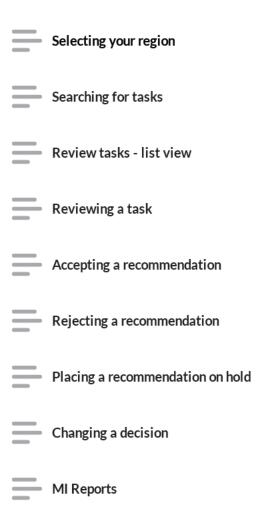
# **IPIC - ROM User Guide**

## November 2023

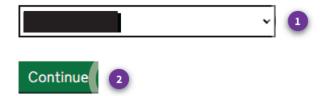


# Selecting your region



# dividentify and prioritise immigration cases

# Select your ROM Region



# dia Identify and prioritise immigration cases

# **Select your ROM Region**



## Dropdown

Use the dropdown menu to select the relevant ROM region.

# ldentify and prioritise immigration cases

# Select your ROM Region



#### Continue

Select continue.

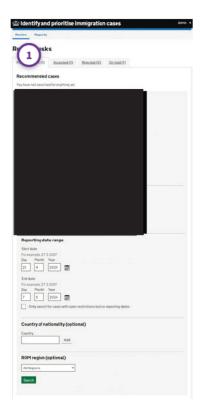
Please note: When the user has selected the region, it will lock to that region. To get to another region after selection, cache and cookies will need to be cleared in the browser, or a private browser will need to be used.



Complete the content above before moving on.

# **Searching for tasks**





#### **Tabs**

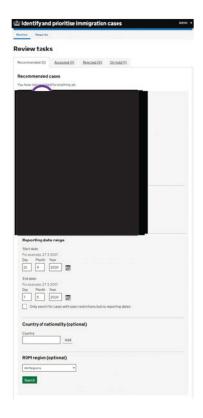
To view the recommended cases, select the 'recommended' tab.

To navigate to cases already accepted in IPIC for the ROM region, select the 'accepted' tab.

To navigate to cases already rejected in IPIC for the ROM region, select the 'rejected' tab.

To navigate to cases already on hold in IPIC for the ROM region, select the 'on hold' tab.

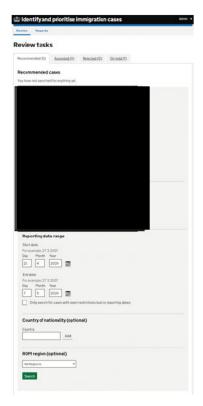
Select which action is required for the search. Multiple actions can be selected.

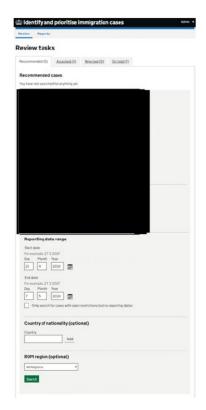


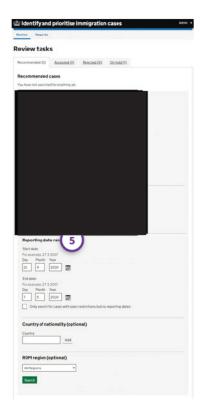
#### **Action**

Select which action is required for the search. Multiple actions can be selected.

To note: An action is high level business rules of individuals who might be suitable for that action.

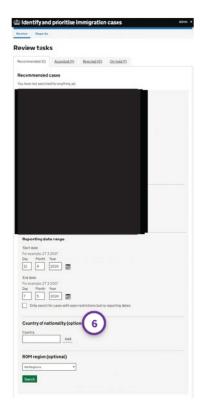






## Reporting date range

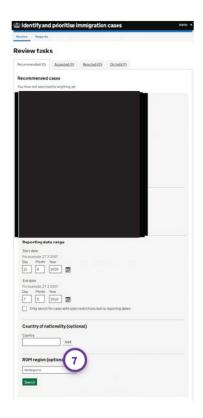
Select the date range that needs to be included in the search by entering the dates or using the calendar icon. Users can select



# Country of nationality

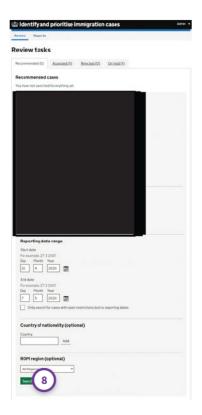
Select the country that needs to be included within the search. This is an optional filter.

Multiple countries can be selected.



# Reporting

Select the the reporting centres within the region. This filter is optional.



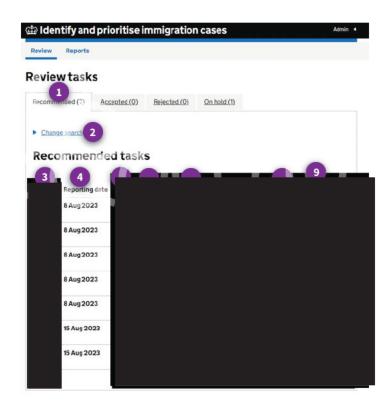
## Search

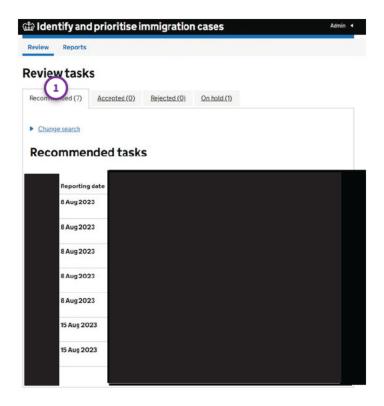
Select search to search the filters users have set above.



