carrying out the surveillance should inform the Authorising Officer if the investigation or operation unexpectedly interferes with the privacy of individuals who are not covered by the authorisation. Consideration should be given to whether the authorisation should be amended and re-authorised or whether a new authorisation is required.

4.4 Any officer applying for or granting an authorisation will need to be aware of the particular sensitivities in the local community where the surveillance is taking place and of similar activities being undertaken by other public authorities which could impact on the deployment of surveillance.

5 Applications for authorisation to carry out directed surveillance or use of a CHIS

5.1 An application for authorisation must be made on the appropriate form which must be completed in full.

5.2 Officers should ensure that they use the current form obtained from the Home Office website (<http://security.homeoffice.gov.uk/ripa/>)

5.3 In all cases a Unique Reference Number (URN) must first be obtained from Legal

Services.

- 5.4 All authorisation applications must be completed electronically by the requesting officer, however, the authorised signature must be in handwritten form i.e. 'wet signature'.
- 5.5 The judicial approval process was introduced by the Protection of Freedoms Act 2012 and came into effect on the 1 November 2012. This has introduced an additional stage in the process of an authorisation or renewal of an authorisation under RIPA.
- 5.6. After the authorisation has been countersigned by the authorising officer the Council will seek judicial approval of the authorisation by way of a order from the Magistrates' Court signed by a Magistrate or District Judge. They will decide whether the Council's grant or renewal of an authorisation or notice to use RIPA should be approved and it will not come into effect unless and until it is so approved.
- 5.7 Copies of all judicially approved and completed authorisations must be forwarded within two working days to the Head of Governance who will ensure that details are recorded in a Central Register of authorisations (Section 12).
- 5.8 Officers requesting authorisation for directed surveillance should consider whether it is necessary to complete a risk assessment, which should be submitted with the authorisation request, where applicable. Officers requesting authorisation to use a CHIS must always complete a risk assessment and submit it with the authorisation request (see also Section 15).
- 5.9 All relevant documentation, including a copy of the authorisation, a record of the period over which surveillance has taken place, any risk assessment, notebooks, surveillance logs and other ancillary documentation will be retained for a period of six years, at which point they will be destroyed.
- 5.10 The investigation of noise complaints will only be carried out by means of **overt surveillance**: (i) the written permission of the complainant must be obtained, (ii) the occupant of the monitored premises must receive notice in writing that noise recording/monitoring equipment may be installed in a neighbouring property (thus rendering the surveillance overt), and (iii) the surveillance must be carried out within a period of three calendar months from the date of the notice. At the end of the three month period, the surveillance must cease or, if surveillance is to continue, either a further notice must be served on the occupant of the monitored premises or an authorisation to conduct (covert) directed surveillance will be required.

6 Urgent authorisations

- 6.1 No authority is required in immediate response to events or situations where it is not reasonably practicable to obtain it (for instance when criminal activity is observed during routine duties and officers conceal themselves to observe what is happening).

- 6.2. On the rare occasions where out of hours access to a Magistrate is required there should be local arrangements in place with the relevant HM Courts and Tribunals Service (HMCTS) legal staff. In these cases two partially completed judicial application/order forms must be provided so that one can be retained by the Magistrate. A copy of the signed application/order form must be provided to the court the next working day.
- 6.3 Authorising Officers should not be responsible for authorising investigations or operations in which they are directly involved. However, if, in exceptional circumstances, this is unavoidable, the central Record of Authorisations should highlight this and the attention of the Commissioner or Inspector should be drawn to it during the next inspection.
- 6.4 Only the Authorising Officers listed in paragraph 2.1 above may authorise applications.

7 Duration of authorisations

- 7.1 A written authorisation granted by an Authorising Officer will cease to have effect (unless renewed) either on specific cancellation or at the end of a period of three months (directed surveillance) or twelve months (CHIS), beginning with the day on which it took effect.

8 Reviews

- 8.1 Regular reviews of authorisations by the Authorising Officer should be undertaken to assess the need for surveillance to continue and/or whether the surveillance has changed so as to necessitate a cancellation of the existing surveillance authorisation and requires a fresh authorisation. All reviews should be completed using the appropriate form.
- 8.2 Officers should ensure that they use the current form obtained from the Home Office website (<http://security.homeoffice.gov.uk/ripa/>)
- 8.3 Particular attention is drawn to the need to review authorisations frequently where surveillance provides access to confidential information or involves collateral intrusion.
- 8.4 Review documentation, including the frequency of reviews and a record of the result of each review, will be retained for a period of six years, at which point it will be destroyed. Documentation detailing any instruction given by the Authorising Officer will be retained for a period of three years from the cancellation of the authorisation, at which point it will be destroyed.

