Receiving and allocating cases

Receiving and allocating cases

About this guidance

	This section tells the removals casework workflow and allocation team how to triage cases and allocate accepted cases to teams. Changes to this guidance – This page tells you what has changed since the previous version of this guidance. Contacts – This page tells you who to contact for help if your senior caseworker or line manager can't answer your question. Information owner – This page tells you about this version of the guidance and who owns it. Safeguard and promote child welfare – This page explains your duty to safeguard and promote the welfare of children and tells you where to find more information.	**In this section** Changes to this guidance Contact Information owner Links to staff intranet removed

Receiving and allocating cases

Changes to this guidance

This page lists changes to the 'Receiving and allocating cases' guidance, with the most recent at the top.

Date of the change	Details of the change
25 February 2014	Six month review by the modernised guidance team: • Minor housekeeping and plain English changes throughout.
15 August 2013	New guidance produced by the removals casework transformation team and the modernised guidance team.

Related links
Contact

Information owner

Receiving and allocating cases

Receiving cases on removals casework

	This page explains the process for receiving cases within removals casework. It also applies to staff who work on the removals casework workflow and allocation team, as they are responsible for triaging cases, and allocating them to the appropriate casework team. **Workflow and allocation team** It is the workflow and allocation team's role to monitor all referrals to removals casework and allocate cases to the caseworking teams in line with national tasking priorities. The workflow and allocation team will receive a referral in one of three ways. The: • migration refusal pool (MRP) route (CID business unit and unit code RCC MRP) • reporting centre signpost route (CID business unit RCC reporting centre signpost unit code RRC RCS) • form (ICD.4616) route (CID business unit RCC workflow unit code RCCWF). All cases referred to removals casework are assessed against the acceptance criteria set out further below. Any cases where the criteria are not met will be considered for rejection and the case may be returned to the referring caseworker. The transfer of a case to removals casework will not be complete until the workflow and allocation team have confirmed this. **Identifying referrals** The workflow and allocation team identify cases referred to removals casework using CID utilities report and work in progress reports. The reports identify all cases with case ownership correctly assigned to 'RCC reporting centre signpost', 'RCC MRP' and 'RCC workflow'. These reports should be run as often as needed to maintain a consistent flow of cases through to the caseworking teams. This will be at least once a week.	Links to staff intranet removed

When they identify new referrals, the workflow and allocation team triage each case to check the correct referral process has been used, and the case meets removals casework acceptance criteria.

For more information on how to run utilities reports in CID, see related link: Removals casework CID utilities reports desk guide.

RCC reporting centre signposting (non-form)
Cases referred by the reporting centre signposting route do not need a form but will highlight potential detain on reporting cases or voluntary departures. This means they must be dealt with quickly so there is more chance of the departure being successful.

The reporting centre will have updated CID notes to show:

- the details of barriers to removal
- why the individual is being referred
- what existing documents the Home Office has
- where the file is and
- the status of the emergency travel document (ETD) application.

For more information on this process, see related link: Removals casework reporting centres desk guide.

RCC workflow unit through the MRP (non-form)
Cases referred from permanent migration and temporary migration through the MRP route do not need a form. These cases may have been passed to Capita for initial contact. Cases that Capita cannot progress or that are not suitable are referred to removals casework though the MRP assurance team. The MRP assurance team will have:

- accepted the case ownership request to RCC MRP
- changed the allocated to unit to RCC MRP
- updated CID notes with full details of the barriers on the case, and
- input the admin event ‘RCC accepted’.

Receiving and allocating cases

Triaging cases

[About this guidance] [Receiving cases on removals casework] [Triaging cases] [Accepting and rejecting cases]	This page explains to removals casework workflow and allocation team how to triage cases within removals casework. This applies to removals casework workflow unit form cases. **Acceptance criteria** Every case referred to removals casework by the proforma must meet specific acceptance criteria. If any of the following acceptance criteria are not met the case must be considered for rejection: • no outstanding charged applications • appeal rights exhausted • all decisions and determinations on file • current circumstances interview completed (enforcement encounters only) • fingerprints and photographs taken and on file or CID • travel document in secure storage, or emergency travel document (ETD) application started • Home Office file compliant • port file created (enforcement encounters) • harm matrix completed within the past three months • factual summary completed within the past three months • release documentation completed (enforcement encounters, national removals command (NRC) releases only) • assisted voluntary return (AVR), and voluntary departure offered and recorded on CID • reporting events set up on CID, and individual compliant with reporting • details of no recourse to public funds (NRPF) cases uploaded on connect database • cases with a dependant under 18 must be linked and the family box ticked. Removals casework will not accept any fresh asylum claims or asylum further submissions.	

