

**CHAPTER 24
SECTION 10****REQUESTS FOR INFORMATION FROM PERSONAL FILES
IN CONNECTION WITH TRACING ENQUIRIES****1. GENERAL**

The British Red Cross (BRC) receives enquiries from Red Cross Branches overseas on behalf of family members who wish to trace relatives they have reason to believe are living in the United Kingdom. These queries can relate to a range of individuals from those who came to the UK to work after the Second World War to refugees who have arrived here since. An increasing number are about asylum seekers from recent areas of conflict, e.g. Somalia. International Social Service of the United Kingdom (ISSUK) is a charitable organisation which attempts to trace relatives of people living in the UK. Enquiries from the Salvation Army (SA) are less frequent and concern missing relatives.

Addresses: British Red Cross
UK Office
44 Moorfields
London
EC2Y 9AL

International Social Service of the United Kingdom
Cranmer House
39 Brixton Road
London SW9 6DD

The Salvation Army
Family Tracing Service
105-109 Judd Street
Kings Cross
London
WC1H 9TS

2. RESPONDING TO REQUESTS

Requests should be sent direct to Evidence & Enquiry Unit, 12th floor Lunar House, Croydon but if caseworkers encounter any they should be sent there. The UK Border Agency now has few files available that were originally opened before 1980 - the ones that remain tend to relate to applicants who have been in contact with UKBA during the last 15 years. All UK Border Agency applicants files are now stored in Croydon, or at the contractor's store in East London. The UK Border Agency no longer has any files at the Hayes (Middlesex) Repository. Although the actual files may have been destroyed, the Residual Registry Unit (RRU) retains the original index slips, which can

still be of use in clarifying or confirming basic details such as the exact spelling of names, dates of birth, details of arrival in the United Kingdom. Such information may occasionally be of assistance in pursuing enquiries with other agencies who may hold more up-to-date records, but who may need more exact personal data than the person making enquiries is able to provide.

In addition, if the applicant came to the United Kingdom from Eastern Europe in the post-World War II period, he/she may well have been subject to the Operation Post Report (OPR) screening procedure during the 1950s, and copies of the immigration officers interview reports from that time are also held in the RRU. Details from index slips/copies of OPR reports can be obtained from the Residual Registry Unit (RRU), 5th floor East, Block C, Croydon.

If an address is recorded, either on file or in the OPR report, this may be passed on to the BRC, ISSUK or SA, who operate a policy of confidentiality. We may also advise these organisations of any change of name, names and dates of birth of immediate relatives, if known, although if there is any indication of a divorce or ill feeling within the family, discretion will need to be used regarding the disclosure of some available details. Relevant details may be extracted from the OPRs. The actual reports should **NOT** be copied to the enquirer.