9 Renewals

- 9.1 If at any time before an authorisation would cease to have effect, the Authorising Officer considers it necessary for the authorisation to continue for the purpose for which it was given, he may renew it in writing subject to judicial approval as set

out in 5 above. All Applications for the Renewal of an Authorisation for Directed Surveillance should be on the appropriate form which must be completed in full.

- 9.2 Officers should ensure that they use the current form obtained from the Home Office website (<http://security.homeoffice.gov.uk/ripa/>)
- 9.3 Any renewal documentation, together with any supporting documentation, and any documentation detailing any instruction issued by the Authorising Officer will be retained for a period of six years, at which point it will be destroyed.

10 Cancellations and handling of surveillance product

- 10.1 The Authorising Officer who granted or last renewed the authorisations must cancel it if he is satisfied that the activity no longer meets the criteria upon which it was authorised or it has fulfilled its objective. If the original Authorising Officer is no longer available, this duty will fall on another designated Authorising Officer.
- 10.2 Officers should ensure that they use the current form obtained from the Home Office website (<http://security.homeoffice.gov.uk/ripa/>).
- 10.3 On cancellation of an authorisation, the Authorising Officer must be satisfied that the product of any surveillance is properly retained and stored or destroyed. If the surveillance product is of no evidential or intelligence value, it should be destroyed without delay in accordance with Data Protection requirements. If the surveillance product is of potential evidential or intelligence value, it should be retained on the legal file in accordance with established disclosure requirements, commensurate to any subsequent review.

11 Cessation of activity

- 11.1 As soon as the decision is taken that the authorised activity should be discontinued, the instruction must be given to those involved to stop all surveillance of the subject or to cease using the covert human intelligence source.
- 11.2 Documentation detailing the date and time when any cancellation instruction was given by the Authorising Officer will be retained for a period of three years, at which point it will be destroyed.

12 Central record of authorisations

- 12.1 A Central Record of Authorisations will be held and updated whenever an authorisation is granted, renewed or cancelled. The Head of Governance is responsible for ensuring that a Central Record is maintained. The record will be made available to the relevant Commissioner or an Inspector from the Office of Surveillance Commissioners, upon request. These records should be retained for a period of three years from the ending of the authorisation, at which point they will be destroyed.

12.2 In respect of **directed surveillance** the Central Record of Authorisations will contain the following information:

- the type of authorisation: the date the authorisation was given;
- name and rank/grade of the authorising officer;
- the unique reference number of the investigation or operation;
- the title of the investigation or operation, including a brief description and names of subjects, if known;
- in the case of a self authorisation by the Authorising Officer, a statement in writing that he/she expressly authorised the action ;
- the date of judicial approval;
- if the authorisation is renewed, when it was renewed and who authorised the renewal, including the name and grade of the authorising officer and the judicial approval;
- whether the investigation or operation is likely to result in obtaining confidential information;
- the date the authorisation was cancelled.

12.3 In respect of a CHIS the Central Record of Authorisations will contain the following information:

- a copy of the authorisation together with any supplementary documentation and notification of the approval given by the Authorising Officer and a copy of the judicial approval;
- a copy of any renewal of an authorisation together with the supporting documentation submitted when the renewal was requested;
- a copy of the judicial approval of the renewal;
- the reason why the person renewing an authorisation considered it necessary to do so;
- the risk assessment made in relation to the CHIS;
- the value of the CHIS to the investigating authority;
- a record of the results of any reviews of the authorisation;
- the reasons, if any, for not renewing an authorisation;
- the reasons for cancelling an authorisation - cancellations are to be completed on the appropriate form

- the date and time when any instruction was given by the Authorising Officer to cease using a CHIS.

13 Private information

- 13.1 “Private information” is defined in Section 26(10) of RIPA as including any information relating to a person’s private or family life. The concept of private information should be broadly interpreted to include an individual’s private or personal relationship with others and should also be taken to include activities of a professional or business nature. Family life should be treated as extending beyond the formal relationships created by marriage.

14 Confidential information

- 14.1 The Act does not provide any special protection for confidential information. Nevertheless, particular care should be taken in cases where the subject of the investigation might expect a high degree of privacy or where confidential information is involved. Confidential information consists of matters subject to legal privilege, confidential personal information or confidential journalistic material.
- 14.2 In cases where, through the use of surveillance, it is likely that knowledge of confidential information will be acquired, the use of surveillance is subject to a higher level of authorisation. In cases where confidential information is likely to be acquired it will be the Chief Executive or (in his/her absence) the Head of Governance who must give the authorisation. The Act does not provide any special protection for legally privileged information. Nevertheless, such information is particularly sensitive and surveillance which acquires such material may engage Article 6 and Article 8 of the European Convention/Human Rights Act 1998.
- 14.3 An application for surveillance which is likely to result in the acquisition of legally privileged information should only be made in exceptional and compelling circumstances. The application should include, in addition to the reasons why it is considered necessary for the surveillance to take place, an assessment of how likely it is that the information subject to legal privilege will be acquired. In addition the application will clearly state whether the purpose (or one of the purposes) of the surveillance is to obtain legally privileged information. Full regard should be had to the particular proportionality issues such surveillance raises.
- 14.4 Similar considerations must be given to authorisations that involve confidential personal information and journalistic material. In cases where confidential personal information and confidential journalistic material has been acquired and retained, the matter should be reported to the relevant Commissioner or Inspector during his next inspection and the material be made available to him if requested.