 $Complete \ the \ content \ above \ before \ moving \ on.$ 

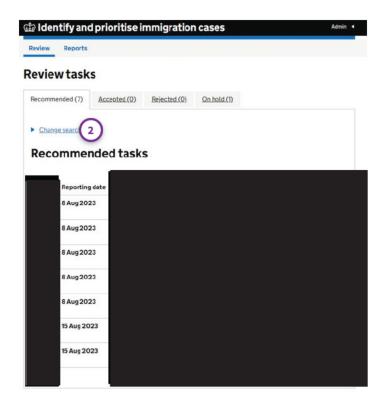
# Review tasks - list view





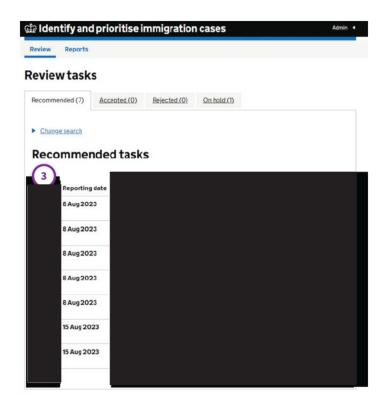
## Recommended

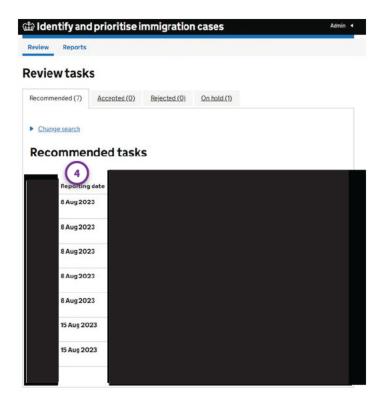
Recommended tab shows the number of recommended cases for task(s) based on the search criteria a user applies. To review a recommended case, click on the recommendation name starting from the top of the list.



## Change

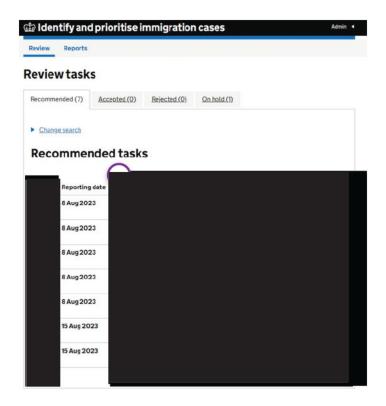
To change the search, click the 'Change search' button to return to the search screen





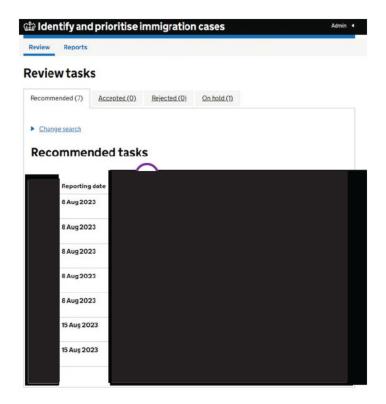
# **Reporting Date**

Recommended cases will be presented in a list view.



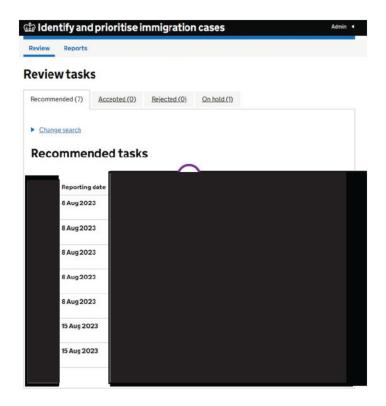
#### Task

Users will see which task the recommended case is for.



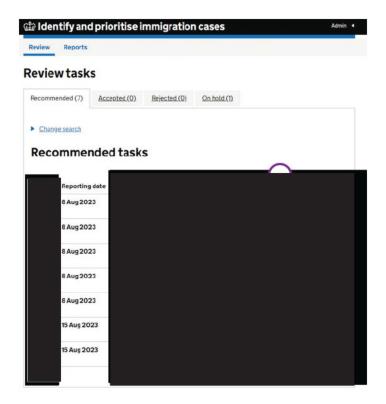
#### **Person ID**

This is the Person ID ref number.



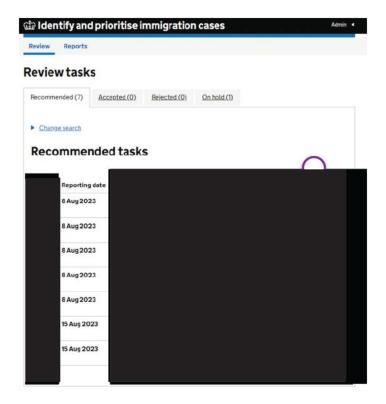
#### Name

Users will select the hyperlink of the recommendation they wish to work on.



#### Gender

Users will see which gender the person is on the recommended case.



