



Passports – Lost, Stolen Procedure

Supporting Documents

- Foreign Embassies in United Kingdom
- Recovered Passport Notification Form (R01 form)

Policy

Evidential Property Policy Surrey and Sussex 1128

Procedure

1. Introduction

1.1 In addition to the normal procedures in place for reporting thefts and dealing with lost property, the following should be noted when passports or driving licenses are involved.

2. Statement

2.1 After reporting a stolen/lost passport a new form, [LSO1](#), must be completed by the person reporting it. This form is available to print from the lost and stolen section of the UKPS Website www.passport.gov.uk

2.2 Form LS01 will also be available from:

- the IPS Passport Advice line on 0300 222 0000
- a Regional Passport Office
- Post Office branches that offer the Passport Check & Send service

2.3 It can also be completed online. In this case IPS will print out the completed form and send it back to be signed and returned. (See the Directgov website on 'Report a lost or stolen passport')

2.4 Following the usual recording of the theft of a passport and the allocation of a crime the member of public should be advised to complete form [LSO1](#) and return it to the UKPS without delay.

2.5 If a passport is lost/stolen, form [LSO1](#) will have to be completed to obtain a replacement passport and should be completed even if a replacement is not wanted.

2.6 The holder of the passport will be required to quote the crime reference number on their LS01 form so ensure they are provided with it.

3. Non-UK Passports

3.1 If a foreign national reports a stolen or lost passport, they should be advised to attend a Police Station, or a co-located Front Counter. They should be required to take some identification with them. At that point, the Front Counter Officer will ring the Immigration Enforcement Command and Control Centre and carry out checks to ensure this person has leave to stay in the UK. It will then be verified if this is a lost or a stolen passport, and if stolen, a report will be taken.

3.2 **All** foreign national passports received by police should be sent by secure means to the National Document Fraud Unit (NDFU) via the Immigration Enforcement Command and Control Centre. Please contact the 24/7 Intelligence Team for contact details.

3.3 NDFU can check individuals to see if they are persons who are of interest to them and will assist in identifying current trends in document abuse.

3.4 If assistance is required with a non-UK passport in a criminal enquiry, a local Immigration Service Enforcement Team can be contacted.

4. Recovered Passports

4.1 If a passport is recovered by a law enforcement agency in circumstances where identity fraud or related crime is known to have taken place form R01 (for use only by law enforcement agencies) will now be completed by that agency.

4.2 The passport should be returned to the UK Passport Service with form R01. Please contact the 24/7 Intelligence Team for contact details.

4.3 However, where the passport must be retained for evidential purposes, this should be indicated on the form which should be sent ahead of the passport. The passport can be returned under separate cover at the conclusion of the case.

4.4 Any passport handed into or recovered by the police that has been outside the control of the genuine holder **must not** be returned to the holder. **Under no circumstances** should members of the public enquiring if their passport has been handed in be told that they can claim it back if it has been out of their ownership and control. They can get advice from the HM Passport Office Advice Line 0300 222 0000 or go to the local post office and do not issue a VB lost property report reference number.

4.5 No attempt should be made to try and trace the genuine holder with a view to returning the passport.

4.6 A passport that has been in the hands of a third party may have been used for illegal entry or in fraudulent activity so **must** be returned to the UKPS office to be recorded as recovered and destroyed.

4.7 Before any passport is returned, the top right corner of the front and back cover and the person's details pages should be cut off to cancel the passport and make it less attractive or useful to criminals.

4.8 From a practical perspective if a passport has been mislaid/carelessly left at an airport, it should be retained there for a period of 24 hours to allow the holder time to reclaim it. After this time, it should be returned using form R01.