NRPF Connect has been supporting local authority and Home Office partnership working since 2012 to confirm immigration status and prioritise the resolution of NRPF caseloads.
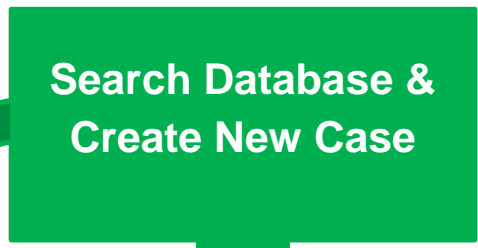
NRPF
CONNECT

Local Authority User Guide

St Clair Miller, Henry

Contents

1. NRPF Connect Database Process Map:

Search Database & Create New Case

Principal Applicant:	Referral Page:
Name	Referral Information
Nationality	**Summary Page:**
Date of Birth	Add dependants

Referral date generated. Open Referral alert active & case notified to Home Office.
First status check will be completed within 5 working days.

Add Finance

Add Address:	Finance Page:
Move-in date	+ Property costs
Address details	+ Person costs

Start date of service generated & Open Referral alert automatically closed.
Case recorded as 'financially supported' & treated as a priority by Home Office.

Change of Circumstance

New Address:	Add/Edit dependant:
Save move-out date	Edit via summary page
Add new address	Add via summary page
Update Finance Page	*Update Finance Page*

Case information up-to-date, financial reporting accurate, Home Office notified of changes.
Queries to be used by Home Office & local authority staff to request updates / clarification.

Close Case

Closure Page:
Reason for closure
Date of closure

Closure date generated. Outstanding Alerts, Queries & finance (when applicable) closed.
Home Office automatically notified of end of local authority involvement.

2. The Home Page

The Home page provides an overview of outstanding actions for the local authority in their communication with the Home Office and a count of caseload by household.

Local authorities will:

1. Reply to or complete received Queries from the Home Office – within 10 working days.
2. Close Immigration Update alerts from the Home Office – within 5 working days.
3. Work to end involvement with cases that have a 'Closure Required' alert active.
4. Monitor Current activity – do the number of referrals and new cases supported in the last 8 weeks of operation accurately reflect incoming work?
5. Monitor caseload - are the right cases showing under 'financially supported' and 'not financially supported' (i.e. referrals)?

Selecting 'view' against the displayed number will display cases as a list on the Search page (see Guide 3) or - in the case of Queries – to the Query page (see Guide 12).

Filter caseload, queries and alerts by legislation and / or my cases / allocated case worker

Press view to display cases on the search page, or to navigate to the queries page

3. The Search Page

Three search options are provided - find / list buttons activate when the user starts typing:

Option 1: By lists - ideal when checking to see, for example, if your allocated cases (see Guide 8) are correctly listed as 'referrals' and / or 'financially supported' cases.
Option 2: By personal details – when finding a case by surname / forename / date of birth.
Option 3: By reference number – including Connect ID, a unique identifier for each case.

Example: 'Option 1: By Lists' search: 'my cases', all case status types, all legislation.

Always press reset when undertaking a new search

SHOW DEPENDANTS / ALIASES

Alerts Active	Days ▲	Case Status	Referral Date	Forename	Surname	Caseworker	Local Authority	My Case
	N/A	~~REF.~~	26/08/2016	Tiny	Sykes	Henry St Clair Miller	Islington	☐
	N/A	~~£££~~	20/09/2016	Douglas	Brown	Henry St Clair Miller	Islington	☐
IU | OR	7	REF.	11/09/2016	Colm	Rogan	Henry St Clair Miller	Islington	☑
IU	7	£££	11/09/2016	Abigail	Smithe	Henry St Clair Miller	Islington	☑

Your search produced: **8 results**

Results per page: 25

Alerts Active
IU = Immigration Update
(Close alert in 5 days)
OR = Open Referral
CR = Closure required
Count of working days from
when alert activated provided.

Case Status
~~REF.~~: Denied support
~~£££~~: Financial support ended
REF: Referral
£££: Financially supported

My case
Allocate cases to you
– and deallocate –
using the tick box.

4. New referral: creating a new case (3 steps)

4.1: Step 1 - Search for the person on the database

Name of person referred: Chrissie Chrysler

'Option 2: by personal details' search

As you start typing, matching names already entered appear – a list that reduces as more characters are entered.