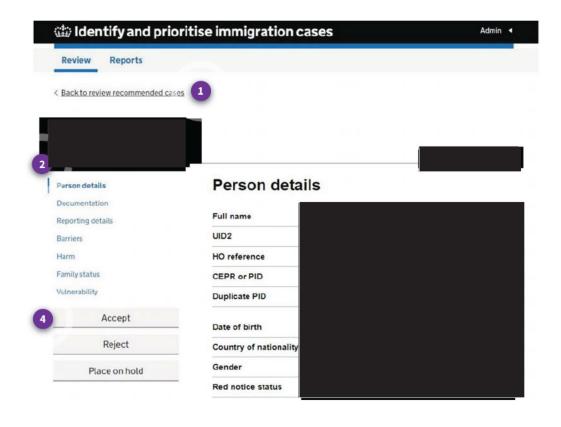
# Nationality

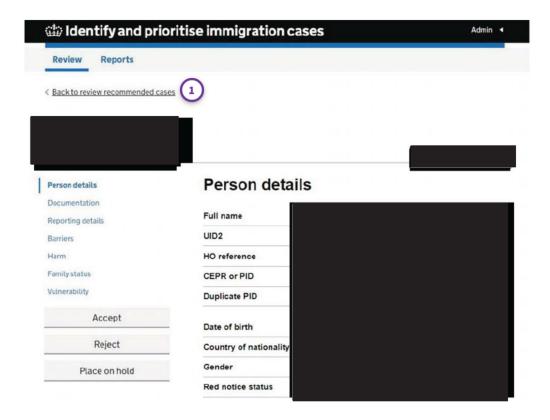
Users will see which country of nationality the person is for this recommended case.



Complete the content above before moving on.

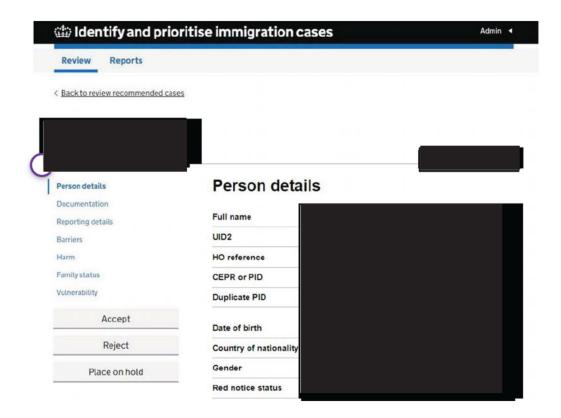
# Reviewing a task





#### **Back**

Select 'Back to review recommended cases' to return to the list of recommended cases



#### **Infomation**

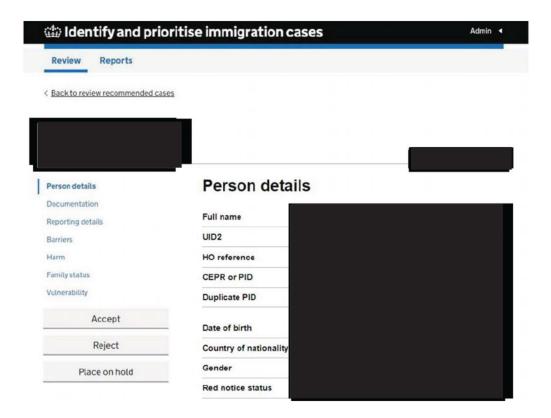
Review case data:

a) On IPIC displayed within each of the tabs by clicking on the links

AND

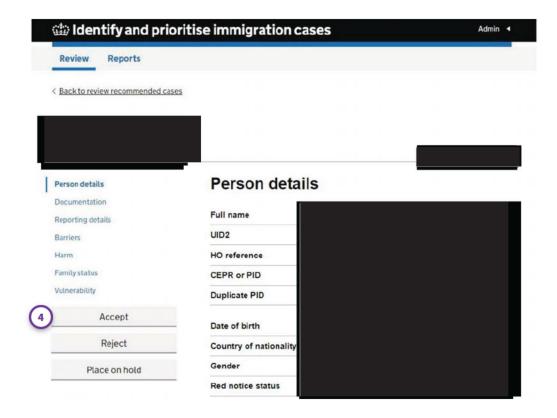
b) Held on the Home Office case management system(s) (e.g. CID / Atlas), especially notes fields

To note: users will need to review the person on CID/ Atlas and not just IPIC before a decision can be made.



## Copy

This function allows users to copy the reference in the relevant field.



#### Action

Once a user has reviewed the case data on IPIC and data held on the Home Office case management system(s), the user must make a decision as to whether IPIC appropriately recommended the case for the given task type.

These options are:

Accept

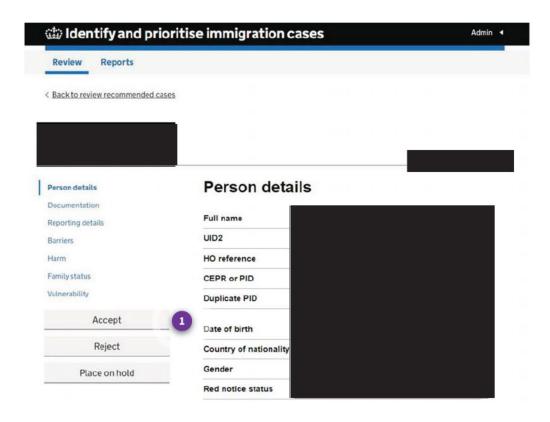
Reject

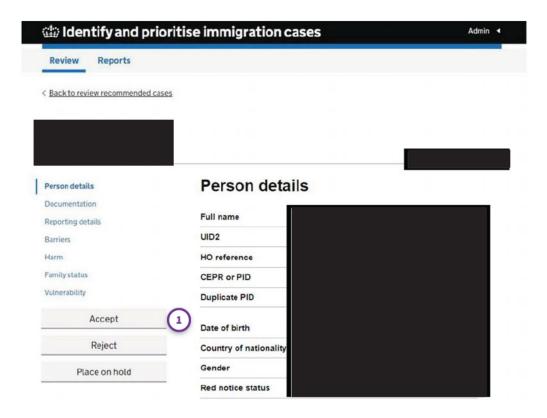
Place on hold



Complete the content above before moving on.

