



Immigration  
Enforcement

# Business Rules (IEBR)

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

**Reference Manual – Caseworker Access  
February 2023**

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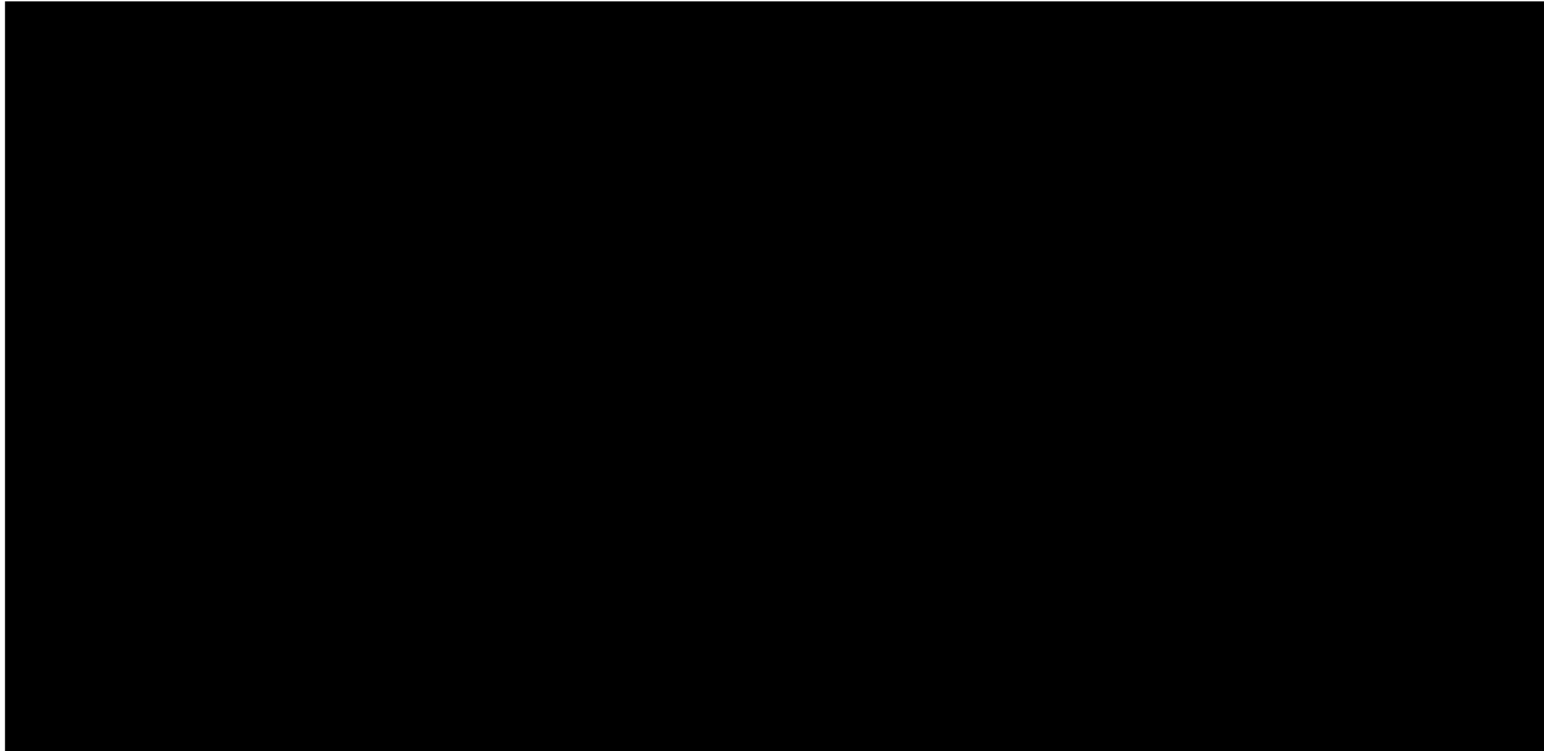
# Rules Overview



# 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:

- 
- 
- 
- 
- 
- 
- 
- 
- 
- 



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



# New Functionality



[Redacted]

[Redacted]

[Redacted]



# 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

These are cases recommended by IPIC.

**1** Get case

**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 [slide 10](#)
  - To **Reject** a recommendation proceed to [slide 12](#)
  - To place a recommendation **On Hold** proceed to [slide 15](#)

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 [redacted]. 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.