The wild card on NRPF Connect is an asterisk: *
*clai – will return 'St Clair Miller', for example.

If the name you are looking for appears, then select from the list using the cursor (the mouse) and Exact Match or near Match count update.

OR

If there is no matching name – as shown for 'Chrysler' – select the name you have typed.

Press 'find' to activate the search (even if Exact Match or Near match is '0'). Review search page results and 'create' (see next page).

Near matches = where principal applicants / dependants or alias have 'sounds like' match with value entered into the surname / forename field.

When 'Find' is selected against 'exact matches' or 'near matches', cases will be displayed by principal applicant in the results table (underneath search fields). Searches are across principal applicant, dependant and aliases <u>for all cases in the database</u>, use the **SHOW DEPENDANTS / ALIASES** button to reveal further details as required.

In the example for Chrissie Chrysler, pressing find has simply confirmed that the name does not exist. **Create button is now active and can be selected**:

Pop-up confirmation box – select 'yes' to confirm & progress to step 2
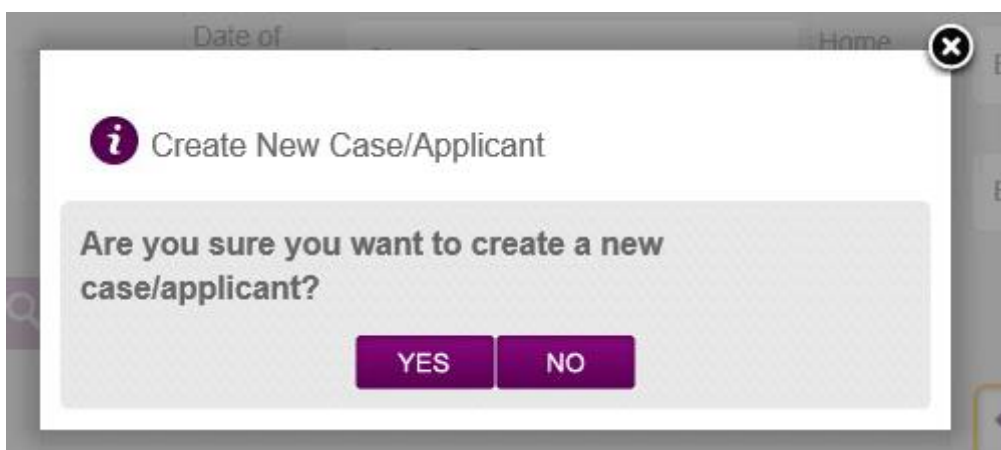
4.2: Step 2 - Record principal applicant details

In the case of families, principal applicant is the lead adult for the household.

When creating a principal applicant – the minimum requirement is to ensure mandatory fields are entered. The 5 mandatory fields are clearly marked with a red asterisk: *

Add reference numbers as required: providing a Home Office reference makes it quicker for the Home Office to find a case.

Press 'save' to progress to Step 3

4.3: Step 3 - Complete Referral page

- Date of referral defaults to 'today's date' but can be overwritten (i.e. for cases added retrospectively to the database).
- Referral organisation: used to record details of organisations who are referring cases for assessment (not mandatory to complete).
- Services requested: select desired value in left-hand box, use arrow to move the value to the right (in the example, the selection for 'accommodation' has been confirmed).
- Please add notes to explain local authority involvement.

Pressing 'save' on the referral page creates the principal applicant.

As soon as the record is created, the Home Office is automatically notified and will provide the first status check within 5 working days. **Please do not raise an additional Query at this time.**

Local authorities must proceed to add dependants as soon as the case has been created (see Guide 5).

5. Adding dependants

Dependants are added directly from the Summary Page – dependants must be added immediately after creating the principal applicant.

[Add dependant] button is situated in the middle of the Summary page.

Dependant pop-up is in the same format as that used for principal applicant.

Red asterisk is used to indicate the minimum mandatory fields required.

Scroll bar can be used to reveal further fields – including 'save' button.

Close-up of dependants table: edit existing dependants or 'add dependant' as required.