- 15 Additional requirements for authorisation of covert human intelligence sources only**
- 15.1 Covert human intelligence sources may only be authorised if the following additional arrangements are in place:
- There is an officer with day to day responsibility for dealing with the source and for the source's security and welfare.
 - There is a Senior Officer who has general oversight of the use made of the source.
 - An officer will be responsible for maintaining a record of the use made of the source.
 - Those records will contain any matters specified by the Secretary of State – The Regulation of Investigatory Powers (Source Records) Regulations 2000 (SI 2000/2725) set out these matters.
 - That records disclosing the identity of the source and the information provided by him/her will not be made available to others except on a need to know basis.
- 15.2 Vulnerable individuals (a person who is in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care or protect himself against significant harm or exploitation) may be authorised to act as a CHIS **only in the most exceptional circumstances**. Authorisation must be given by the Chief Executive or (in his/her absence) the Head of Governance
- 15.3 Authorisations for juvenile sources (under 18) should only be granted if the provisions contained in The Regulation of Investigatory Powers (Juveniles) Order 2000 (SI 2000/2793) are satisfied. Any authorisation should be granted by the Chief Executive or (in his/her absence) the Head of Governance. The duration of an authorisation for the use or conduct of juvenile sources is **one month**. **A source under the age of 16 must not be authorised to give information against his parents or any person who has parental responsibility for him.**
- 15.4 If a juvenile source (under 18) is to be used, the authorising officer is responsible for obtaining the written consent of the parent or guardian or the person caring for the juvenile, unless to do so would compromise the juvenile's welfare or safety. The authorising officer is also responsible for ensuring that an appropriate adult is present at any meeting. An appropriate adult means a parent or guardian, person who has assumed responsibility for the wellbeing of the CHIS or, in their absence, a person who is responsible for the wellbeing of the CHIS and who is over 18 who is neither a member of, nor employed by, the Council.
- 15.5 **On no occasion should the use or conduct of a source under 16 years of age be authorised to give information against his parent or any person who has parental responsibility for him/her.**
- 15.6 The processing of information obtained as a result of surveillance will be restricted to specified employees employed in Information and Communication Technology

Services and Audit. Only relevant senior managers will have access to the information collected to enable appropriate action to be taken. They will respect the confidentiality of all information and only disclose the information to other appropriate senior managers where further action is required.

- 15.7 When a CHIS is used, a “Handler”(who can be an officer of the Council), and who must have received appropriate training, should be designated as having the day to day responsibility for dealing with the CHIS. This responsibility shall extend to security, safety and welfare of the CHIS. In addition, a “Controller” should be designated to have the general oversight of the use made of the CHIS. These requirements also apply in cases in which the CHIS is an officer of the Council.
- 15.8 The officer requesting authorisation for the use of a CHIS must also complete a risk assessment and submit it to the Authorising Officer together with the authorisation request.

16 Monitoring of records/senior responsible officer

- 16.1 The Head of Governance will be responsible for monitoring authorisations and conducting a six monthly review of applications, authorisations, refusals, reviews, renewals and cancellations. In addition the Head of Governance is designated the Senior Responsible Officer in accordance with the general best practice requirements under the Covert Surveillance and Property Interference Revised Code of Practice of April 2010.

17 Scrutiny

- 17.1 The Head of Governance will ensure that a quarterly report is submitted to the Council’s Audit and Governance Committee. The reports will include details of the overall number and type of authorisations granted and the outcome of the case, where known. In addition, the reports will provide a breakdown of the same information by service or groups of services, as appropriate.
- 17.2 The reports should also include the findings and recommendations of the most recent inspection carried out by a representative of the Office of Surveillance Commissioners, where applicable (inspections may not take place annually).
- 17.3 In addition the Head of Governance will make arrangements for relevant members to be engaged at least annually by way of awareness session updates or other form of training as necessary.

18 Further information

- 18.1 For further guidance please see the relevant Home Office guidance available from the Home Office website <http://www.homeoffice.gov.uk/> or contact Regulatory Services or Legal Services.