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Subject Access Request Unit: E-Dispatch

Standard Operating Procedures (SOPS)

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Standard Operating Procedure No.	0.1
Revision No:	
Original Date of Issue	February 2016
Revision Date:	
Revised by:	
Approved by:	

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Background

This SOP outlines the process staff should follow when performing the duty of E-Dispatch.

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4	PRINTING BUNDLES FOR DISPATCH
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6	UPDATING SHARED ALLOCATION SPREADSHEET

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Introduction

E-Dispatch is a process involving several stages whereby a final disclosure bundle completed by an EO Caseworker is sent to the correct recipient in a timely fashion. The task is sometimes completed entirely by one AA or more usually broken down in to sections with one person completing the first part of the process and somebody else continuing.

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Section 1

Locating bundles marked 'IM for Dispatch' on Sabre & noting them down on the dispatch spreadsheet proforma. Fast Track cases to be checked first.

Instructions

Sign in to Sabre & select 'Search' from the main screen

In the casework field, select 'IM for Dispatch' then click on 'Search'.

This will display all cases ready for dispatch. Click on 'completed' at top of page to place the entries in date order. You should find a list like this:

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SABRE

File Edit View Insert Format Records Tools Window Help

Catherine Binks

View Search Results

Case No.	Status	Related	Received	Due Date	F.A.I.	Caseworker	Days	File Status/Ref.	Follow On?
[REDACTED]	Completed	<input type="checkbox"/>	30/11/2015	06/01/2016	08/01/2016	M For Dispatch	40	Not-C & C Team 08/12	<input checked="" type="checkbox"/>
[REDACTED]	Completed	<input type="checkbox"/>	04/12/2015	12/01/2016	12/01/2016	M For Dispatch	40	None-C & C 15/12/15	<input type="checkbox"/>
[REDACTED]	Completed	<input type="checkbox"/>	10/12/2015	18/01/2016	20/01/2016	M For Dispatch	42	None-C & C	<input type="checkbox"/>
[REDACTED]	Completed	<input type="checkbox"/>	26/10/2015	26/01/2016	22/01/2016	M For Dispatch	36	Rec [REDACTED]	<input type="checkbox"/>
[REDACTED]	Completed	<input type="checkbox"/>	18/12/2015	26/01/2016	22/01/2016	M For Dispatch	36	None-C & C Team 08/01	<input type="checkbox"/>
[REDACTED]	Completed	<input type="checkbox"/>	18/12/2015	26/01/2016	25/01/2016	M For Dispatch	39	None-C & C	<input type="checkbox"/>
[REDACTED]	Completed	<input type="checkbox"/>	17/12/2015	25/01/2016	25/01/2016	M For Dispatch	40	Rec [REDACTED]	<input type="checkbox"/>
[REDACTED]	Completed	<input type="checkbox"/>	17/12/2015	25/01/2016	25/01/2016	M For Dispatch	40	Rec [REDACTED]	<input type="checkbox"/>
[REDACTED]	Completed	<input checked="" type="checkbox"/>	17/12/2015	25/01/2016	25/01/2016	M For Dispatch	40	One-COP/2-OF-DL	<input type="checkbox"/>
[REDACTED]	Completed	<input checked="" type="checkbox"/>	17/12/2015	25/01/2016	25/01/2016	M For Dispatch	40	Ch [REDACTED]	<input type="checkbox"/>
[REDACTED]	Completed	<input type="checkbox"/>	17/12/2015	25/01/2016	25/01/2016	M For Dispatch	40	Rec [REDACTED]	<input type="checkbox"/>
[REDACTED]	Completed	<input type="checkbox"/>	18/12/2015	26/01/2016	25/01/2016	M For Dispatch	39	None-C & C	<input type="checkbox"/>
[REDACTED]	Completed	<input type="checkbox"/>	21/12/2015	29/01/2016	25/01/2016	M For Dispatch	36	None-C & C	<input type="checkbox"/>
[REDACTED]	Completed	<input type="checkbox"/>	20/01/2016	28/02/2016	25/01/2016	M For Dispatch	5	None-C & C	<input type="checkbox"/>
[REDACTED]	Completed	<input type="checkbox"/>	20/01/2016	28/02/2016	26/01/2016	M For Dispatch	7	None-C & C	<input type="checkbox"/>
[REDACTED]	Completed	<input type="checkbox"/>	21/01/2016	29/02/2016	26/01/2016	M For Dispatch	6	None-C & C	<input type="checkbox"/>
[REDACTED]	Completed	<input type="checkbox"/>	13/01/2016	21/02/2016	26/01/2016	M For Dispatch	14	None-C & C	<input type="checkbox"/>
[REDACTED]	Completed	<input type="checkbox"/>	22/12/2015	30/01/2016	26/01/2016	M For Dispatch	36	Rec [REDACTED]	<input type="checkbox"/>

Open Case Reports Admin Tools New Sabre Search Exit System

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Copy down the DPU numbers of the cases you wish to dispatch on to the spreadsheet proforma. See below:

E-Dispatch sheet update Sheet1.pdf - Adobe Acrobat Pro

File Edit View Window Help

Create - [Icons]

1 / 1 [Icons] 67.5% [Icons]

Tools Comment

E-Dispatch (printing and dispatching final disclosure bundles)

Name: _____

Date: _____

	DPU Number/Subject Name	Moved ✓	Printed ✓	Date Dispatched	Notes	on spreadsheet: ✓
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

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Section 2

Locating these same files in the 'Disclosure Final' folder in 'In-House scanning'. Opening each of these files briefly to check the date and DPU number is correct. Copying & pasting them one by one from the Poise system on to the EClypt portable hard drive:

Instructions

Once the DPU numbers have been noted on the spreadsheet, each file must be opened briefly to check that the date and DPU number are correct.

If they are correct, each file must be copied from the 'Disclosure Final' folder and pasted on to the EClypt portable hard drive. The operator may create a folder on the EClypt hard drive if required.

Once pasted on to the EClypt Drive, tick each case off in the column marked 'moved' on the spreadsheet proforma.

If the details on the letter are not correct, a note / email must be forwarded to the caseworker if known or to their manager, asking them to correct the error as soon as possible and then to inform us the correction has been made.

Once all cases have been moved to the EClypt Drive, this can be removed from the PC on the Poise system and taken to the Copy Room.

Section 3

Moving files over from the EClypt portable hard drive to the 'IM Dispatch' folder in the Copy Room:

Instructions

Plug the EClypt Drive in to the stand-alone computer in the copy room.

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Enter the password and open a window on the drive so you can see the files for dispatch you have moved over.

Open the 'file storage' folder on the Copy Room computer.

Select and highlight the files on the Eclypt drive.

Drag them over in to the 'IM Dispatch' folder.

Check all relevant files have been moved.

Delete the files from the Eclypt Drive and unplug this from the Copy Room computer.

These files can now be accessed from all computers / copiers in the Copy Room.

Section 4

Printing the bundles in the copy room:

Instructions

Load the relevant Photocopier (which will act as a printer) with recycled paper where possible.

On the computer, open the 'IM Dispatch' folder in 'File Storage'

Select the PDF file you wish to print and open this document.

Click on 'File'

Select 'Print' and then click on 'Properties'.

Select '2-sided printing' and click on 'OK'

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Click on 'Print' and the document will print to the copier numbered at the top of the window.

NB: You can choose to print to any copier in the room by selecting a different Copier number from the drop-down menu.

After each file has been printed, check all the pages are present by scrolling through the document on the PC and then delete the PDF file from the 'IM Dispatch' folder.

