Business Rules (IEBR)

Identify & Prioritise Immigration Cases (IPIC) Returns Preparation 2 Service

Reference Manual – Caseworker Access
February 2023

Contents

Immigration Enforcement

Rules Overview

Rules Overview

There is a new set of rules for the RP2 IPIC service that you may be assigned to for review. Later in the manual you will be shown how to identify the type of recommendations that you are reviewing. In brief, the rules consist of:

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Assignment of recommendations is managed by users with RP2 Manager access.

New Functionality

Immigration Enforcement
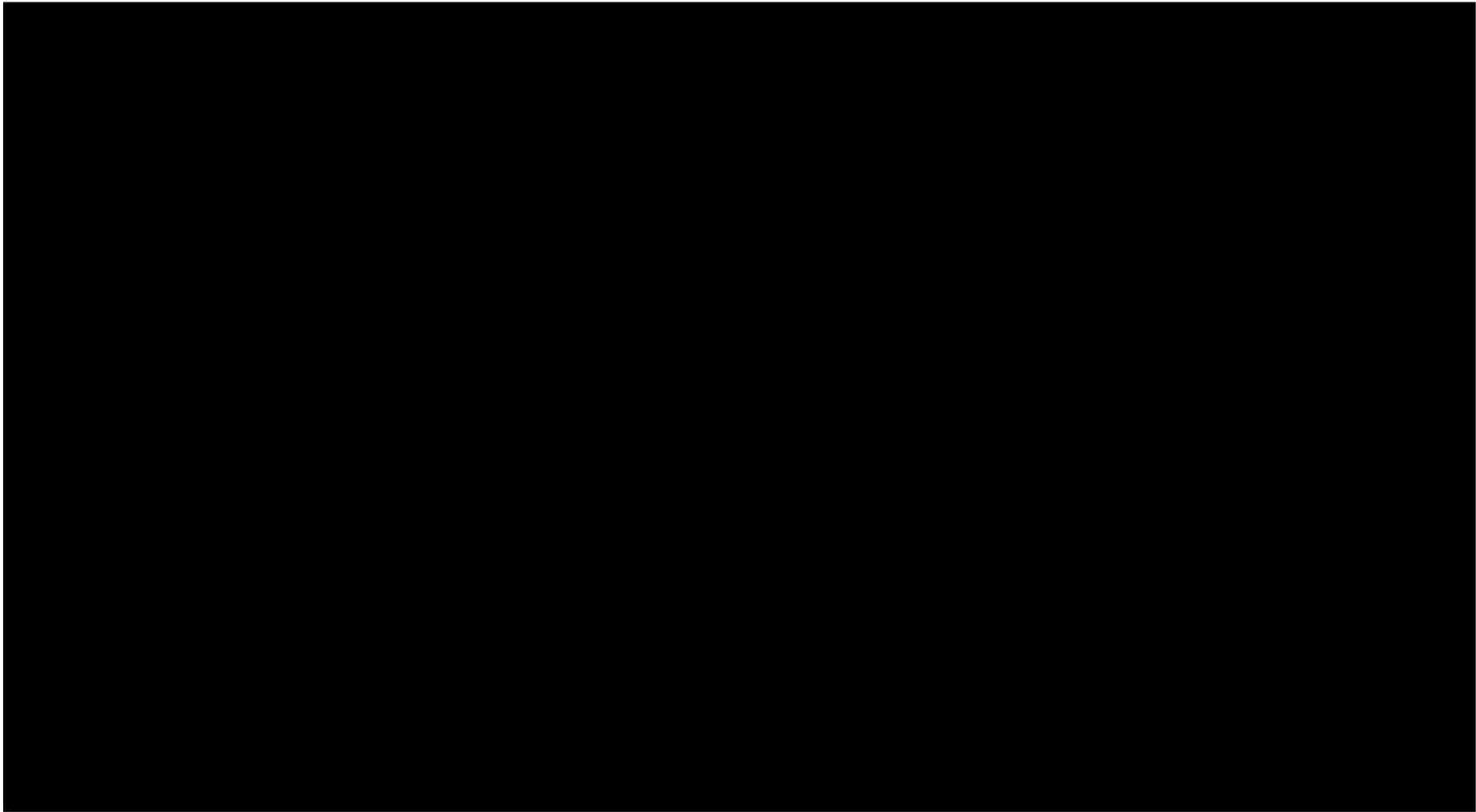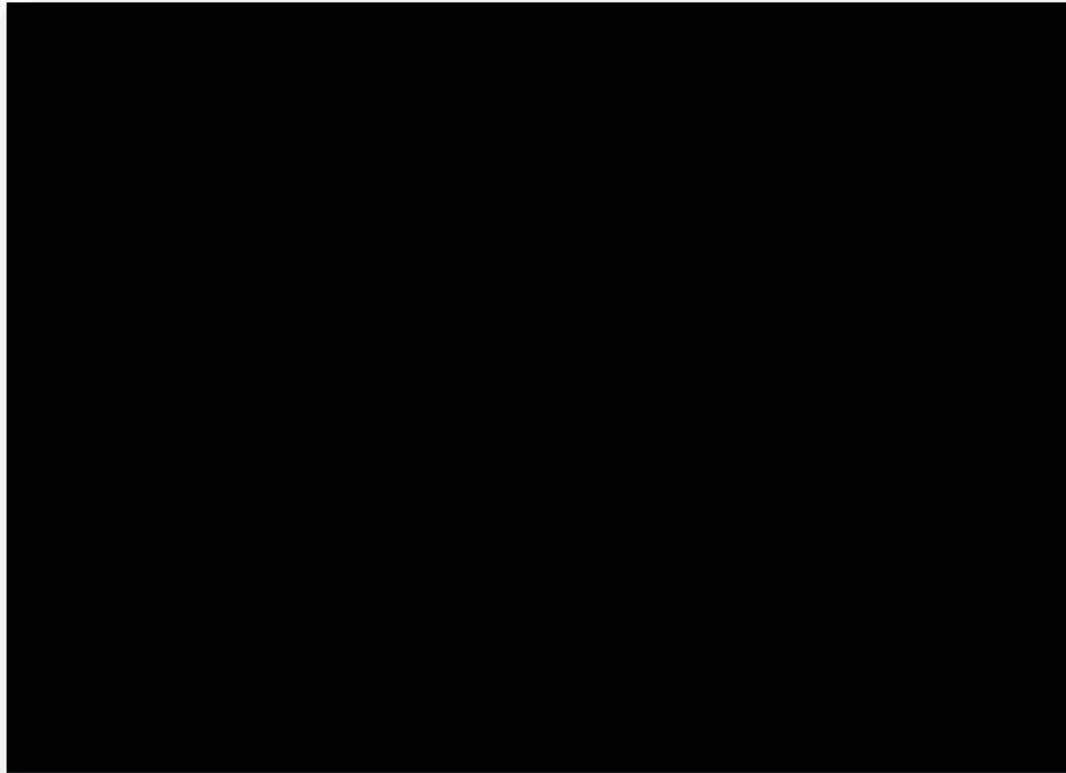
Prioritisation

