Business Rules (IEBR)

Identify & Prioritise Immigration Cases (IPIC)

Training Guide – CSTT v1.1 (Final)

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Reviewing a Case

Identify and prioritise immigration cases

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Review Reports Find someone

Review

Recommended (165) | Accepted (0) | Rejected (0) | On hold (0)

Recommended

1 These are cases recommended by IPIC.

[Get case]

1 Select 'Get Case'. Cases will only be recommended to one person at any one time.

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

Users must review case data on IPIC **and** data held on Atlas and CID before deciding whether IPIC appropriately recommended the case for action:

Once complete, users should choose one of the actions:

3
→ To **Accept** a case proceed to slide 5
→ To **Reject** a case proceed to slide 7
→ To place a case **On Hold** proceed to slide 8

Immigration Enforcement

Recommended shows the number of cases that IPIC has found that meet the criteria for the group(s) a caseworker has assigned to them ▮▮▮▮▮▮▮▮▮▮▮▮▮▮ When a user clicks 'get next' they will be presented with the next highest priority case from their group(s).

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

Identify and prioritise immigration cases

Log out

Review Reports Find someone

< Back to review recommended cases

This is the case action that IPIC has recommended the case for

Person details	
Documentation	**2**
Reporting details	
Barriers	
Harm	
Family status	
Vulnerability	

Person details

Full name

Home Office reference

Person ID

Duplicate person ID(s)

Date of birth

Country of nationality

Gender

Breach open date

3
| Accept |
| Reject |
| Place on hold |

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Accepting a Case

Identify and prioritise immigration cases
Log out

Review Reports Find someone

< Back to review recommended cases

Person details
Documentation
Reporting details
Barriers
Harm
Family status
Vulnerability

(4)

| Accept |
| Reject |
| Place on hold |

Person details

Full name

Home Office reference

Person ID

Duplicate person ID(s)

Date of birth

Country of nationality

Gender

Breach open date

(4) Select 'Accept'.

Identify and prioritise immigration cases
Log out

Review Reports Find someone

Accept case

🛈 You must record any updates to this case in Atlas or PNC.

(5) Confirm

(5) The user must select 'Confirm' to accept the case for further action.

Accepting a Case

Identify and prioritise immigration cases — Log out

Review | Reports | Find someone

(a) < Back to review recommended cases

✔
Accepted

(b) View accepted cases

What to do next

Click the button below to view the next case recommended by IPIC.

(c) Get next case

At this point you can either:

(a) Return to the review recommended cases

(b) View the accepted cases

(c) Get next case

Rejecting a Case

Identify and prioritise immigration cases

Review   Reports   Find someone

< Back to review recommended cases

Person details

Person details
Documentation
Reporting details
Barriers
Harm
Family status
Vulnerability

Person details

Full name
Home Office reference
Person ID
Duplicate person ID(s)
Date of birth
Country of nationality
Gender
Breach open date

4 Accept

Reject

Place on hold

4 Select 'Reject'

Identify and prioritise immigration cases   Log out

Review   Reports   Find someone

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

6 Detail on reason for rejecting this case (optional)

You have 462 characters remaining

⚠ You must record any updates to this case in ATLAS o

7 Confirm   Cancel

5 Select one (or more) rejection reasons

6 Explain the reason(s) for rejecting the case

7 Select 'Confirm'

🔍 For rejected cases, users should provide a reason in the textbox and make updates to other Home Office systems (e.g. Atlas / CID) where applicable, such as to correct a data quality issue.
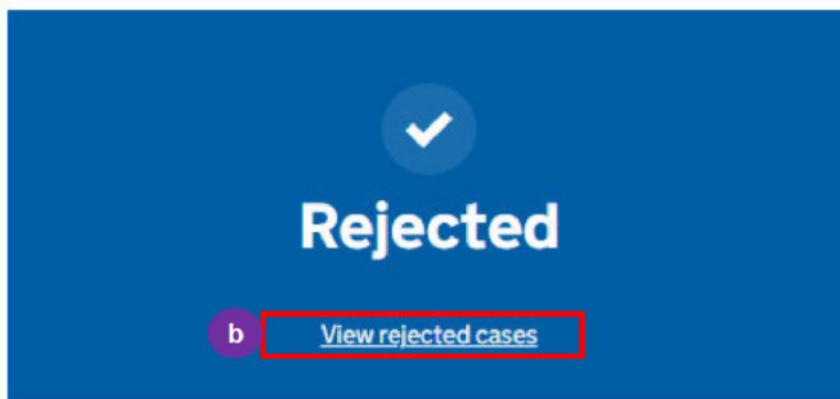
This will prevent the case being recommended again and routed elsewhere in the future

🏛 **Immigration Enforcement**

Rejecting a Case

At this point you can either:

a Return to the review recommended cases

b View the rejected cases

c Get next case

Placing a Case On Hold

Identify and prioritise immigration cases

Review   Reports   Find someone

< Back to review recommended cases

Person details

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

[Accept]

4 [Reject]

[Place on hold]

Person details

- Full name
- Home Office reference
- Person ID
- Duplicate person ID(s)
- Date of birth
- Country of nationality
- Gender
- Breach open date

Identify and prioritise immigration cases

Review   Reports   Find someone

< Back ███ ases

Why do you want to place this on hold?