# Accepting a recommendation





## Accept

The user should review the data held on IPIC AND other Home Office case management systems (e.g. CID / Atlas) before changing the decision of whether IPIC appropriately recommended the case for the intervention.

If the user has decided to accept the recommendation, select accept.

If the user accepts, they are agreeing with the recommendation

Users must remember to book the action on atlas.

Complete the content above before moving on.

Reports



# **Accept case**

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







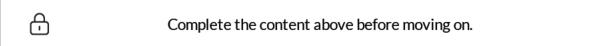
## **Back**

Select back to view the list of cases again



#### Confirm

Select confirm to confirm the decision







## Back

Select 'back to review recommended cases' to return to the recommended tab



< Back to review recommended cases



## **Accepted**

IPIC will confirm that the case has been accepted.

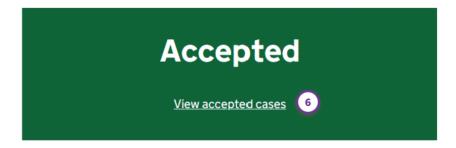


Admin ◀

Review

Reports

< Back to review recommended cases



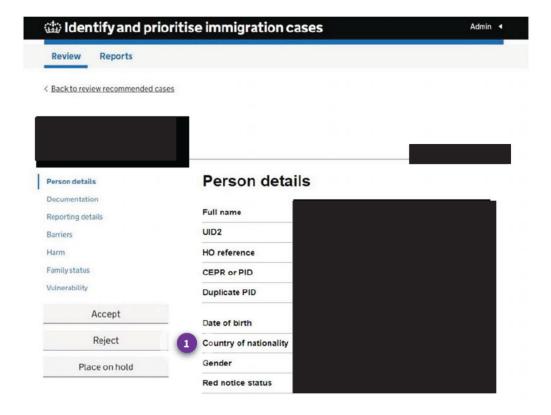
## **Accepted cases**

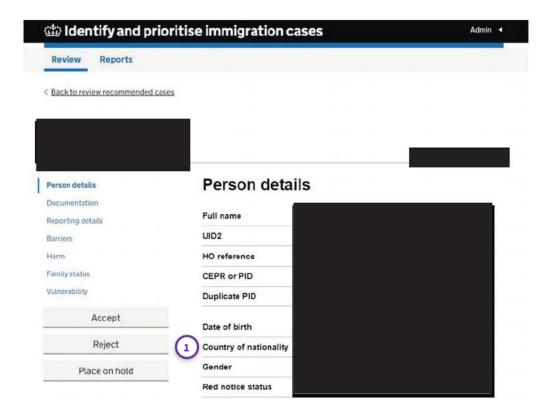
Select to view the accepted tab of cases previously accepted in IPIC



Complete the content above before moving on.

# Rejecting a recommendation



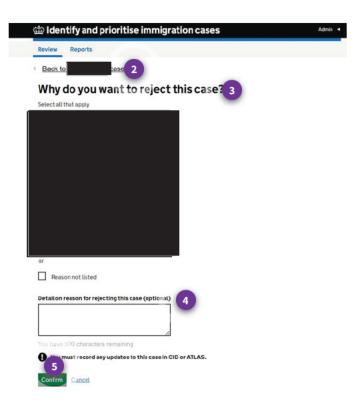


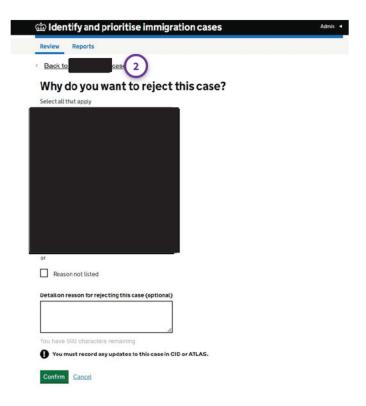
## Reject

The user should review the data held on IPIC AND other Home Office case management systems (e.g. CID / Atlas) before changing the decision of whether IPIC appropriately recommended the case for the intervention.

If the user has decided that the action is not appropriate, users can reject the case.

