



MP ACCOUNT AND MP SUPPORT ACCOUNT MANAGER GUIDANCE

Version Control

Version	Date Amended	Amended by	Reason	Approved
V2.0	21 December 2009		Updates and changes to Duty Rota Urgent description Telephone Numbers MP Passcodes	Awaiting approval

Contents

1. Introduction
2. MPs' Enquiry Line
3. Account and Support Account Manager Contacts
4. System Requirements
5. Enquiry Database
6. Urgent Enquiries
7. Handling of telephone enquiries
8. Handling of fax enquiries
9. Handling of email enquiries
10. Disclosure of Personal Data
11. Useful Contacts
12. FAQs

INTRODUCTION

This guidance is to assist Account and Support Account Managers when responding to enquiries from MPs' and their caseworkers.

It will be continuously reviewed and updated so that accurate information is accessible at all times.

Although this guidance provides the processes that should be followed, it cannot provide answers to all the possible scenarios or questions that you may come across in your roles.

For additional information or advice please contact:

, MP Account Manager Oversight Team -

About the MPs' Enquiry Line

The MPs' Enquiry Line (MPEL) has been providing a telephone service to MPs' since 2000.

Members and their staff can contact the MPEL on

The Unit's opening hours are:

Monday – Thursday 9 am – 6 pm

Friday 10.30 am – 6pm

MPEL Team

- SEO-

- HEO-

-EO-

-EO-

Call Agents

Call agents can be contacted via

Members and their staff should be encouraged to use this service.

REGIONAL ACCOUNT AND SUPPORT MANAGER CONTACTS

(Subject to change)

London and South East

Account Managers

(not Wednesdays)

Support Account Managers

Fax

Midlands and East

Account Manager
(Acting)

Support Account Managers

Fax

North East, Yorkshire and Humber

Account Manager

Support Account Managers

Fax

Wales and South West

Account Manager

Support Account Managers

Fax

North West

Account Manager

Support Account Managers

Fax
(telephone before sending)

Scotland and Northern Ireland

Account Manager

Support Account Managers

Fax

Please take measures to ensure that your Outlook details hold your correct contact numbers.

SYSTEM REQUIREMENTS

In order for you to effectively undertake your roles you will need access to the following systems;

Correspondence Tracking System (CTS)

Allows you to track the status of MPs' correspondence within the Agency and respond to MPs' emails and correspondence.

Contact:

Case Information Database (CID)

Provides information on the progress of individual cases.

Contact: Indigo Service Desk

Case Resolution Directorate (CRD) Allocation finder

Will confirm if a case falls within CRD and the name of the caseowner

Available on Horizon

LEO finder

Inputting applicants post codes to the finder you will be given an applicant's Local Enforcement Office contact details

Available on Horizon

Asylum System – ASYS (computer system used by NASS case information system)

Gives details of individuals who are in receipt of Asylum Support.

Access requested through Sirius Helpdesk

File tracking

Will give you the location of a Home Office file

RD mail tracker

Can track where recorded/special delivery packages were sent upon arrival in the Agency

(Only available through Indigo. A link to this can be provided from MPEL upon request)

Warehouse

Can provide additional information on individual cases that is not available on CID

Available through Horizon

Email Addresses

Dependant on your role access to the Programme mailboxes:

MP Account Managers)

MP Support Account Managers) Contact:

Access to your regional mailbox – via IT Helpdesk

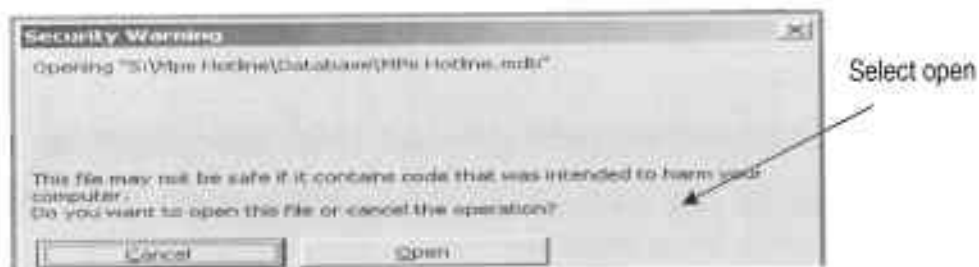
Account Manager Network Shared Area

Contains guidance and Management Information relevant to the Programme.
IT Request Access form on Horizon for
(domgroup on POISE.HomeOffice.local\data\Lun)

