



Immigration
Enforcement

Business Rules (IEBR)

Identify & Prioritise Immigration Cases (IPIC)

Training Guide – CSTT v1.1 (Final)

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Reviewing a Case



Reviewing a Case

Identify and prioritise immigration cases Log out

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](#)

Person details Documentation Reporting details Barriers Harm Family status Vulnerability

2

3

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

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

OFFICIAL SENSITIVE

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

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 the header is a navigation bar with three tabs: 'Review' (highlighted in blue), 'Reports', and 'Find someone'. A red box labeled 'a' highlights a link 'Back to review recommended cases' in the 'Review' tab. The main content area has a green background with a large white checkmark icon and the word 'Accepted' in white. A red box labeled 'b' highlights a link 'View accepted cases' at the bottom of this green area. Below the green area, the text 'What to do next' is followed by the instruction 'Click the button below to view the next case recommended by IPIC.' A red box labeled 'c' highlights a button 'Get next case'.

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

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

[Back to review recommended cases](#)

Accepted

[View accepted cases](#)

What to do next

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

[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 Log out

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

[Back to review recommended 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

Breach open date

4

Accept

Reject

Place on hold

4

Select 'Reject'

Identify and prioritise immigration cases Log out

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

5

Select one (or more) rejection reasons

5

Why do you want to reject this case?

6

Explain the reason(s) for rejecting the case


7

Select 'Confirm'

6

Detail on reason for rejecting this case (optional)

You have 462 characters remaining

 You must record any updates to this case in ATLAS

7

Confirm

[Cancel](#)



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




Rejecting a Case

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' (active), 'Reports', and 'Find someone'. A red box labeled 'a' highlights a link 'Back to review recommended cases' in the top left. The main content area is a large blue rectangle with a white checkmark icon and the word 'Rejected' in large white text. Below this, a red box labeled 'b' highlights a button 'View rejected cases'. To the right of the blue rectangle, the text 'At this point you can either:' is followed by a list of three options: 'a Return to the review recommended cases', 'b View the rejected cases', and 'c Get next case'. Below the blue rectangle, the text 'What to do next' is followed by the instruction 'Click the button below to view the next case recommended by IPIC.' A red box labeled 'c' highlights a button 'Get next case'.

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
- c Get next case

What to do next

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

c [Get next case](#)

Placing a Case On Hold

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](#)

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



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 temporary status and should be used only to "park" cases for a short-term. It must not be routinely used to manage cases.

Identify and prioritise immigration cases Log out

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

[< Back](#) [cases](#)

Why do you want to place this on hold?

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

You have 500 characters remaining

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

Confirm

[Go back and don't update](#)



Placing a Case On Hold

The screenshot shows a web interface for 'Identify and prioritise immigration cases'. At the top, there is a navigation bar with 'Review' (selected), 'Reports', and 'Find someone'. A 'Log out' link is in the top right. Below the navigation bar, a link labeled 'a' points to '< Back to review recommended cases'. The main content area has a green background with a large white checkmark and the text 'Placed on hold'. Below this, a link labeled 'b' points to 'View cases on hold'. At the bottom, under the heading 'What to do next', there is a text instruction: 'Click the button below to view the next case recommended by IPIC.' Below this instruction, a link labeled 'c' points to 'Get next case'.

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

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)**

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).

Viewing on hold reason

[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

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

2

2 Select the link to return to the case summary screen

3

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

4

4 On hold details can be edited by selecting the link

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

Reasons for placing on hold

On hold reason

Date placed on hold


Placed on hold by

Details

[Edit these details](#)



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](#)

1 [View reason on hold](#)