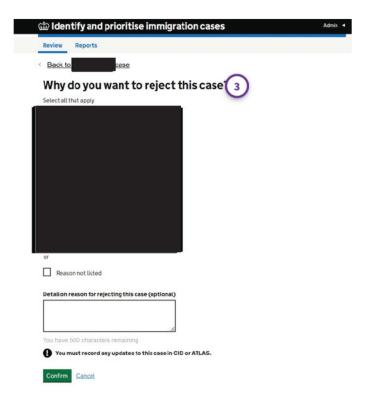






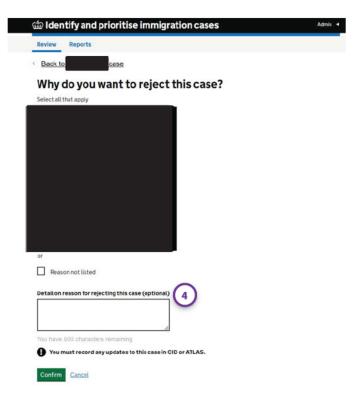
### Back

Select back to view the list of cases again



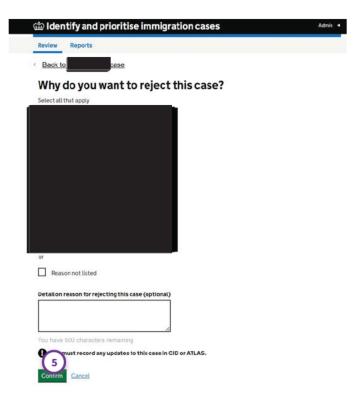
## **Rejection reason**

Users will need tick at least one rejection reason from the list provided, if there isn't an appropriate reason, users will need to select 'reason not listed' and then explain the reasons why the rejection is necessary.



### Detail

It is desirable to input reasons for rejecting the case regardless which option is selected.



### **Atlas**

A user must confirm that they have recorded any updates to the record in Atlas by clicking confirm.

Alternatively, select cancel if appropriate.







### **Back**

Select 'back to review recommended cases' to return to the recommended tab



# Rejected

IPIC will confirm that the recommendation has been rejected.



Admin ◀

Review

Reports

< Back to review recommended cases

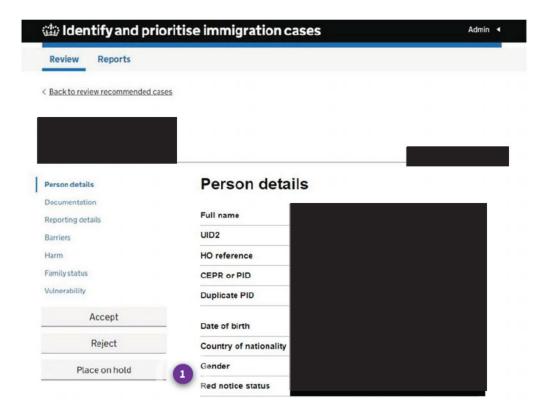


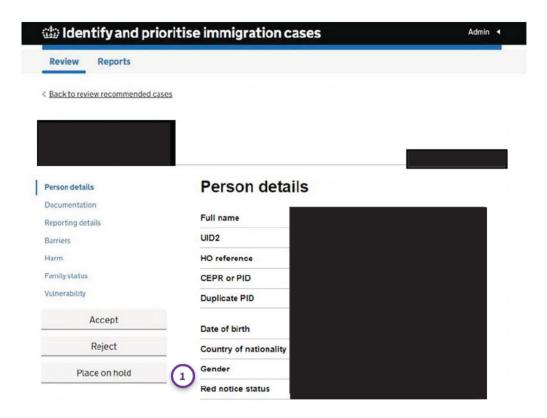
## **Rejected cases**

Select to view the rejected tab of cases previously rejected in IPIC.



# Placing a recommendation on hold



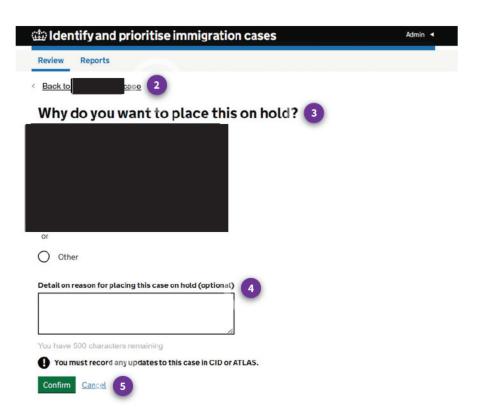


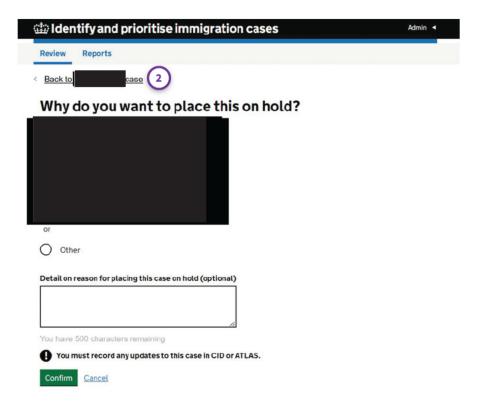
### Place on hold

The user should review the data held on IPIC AND other Home Office case management systems (e.g. CID / Atlas) before changing the decision of whether IPIC appropriately recommended the case for the intervention.

If the user has decided to place the case on hold, select place on hold.