Tick the relevant box on the spreadsheet proforma to indicate the bundle has been printed.

Secure each bundle with an elastic band and place in a trolley ready for Dispatch.

Section 5

Dispatching the bundles in the main office area using Sabre to double-check details and the address. Updating Sabre with the caseworker's name once the bundle has been dispatched.

Instructions

Check Subject details on Sabre BEFORE sealing each envelope

Choose envelope for bundle according to size using the smallest envelope possible.

Open 'Request Subject' on Sabre and cross check the following against the final disclosure letter: Subject name, DOB & nationality.

Open 'Admin Notes' on Sabre and check address against the address on the final disclosure letter addressing the envelope.

If the address matches, copy it neatly by hand on to the envelope and seal the envelope with the final disclosure bundle secured inside. Secure bundles with sellotape if required.

Copy and paste the address from 'Admin Notes' in to 'Caseworker's Notes' and update Sabre to say you have dispatched the bundle to that address on that date.

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If the address does not match, refer the case back to the Caseworker or their manager before dispatch.

Change the Caseworker status on Sabre from 'IM for Dispatch' to the caseworker's name. This should be in the Caseworker notes.

Close the case on Sabre.

Enter the date dispatched on the spreadsheet pro-forma.

Put the sealed envelope in the correct place (shelf) for dispatch.

Section 6

Updating the shared Spreadsheet with the dispatch date of all bundles dispatched.

Instructions

Open the Shared Allocation Spreadsheet and enter the password.

Click on Ctrl and F to open a finder window on top of the spreadsheet

Enter the DPU Number in the 'find & replace' window and click on Enter. The case will be highlighted on the spreadsheet.

Go to the column labelled ' Dispatched' and enter the date of dispatch.

Click on the 'SAVE' icon in the top left corner of the screen. Repeat for each case dispatched and then tick off each case on the spreadsheet proforma.

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Allocation Sheet (Shared) - Microsoft Excel

Home Insert Page Layout Formulas Data Review View Help

Clipboard Font Paragraph Styles

Reference: Linked (to): Received Date: Due Date: Case Type: Status: Priority: Page: Ready to Dispatch: Dispatched: Extra Page:

Reference	Linked (to)	Received Date	Due Date	Case Type	Status	Priority	Page	Ready to Dispatch	Dispatched	Extra Page
		26/09/2014	04/11/2014	480 In House (Overdue)	Allocated	3	788	Dispatched	05/01/2016	78
		24/11/2014	02/01/2015	390 In House (Overdue)	Allocated	3	3478	Dispatched	29/12/2015	308
		15/12/2014	23/01/2015	354 In House (Overdue)	Allocated	3	3096	Dispatched	08/12/2015	33
		25/02/2015	05/04/2015	387 In House (Overdue)	EO Ready		4782			47
		05/03/2015	13/04/2015	329 In House (Overdue)	Allocated		1182	Dispatched	28/01/2016	118
		16/03/2015	24/04/2015	335 In House (Overdue)	EO Ready		3756			37
		22/03/2015	01/05/2015	331 In House (Overdue)	EO Ready		1690			16
		30/03/2015	08/05/2015	324 In House (Overdue)	EO Ready		3663			36
		30/03/2015	08/05/2015	324 In House (Overdue)	EO Ready		48			4
		30/03/2015	08/05/2015	324 In House (Overdue)	EO Ready		1273			12
		30/03/2015	08/05/2015	324 In House (Overdue)	EO Ready					0
		30/03/2015	08/05/2015	324 In House (Overdue)	EO Ready		1774			17
		30/03/2015	08/05/2015	324 In House (Overdue)	EO Ready		545			54
		31/03/2015	08/05/2015	323 In House (Overdue)	EO Ready		419			41
		31/03/2015	08/05/2015	323 In House (Overdue)	EO Ready		958			95
		31/03/2015	08/05/2015	323 In House (Overdue)	EO Ready		622	Dispatched	15/02/2016	62
		01/04/2015	10/05/2015	322 In House (Overdue)	Allocated		320	Dispatched	16/02/2016	32
		01/04/2015	10/05/2015	322 In House (Overdue)	EO Ready		1198			11
		07/04/2015	16/05/2015	316 In House (Overdue)	EO Ready		195			19
		07/04/2015	16/05/2015	321 In House (Overdue)	EO Ready		2623	Dispatched	02/02/2016	26

Ready 0 of 2481 records found

When finished, file the hard copy of the spreadsheet proforma in the Dispatch File (lime green ring binder)

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Subject Access Request Unit (Electronic IT)

Standard Operating Procedures (SOPS)

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Revision No:	
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Background

This SOP outlines the process all staff should follow when saving Electronic IT records.

Table of contents

Section/ page no	Section Heading
1	Setting up your devices and printers
2	Extracting and saving data from Warehouse
3	Extracting and saving data from CID
4	Combining and saving documents



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Introduction

E-IT is a process whereby the data of a particular subject is extracted and saved to a specific folder. The data is extracted from 2 systems: Warehouse and CID. This data is then combined into a PDF file and saved into a particular folder for EO's who begin the process of electronic redacting. It is essential that E-IT is performed in the exact order as stated in this document.

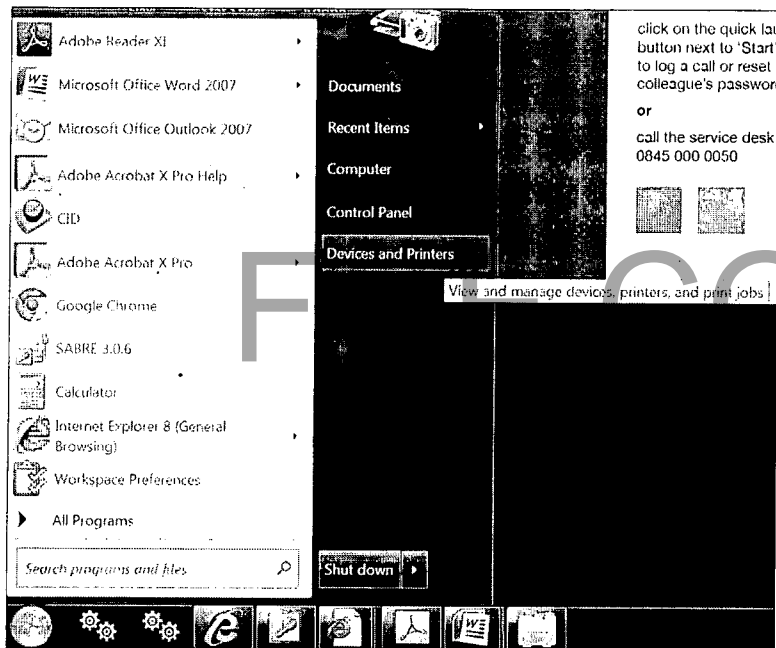
N.B. This is not a comprehensive guide. It is assumed that you would have some knowledge of how to print/save CID records.