6. Adding, amending and changing address

6.1: Add first address

A blank form will be provided when navigating to the address page, to add first address, please undertake the following:

- Set 'date moved-in'.
- Use postcode search - selecting / editing required address
- Add accommodation provider and property type / description (not mandatory).
- Save changes – user will be asked to add finance against the address:
  - Select 'yes' to add finance, user taken to property related cost pop-up (see guide 7)
  - Select 'no' if you wish to add finance at another time

| Summary | Principal Applicant | Address | Referral | Immigration | Finance | Notes | Closure |

* Denotes a mandatory field

New Address

BACK

Date Moved In*	11/06/2018
Date Moved Out	
Do you wish to share Address with the Home Office?	Yes: ◉ No: ○

House number or name (optional)	
Postcode*	E9 7DH **SEARCH**
Address	15A [Edit] Church Crescent London E9 7DH

Additional Information (Optional)

Property Type	Private rented flat
Property Description	Two bed
Staying with friends / family	Yes: ○ No: ◉
Name of property provider	Cheverton Lodge

[Add New Provider] [View Provider]

SAVE

6.2: Address history table

All addresses entered against a record are saved to the history (see screen shot below) and the following options are available:

- Edit– amend move in-date, add / amend move out date
- '£' sign (shown below)– review finance payment and amend payment dates as required
- Add new – new address can be created following sequence in 6.1
- Delete – remove an incorrectly added address from the database

The current address will be the address with the most recent move-in date (with no move-out date recorded).

When adding a move out address, the user will be asked if the move-out date should also be applied to any outstanding property related payments.

The '£' sign indicates that property related costs have been added against the address.

Associated finance pop-up is shown when the '£' sign is selected.

Edit button against associated finance pop-up allows 'frequency', 'start date' and 'end date' of a payment to be amended.

7. Recording person and property related expenditure

7.1: Recording first payment

Only financially supported cases are treated with priority by the Home Office. The cases open and <u>not financially supported</u> are therefore easy to identify:
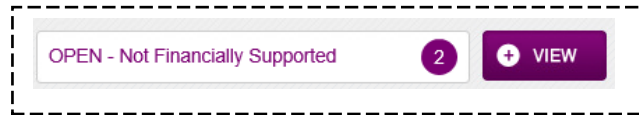
Home page: caseload count of 'not financially supported' cases.

Search page: **REF** (referral) icon shown.
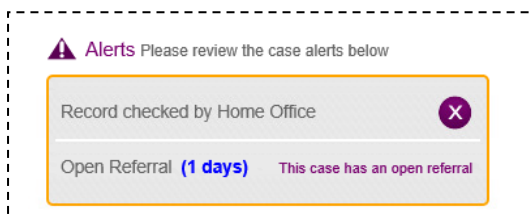
Summary page: Open referral alert is active.

To record first payment, the Finance page must be updated:

- [Add Property Related] to record any payment against an address
- [Add person related] to add any payment against a person
- [Add Note] to explain why support has been provided

'Create Property Related Cost' pop-up:

Address: current address shown.

Cost type: select from drop down list.

Amount: no need to use pound sign.

Frequency: match entered amount.

Start date: first date of payment (usually matches move dates for address).

No need to add 'end date' for an 'on-going' payment.

'Create Person Related Cost' pop-up:

Person: Principal applicant and dependant names available. (Rest is as above).

Entering a financially supported case retrospectively: use current address and payment details but back-date 'start date' to when the person / family was first supported.

Finance page updated:

Address correct & note added.

Current weekly cost totals correct.

Case recorded as 'financially supported'; 'Open Referral' alert closed and start date of service generated.

7.2: Change of circumstances – updating the Finance page

Address has changed – change address on Address page and then update finance:

Edit existing payment: add 'end date'.   Add 'Property Related': enter new payment

Subsistence payment has changed – follow same sequence in the Person Related Costs table: save an end date against existing payment then use [Add Person Related] pop-up for new amount.

-OR-
If subsistence has changed because a new dependant has been added: create an additional 'top-up' payment for the new dependant using the Person drop-down.

Recording additional payments, including utilities and other expenses:
NRPF Connect provides a great tool for monitoring finance; the more accurate the details entered the closer the out-turn figures compared to actual spend. Payments for council tax, utilities, travel, maternity payments, etc., can all be added against person and property related costs using the 'cost type' drop-down.

8. Allocating a case

There are 3 different ways to allocate a case:

1. Search page: 'My Case' tick box:

I am new to the team and have to start the process of allocating cases to me:

Search 'referrals' and 'financially supported' cases (option 1 search).