The prioritisation which recommendations will be presented to you will now be ███████ ███████ ███ **This prioritisation will be set by users with RP2 Manager access when allocating individuals for review.**

For information purposes only:

Users with RP2 Manager access will use this filter to prioritise recommendations dependent on current work priorities and flow.

Users with RP2 Caseworker access will not see this screen.

Reviewing Recommendations

Reviewing Recommendations

Identify and prioritise immigration cases   Log out

Review   Reports   Find someone

Review

Recommended (16) | Accepted (3) | Rejected (1) | On hold (1)

Recommended cases

1 ese are cases recommended by IPIC

Get case

Recommended shows the number of individuals that IPIC has found that meet the criteria for the group(s) a caseworker has assigned to them by a Manager. Recommendations are prioritised by ▮▮▮▮▮▮▮▮▮▮▮. When a user clicks 'get case' they will be presented with the next recommendation from their group(s) with the prioritisation determined by the assigning Manager.

Accepted, Rejected, and On Hold show the number of recommendations that the groups you are in have recently reviewed and assigned to each state.

1 Select 'Get case'. Recommendations should only be presented to one user at any one time.

2 Review the recommendation by checking information stored within each of the tabs by clicking on the links

Users must review data on IPIC **and** data held on the Home Office Case Management system(s) (e.g.. CID / Atlas) before deciding whether IPIC appropriately recommended the individual for action:

Once complete, users should choose one of the actions:

3
→ To **Accept** a recommendation proceed to

→ To **Reject** a recommendation proceed to

→ To place a recommendation **On Hold** proceed to

Immigration Enforcement

Identify and prioritise immigration cases   Log out

Review   Reports   Find someone

‹ Back to review recommended cases

This is the action that IPIC has recommended the individual for.

Person details
Documentation
Reporting details
Barriers
Harm
Family status
Vulnerability

2

Person details

Full name

Home Office reference

Person ID

Duplicate person ID(s)

Date of birth

Country of nationality

Gender

Red notice status

3
Accept
Reject
Place on hold

9

Accepting a Recommendation

Identify and prioritise immigration cases

Review   Reports   Find someone   Log out

< Back to review recommended cases

Person details

Person details

Documentation

Reporting details

Barriers

Harm

Family status

Vulnerability

4 | Accept |

| Reject |

| Place on hold |

Full name

Home Office reference

Person ID

Duplicate person ID(s)

Date of birth

Country of nationality

Gender

Red notice status

4 Select 'Accept'.

Identify and prioritise immigration cases

Review   Reports   Find someone   Log out

Accept case

❗ You must record any updates to this case in CID or ATLAS.

5 | Confirm |

5 The user must select 'Confirm' to accept the recommendation for further action.

👑 Immigration Enforcement

Accepting a Recommendation

Identify and prioritise immigration cases   Log out

Review   **Reports**   **Find someone**

a   < Back to review recommended cases

Accepted

b   View accepted cases

At this point you can either:

a   Return to the review recommended cases

b   View the accepted cases

Immigration Enforcement

Rejecting a Recommendation

Identify and prioritise immigration cases
Log out

Review   Reports   Find someone

< Back to review recommended cases

Person details

Person details
Documentation
Reporting details
Barriers
Harm
Family status
Vulnerability

4 Accept

Reject

Place on hold

Full name
Home Office reference
Person ID
Duplicate person ID(s)

Date of birth
Country of nationality
Gender
Red notice status

4 Select 'Reject'

5 Select one (or more) rejection reasons

6 Explain the reason(s) for rejecting the recommendation

7 Select 'Confirm'

Identify and prioritise immigration cases
Log out

Review   Reports   Find someone

5 ## Why do you want to reject this case?

Select all that apply

6 Detail on reason for rejecting this case (optional)

You have 412 characters remaining

❶ You must record any updates to this case in CID or ATLAS.

7 Confirm   Cancel

For rejected recommendations, users should make updates to other Home Office systems (e.g. CID / Atlas) where applicable,

This will assist in preventing the individual being recommended again and routed elsewhere in the future.

Please note – Rejection reasons available will differ dependent on the action

Immigration Enforcement

Rejecting a Recommendation

Identify and prioritise immigration cases

Log out

Review   Reports   Find someone

a ‹ Back to review recommended cases

Rejected

b View rejected cases

At this point you can either:

a Return to the review recommended cases

b View the rejected cases

Rejection Reason	Recommendation made in

Immigration Enforcement

Placing a Recommendation On Hold

Review   Reports   Find someone

< Back to review recommended cases

Person details

Person details
Documentation
Reporting details
Barriers
Harm
Family status
Vulnerability

Accept
Reject
4 Place on hold

Person details

Full name
Home Office reference
Person ID
Duplicate person ID(s)
Date of birth
Country of nationality
Gender
Red notice status

Why do you want to place this on hold?

You have 383 characters remaining

⚠ You must record any updates to this case in CID or ATLAS.

7 Confirm   Cancel

When should I place a recommendation on hold?

'Place on hold' is a temporary status and should be used only to 'park' recommendations for a short time. It must not be routinely used to manage recommendations.

Please note recommendations will not reflow and will remain on hold until it is accepted, rejected or the work group is deleted.