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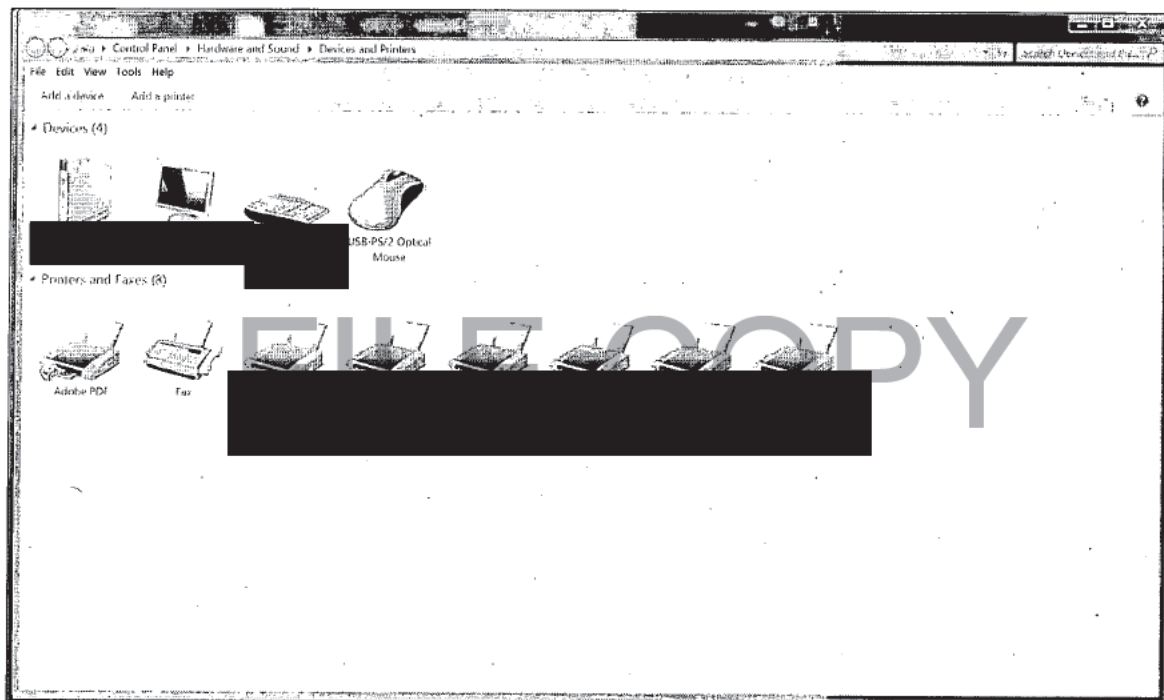
Section 1 (Setting up your devices and printers)

Open up the Start button and select 'Devices and Printers'

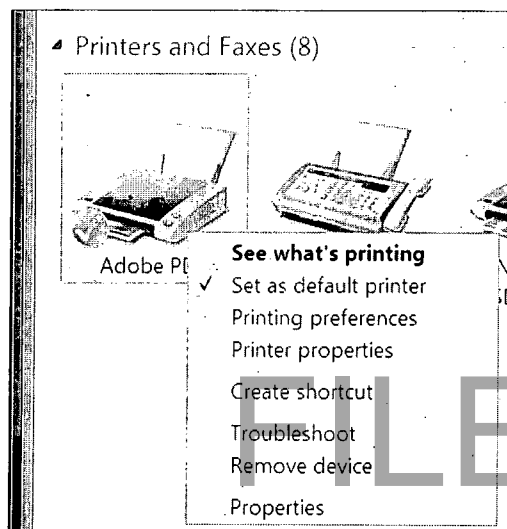


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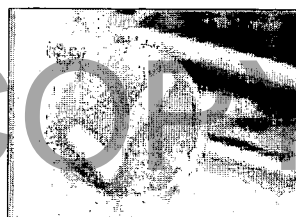
From 'Devices and Printers' right click on 'Adobe PDF' and select 'Set as default printer'.



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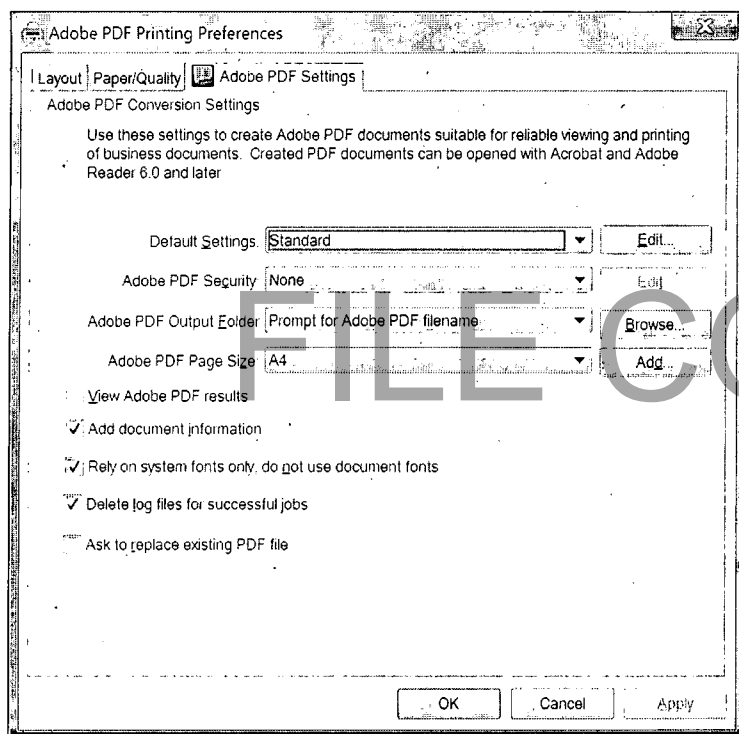
'Set as default printer' should be ticked as shown above.



This icon indicates that Adobe PDF is now your default printer.

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Right click on the Adobe PDF icon once again, and select 'Printing preferences'. The 'Adobe PDF Printing Preferences' window should then open up as follows:



Under the 'Adobe PDF Settings' tab un-tick the following:

- View Adobe PDF results
- Ask to replace existing PDF file

Under the 'Paper/Quality' tab ensure the colour is set to **Black & White**.

Under the 'Layout' tab ensure the orientation is set to **Landscape**.

Press **OK** once completed.

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Section 2 (Extracting and saving data from Warehouse)

Open up Warehouse.

Insert the Home Office reference number into the relevant field (as shown below).

Name:	Nationality:	All	System:	All (Excluding INDECS/Landing Card)	Clear
Ref. Number:	DoB:		Search Type:	Swap Search	Search

On the left hand side under 'System Hits' (as seen below), click on CID and find your subject. Highlight and copy the subject's name, then check for any aliases.

Search hits
System(Hits)
<u>ASYS(1)</u>
<u>FTS(1)</u>
<u>CID(1)</u>

N.B. Check and confirm that the subject's name matches that which is on the DPU folder as well as in 'SABRE'.

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Save all data that appears above CID and matches the subject's name with the exception of 'FTS'.

TBC / POISE - Windows Internet Explorer

77 G:\My Documents\TBC POISE\mht

Convert Select

Favorites

TBC / POISE

Change Of Address | CSI | Horizon | Knowledge Base | Reporting | User Guide | Warehouse | QA | AMS

Warehouse

Atos Origin Home Office

Name: [Redacted] Nationality: [Redacted]

Ref Number: [Redacted] DOB: [Redacted]

Back

Save Page As...
Print...
Print Preview...
Refresh

System: All (Excluding INDECS Landing Card) [Redacted] Clear

Search Type: Swap Search Search

Search Info

Asys Details for LOTARIS MC

System(Hits)

Full Name

Nationality

Address Details

Address Start Date

Address

Total Hits: 3

Person Details

Home Office Reference

Full Name

Nationality

Address Details

Address Start Date

Address

Encoding

Print...

Print Preview...

Refresh

Append to Existing PDF

Convert to Adobe PDF

Export to Microsoft Excel

Properties

Port Reference

Date of Birth

Home Office Reference

Address End Date

To carry out a detailed search on all the other systems [Redacted] Click on the SEARCH button. Search

Local Intranet | Protected Mode: Off

Right-click on the screen and select 'Print'.