MPEL Access Database

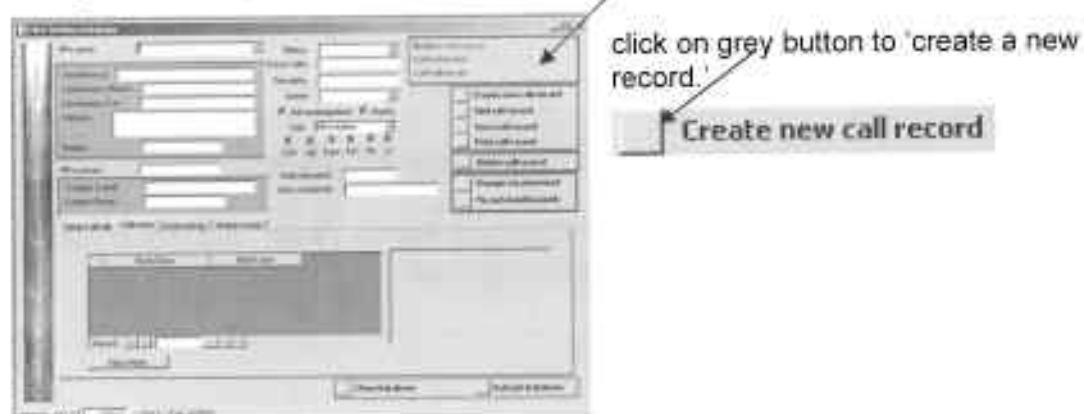
The MP Enquiry Line Access Database is on the "Account Manager Network" Shared Folder (domgroup on POISE.HomeOffice.local\data\Lun) and is used to log every enquiry received and concluded by MPEL.

Step by step guide to using MP's Hotline Data base



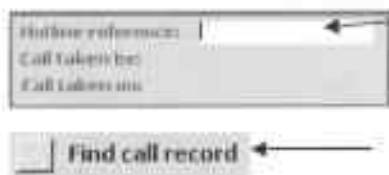
Step1: To create a call record

Once you have logged into the data base the screen below will be provided.



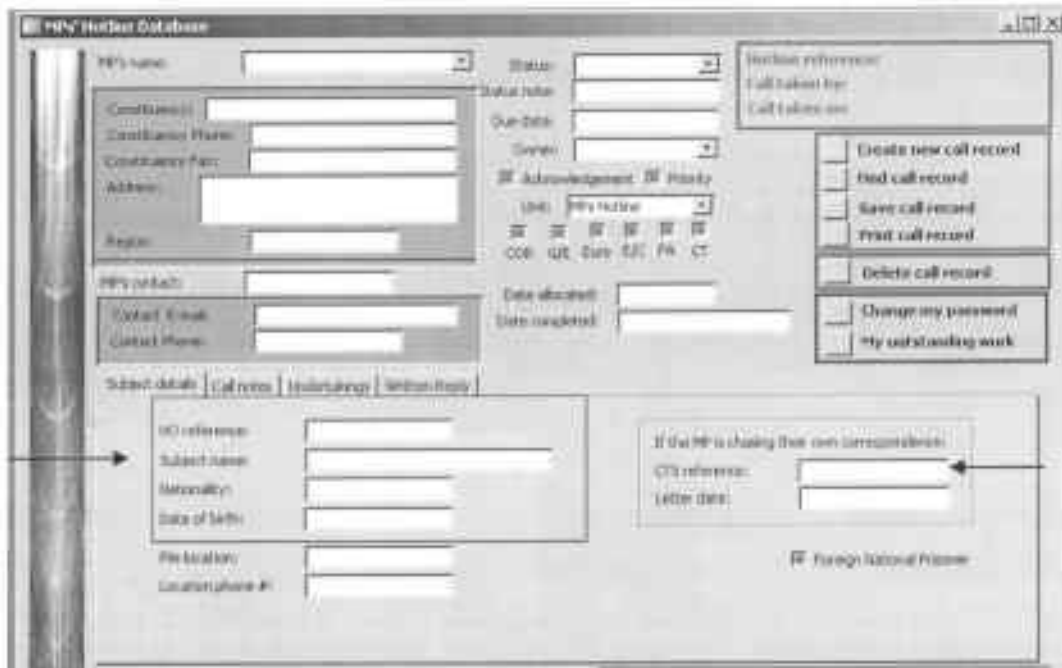
Step2: To find a call record

To find a call record select the following:



Select 'hotline reference' then click 'find call record' and enter the reference which begins with the code for your region or MPH for MP Hotline records and 6 other digits. i.e. MPH123456.