	Case triage When a new referral is identified by the workflow and allocation team the case must be triaged. The triage officer must identify which route the case was referred through and that it meets the acceptance criteria for that route. If a form has been completed this can be found in DocGen printed documents. The triage officer who reviews the case must be satisfied it is ready to be referred to removals casework and the correct action has been taken by the referring caseworker. Where there are doubts that a case meets the minimum acceptance criteria the triage officer must get advice from their team leader.	

Receiving and allocating cases

Accepting and rejecting cases

About this guidance Receiving cases on removals casework Triaging cases Accepting and rejecting cases	This page tells the removals casework workflow and allocation team how to accept or reject a case which has been referred to removals casework and how to allocate accepted cases to caseworkers. **Rejecting a case** If a case does not meet the minimum acceptance criteria, you must consider rejecting the referral. For the acceptance criteria, see related link: Triaging cases. If it is appropriate to reject the case you must reject the request to transfer the case ownership. If the allocated to unit has been updated to show removals casework you must change it back to the originating team. If a form has been completed, you must update the form in Doc Gen with the: • name of the removals casework staff member making the decision to reject the case • outcome of the referral • reason for rejection, and • date the case is rejected. You must update CID notes with the: • outcome of the referral, and • request to transfer the case ownership has been rejected. You must also create admin event 'RCC rejected'. These actions confirm the case has been rejected. The original caseworker will continue to be responsible for the case. **Accepting a case** If the referral is accepted you must accept the request to transfer the case ownership and	Links to staff intranet removed

update the allocated to unit to RCC workflow. If a form has been completed, you must update it with the:

- name of the removals casework staff member who makes the decision to accept the case, and
- outcome of the referral.

You must update CID notes with the:

- outcome of the referral, and
- request to transfer case ownership has been accepted.

You must also create the admin event ‘RCC accepted’.

Cases which have been referred though the migration refusal pool (MRP) assurance team will already have had the allocation and ownership updated to ‘RCC MRP’ and the admin event ‘RCC accepted’ input.

Please see related links for more information on how to:

- accept or reject cases
- change the allocated to unit, or
- create admin events in CID.

Identifying a barrier to return
If a case has been accepted and you identify a barrier you must create the admin event ‘RCC barriers to removal’ on CID.

If you do not identify any barriers the case must continue down the tasking route.

Allocating cases
The workflow and allocation team use Artemis to identify cases to allocate to casework teams in line with national tasking priorities.

	When a case is ready to be referred to a caseworking team, the workflow and allocation team request the file and any other documents before they transfer the case ownership on CID. Team leaders must run daily CID utilities reports to identify cases with pending ownership requests.	

Contact

	This page explains who to contact for more help with a specific case about the 'Receiving and allocating cases' guidance. If you have read this guidance and still need more help with this category, you must first ask your senior caseworker or line manager. If the question cannot be answered at that level, you may email removals casework transformation team using the related link. Changes to this guidance can only be made by the modernised guidance team (MGT). If you think the policy content needs amending you must contact the removals casework transformation team, who will ask the MGT to update the guidance, if appropriate. The MGT will accept direct feedback on broken links, missing information or the format, style and navigability of this guidance. You can send these using the link: Email: Modernised guidance team.	**Related links** Changes to this guidance Information owner Links to staff intranet removed

Receiving and allocating cases

Information owner

This page tells you about this version of the 'Receiving and allocating cases' guidance, and who owns it.

Version	2.0
Valid from date	25 February 2014
Policy owner	Official – sensitive: information removed
Cleared by director	Official – sensitive: information removed
Director's role	Official – sensitive: information removed
Clearance date	6 August 2013
This version approved for publication by	Official – sensitive: information removed
Approver's role	Official – sensitive: information removed
Date of approval	20 February 2014

Changes to this guidance can only be made by the modernised guidance team (MGT). If you think the policy content needs amending you must contact the removals casework transformation team, who will ask the MGT to update the guidance, if appropriate.

The MGT will accept direct feedback on broken links, missing information or the format, style and navigability of this guidance. You can send these using the link: Email: Modernised guidance team.

Related links

Changes to this guidance

Contact

Links to staff intranet removed