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Print

General Options

Select Printer

Add Printer

Adobe PDF

Fax

Status: Ready

Location:

Comment:

Page Range

All

Selection

Current Page

Pages: 1

Number of copies: 1

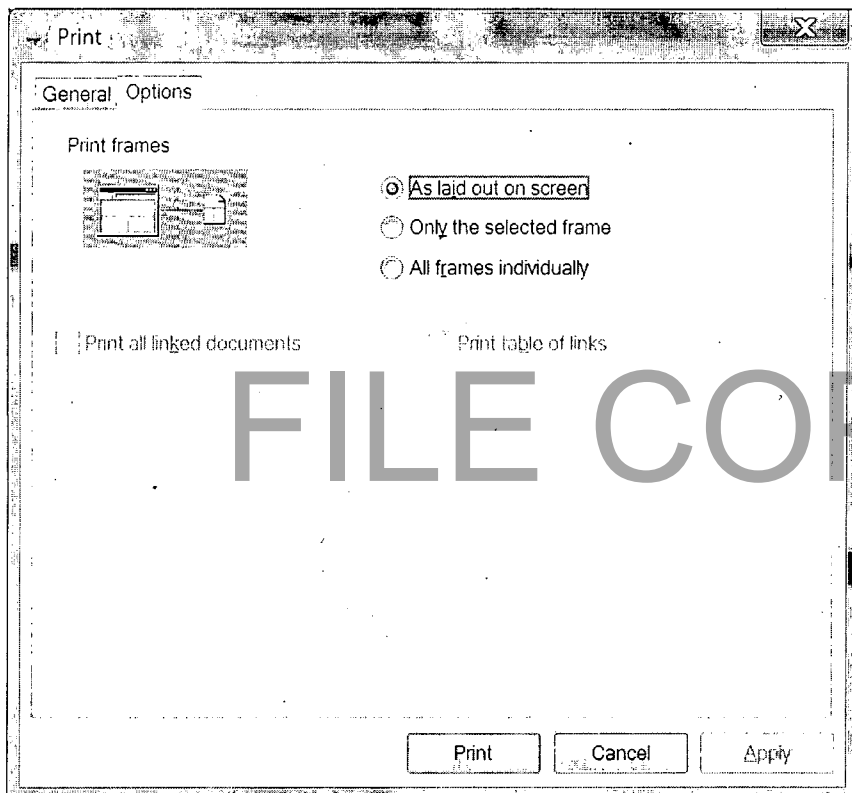
Collate

Enter either a single page number or a single page range. For example, 5-12

Print Cancel Apply

Make certain that Adobe PDF is highlighted

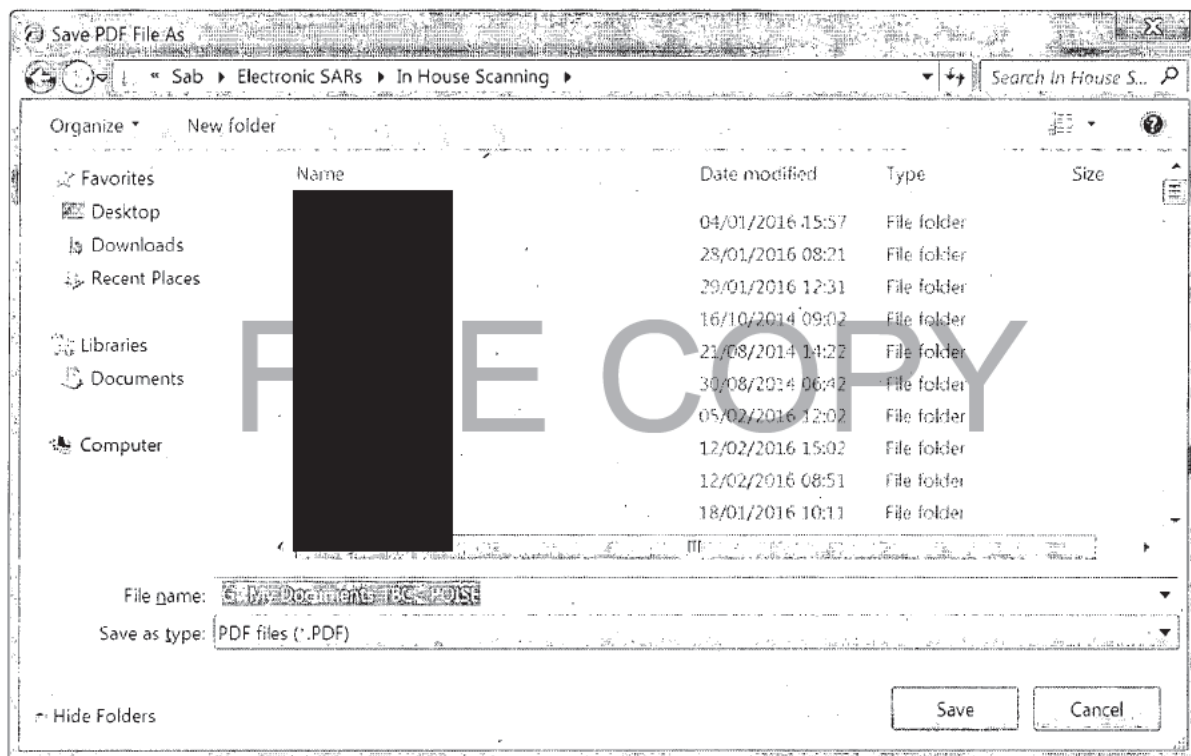
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Under 'Options' select 'As laid out on screen'.

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Save your document(s) under the relevant folder.



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Place an asterisk next to the reference number and search. If anything other than FTS or CID appear under 'System Hits' then you must save all these documents.

Under the 'Systems' drop-down menu, select 'INDECS/Landing cards' and search.

Name:		Nationality:	All	System:	All (Excluding INDECS/Landing Card)	Clear
Ref. Number:		DoB:		Search Type:	Swap Search	Search

~ Before saving any documents that appear under 'system hits' check that the name matches that of your subject.

If the data matches, then save all documents.

Clear the screen.

Paste the subjects name into the 'Name' field and search. If any data appears under 'System Hits' then you must save all these documents.

Under the 'Systems' drop-down menu, select 'INDECS/Landing cards' and search. If any data appears on the left hand side under 'System Hits' then you must save all these documents.

Reduce the subjects name to 3 letters per name (wildcard search), and place an asterisk after each one for example:

Name:		Nationality:	All	System:	All (Excluding INDECS/Landing Card)	Clear
Ref. Number:		DoB:		Search Type:	Swap Search	Search

Click 'Search'. Check to see if any more data appears, and if so, you must save all this data.

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[REDACTED]

If your subject has one or more middle names, then simplify to a first and last name and search. Save any data that appears.

~ Alias names.

If your subject has an alias or a number of aliases then you must check to see if any more data appears under these names. Alias names without DOB's do not need to be searched.

Enter the alias name into the 'Name' field and search save any data that appears.

[REDACTED]

N.B. You will not need to save anything twice. Once you have clicked on a document, it will turn pink, that way you will know that you have already opened or saved this document. Items in blue have not yet been opened or saved.

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Section 3 (Extracting and saving data from CID)

Please note:

- ~ Upon opening CID you will notice a number of icons to the left of the screen. If you hover over these icons an information bar will appear informing you of what data is held under this icon.
- ~ You will only need to select the icon with a red asterisk beside it.
- ~ To exit out of any screen, select the Red Door icon at the top of the screen.
- ~ Associated cases at the bottom of the screen will advise whether there is a linked case attached.
- ~ You must ensure that you are saving to the correct DPU folder.
- ~ By selecting 'print' at the top of the screen you can save any data.
- ~ Please see appendix 1 for a very handy aid of CID icons.