Tick the box to allocate.

Tick the box to deallocate if no longer your case.

2. Summary page: Deallocate / allocate button:

I am viewing a case that should be allocated to me:

Click the allocate button & click again if you wish to deallocate the case.

3. Principal Applicant Page - caseworker drop down:

I wish to allocate this case to another user:

Select username from the drop down list.

Please remember to delete the accounts of those no longer requiring access from the Admin page (Guide 10).

9. Closing a case

Ending of a local authority's involvement in a case is recorded on the Closure page; a case must be closed when:
1. No financial support has been provided and no further action is being taken on a referral
2. Having provided financial support, payments from the local authority have stopped

Closure page:

Complete mandatory fields, adding a note to provide further information as required.

The date of closure is applied to any open payments on the Finance page.

Summary page:

Outstanding Alerts (e.g. 'Closure Required' alert when leave is granted) and Queries are automatically closed.

Case Closed stamp applied and closure date added (bottom of page).

9.1 Reopening a closed case

The **reopen** button on the closure page opens the 'Reopen the Case' pop-up.

After completing the reason for re-start and date, press save to reopen the case.

Please reset address and finance information as required.

NB: it is only possible to reopen a case that has been entered by your LA; cross-boundary presentation means creating a new referral following Guide 4.

10. Admin Page – managing user accounts

The Admin page on the main menu bar allows users to:
- update their own details (e.g. telephone number or email address)
- re-set their password
- manage the user accounts of the local authority ('Admin Users' only)

User accounts are managed via the 'User Admin' button.

'Add new' pop-up (left)
Used to create a new account on NRPF Connect. Access level: 1) 'Standard' – user cannot run excel reports or create users 2) 'Admin' - all features of database available.

Delete user pop-up (above)
Local authorities must ensure that the accounts of people no longer requiring access are deleted. Failure to delete user-accounts increases the risk of data breaches.

11. Immigration status checking

11.1: First status-check received

Completed by the Home Office within 5 working days from when a case is created on NRPF Connect; 'Immigration Update' alert triggered to notify the local authority:

Home page: see count of cases with an Immigration Update alert active.

Search page: 'IU' icon shown.

Summary page:
Tick indicates record checked by Home Office. 'Immigration Update' alert active & number of working days since the alert was triggered is displayed.

Immigration Page:

Fields changed by the Home Office are highlighted in orange.

Check Home Office notes for additional information.

Check Principal Applicant and Dependant pages – amend personal information in-line with Home Office feedback.

Right hand side of page is read-only for the local authority.

Press 'Accept' to clear the alert.

11.2: Monitoring immigration status

| Summary | Principal Applicant | Address | Referral | Immigration | Finance | Notes | Closure |

* Denotes a mandatory field

Date of status check *   05/08/2017

IMMIGRATION STATUS *

Over-stayer / Deception/Breach

Date entered the UK   06/09/2008

Date leave granted

Expiry date of leave

Foreign National Offender?   Yes: ○   No: ◉

Claimed Asylum?   Yes: ○   No: ◉

Outcome of asylum application

-- Please Select --

Date of asylum application: Date of asylum decision:

Immigration or EEA application?   Yes: ◉   No: ○

Type of application:

Immigration - Human Rights (Inc. Article 8)

Outcome of immigration application:

Awaiting decision on validity (including fee waiver)

Continuing Leave - 3C granted?   Yes: ○   No: ○   N/A: ◉

Date of application: Date of immi. or EEA decision:
07/06/2017

Appeal ongoing?   Yes: ○   No: ○   N/A: ◉

Date of appeal hearing:

Appeal Rights Exhausted date:

IMMIGRATION REPRESENTATIVE INSTRUCTED   [Add Solicitor]

Name of representative   John&Co, James John

[View/Update]

HOME OFFICE

Home Office Tea...

Home Office Allo...

Home Office File...

ASYLUM SUPP...

Type of asylum s...

-- Please Sele...

Start date:

Status of suppo...

-- Please Sele...

Start date of gra...

Reason asylum s...

-- Please Sele...

ENFORCEMENT

Barrier to return:

Outstanding application / appeal

Has a removal de...

Date of return:

VOLUNTARY RE...

VRS applied for

Date VRS / AVR...

Outcome

Date of outcome...

FAMILY RETUR...

Involvement

Date of action:

Home Office notes field   considered.