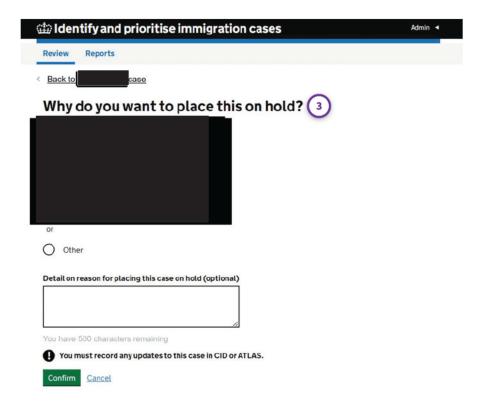






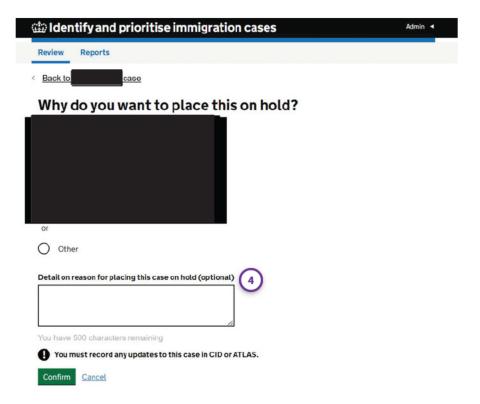
### Back

Select back to view the list of recommendations again.



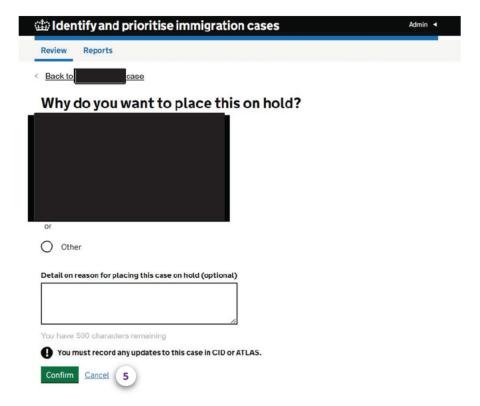
## **Rejection reason**

Users will need tick one of the reasons listed as to why they are placing the case on hold. If there isn't an appropriate reason, users will need to select 'other' and then explain the reasons why the place on hold is necessary.



### Detail

It is desirable to input reasons for placing the case on hold regardless which option is selected.



### **Atlas**

A user must confirm that they have recorded any updates to the case in Atlas by clicking confirm.

Alternatively, select cancel if appropriate.





# Placed on hold







# Placed on hold

View cases on hold

### **Back**

Select 'back to review recommended cases' to return to the recommended tab



7

View cases on hold

### On hold

IPIC will confirm that the case has been placed on hold.

# Placed on hold View cases on hold 8

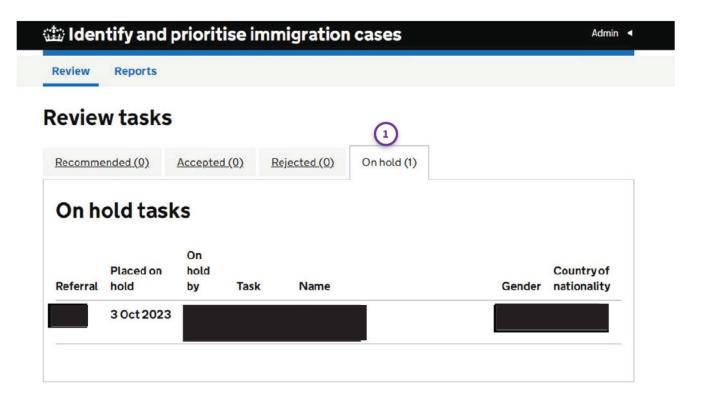
### Cases on hold

Select to view on hold tab of cases placed on hold in IPIC.



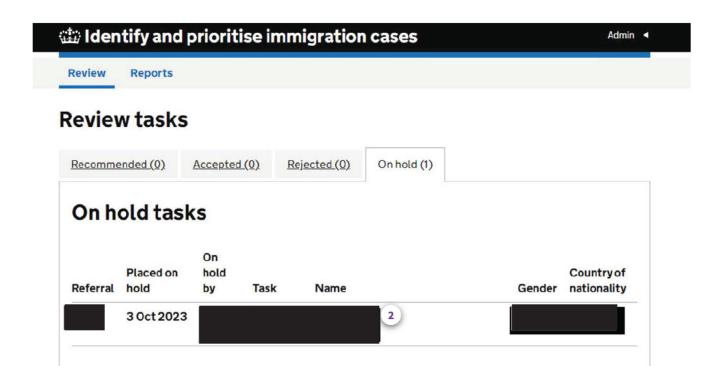
# Changing a decision





### On hold

Users will see the number of recommendations on hold in this tab.



#### Name

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

Please note: a decision can be changed on any tab if a mistake has been make. However, they should not go back to change accept to reject if something changes after the case has been accepted.

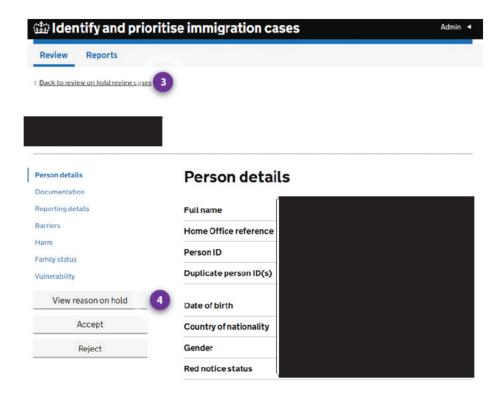


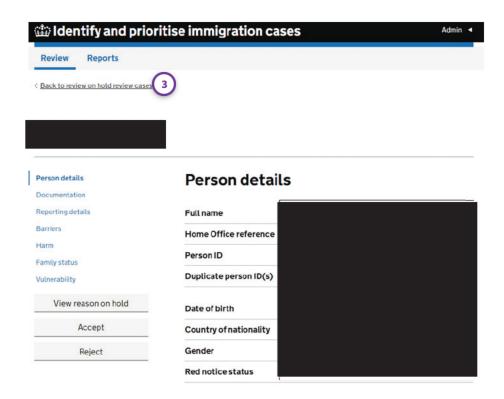
Accepted cases will stay within the accepted tab for 5 days.