Input the subjects' full name only – search. If more than one name appears then narrow the search down by inputting one or more of the following fields:

Year of birth,
Month of birth,
Day of birth,
Nationality, or
Postcode.

Select 'Report' at the bottom of the main screen and save the document that opens up.
Once saved, close the document and exit back to the main screen.

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Above search results there are 3 tabs namely: CID People, Landing Cards and IS (as seen below):

G.S.C.I.D. - General Settlement Case Information Database (C) 2002

File Edit Shift Data Context Screens Maintain Utilities Reports Window Help

DB: CID Profile: GCI065 Camera

CID_FIND: Person / Case Search

Search Criteria

Reference Number: [] Full Name: [] Date Of Birth (DD-Month-YY.Y.Y): [] Nationality: [] Postcode: [] CID: [] LC: [] IS: [] TCU: [] TOTAL: []

Swap Shds Like And Or Edit Search Passport Search Clear

CID People | Landing Cards | IS

Search Results

Full Name	Nationality	Date Of Birth	Restricted

Person Details

Ref Type: [] Ref Number: []

Alias Type: [] Alias Name: []

Associated Cases

Assoc Raised Date	Case Type	Outcome	Association	Type

Case Details

Ref Type: [] Ref Number: []

Note:
Once a case has been found and highlighted this section will show significant details for the case, dependent upon the CID flavour.

Reverse order Case Details Case Creation / Link / Unlink Report

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Select the 'Landing Cards' tab. A GSCID information box will appear and ask 'Are you sure you wish to continue?' Click 'Yes'. The second box is a GSCID warning box; once again click 'Yes'.

Only save this screen if any data appears on it.

Select the 'IS' tab. A GSCID warning box will appear, click 'OK'. Only save the screen if any data appears on it.

If no data appears on either of these two screens then there is no need to save these pages.

Return back to 'CID People'.

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From the left hand icons select 'Case Details'. From the Case maintenance screen save the following:

Record sheet – Located at the bottom of the page

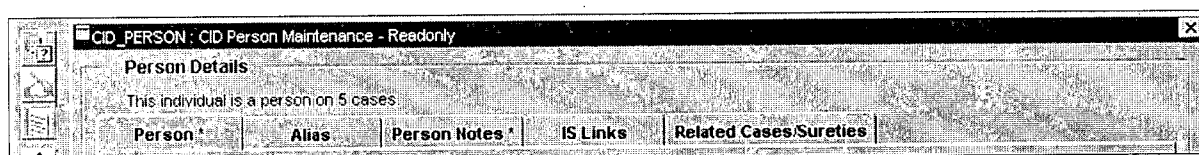
And from the left hand icons, save the following (they must have an asterisk):

- ~ Case payment
- ~ Standard events
- ~ Case offences
- ~ Musical notes (Only if this is a linked case. Use the scroll bar on the right-hand side of the note box to capture all the data as you save).

Exit when completed and return to GSCID.

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From the left hand icons select 'Person Details'. From the Person Details screen you will see 5 tabs namely: Person, Alias, Person Notes, IS Links and Related Case/Sureties.



Save all documents with an asterisk* showing on the tab.

If under 'Person Notes' there are a number of entries to be printed, you can print these as one document from ACID. Open ACID, bring up the relevant record and select case details from the bottom of the screen. Click on 'Record Sheet', and save the document. This will appear as an ASU call note.

N.B. 'Case/Sureties' will not have an asterisk, but still needs to be saved.

Exit when completed and return to GSCID.

Select 'Appeal Details' from the left hand icons.

In the Appeal maintenance screen capture the entire data showing. Use the scroll bar to capture the data held under 'Appeal Details' and 'Hearings'.

You will need to select the appeal details individually and capture the related data under 'Hearings'.

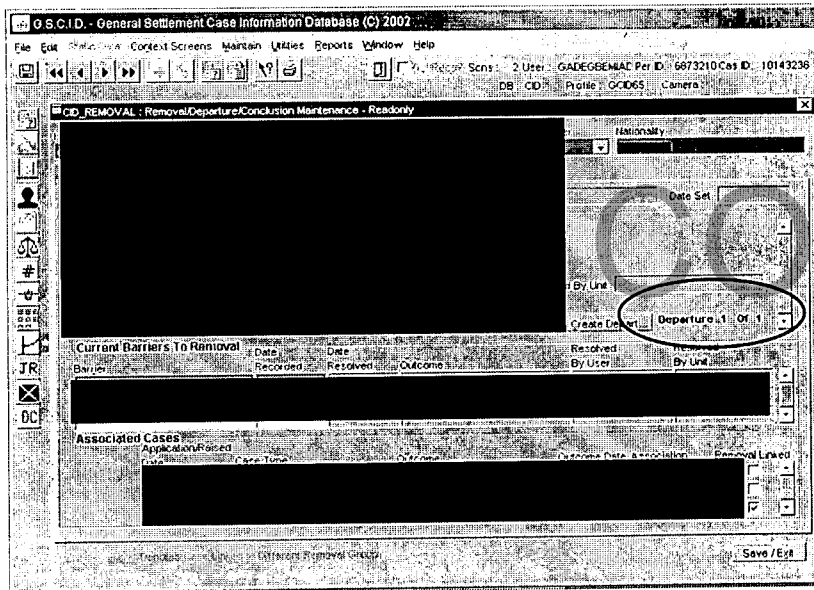
In some cases there will be multiple headers. You will need to use the scroll bar on the top right-hand of the screen to move to the next header and capture all the data as instructed above. Exit back to GSCID.

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From the left hand icons select 'Removal Details'.

Capture all data via the scroll bar under 'Current Barriers To Removal'.

In some cases there will be multiple departures (as highlighted below). Use the scroll bar to view the next departure and capture all the data as instructed.



Exit when completed and return to GSCID.

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From the left hand icons select 'Calendar Events'. Click 'Report' at the bottom of the page and save the document that opens up. Exit back to GSCID.

From the left hand icons select 'Restrictions'. Individually select all restriction types and save the data.

In some cases under 'Restriction Type' you will see 'Detention - IS'. From the left hand icons under 'Detention Management' check to see if there is a red asterisk showing.

If so, open this case in ICID, and save the data under the following tabs:

- ~ Bed Occupancy,
- ~ Movements,
- ~ RFO Transfers,
- ~ Detention Closure, and
- ~ Detention Notes.

N.B: Under 'Movements' you will need to select all transfers individually, capturing the data held at the bottom of the screen. Detention Notes will also need to be saved individually by clicking on each note. Ensure that you use the scroll bars to capture all the information within the notes.

Exit when completed and return to GSCID.

From the left hand icons select 'Standard Events'. Capture and save all the data via the scroll bar. Exit back to GSCID.



From the left hand icons select 'Arrivals/Encounters'. Check the issued date/time. Only save the data if the date is pre today. Exit back to GSCID.

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From the left hand icons select 'Judicial Review Details'. Capture and save all the data via the scroll bar under 'Judicial Review Details' & 'Judicial Review Challenges'. In some cases there will be multiple Judicial Review Headers. Use the scroll bar to view the next header and capture all the data as instructed above. Exit back to GSCID.

From the left hand icons select 'Landing Details'. Save all screens. Exit back to GSCID.

From the left hand icons select 'Person Details'.

Select 'Images' from the left hand icons.