Callout boxes:

2. <u>Date of status check</u>: Local authority to consider whether the information on the page remains 'current'.

3. <u>Immigration Status</u>: Consider whether Schedule 3 NIAA 2002 applies. Home Office will update if leave is granted, triggering the 'Closure Required' alert.

1. <u>Application and appeal processes</u>: are Home Office decisions awaited? Has the local authority chased for an update on a decision? Is asylum support available?

4. <u>Barrier to return</u>: Has the Home Office confirmed the barrier to voluntary or enforced return? If Schedule 3 applies and there is no barrier – has the local authority undertaken a Human Rights Assessment?

5. <u>If required</u>: Raise a Query to request an update (see below) **– OR –** <u>Update Immigration page</u>: # changes made are notified to the Home Office via the 'LA Update' alert.

11.3: Subsequent status-check requests and updates

Queries ⚠ = Reply or Complete [Add Query]
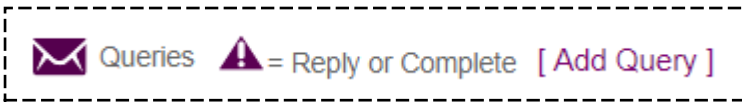
ℹ Send a new query to the Home Office ✕

* Denotes a mandatory field

i) Getting the most out of queries

Main Applicant — Chrissie Chrysler

Subject* — Fee waiver

Message* — I understand that when the Home Office checked the case over a month ago, a decision on a fee waiver was outstanding. Is there an update on this process? The LA is continuing to provide accommodation and subsistence support at this time.

🏁 SEND

The [Add Query] button on the Summary, Immigration and Principal Applicant pages (bottom right-hand side) is used to send a new query to the Home Office.

The Home Office will respond to the Query within 10 working days.

Fields updated on the Immigration Page by the Home Office will again trigger the Immigration Update alert and highlights.

The Home Office will reply to the Query confirming the update has been provided.

Immigration or EEA application? — Yes: ● No: ○

Type of application:
Immigration - Human Rights (Inc. Article 8)

Outcome of immigration application:
Accepted as valid - awaiting decision

Continuing Leave - 3C granted? — Yes: ○ No: ○ N/A ●

Date of application: 07/06/2017

Date of immi. or EEA decision:

2 POSTS — Fee waiver — Chrissie Chrysler

Connect ID: 1724 — Home Office Ref:

Raised By XTRAINING_LA1 - XTraining3 — Date Query Opened: 08/08/2017 @ 11:25

↩ REPLY

Has this query been completed? ✓ COMPLETE

XTraining43 : Please see updated immigration page.
XTRAINING_LIT1 — 08/08/2017, 11:34

XTraining3 : I understand that when the Home Office checked the case over a month ago, a decision on a fee waiver was outstanding. Is there an update on this process? The LA is continuing to provide accommodation and subsistence support at this time.

⚠ Alerts Please review the case alerts below

Record checked by Home Office ✓

No Active Alerts Found

✉ Queries ⚠ = Reply or Complete [Add Query]

✓ Fee waiver — Completed

The local authority will close the Immigration Update Alert and 'complete' the query chain.

On the summary page, ticks show the record has been checked and the query chain has successfully been completed.

Please see 'A Detailed Guide to Recording Immigration Status' for further status-checking information:
http://www.nrpfnetwork.org.uk/Documents/user-guide-immigration-status.pdf

12. Queries – communicating with the Home Office

12.1: Responding to new Home Office Queries received
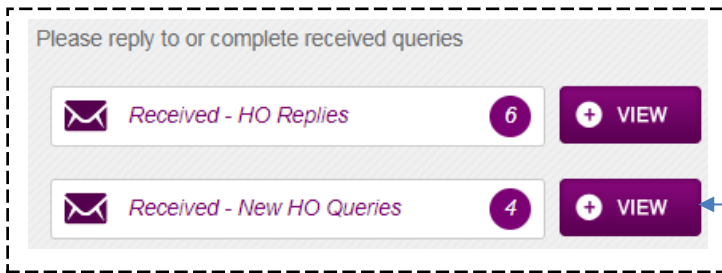
<u>Home page</u>
New Home Office Queries are counted on the Home page.

On selecting view, the user will be taken to the Queries page.

The Home Office will use the Query function when clarifying information about a case and in order to support decision-making.

