

From: VRS Communications and Engagement Team

Subject: Voluntary Returns Service

Voluntary Returns Service – update on current service levels

We are currently receiving a high level of interest in the services we offer, and we continue to work with people to try and fulfil their requests to leave the UK.

However we are currently experiencing difficulties that mean that we cannot currently support assisted returns for people who require a level of assistance upon return from the United Kingdom. We are experiencing infrastructure and other issues that make it difficult to impossible to offer that level of support at this time.

We have therefore made a very difficult decision to cease offering assisted returns at this time.

We will continue to register an interest from people who wish to return, and to offer other levels of support to help as many people as we possibly can. Where we can arrange flights, get travel documents etc we will continue to do this, and we are very happy to talk to people to see what help we can offer on an individual basis.

We will also register those who need assisted support on our systems, and our caseworkers will be in touch with every person who registers an application with us on a regular basis to update on the travel situation, and to give them as much information as we possibly can.

Please help us by encouraging people to get in touch by phone (0300 004 0202), and to register their interest via the electronic portal on gov.uk (<https://www.gov.uk/return-home-voluntarily/who-can-get-help>)

Thank you for your help.