On the keyboard select Alt & Print Screen together to copy the image.

Open a new document in Microsoft Word. Paste the image into the Word document.

Click the 'Office Button', and Save As 'PDF or XPS'. Select the right DPU folder and select Publish.

Return back to 'Person Details' and from the left hand icons select 'Application Registration Card Details'. Save the data and return to Person Details.

From the left hand icons select 'Breaches'. Capture and save all the entries via the scroll bar. Return to the Person Details screen.

From the left hand icons select 'Documents Submitted/Travel Documents'. Capture and save all the entries via the scroll bar. Click the Red Door twice to return back to the main GSCID screen (Person/Case Search).

You must save all information from all associated cases showing on the 'Person/Case Search' screen. To do this, you must select the next record, and select 'Case Details' from the bottom of the screen. From 'Case/Maintenance' save the following information:

Record sheet – Located at the bottom of the page

And from the left hand icons, save the following (they must have an asterisk):

~ Case payment

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- ~ Standard events
- ~ Case offences
- ~ Musical notes (Only if this is a linked case. Use the scroll bar on the right-hand side of the note box to capture all the data as you save).

Select each associated case in turn and follow the instructions as above:

You must conduct a wildcard search to check no further applications appear.

Finally, you must conduct a search using the Home Office reference number. No other information is used during this search.

N.B. The instructions provided in this guide also apply to 'Fast Track' and 'Wilson' cases.

FILE COPY

Official

Section 4 (Combining and saving documents)

Once you have saved all the relevant documents they will then need to be modified in date order and combined into one PDF ready for the EO's. To do this you will need to:






















- ~ Find and open the relevant DPU folder
- ~ Click 'Date modified' which will sort the documents in date/time order. Be sure to check that the blue arrow is facing UP.
- ~ On the keyboard select Ctrl and A to highlight all the documents.
- ~ Right click the highlighted documents and from the menu select 'Combine supported files in Acrobat...'. > The 'Combine Files' window should then pop up.
- ~ The documents should be highlighted already, but if not then select Ctrl A on the keyboard to highlight all the documents.
- ~ Modify the documents to sort into date/time order.
- ~ Now select 'Combine Files'.

Once the document has combined in Adobe Acrobat Pro, you must now save.



















- ~ File > Save As PDF.
- ~ Open the 'In House Scanning' folder, select the correct DPU folder > Records > IT > save as file name DPU ref no_IT MERGED.
- ~ Select Tools > Recognise Text > AA In This File (ensure that the language is set to English UK. If not, edit and adjust to the same). > OK.
- ~ A pop up dialogue box will appear. Tick "ignore future errors in this document" and press OK.
- ~ File > Save As PDF > EO Ready > save as file name DPU ref no_IT SAVED.

Appendix 1 – CID icons

Person/Case Search screen:

	Search for applicant
	Document Generation and Printing
	View Dump
	Case Details
	Person Details
	Appeal Details
	Notes
	Removal
	Case References
	Maintain Address
	Centre Support
	Calendar Events
	Restrictions
	Standard Events
	
	Arrivals/Encounters
	Judicial Review Details
	TCU Out Case Events
	TCU In Case Events
	Landing Details
	Create a new case for this applicant















Case Maintenance screen:

	Search for applicant
	Document Generation and Printing
	View Dump
	Sponsoring Organisations
	Person Details
	Case References
	Appeal Details
	Removal Details
	Landing Details
	Notes
	Maintain Address
	Admin Events
	Key Document Tracking
	Case Offences
	Standard Events
	Judicial Review Details
	Case Payment
	Data Capture

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Person Maintenance screen:

-  Search for applicant
-  Document Generation and Printing
-  View Dump
-  Appeal Details
-  Removal Details
-  Images
-  Maintain Address
-  Application Registration Card Details
-  Calendar Events
- 
-  Breaches
-  Documents Submitted/Travel Documents
-  Arrivals/Encounters
-  Centre Support



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Subject Access Request Unit

Making Files IM EO Ready

Standard Operating Procedures (SOPS)

FILE COPY

Standard Operating Procedure No.	0.1
Revision No:	
Original Date of Issue	February 2016
Revision Date:	
Revised by:	
Approved by:	

Official



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Background

This SOP outlines the process staff should follow when making cases IM EO Ready. This term describes the moment when the case has been completed in Case Prep up to the point where it has been unpicked, scanned, extracted, had E-IT done and all records have been checked against records on Sabre. The case is then marked as 'IM EO Ready' on Sabre and added to the shared Allocation Spreadsheet for allocation to a caseworker who will redact the case.

Table of contents

Section /page no	Section Heading
1	Introduction
2	Section 1: Making cases EO Ready

Official



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Introduction

Making cases EO Ready is important as it provides a thorough checking mechanism to ensure all relevant documents have been saved on the Poise system ready for redaction by the caseworker. Missing records waste time and can disrupt work-flow.

Section 1 Making cases EO Ready

Open Sabre on desktop and search for the DPU Number you are working on.

Minimize this window. Search for the same DPU Number in either 'In-House scanning' or 'E3', 'E-SAR' if it's a Wilson case.

Once the file has been located, open the 'EO Ready' folder for the saved case.

Check the IT has been saved in this folder as a PDF.

If it is a Wilson Case, check in the 'Records' Folder for any other records present. If they are present and in PDF form, copy and paste them in to the 'EO Ready Folder'. If these are saved in Word format, save as PDFs before copying and pasting in to the 'EO Ready Folder'. If they are saved in any other format, seek advice from the caseworker's manager as all records should have been converted in to PDFs by the caseworker.

Go to the 'Records' tab on Sabre and cross check that all other files are present in the 'EO Ready' folder if marked as 'Received' on Sabre.

Click on 'Edit Manual Records'

Official

SABRE

File Edit View Insert Format Records Tools Window Help

SABDetail

Request Dates Request Subject Exemptions Records Caseworker Notes Admin Notes

Status: Red

Caseworker: IM Case Prep

Print Request

Close Case

Type	Reference	Status	Is Amalgamated to	Casenotes	Papers	TB Ref
Ready to assign		Not ready				
Signature Check		Checked				
Team						
Home Office		Received		Minutes copied	Copied	
Port		T Record Only				
NASS						
MDDCU						
WP UK						
lookup						

Edit Manual Records

Type	Reference	Status	Location	Date Identified	Result Date
OID		Printed			
Warehouse		Printed			
Landing Card					
Finger Print Recon					
ASYS					
DEMS					
Globe					
Adept					
Verification cannot					

Edit IT Records

Official

Once satisfied that all records are present, change the status of 'Ready to assign?' to 'Ready'

Double click in the box directly under 'Status' at the top of the Files window and a drop-down list will be available next to 'Status' at the bottom of the window.

Select 'Ready' from the list.

Click on the 'Update' button.

Click on the 'Close' button.

NB If any records are found to be missing, follow them up with those staff scanning documents and by searching in the scanned files waiting for RMS.

If this chasing proves to be a lengthy process, the case you are working on may need to be put to one side and made EO Ready at a later time.

Official

SABRE

File Edit View Insert Format Records Tools Window Help

Request Dates Request Subject Exemptions Records Caseworker Notes Admin Notes

Serial No. [REDACTED]

SABRE Ref. DPU [REDACTED]

Status [Red]

Caseworker [REDACTED]

IM Case Prep [REDACTED]

Print R [REDACTED]

Close [REDACTED]

Type	Reference	Status	is Amalgamated to	Casenotes	Papers	TB Ref
Ready to assign?		Not ready				
Signature Check		Checked				
Team						
Home Office		Received		Minutes copied	Copied	
Port		Record Only				

Record Type: Ready to assign? [v]
Reference: [REDACTED]
Status: Not ready [v]
is Amalgamated to: [REDACTED]
Casenotes: [REDACTED]
Papers: [REDACTED]
TB Ref: [REDACTED]

Close

Edit IT Records

Official

Open the 'Caseworker Notes' tab.