4 Select 'Place on hold'

5 Select the reason for placing the recommendation on 'hold'

6 Explain the reason(s) for placing the recommendation on hold

7 Click 'Confirm'

Immigration Enforcement

Placing a Recommendation On Hold

Identify and prioritise immigration cases

Log out

Review   **Reports**   **Find someone**

a < Back to review recommended cases

Placed on hold

b   View cases on hold

At this point you can either:

a   Return to the review recommended cases

b   View the cases on hold

→ **See the next slide for when the user is ready to take the recommendation off hold and either Accept or Reject**

Immigration Enforcement

Changing the Decision on a Recommendation / Taking a Recommendation Off Hold

Identify and prioritise immigration cases — Log out

Review   Reports   Find someone

Review

1

Recommended (13)   Accepted (4)   Rejected (2)   On hold (2)

Recommended cases

These are cases recommended by IPIC.

Get case

Identify and prioritise immigration cases — Log out

Review   Reports   Find someone

Review

Recommended (13)   Accepted (4)   Rejected (2)   On hold (2)

Cases on hold

Action	Name	CEPR or PID	Reason placed on hold	Placed on hold by
			Manager escalation	
			Manager escalation	

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1 Select the 'On hold' tab from the main Review screen

2 The user should locate and click on the name of the recommendation which needs to have the decision changed.

Please note:

- Cases will stay on the 'Accepted' tab for 5 days
- Cases will stay on the 'Rejected' tab for 20 days
- Cases will stay on the 'On Hold' tab until the status is changed (no time limit)
- All recommendations, whether recommended, accepted, rejected or on hold are available to view in MI Report.

Immigration Enforcement

Viewing on hold reason

Identify and prioritise immigration cases

Log out

Review   Reports   Find someone

< Back to review on hold review cases

Person details

- Person details
- Documentation
- Reporting details
- Barriers
- Harm
- Family status
- nerability

1

[View reason on hold]

[Accept]

[Reject]

Person details

Full name

Home Office reference

Person ID

Duplicate person ID(s)

Date of birth

Country of nationality

Gender

Red notice status

1 Select the 'View reason on hold' button which will open a new window showing the reason the recommendation was placed on hold

2 Select the link to return to see the individuals information

3 Users will be able to see: -
- The reason the recommendation was placed on hold
- The date it was placed on hold
- Who the recommendation was placed on hold by
- Additional details added

4 On hold details can be edited by selecting the link

Identify and prioritise immigration cases

Log out

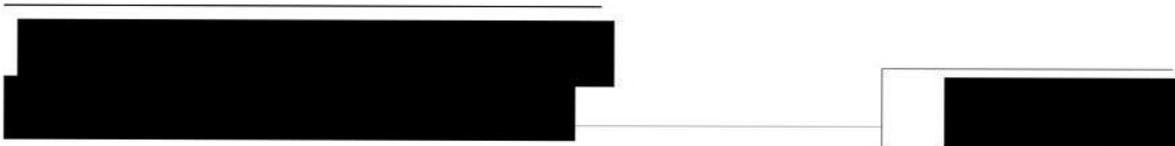Review   Reports   Find someone

2

Reasons for placing on hold

3

On hold reason	Manager escalation
Date placed on hold	13 Jan 2023
Placed on hold by	
Details	

4 Edit these details

🏛 Immigration Enforcement

OFFICIAL SENSITIVE   18

Changing a Decision on a Case / Taking a Case Off Hold

Identify and prioritise immigration cases　　Log out

Review　　Reports　　Find someone

‹ Back to review on hold review cases

Person details

Documentation

Reporting details　　**Person details**

Barriers

Harm

Family status

Vulnerability

①

Full name

Home Office reference

Person ID

Duplicate person ID(s)

① View reason on hold

Accept

Reject

Date of birth

Country of nationality

Gender

Red notice status
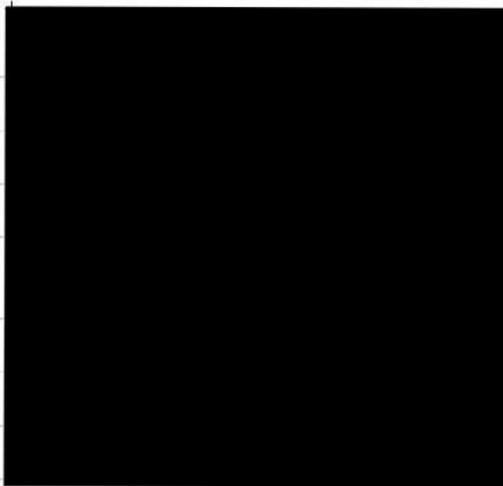
① The user should review the data held on IPIC and other case management systems (i.e. CID / Atlas) before changing the decision of whether IPIC appropriately recommended the individual for the action