If you don't have a reference you can also select the following listed below a then select 'find call record.'



HO ref. subject name, nationality or CTS ref.

Step3: To print call record

Once a call record has been created and saved you can print the record by selecting the grey button.



Delete record

When you want to delete a call record you select the grey button.



Once selected this message will pop up and you have the option to select yes or no.



Step4: When to contact the MPEL

To contact the MP's Enquiry Line via telephone internally you can dial externally is To contact the office via email the address is:

New user

When a new member of staff joins the Enquiry Line a request is made for a new user account to be created, this is done via email and takes a few days for process to go through. They are provided with a password and login that is personal and should be protected at all times.

URGENT ENQUIRIES

Imminent Removal Cases

When MPEL is contacted regarding someone who is to be imminently removed (removal is within 72hrs) and wishes to make representations, MPEL will raise a call note and send to the appropriate Regional Inbox. They will then contact the Regional Team to raise awareness of the urgent enquiry.

It will be for the Regional Teams to request the written representations and to make contact with OSCU if appropriate.

NB: OSCU provide an out of hour's service (after 5.00pm) to Members on imminent removal cases.

Compelling/ Compassionate Cases

When MPEL is contacted regarding a compelling/ compassionate case, they will note the enquiry on the database, flag the email and mark the enquiry as URGENT in the email subject box.

It will be for the Regional Team to decide what priority is placed on the enquiry and to request the evidence from the MPs' office so the enquiry can be progressed.

REGIONAL DUTY ROTA

Each night, there is a regional duty rota for MP Account Managers for urgent calls only received between 4 and 5.00pm in the MPEL. The MPEL will telephone the MP Account Manager to advise an urgent call has been forwarded.

The duty rota can be found in the Account Manager Network in the Cover Rota folder.

Only imminent removal calls are passed through to the duty region. All other calls are referred to the relevant region for action as normal.

Handling of Telephone Enquiries

MPEL ACTION

MPEL will aim to answer all calls within 30 seconds



Call agent will request Pass Code before requesting enquiry



Call agents will respond to enquiries where the answer is readily available from CID, Warehouse or the Caseworking and Operational Guidance



Call agents will provide written confirmation if requested.



Call agents will write up enquiries for all calls and pass Further Action Cases to a Team Leader for filtering. The Team Leader will, if the enquiry cannot be answered, send to Regional Teams



Call agents will not provide timescales for action to be resolved on regional cases.

REGIONAL ACTION

Enquiry received to Regional Inbox*



File requested or case owner contacted for information



MPs offices to be provided with a response within targets (10 working days for enquiries requiring file, 5 working days for all other enquiries)



Response provided is written up on the Enquiry line database and enquiry marked as completed

* Urgent enquiries should be acknowledged ASAP
Handling of Fax enquiries

MPEL ACTION

Fax received and outline of query noted on MPEL Enquiry database and emailed to Regional Inbox



Fax sent on to Regional Team

REGIONAL ACTION

Enquiry and Fax received and to be acknowledged with MPs offices



Decision to be made on whether file is required to respond to enquiry



Response to MPs offices to be provided within target (10 working days for enquiries needing file, 5 working days for all other enquiries)

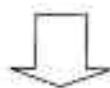


Response provided to be added to the Enquiry database and marked as completed

**Urgent enquiries should be acknowledged ASAP*
Handling of email enquiries

MPEL ACTION

Emails picked up from central Inbox
and dragged onto CTS



CTS reference number created



Emails allocated on CTS to Regional Support Account Managers

REGIONAL ACTION

Enquiry accepted on CTS



Response drafted in target (90% in 10 working days, 100% in 20 working days)