Update the notes with information such as who scanned the files and who made the case EO Ready.

Change the 'Caseworker' status on the left of the screen to 'IM EO Ready' or 'E3 EO Ready' if it's a Wilson Case.

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SABRE

File Edit View Insert Format Records Tools Window Help

SABDetail

Request Dates | Request Subject | Exemptions | Records | Caseworker Notes | Admin Notes

Awaiting 3rd Pty Reply ☒

Information C: Requested Date

Information C: Answered Date

Follow On Details

Follow On ☐

Status: Red

Caseworker

IM EO Ready

Print Request

Close Case

Notes

19/02/2016 - Scanned/saved by [REDACTED]

22/02/2016 IT Completed and saved by [REDACTED]

22/02/2016 EO Ready [REDACTED]

[REDACTED]

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Once the case has been made EO Ready, add the details to the Shared Allocation Spreadsheet.



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Subject Access Request Unit

Standard Operating Procedures (SOPS)

HOW TO EXTRACT SCANNED FILES & MOVE TO POISE SYSTEM

FILE COPY

Standard Operating Procedure No.	1.0
Revision No:	1.0
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Revision Date:	
Revised by:	
Approved by:	

Official



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Background

This SOP outlines the process staff should follow when moving scanned files from the 'File storage' folder on the copy room PC using the Eclypt portable hard drive

Table of contents

Section /page no	Section Heading
1	INTRODUCTION
2	EXTRACTING SCANNED FILES FROM THE COPY ROOM
3	MOVING FILES FROM THE ECLYPT DRIVE ON TO THE POISE SYSTEM

Official



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Introduction

The scanned files eg Home Office files, NASS files and DPU folders need to be extracted from the stand-alone system in the copy room and moved to the Poise system so the information can be shared with all staff including Case Prep, AO zone and Caseworkers. Once stored on the Poise system the files should be deleted from the Copy Room system so as to keep the file storage space free to scan more files & final disclosure bundles.

Section 1 Extracting Scanned Files from the Copy Room Instructions

Plug in Eclypt Drive to copy room PC (USB slots).

Enter password and open a window on the Eclypt. (A folder should already be present called 'EXTRACTED').

Open this folder.

Leave this Eclypt window open on one side of your screen.

Open 'File Storage'

Take each DPU folder and search for the scanned files by their due date OR by typing the DPU number in to the search box at the top right-hand side of the screen.

Once the correct DPU number has been located, drag the folder over in to the Eclypt drive window.

Repeat this process until all folders have been located and dragged across on to the Eclypt Drive.

Official

Unplug the Eclypt Drive and go back to the PC on the Poise system.
Take the Eclypt Drive with you and the hard copies of the DPU Folders.

Section 2 Moving files from Eclypt Drive on to the Poise System

Instructions

Plug in Eclypt Drive to Windows 7 PC in main office.
Enter password and open a window on the Eclypt. Find the folder called 'EXTRACTED' & open this.
Leave this Eclypt window open on the left of your screen.

Open 'IN HOUSE SCANNING' via the pathway, SHARED DRIVE / SAB / ELECTRONIC SARS / IN HOUSE SCANNING

Move this window to the right of the screen.

Take the DPU Folders one by one and search for the DPU number in the search box at the top-right of the In House Scanning window.

If no E-IT has been saved for the case, a new folder must be created with the DPU number as it's title:

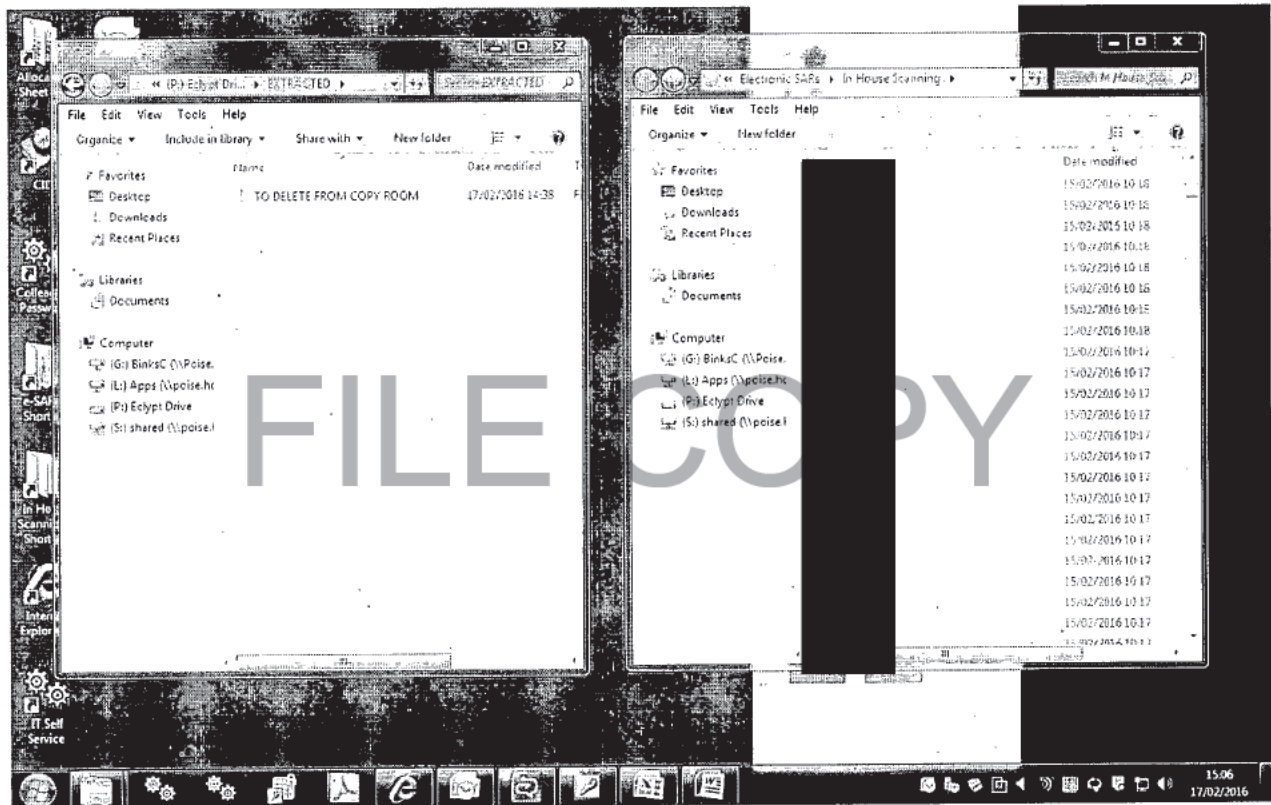
Find a folder called 'New Folder copy' from the list in 'In House Scanning'.

Right-click on this and select 'Rename' from the drop-down menu.