Rejected cases will stay within the rejected tab for 20 days.

On hold cases will remain here indefinitely unless the case is either accepted or rejected.

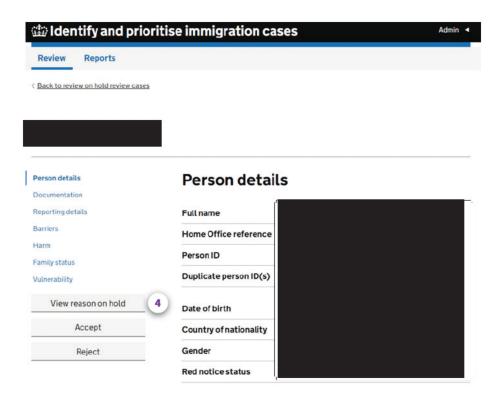






### **Back**

To go back, select 'back to review on hold review cases'.



### View reason

The user should review the data held on IPIC AND other Home Office case management systems (e.g. CID / Atlas) before changing the decision of whether IPIC appropriately recommended the case for the intervention.

When reviewed,

Either view reason on hold Accept Reject

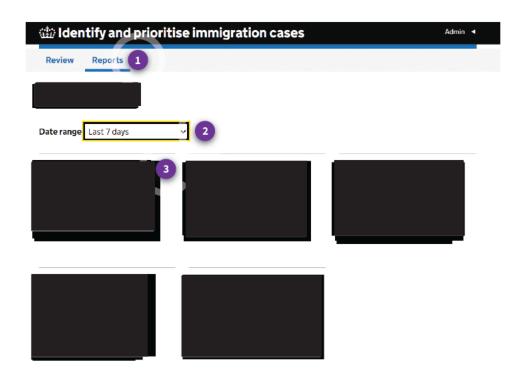


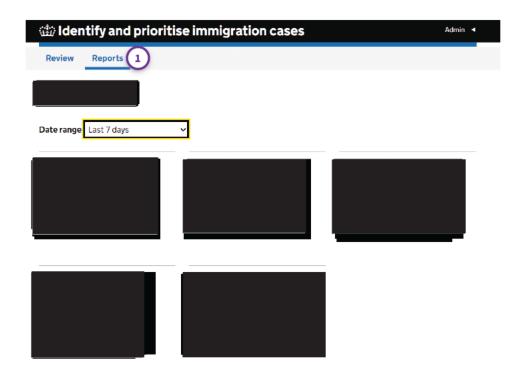
# **MI Reports**

This is the Reports tab. This area of IPIC is used to view and download Management Information (MI) reports which provides a log of all activity on IPIC. It defaults to the last 7 days and can be changed to meet requirements.

There are five auto generated categories that will automatically be displayed and populated with figures from the last 7 days (from yesterday), the previous 4 weeks in weekly reports and the previous 6 months. These will be based upon the ROM region that you selected when logging in.

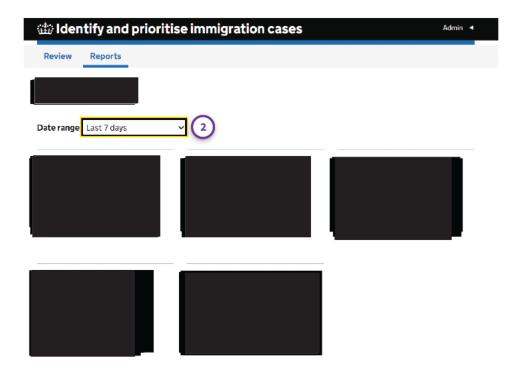
Users can 'drill down' into the details of a specific MI category by selecting the one they want to look at in more detail. This can be done for all available categories.





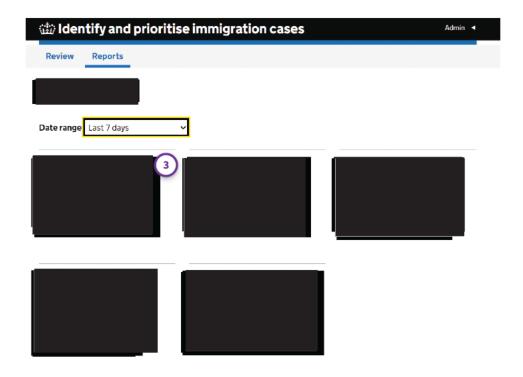
# Reports

Select the reports tab.



## Date range

Users can select the date range from the dropdown menu. Included is the last 4 weeks and then the last 6 months.

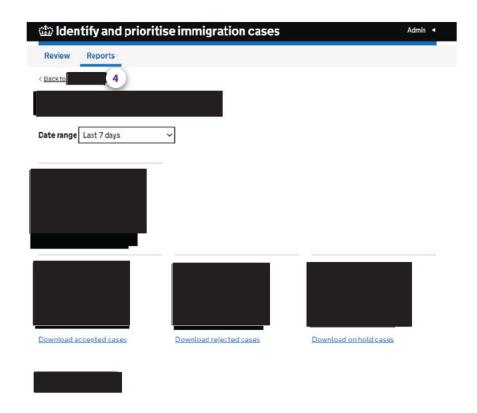


### Total

Users can select the action you would like to review MI for.