Draft Quality Assured



Response dispatched via CTS to MP's offices

Emails – Off Line Procedure

In the event that emails need to be sent off-line due CTS being unavailable, the following procedure should be followed;

MPEL Action

Emails picked up from central Inbox
and dragged onto CTS



CTS reference number created



Email saved in a **'WORD'** document and emailed to regional Inboxes for a reply



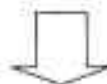
Reply returned to MPCS and either checked into CTS or emailed back to MP's office via the

Regional Action

Email received from MPEL



Response drafted



Response Quality Assured



Response returned to MPEL

Frequently Asked Questions

1. Please advise if the written representations sent from my constituent's solicitors are on file.
2. Please can you return the passport of my constituent's sponsor?
3. Is my constituent entitled to Section 4 support?
4. Has my constituent's fresh asylum claim been accepted?
5. My constituent has been offered a university place and needs their status resolved as quickly as possible so that they can accept the placement. Can this be arranged?
6. My constituent had an allowed appeal, but they are still waiting for their status documents, what is causing the delay.
7. My constituent is the spouse of an EU national and has made an application that has been outstanding for many months. They need to travel urgently, can you expedite the case or let me know the options available to my constituent.
8. Does my constituent have permission to work?

Disclosure of Personal Data

Please note that a pass code is required for all enquiries made to and from the MPEL and MP Account Managers from 4 January (see section on passcodes)

Chapter 24 Section 2 of the IDIs states that:

Personal information should **not** generally be disclosed in response to a telephone call. The caller should be asked to put the request in writing. The only acceptable departures from this rule are requests from the subject of the data or their representatives (including MPs [**see section 3 of this IDI**] and the police).

2. THE APPLICANT OR HIS REPRESENTATIVE

An applicant or his/ her representative should not be given information about his/ her case until the caller's identity has been established beyond reasonable doubt. This may require asking for personal details (e.g. the applicant's date or place of birth or, if the call is from his representative, the reference number which has been used in any correspondence) which can be compared with information held in our records.

PLEASE NOTE

It is the responsibility of each individual to ensure that before information is disclosed to a caller that they are content that the MP is representing the applicant and is the individual's constituency Member. Disclosing information to an MP or caseworker in any other circumstances may be considered to be a breach of the Data Protection Act.

Useful Contacts

NUMBERS THAT ARE NOT TO BE GIVEN OUT TO MPs' OR THEIR STAFF

General Case working dept –	Contact Numbers.	Correspondence related dept	Contact Numbers
CCD Contacts			
AIU		LSE –	
POU BIRMINGHAM		BCPI –	
LNC3		MOPU –	
CRTS 33		MPCS	
POU ANGEL		MCU1	
CLS		APDMCU	
PPT HOTLINE		CRDC9	
DMC PPT HOTLINE		CRDC1	
SECTION 4 DISTRIBUTION HUB		MCCT –	
PPT HOTLINE SHEFFIELD		MQT –	
GLASGOW PPT BANK		APD/AAPD	
Lost ppt contact /		CCD MCT	
COUNTRY POLICY			
NCC6 – referred cases unit			
Secretariat –			
ARC CARD			

NUMBERS THAT CAN BE GIVEN OUT TO MPs' AND THEIR STAFF

PUBLIC/ MPs' LINES	TELEPHONE NUMBERS
NATIONALITY	
INTERNATIONAL GROUP	(from 4/1/10 all calls sent to MPAMs) (PUBLIC)
PRIVATE OFFICE	
IEB	
TRAVEL DOCS	
OSCU	
IAS (IMMIGRATION & ADVISORY SERVICE)	
AFT (APPLICATIONS FORMS UNIT)	
LIN HOMER (PA CRISTINA STROOD)	
E&E	
EMPLOYERS HELPLINE	
AIT	
WORK PERMIT MPHL	
SECURE MAIL	
BREIFING & COMPLAINTS	
CRD FINDER	

Regional SAM Inboxes

- MP INBOX – London & South East
- MP INBOX – Midlands & East of England
- MP INBOX – North East & Yorkshire & Humberside
- MP INBOX – North West England
- MP INBOX – Scotland & Northern Ireland
- MP INBOX – Wales & South West

We hope you find this guidance useful.

Additional information can be added to this document by
contacting