→ If you need to Accept the

recommendation see slide 10

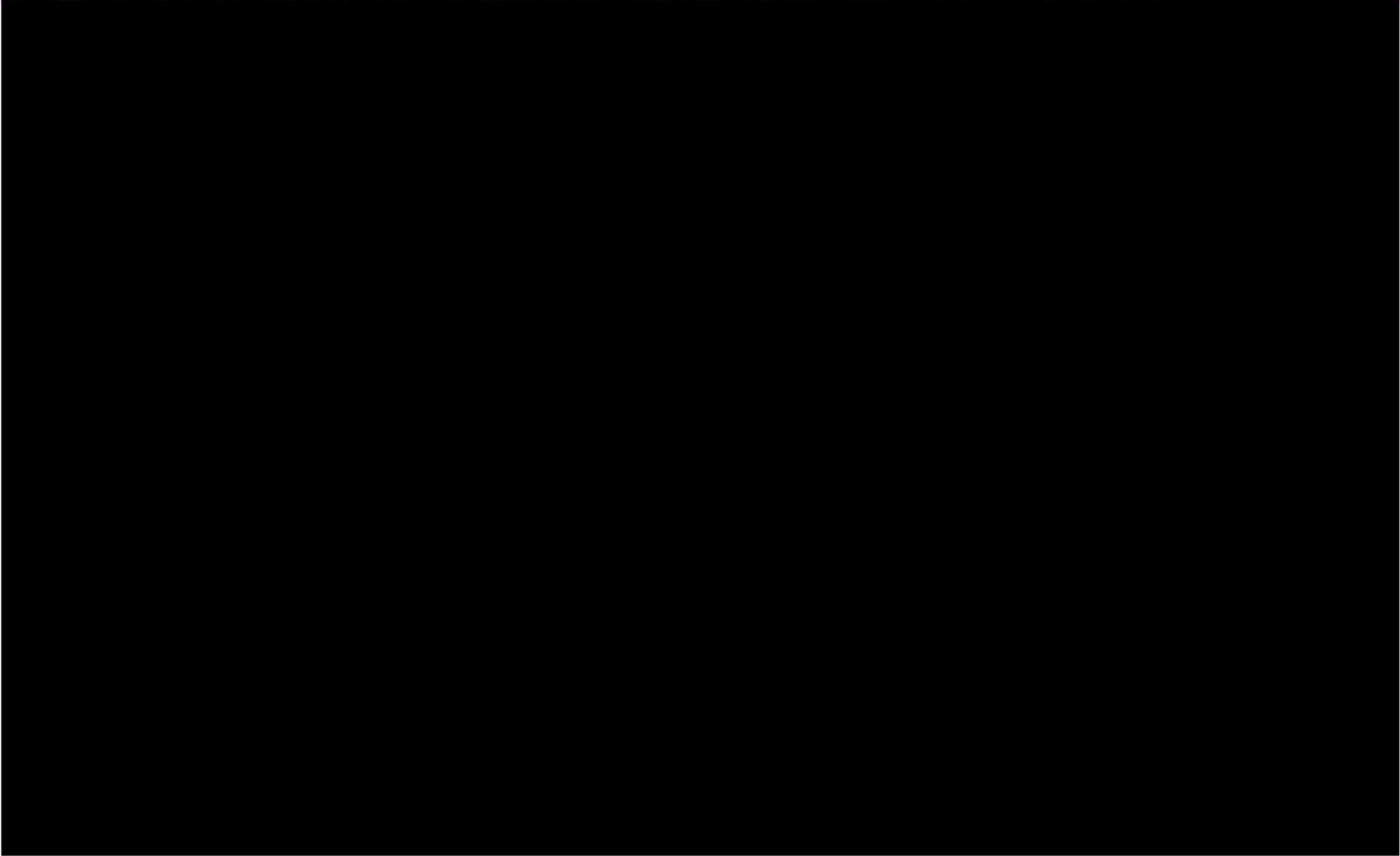→ If you need to Reject the recommendation

see slide 12

Immigration Enforcement

How does Get Next work?