5

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

6 More detail on reason for placing this case on hold (optional)

You have 500 characters remaining

6 Explain the reason(s) for rejecting the case

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

7 [Confirm]   Go back and don't update

7 Click 'Confirm'

🔍 **When should I place a case on hold?**

General guidance is that 'Place on hold' should be used when a user needs to confirm something about a case (e.g. with a manager / colleague / case worker) before deciding whether to accept or reject the case.
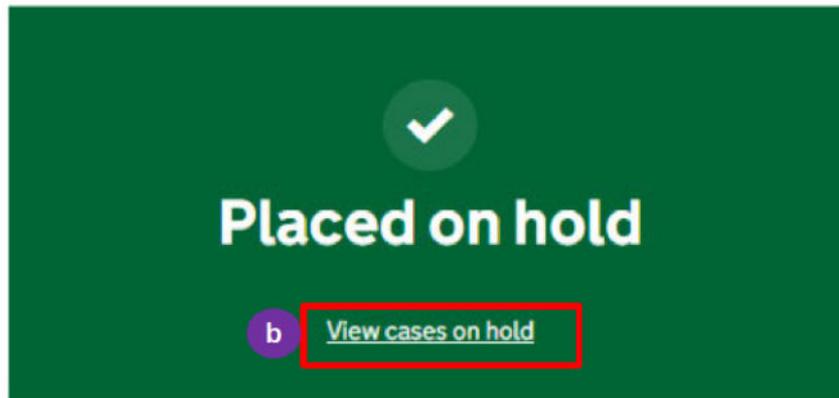
'Place on hold' is a <u>temporary</u> status and should be used only to "park" cases for a short-term. It must not be routinely used to manage cases.

Placing a Case 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

What to do next

Click the button below to view the next case recommended by IPIC.

c Get next case

At this point you can either:

a Return to the review recommended cases

b View the cases on hold

c Get next case

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

Immigration Enforcement

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

Identify and prioritise immigration cases   Log out

Review   Reports   Find someone

Review

Recommended (112)   Accepted (32)   Rejected (16)   **On hold (5)** ①

Recommended

These are cases recommended by IPIC.

[Get case]

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

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

Identify and prioritise immigration cases   Log out

Review   Reports   Find someone

Review

Recommended (112)   Accepted (32)   Rejected (16)   **On hold (5)**

Cases on hold

Person ID	Name	Action	Reason placed on hold	Date placed on hold
				8 Feb 2022
				9 Feb 2022
				9 Feb 2022
				9 Feb 2022
				9 Feb 2022

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 cases, whether recommended, accepted, rejected or on hold are available to view in MI Report (see Chapter 2).

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Viewing on hold reason

Identify and prioritise immigration cases

Log out

Review   Reports   Find someone

< Back to review on hold review cases

Person details
Documentation
Reporting details
Barriers
Harm
Family status
Vulnerability

(1)

View reason on hold

Accept

Reject

Person details

Full name
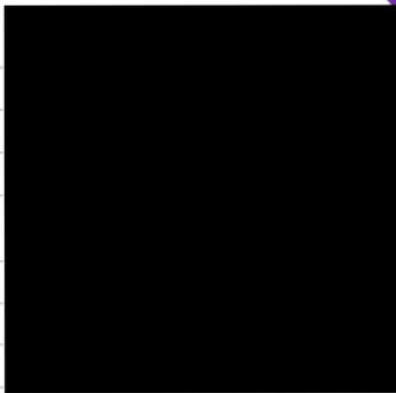
Home Office reference

Person ID

Duplicate person ID(s)

Date of birth

Country of nationality

Gender

Breach open date

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

Identify and prioritise immigration cases

Log out

Review   Reports   Find someone

(2) Select the link to return to the case summary screen

(2)

Reasons for placing on hold

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

(3)

On hold reason

Date placed on hold

Placed on hold by

Details

(4) On hold details can be edited by selecting the link

(4) Edit these details

Immigration Enforcement

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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
Barriers
Harm
Family status
Vulnerability

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

Breach open date

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 case for the intervention

→ If you need to Accept the case see slide 5

→ If you need to Reject the case see slide 7

How does Get Next work?

