IE Business Rules (IEBR)

Identify & Prioritise Immigration Cases (IPIC)

Training Guide – EUSS Cases

Contents

1. **Reviewing a Case (slides 3 – 8)**

2. **Management Information (MI) Reports (slides 9 – 10)**
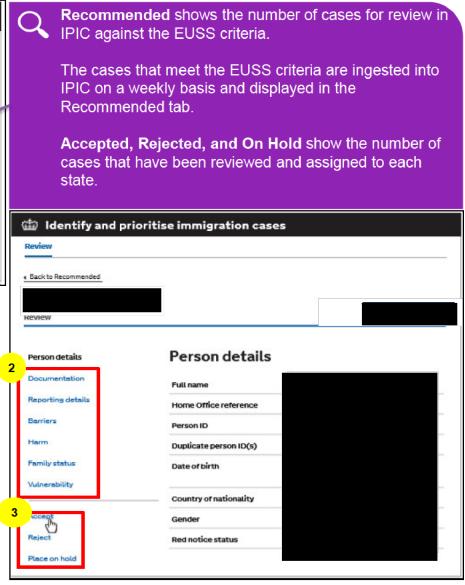
3. **Frequently Asked Questions (slides 11 – 12)**

Immigration Enforcement

Chapter 1

Reviewing a Case

Reviewing a Case

Identify and prioritise immigration cases — Admin ◄

Review

Review

| Recommended (121) | Accepted (25) | Rejected (3) | On hold (3) |

Recommended

1 ...ese are cases recommended by IPIC.

[Get case]

Recommended shows the number of cases for review in IPIC against the EUSS criteria.

The cases that meet the EUSS criteria are ingested into IPIC on a weekly basis and displayed in the Recommended tab.

Accepted, Rejected, and On Hold show the number of cases that have been reviewed and assigned to each state.

Identify and prioritise immigration cases

Review

◄ Back to Recommended

Review

Person details

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

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

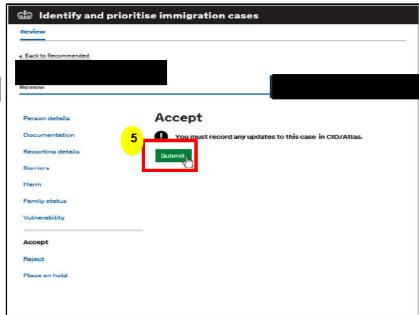Red notice status

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1 Click 'Get Case'

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

3 Review case 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 case:

→ To **Accept** a case proceed to slide 5

→ To **Reject** a case proceed to slide 6

→ To place a case **On Hold** proceed to slide 7

Accepting a Case

4. Click 'Accept'.

5. The user must confirm that they have recorded any updates to the case in CID / Atlas prior to clicking 'Submit'.
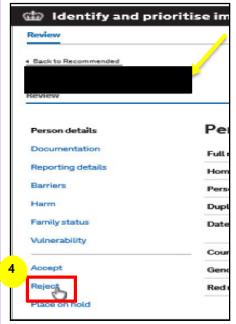
6. IPIC will confirm the case had been Accepted.

At this point you can either:

7a. Return to the 'Recommended' tab
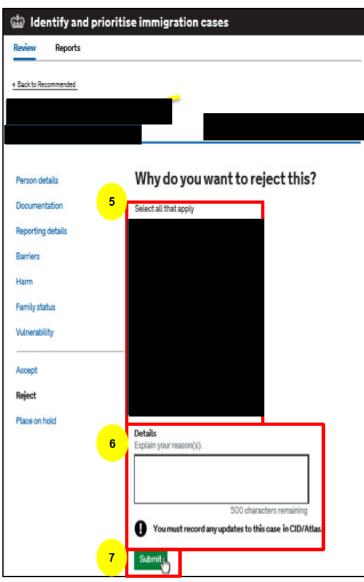
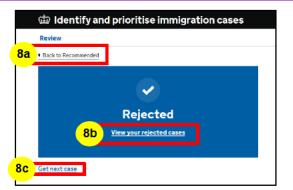7b. View the 'Accepted' tab