'Get Next' will always return the next highest priority recommendation based on the group(s) the user is assigned to. This slide provides an illustrative example of what this means in practice.

Management Information (MI) Report

MI Report (1 of 3)

This area of IPIC is used to display and download Management Information (MI) reports which show a breakdown of all undertaken activity on IPIC within a date range.

The MI Report functionality is available to all RP IPIC users.

Users can select data ranges in the last 7 days, weekly over the last 4 weeks or monthly over the last 6 months.

1 Click 'Reports' to access the Reports tab.

2 Users can select the desired date range from the information shown on this page.

3 - The business rules for the service will be displayed showing the overall number of recommendations for the date range selected.

- Select the link for the appropriate business rule to review.

Immigration Enforcement

Identify and prioritise immigration cases — Log out

Work groups | Allocations | Review | Reports | User setup | Find someone

Back to reports **(4)**

(5)

Date range: Last 7 days **(6)**

Total [redacted] recommendations **(7)**

477
11 Jan

+38 ▲ 4 Jan

(8)

Total accepted | Total rejected | Total on hold
104 | **240** | **235**
5 Jan to 11 Jan | 5 Jan to 11 Jan | 5 Jan to 11 Jan
+82 ▲ 29 Dec 22 to 4 Jan | +147 ▲ 29 Dec 22 to 4 Jan | +135 ▲ 29 Dec 22 to 4 Jan
Download accepted cases | Download rejected cases | Download on hold cases

(9)

▶ Top 5 regions

▶ Total in work groups

(4) To return to the main MI Reporting page select Back to reports at the top of the screen.

(5) This is the business rule the MI is being displayed for.

(6) Select a date range for the report. The last 7 days from yesterday is the default.

(7) The total number of recommendations is displayed. The trend information shows how many more or less recommendations there are based on the dates.

(8) The total number of cases **Accepted**, **Rejected** and **on hold** is displayed. The trend information shows how many more or less decisions in IPIC there have been based on the dates.

Select the 'download' link to download a spreadsheet of the cases for the date range selected. See next slide for info on the download.

(9) Additional MI drop downs will provide an overview of other key categories when expanded.

Immigration Enforcement

This image shows an example of the MI report filled with dummy data. This slide explains what the fields in the report mean.

The MI reports contain information around when the recommendation was made in IPIC and by who (orange section), type of case (green), whether or not the recommendation was allocated to a work group (red section) and details around the decision made (blue section).

It also contains other useful information from Atlas such as name, date of birth, nationality.

From	To		Status	Status Updated		ted By	Current Flag	Current Statu		Allocated	Allocated on	
05/01/2023	11/01/202		Accepted	06/01/2023 14:14			Y	Accepted		Y	10/12/2022 14:41	
05/01/2023	11/01/202		Accepted	09/01/2023 11:02			Y	Accepted		Y	10/12/2022 14:41	
05/01/2023	11/01/202		Accepted	09/01/2023 16:32			Y	Accepted		Y	10/12/2022 14:41	
05/01/2023	11/01/202		Accepted	10/01/2023 09:02			Y	Accepted		Y	10/12/2022 14:41	

From – Start date of the report.
To – End date of the report
Intervention – The recommendation i.e.

Person ID – PID
HO Ref – Home Office Reference number
Status – The status of the downloaded report, i.e. Accept/Reject/On Hold
Status Updated On - When the case was actioned in IPIC
Status Updated By - The POISE ID of the person who actioned the case
Current Flag – Shows if the status in the downloaded report is the current status or not, i.e. case was accepted but has since been changed to rejected/on-hold
Current Status – The current status of the case

Allocated – Shows if the case was allocated to a work group or not
Allocated on – Provides the date and time of allocation to a work group
Allocated to – Shows the name of the work group the case was allocated to at the time of decision
Allocated by – Shows the POISE ID of the person who last allocated the case to the work group

Rejection reasons – a 'Y' will be presented to show selection made e.g..
Rejection explanation – Shows details added by user
Please note: that rejection reasons will differ by rule

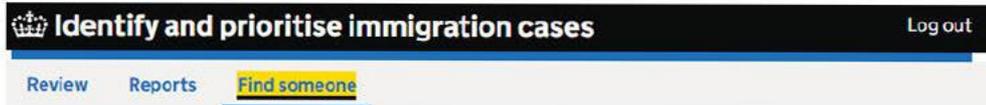**On hold reasons** – a 'Y' will be presented to show selection made e.g.
On hold explanation – Shows details added by user

Find Someone

Find Someone (1 of 2)

The 'Find someone' tab of IPIC is used to find the details of all activity taken on an individual within RP's IPIC.