**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

**2**

- [Person details](#)
- [Documentation](#)
- [Reporting details](#)
- [Barriers](#)
- [Harm](#)
- [Family status](#)
- [Vulnerability](#)

**3**

- [Accept](#)
- [Reject](#)
- [Place on hold](#)

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

# Accepting a Recommendation

The screenshot shows a web application interface for 'Identify and prioritise immigration cases'. At the top, there is a header bar with the title and a 'Log out' link. Below the header, there are navigation tabs: 'Review', 'Reports', and 'Find someone'. A breadcrumb trail shows '< Back to review recommended cases'. The main content area is divided into a left sidebar and a main panel. The sidebar contains a list of categories: 'Person details', 'Documentation', 'Reporting details', 'Barriers', 'Harm', 'Family status', and 'Vulnerability'. The 'Person details' category is selected, and its corresponding form is displayed in the main panel. The form has several fields: 'Full name', 'Home Office reference', 'Person ID', 'Duplicate person ID(s)', 'Date of birth', 'Country of nationality', 'Gender', and 'Red notice status'. All these fields are currently redacted with black boxes. To the left of the form, there are three buttons: 'Accept', 'Reject', and 'Place on hold'. The 'Accept' button is highlighted with a red border and a purple circle containing the number '4'. At the bottom right of the form, there is another header bar with the title and a 'Log out' link, and navigation tabs: 'Review', 'Reports', and 'Find someone'.

Identify and prioritise immigration cases Log out

Review Reports Find someone

< Back to review recommended cases

Person details

Full name

Home Office reference

Person ID

Duplicate person ID(s)

Date of birth

Country of nationality

Gender

Red notice status

4 Accept

Reject

Place on hold

Identify and prioritise immigration cases Log out

Review Reports Find someone

4 Select 'Accept'.

## 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.



# Accepting a Recommendation

The screenshot shows a web interface for 'Identify and prioritise immigration cases'. At the top, there is a black header with a crown icon, the title 'Identify and prioritise immigration cases', and a 'Log out' link. Below this is a navigation bar with three tabs: 'Review' (highlighted with a blue underline), 'Reports', and 'Find someone'. A purple circle with the letter 'a' is next to a red-bordered button labeled '< Back to review recommended cases'. The main content area has a large green background with the word 'Accepted' in white. Below 'Accepted', there is a purple circle with the letter 'b' next to a red-bordered button labeled 'View accepted cases'.

**At this point you can either:**

- a** Return to the review recommended cases
- b** View the accepted cases



# Rejecting a Recommendation

**Identify and prioritise immigration cases** Log out

Review Reports Find someone

< Back to review recommended cases

**Person details**

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

4

**Identify and prioritise immigration cases** Log out

Review Reports Find someone

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

Select all that apply

5

6 Detail on reason for rejecting this case (optional)

You have 412 characters remaining

7  [Cancel](#)

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



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

- 4 Select 'Reject'
- 5 Select one (or more) rejection reasons
- 6 Explain the reason(s) for rejecting the recommendation
- 7 Select 'Confirm'



# Rejecting a Recommendation

The screenshot shows a web interface for 'Identify and prioritise immigration cases'. At the top, there is a black header with a crown icon and the title 'Identify and prioritise immigration cases', and a 'Log out' link on the right. Below the header is a navigation bar with three tabs: 'Review' (highlighted with a blue underline), 'Reports', and 'Find someone'. Below the navigation bar, there is a purple circle with the letter 'a' next to a red-bordered button labeled '< Back to review recommended cases'. Below this, there is a large blue rectangular area with the word 'Rejected' in white text. Inside this blue area, there is a purple circle with the letter 'b' next to a red-bordered button labeled 'View rejected cases'. To the right of the blue area, the text 'At this point you can either:' is followed by two options: 'a Return to the review recommended cases' and 'b View the rejected cases', each preceded by a purple circle with its respective letter.

**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





# Placing a Recommendation On Hold

The screenshot shows the 'Identify and prioritise immigration cases' interface. The top navigation bar includes 'Review', 'Reports', and 'Find someone'. A sidebar on the left lists categories: Person details, Documentation, Reporting details, Barriers, Harm, Family status, and Vulnerability. The main content area is titled 'Person details' and contains a form with fields for Full name, Home Office reference, Person ID, Duplicate person ID(s), Date of birth, Country of nationality, Gender, and Red notice status. A red box highlights the 'Place on hold' button in the sidebar, with a purple arrow pointing to it from a callout box. Another red box highlights the 'Confirm' button in a confirmation dialog, with a purple arrow pointing to it from the same callout box. The confirmation dialog also includes a 'Cancel' button and a warning message: 'You must record any updates to this case in CID or ATLAS.' A character count 'You have 383 characters remaining' is visible above the 'Confirm' button.