The local authority must reply to a Home Office query within 10 working days; 'days elapsed' count draws attention to timescale.

Filters and search function can be used to narrow results. Red bar will show if another user is viewing the persons' record.

Expand to view message.

<u>Hyperlink:</u> takes the user to the person's record – it may be easier to view the case before replying.

12.2: Viewing Home Office replies to Queries raised

Home page
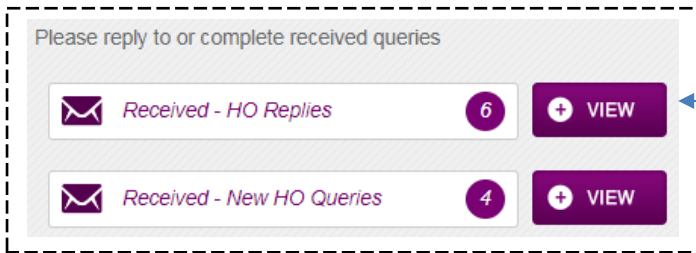A reply from the Home Office is counted on the Home Page.

On selecting view, the user will be taken to the Queries page.

As shown in 12.1, the local authority can use filters to reduce the count of queries shown on the Home page and the corresponding number displayed on the Queries page.

The local authority has 10 working days to complete the query (i.e. when information is satisfactory) – or to reply (but please do not reply to say 'thank you'). The local authority can view the 'Sent Queries' tab to monitor messages awaiting a Home Office response.
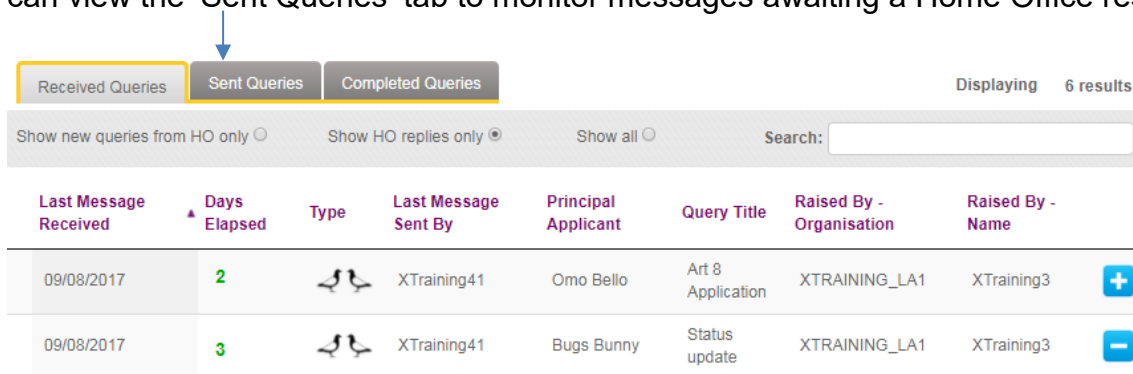
Expand to view message.

Hyperlink: view person's record in order to review the case.

Complete button available on queries raised by the LA.
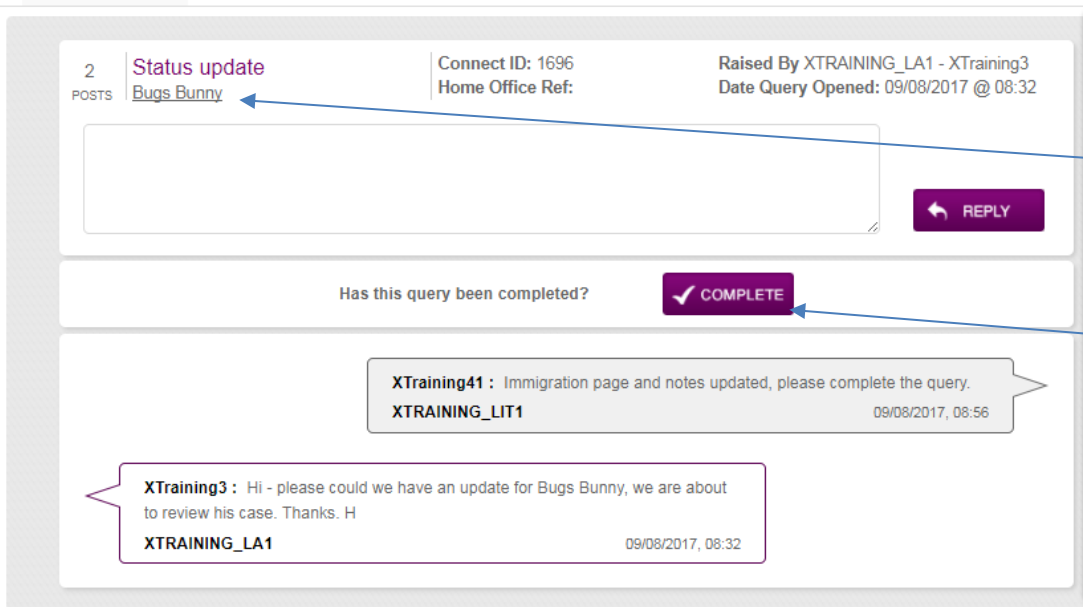
Days elapsed turns red when 10 working day period is exceeded.