To find an individual, enter the PID or HO reference into the box and select the search button

The list provided will display the action the person was recommended for, if the recommendation was allocated to a workgroup and what the status of the recommendation is (accepted, rejected, on hold) and the date the status changed.

If the name is a blue hyperlink you can select this to go to the recommendations details screen.

You cannot review the recommendation if it has been retracted (no longer meets the rule).

If a recommendation is still located within either the Recommended, Accepted, Rejected or On Hold tab, the Find Someone functionality allows users to view, make or amend a decision

Identify and prioritise immigration cases   Log out

Review   Reports   Find someone

< Back to find someone

Person details
- Person details
- Documentation
- Reporting details
- Barriers
- Harm
- Family status
- Vulnerability

View rejection reasons

Accept

Place on hold

Person details

Full name

Home Office reference

Person ID

Duplicate person ID(s)

Date of birth

Country of nationality

Gender

Red notice status
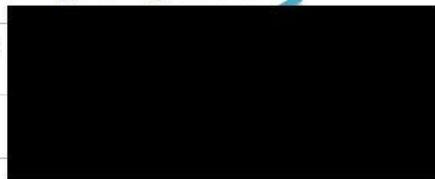
Identify and prioritise immigration cases   Log out

Review   Reports   Find someone

Reasons for rejecting this case

Rejection reasons

Details

Edit these details

Please note:

- Cases will stay on the 'Accepted' tab for 5 days
- Cases will stay on the 'Rejected' tab for 20 days
- Cases will stay on the 'On Hold' tab until the status is changed (no time limit)
- All recommendations, whether recommended, accepted, rejected or on hold are available to view in MI Report (see Chapter 2).

Immigration Enforcement

Frequently Asked Questions

1. What is a case worker in IPIC?

A 'caseworker' in IPIC again only relates to the level of access that a given user has. It means that the user is able to review recommendations for a given intervention action that they have been assigned to by an IPIC manager, and accept, reject, or place them on hold. <u>The name of this role in IPIC does not relate to a given users actual job title or grade.</u>

2. What is a manager in IPIC?

A 'manager' in IPIC only relates to the level of access that a given user has. It means that the user is able to set up workgroups, allocate recommendations, review allocation filters and edit work groups that case workers are assigned to. A manager can also review recommendations for a given action (e.g ███████ ██████████████), and accept, reject, or place them on hold if required. <u>The name of this role in IPIC does not relate to a given user's actual job title or grade.</u>

3. What happens if two people work on the same recommendation in IPIC?

This is very unlikely, because the list of recommendations continually updates. If two users clicked on a recommendation at the exact same time, they would both review the same individual. Both reviewers would be able to make a decision on the recommendation to Accept / Reject / Place on Hold. However, the most recent decision would be saved and shown in the MI report, but is unlikely to occur in practice. We have had no instances being reported of this happening.

4. ████████████████████████

██

5 ████████████████████████

██
███████████

6. Who has assigned me my recommendations?

Someone in your business area with IPIC Manager access will have assigned you to a particular group to process recommendations for a required action (i.e ████████████████████████████████). As highlighted in slide 20, you can be assigned to more than one group.

7. Where have my recommendations come from and what filters have been applied to just present me with my required intervention list?

IPIC will have recommended a list of suitable individuals for your consideration. Someone in your business area with IPIC Manager access may have subsequently filtered this list with specific criteria to present recommendations for the particular action you have been assigned to.

8. How can I see recommendations that I have completed?

You will be able to review all the recommendations you have actioned (accepted/rejected/placed on hold) by accessing the reports tab and filtering by your Poise ID. Slide 21 shows you how to do this.

Immigration Enforcement

Contact Information

For any issues or anomalies in IPIC please contact