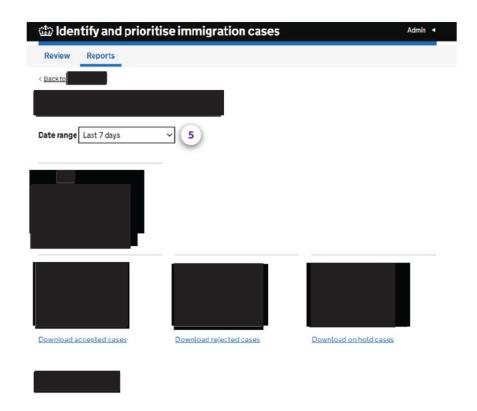




### Back

Select 'back to leave 'to go back to the main MI page.

This will be the region the user selected.



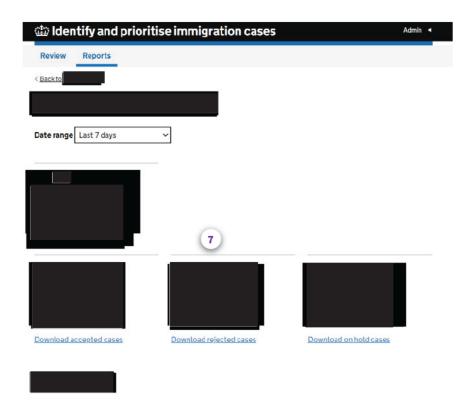
## Date range

Select the date range for the MI data required.



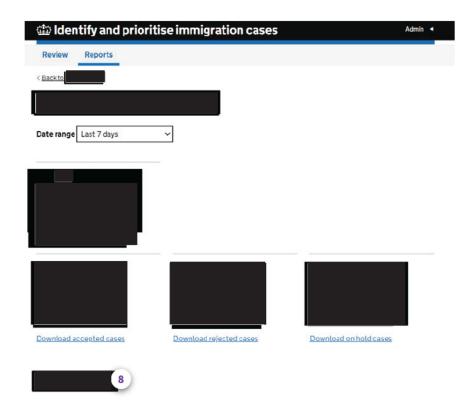
### Total

Users will see the total of recommendations and also the trend from the previous month.



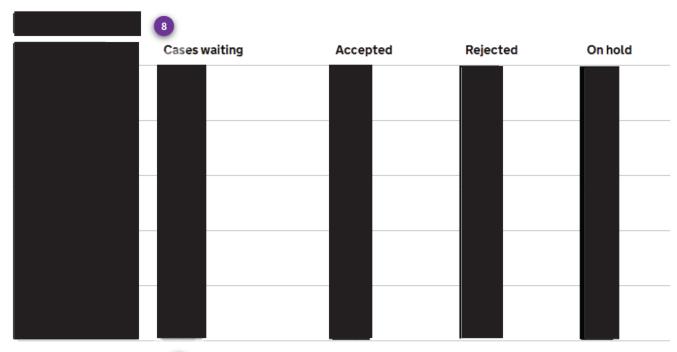
### **All decisions**

Users will see how many cases have been accepted, rejected, on hold within date range set. This report can be downloaded.

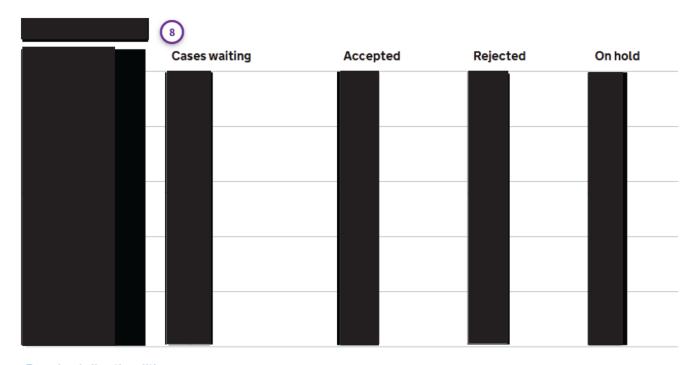


### **Nationalities**

Select 'to expand and view the data.



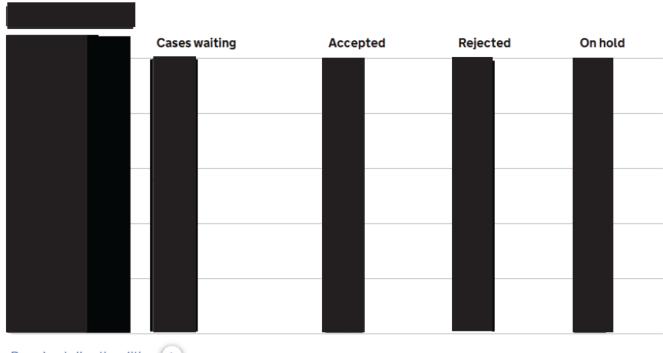
Download all nationalities 9



**Download all nationalities** 

Cases waiting are still outstanding recommendations.

The + or - after each bold number indicates the trend.



Download all nationalities (9)

## Download all nationalities

You can select 'Download all nationalities' to download the data into an excel spreadsheet relating to all nationalities.