12.3: Working on Queries from the Summary page of a record

The Queries box is displayed on the Summary, Principal Applicant and Immigration pages of a record.

The [Add Query] button allows a new query to be raised.

Closed and active queries are stored in the Queries box; active queries are highlighted and the days elapsed count shown.

In the example, the exclamation mark is active because a response from the local authority is required.

Orange highlight and no exclamation mark indicates Home Office action awaited. Completed queries are 'ticked' to confirm the chain has been finished.

Check the case, write answer and reply

Please ensure that at the time of replying, the address, dependant and finance pages of a record are fully up-to-date.

13. Reporting page – extracting data into Excel

NRPF Connect provides a unique data-set to enable strategic analysis of caseload based on – for example – the following:

- Number of referrals, cases accepted for financial support and cases closed.
- Information provided by the Home Office on the immigration status of households referred to and supported by the local authority.
- Cost-per-household and duration of support.

From the Reporting page, a series of excel reports can be obtained. The most frequently used will be:

1. Finance Report - how much has been spent up-to a selected date and how much will be spent by the end of the financial year.
2. The Referral Report – tracking number of referrals over a selected time-period.
3. Immigration & Case Resolution –information about the households being financially supported, including days on support, costs, immigration status (including date of last status check) and reason for closure.

The NRPF Network will use the collective data to extract quarterly monitoring data for the Home Office and local authorities; local authority managers can use the excel reports to ensure data accuracy, to help answer Freedom of Information (FOI) requests and to facilitate the efficient use of staff-time to manage caseloads.

The Reporting page:

Select a report to expand the download box.

Add the date fields for the required report duration and download the file into excel.

13.1: Example 1 – Referral Report LA [IA2016]

<u>Use the Data tab to select Filter:</u> Grey arrow in column headings allows data to be sorted ascending / descending order OR to select / deselect values – so I may wish to only select 'S18 (1) Care Act 2014' (column N – legislation) to differentiate between family / adult cases.

	K	L	M	N	O	P	Q	R	S
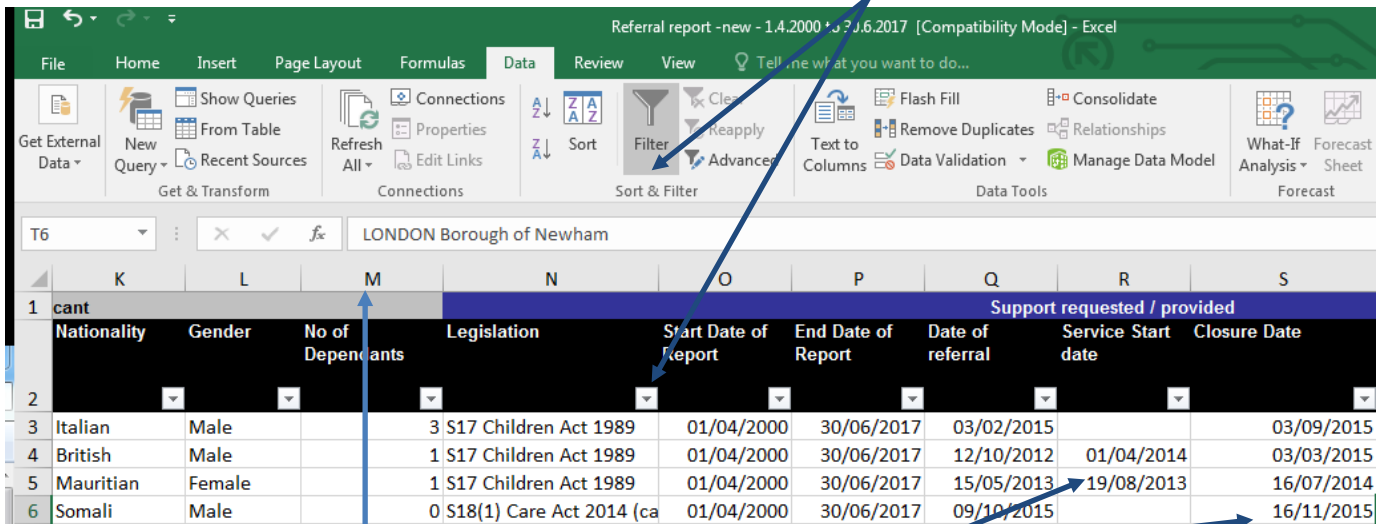
Hide columns or narrow column width to improve presentation.