Accept

Reject

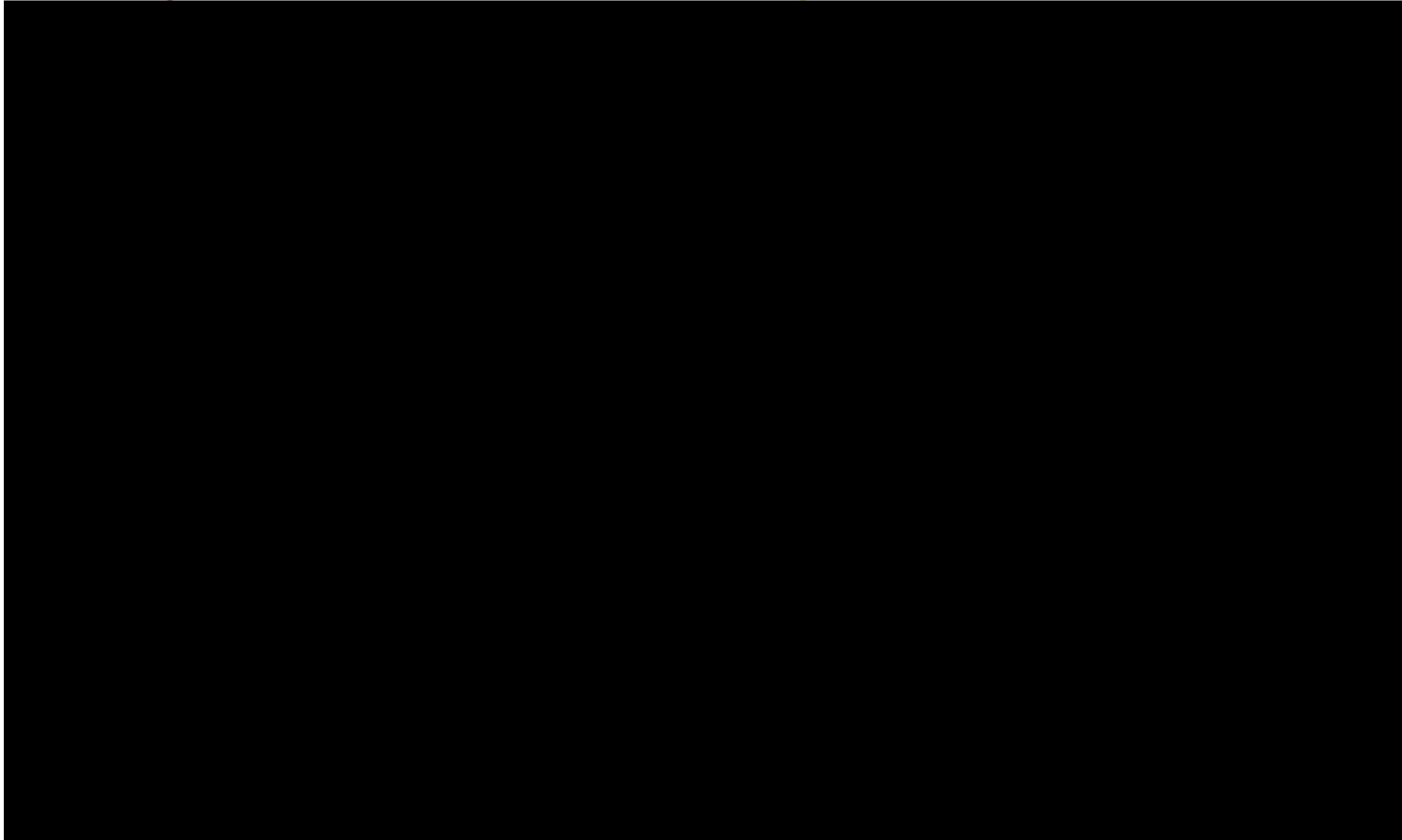
Person details

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

- 1 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



MI Report (1 of 2)

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.

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

6

[▶ Top 5 nationalities](#)
[▶ 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.



MI Report - Download

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

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



Find Someone



Find Someone (1 of 2)

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.

Identify and prioritise immigration cases Log out

Review Reports **Find someone**

Find someone

Enter PID or HO ref

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

Identify and prioritise immigration cases Log out

Review Reports **Find someone**

Find someone



Person ID	HO ref	Name	Action	Work group	Case status
					Rejected - 09/02/22



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).



Frequently Asked Questions



Frequently Asked Questions (1 of 2)

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 [REDACTED] 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.



Frequently Asked Questions (2 of 2)

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 [slide 14](#), 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. [Slide 15](#) shows you how to do this.