7c. Get the next case

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Rejecting a Case

4   Click 'Reject'

5   Tick one (or more) Rejection Reasons

6   Explain the reason(s) for rejecting the case

7   Click 'Submit'
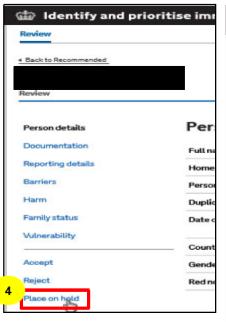
Why do you want to reject this?

5   Select all that apply

6   Details
Explain your reason(s).

500 characters remaining

⚠ You must record any updates to this case in CID/Atlas.

7   Submit

At this point you can either:

8a   Return to the 'Recommended' tab

8b   View the 'Rejected' tab

8c   Get the next case

✔ Rejected
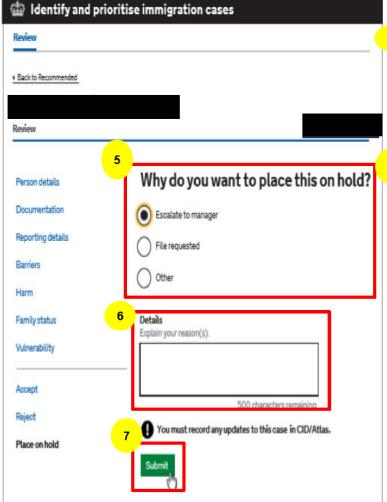8b   View your rejected cases
8c   Get next case

For rejected cases, users should ensure they make updates to other Home Office systems (e.g. CID / Atlas) to stop the flow of the case back into IPIC
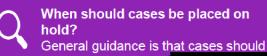
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Putting a Case On Hold

4. Click 'Place on hold'

5. Tick one (or more) reasons

6. Explain the reason(s) for placing the case on hold.

7. Click 'Submit'

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

At this point you can either:

8a. Return to the 'Recommended' tab

8b. View the 'On Hold' tab

8c. Get the next case

When should cases be placed on hold?
General guidance is that cases should be placed on hold if a [REDACTED]

The manager details can be included in the free text box.

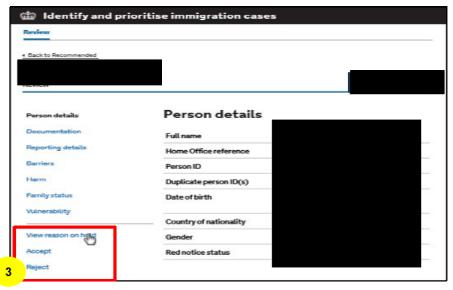# Changing a Decision on a Case / Taking a Case Off Hold

1. Load the Accepted, Rejected, or On Hold tab based on the previous decision assigned to the case.

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

3. 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 6

Please note:
- **Cases will stay on the 'Accepted', 'Rejected' tab until a new ingest of cases the following week.**
- **Cases will stay on the 'On Hold' tab until the status is changed (no time limit)**

Management Information (MI) Reports

MI Reports

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

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

Identify and prioritise immigration cases

1

Review | **Reports**

2

Reports

Date range | September ▼

3

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1 Click 'Reports' to access the Reports tab.

2 A date range for the report can be selected.

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 current 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.

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Frequently Asked Questions

Frequently Asked Questions

1. How does 'Get Next' work?

Rather than providing a list of cases, 'Get Next' will return one case at a time for a user to review, work and make a decision.

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

This is very 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, but is unlikely to occur in practice.

All users will have access to cases placed in the 'On Hold' tab. The name of the user who placed the case 'On Hold' is displayed and the free text box can be utilised naming the manager the case has been referred to (see slide 7).

3. What happens when there are no more cases in the Recommended tab?

EUSS cases are ingested into IPIC on a weekly basis. Once all the cases within the Recommended tab have been reviewed and a decision assigned to them, there will be no further cases to review until the next ingest. However, if all the cases have not been reviewed, they will remain on the Recommended tab and be carried over into the following weeks ingest.

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