A Service Start date = financially supported.

A Date of referral date + Closure Date = denied support.

13.2: Example 2 – Immigration & Case Resolution Report [IA2016]

<u>Sorting data to find the oldest cases (Column Q):</u> are HO decisions still outstanding? Is a HRA required? Should a referral for legal advice be made? HO & LAs have agreed to target '1000 day' cases as a priority.

<u>Using date of immigration check (column T) to determine when the immigration page was last updated:</u> If date of status check is not recent – is there a reason why a Query has not been raised for an update? Based on the date, can I rely on the accuracy of the immigration page to help target cases? Are HRAs being undertaken when a person is in an excluded group and there is no barrier to return?

14. Process for deleting a duplicate case entered in error

The requirement for users to search existing data before creating a new case reduces the likelihood of multiple cases being created in error – however – if a duplicate case is accidently entered, please follow the steps below so that the problem can be rectified:

1. Find duplicate case via Search page (example shown below).

2. Write 'DUPLICATE' against Forename and Surname (Principal Applicant page) for the case you wish to delete and save changes.

Please also close the case from the Closure page once 'DUPLICATE' has been added to avoid confusion with the Home Office / other colleagues.

3. Email
support@locta.co.uk
To confirm the Connect ID of the record that you need to be deleted.

Please note that the contact details for Locta are also available from the 'Help' button on NRPF Connect (top right).

15. Additional resources and support

Resources

1. Service Level Agreement (SLA)

Available at: https://www.nrpfnetwork.org.uk/-/media/microsites/nrpf/documents/nrpf-connect/nrpf-connect-sla.pdf

The SLA sets out Home Office and Local Authority user requirements over the system, with specific reference to agreed timescales for processing alerts and replying to - or completing - Queries. The SLA also provides the governance structure for NRPF Connect to ensure performance monitoring processes are in place.

2. 'Top Tips' for using the NRPF Connect Database

Available at: https://www.nrpfnetwork.org.uk/-/media/microsites/nrpf/documents/nrpf-connect/top-tips-guidance.pdf

The 'Top Tips' document has been developed by the Home Office and the NRPF Network to outline how local authorities can get the most benefit from using the NRPF Connect database. The guide provides information on the Home Office teams using Connect, how information provided by local authorities is acted on and what how to resolve common issues encountered in this field of work.

3. A detailed guide to recording Immigration Status on NRPF Connect

Available at: https://www.nrpfnetwork.org.uk/-/media/microsites/nrpf/documents/nrpf-connect/a-detailed-guide-to-recording-immigration-status.pdf

A guide to explain each section of the Immigration page in detail for the purpose of 1) helping Home Office staff to complete status checks efficiently, and 2) for local authorities to understand immigration values provided in light of the exclusions to social services support under Schedule 3 Nationality Immigration and Asylum Act 2002.

User support contact details

NRPF Connect User Support: Responsible for meeting the training needs of local authorities and helping all organisations to get the most out of using the system:

NRPF Connect user support: nrpfconnect@islington.gov.uk, 020 7527 4878
Henry St Clair Miller, henry.stclairmiller@Islington.gov.uk, 020 7527 7118

Locta User Support: To request deletion of duplicate cases or to trouble-shoot connection / access issues: Tel: 0161 696 3690 Email: support@locta.co.uk