'Get Next' will always return the next highest priority case 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

This area of IPIC is used to display and download Management Information (MI) reports which shows a breakdown of all Absconders activity on IPIC.

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

Identify and prioritise immigration cases

Log out

Review | **Reports** | Find someone

1

Reports

2

165

6 Feb

+0 30 Jan

1 Click 'Reports' to access the Reports tab.

2 - The business rules for absconders will be displayed showing the overall number of recommendations for a default setting of the previous week.

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

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MI Report (2 of 2)

Identify and prioritise immigration cases

Log out

Work groups **Allocations** **Review** **Reports** **Find someone**

< Back to reports **5**

███████████████████████████ **1**

Date range | Last 7 days ▼ | **2**

███████████████████
██████████ **3**

112
9 Feb

-53 ▼ 2 Feb

4

Total accepted	Total rejected	Total on hold
32	**16**	**5**
3 Feb to 9 Feb	3 Feb to 9 Feb	3 Feb to 9 Feb
+32 ▲ 27 Jan to 2 Feb	+16 ▲ 27 Jan to 2 Feb	+5 ▲ 27 Jan to 2 Feb
Download accepted cases	Download rejected cases	Download on hold cases

▶ Top 5 nationalities
███████████████████ **6**
███████████████████

▶ Total in work groups

---

1 This is the business rule the MI is being displayed for.

2 A date range for the report can be selected. The default setting starts from the previous week.

3 The total number of cases currently recommended for the business rule available to review is displayed. The section highlights the differential in totals from the previous weekly figures.

4 The total number of cases **Accepted**, **Rejected**, **Placed on Hold** for the date range selected is displayed. The section highlights the differential in totals from the previous weekly figures.

The user can click on the link to download a report of these cases for the date range selected.

5 Select to return to the main MI Reporting page.

6 Additional MI categories will provide details of these metrics automatically when expanded.

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MI Report - Download

Allocated?	Allocated on
Y	17/02/2022 20:
Y	17/02/2022 20:
Y	17/02/2022 20:
Y	17/02/2022 20:

Allocated? – Shows if the case was allocated to a workgroup or not
Allocated on – Provides the date and time of allocation to a group
Allocated to – Shows the name of the group the case was allocated to at the time of decision.

The below sections will show between the Orange and Green sections above in their appropriate MI downloads.

Rejection reasons – a 'Y' will be presented to show selection made
Rejection explanation – Shows details added by user

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

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Find Someone

The 'Find someone' tab of IPIC is used to instantly find the specific case details of all Absconder activity taken on an individual within IPIC.

The 'Find someone' tab will list the all previous case recommendations and actions undertaken, i.e. which rule the case was recommended, which workgroup it was actioned by, when placed on hold and when accepted etc.

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

The return will then provide a list of all IPIC activity and the dates when each action was taken for the individual under these headings

Find Someone (2 of 2)

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

Identify and prioritise immigration cases — Log out

Review | Reports | Find someone

< Back to Find Someone

- 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	
Breach open date	

Identify and prioritise immigration cases — Log out

Review | Reports | Find someone

< Back to

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 cases, whether recommended, accepted, rejected or on hold are available to view in MI Report (see Chapter 2).

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Frequently Asked Questions

1.   What is a case worker in IPIC?

The case worker role in IPIC only relates to the level of access that a given user has. It means that the user is able to review cases recommended for a given action ███████████████████ ████████ and accept, reject, or place them on hold. The name of this role in IPIC does not relate to a given users actual job title or grade.

2.   What is a manager in IPIC?

The manager role in IPIC only relates to the level of access that a given user has. It means that the user is able to set up, review, and edit groups that case workers are assigned to. A manager can also review cases recommended for a given action and accept, reject, or place them on hold. The name of this role in IPIC does not relate to a given user's actual job title or grade.

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

This is extremely unlikely, because the list of recommended cases continually updates. If two users clicked on a case at the exact same time, they would both review the same case. Both reviewers would be able to make a decision on the case 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.

To date, we have no recorded incidents of this happening since IPIC rollout across IE.

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[REDACTED]

[REDACTED]

[REDACTED]

6. Who has assigned me my recommended cases?

Someone in your business area with IPIC Manager access will have assigned you to a particular group to process cases for a required intervention [REDACTED] As highlighted in <u>slide 14</u>, you can be assigned to more than one group.

7. Where have my cases 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 cases to your consideration. Someone in your business area with IPIC Manager access may have subsequently filtered this list to present cases for the particular intervention group you have been assigned to.

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

You will be able to review all the cases you have actioned (accepted/rejected/placed on hold) by accessing the reports tab and filtering by your Poise ID. <u>Slide 15</u> shows you how to do this.

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