Identify and prioritise immigration cases Log out

Review Reports Find someone

< Back to review recommended cases

Why do you want to place this 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

Accept

Reject

Place on hold

You have 383 characters remaining

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

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'



# Placing a Recommendation On Hold

The screenshot shows a web interface for 'Identify and prioritise immigration cases'. At the top, there is a black header with a crown icon and the title 'Identify and prioritise immigration cases', and a 'Log out' link on the right. Below the header is a navigation bar with three tabs: 'Review' (highlighted with a blue underline), 'Reports', and 'Find someone'. Below the navigation bar, there is a purple circle with the letter 'a' next to a red-bordered button labeled 'Back to review recommended cases'. Below this, there is a large green rectangular area with the text 'Placed on hold' in white. Inside this green area, there is a purple circle with the letter 'b' next to a red-bordered button labeled 'View cases on hold'.

**Placed 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





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

**Identify and prioritise immigration cases** Log out

Review Reports Find someone

## Review

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

### Recommended cases

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 recommendation which needs to have the decision changed.

**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	

#### 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.

# 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  
1 **On hold reason**


[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

 **Identify and prioritise immigration cases** [Log out](#)

[Review](#) [Reports](#) [Find someone](#)

**Reasons for placing on hold**

2

3

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

4 [Edit these details](#)

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




# 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](#)

**Person details**

Full name

Home Office reference

Person ID

Duplicate person ID(s)

Date of birth

Country of nationality

Gender

Red notice status



1

View reason on hold

Accept

Reject

- 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](#)



# 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.

Identify and prioritise immigration cases Log out

Review **Reports** Find someone

1

Reports

2 Date range Last 7 days

3

Last 7 days

Last 7 days

2 Jan to 8 Jan

26 Dec 22 to 1 Jan

19 Dec 22 to 25 Dec 22

12 Dec 22 to 18 Dec 22

December 2022

November 2022

October 2022

September 2022

August 2022

July 2022



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.





# MI Report (2 of 3)

**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

7

Total recommendations  
**477**  
11 Jan  
+38 ▲ 4 Jan

8

Total accepted <b>104</b> 5 Jan to 11 Jan +82 ▲ 29 Dec 22 to 4 Jan <a href="#">Download accepted cases</a>	Total rejected <b>240</b> 5 Jan to 11 Jan +147 ▲ 29 Dec 22 to 4 Jan <a href="#">Download rejected cases</a>	Total on hold <b>235</b> 5 Jan to 11 Jan +135 ▲ 29 Dec 22 to 4 Jan <a href="#">Download on hold cases</a>
--	---	---

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.



# MI Report – Download (3 of 3)

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	Allocated By	Current Flag	Current Status	Allocated	Allocated on
05/01/2023	11/01/2023	Accepted	06/01/2023 14:14		Y	Accepted	Y	10/12/2022 14:41
05/01/2023	11/01/2023	Accepted	09/01/2023 11:02		Y	Accepted	Y	10/12/2022 14:41
05/01/2023	11/01/2023	Accepted	09/01/2023 16:32		Y	Accepted	Y	10/12/2022 14:41
05/01/2023	11/01/2023	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.

 Identify and prioritise immigration cases Log out

[Review](#) [Reports](#) [Find someone](#)

## Find someone

1 Enter PID or HO reference


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

 Identify and prioritise immigration cases Log out

[Review](#) [Reports](#) [Find someone](#)

## Find someone

Enter PID or HO reference

2 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.

Person ID	HO ref	Name	Action	Work group	Case status
-----------	--------	------	--------	------------	-------------

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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).



# Find Someone (2 of 2)

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

[Documentation](#)  
[Reporting details](#)  
[Barriers](#)  
[Harm](#)  
[Family status](#)  
[Vulnerability](#)

[View rejection reasons](#)

[Accept](#)

[Place on hold](#)

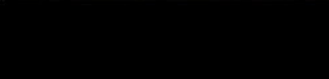
## Person details

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).



# Frequently Asked Questions



# Frequently Asked Questions (1 of 2)

## 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. 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?

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. [REDACTED]), and accept, reject, or place them on hold if required. 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 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.





# Frequently Asked Questions (2 of 2)

4. [REDACTED]

5. [REDACTED]

## 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. [REDACTED]). 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.



# Contact Information

For any issues or anomalies in IPIC please contact