Type in the DPU number & press ENTER

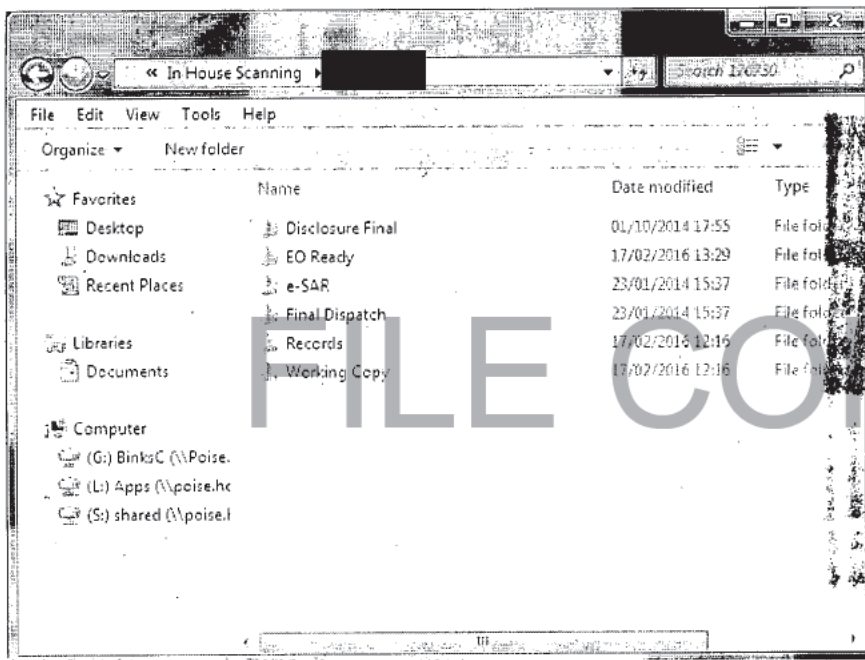
Double click on this folder to open

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Once the folder is opened a window should appear as below:



Double click on the folder called 'EO Ready' to open it.

Official

Go back to the Eclipt drive window and double click on the DPU Number you have opened in EO Ready.

Use Ctrl & A to select all PDF files in this window and drag them across in to the EO Ready Folder.

The files have been extracted on to the Poise system and must now be deleted from the copy room system and from the Eclipt drive.

FILE COPY



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Subject Access Request Unit

Standard Operating Procedures (SOPS)

Scanning and Saving files

FILE COPY

Standard Operating Procedure No.	0.1
Revision No:	
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Background

This SOP outlines the process all staff should follow when scanning and saving files in the copier room stand-alone system.

FILE COPY

Table of contents

Section/ page no	Section Heading
	INTRODUCTION
1	COPYING THE FRONT COVERS OF EACH FILE
2	SCANNING THE FILES

Official



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Introduction

Scanning and saving documents is the most efficient and cost-effective way of accurately storing information which may then be shared with multiple users. The information provides a comprehensive digital record of each page of the case files which can be easily accessed via the Poise system at a later date. Staff can then access the information without needing access to the paper copies of the files.

Section 1 Copying the front covers of each file

Before beginning the scanning process, a photocopy must be made of the front cover of the DPU Folder and 2 copies made of each front cover of the Home Office Files. If there are any barcodes or virtual subs inside the front cover of a Home Office file, these must also be photocopied.

'MINUTES' must be written clearly on one of the Home Office file covers and 'FILE' on the other. This can either be done with a black marker pen or by using the options on the photocopier. Once the front covers are photocopied, you can begin the scanning procedure

Section 2 Scanning the Files

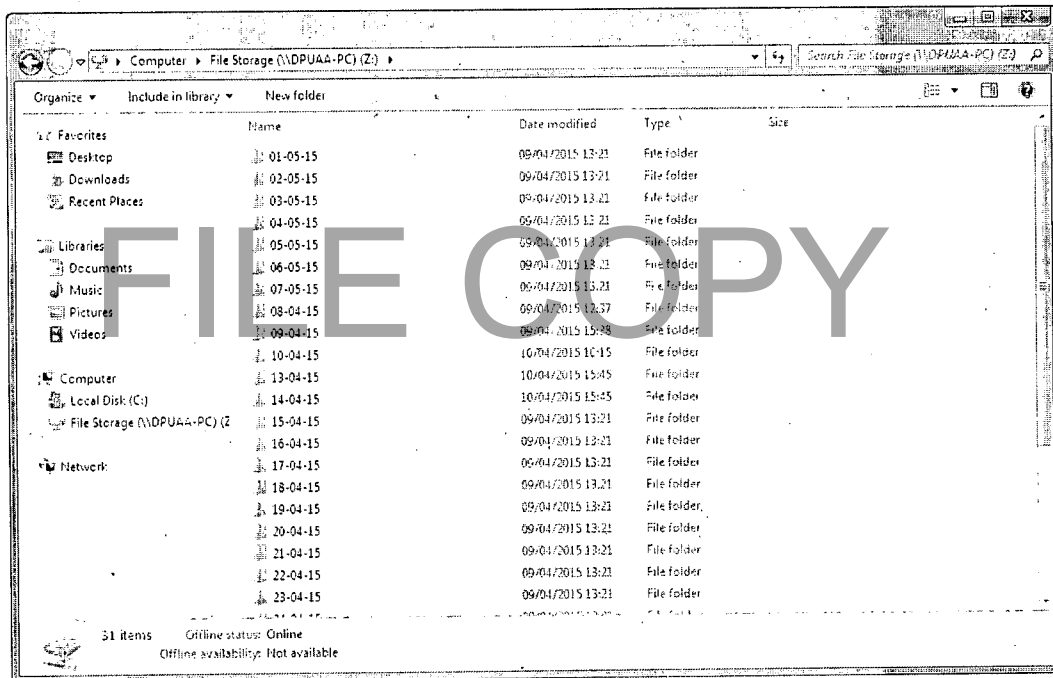
Navigate to the File Storage folder on the Desktop and open it.

Official



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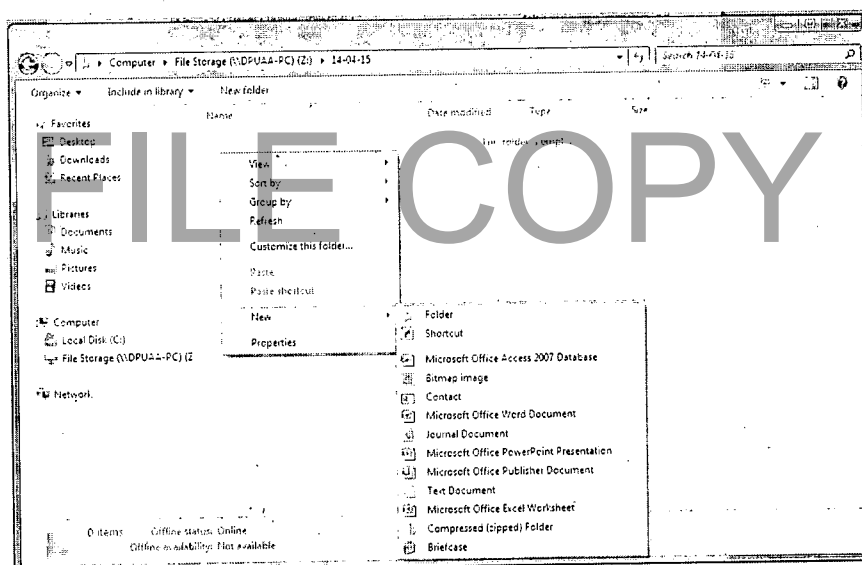
Inside, you'll see a list of folders with dates referring to the Due Dates of the cases:



Official

Find the dated folder corresponding to the due date on your DPU folder, and then open it. Once inside, right click the white area. In the menu that appears, go down to 'New', and then on the right pane, click 'Folder'. A Folder will appear in the white area - type the relevant DPU number as the name of the folder. Eg DPU XXXXXX

NB. You may also select & click on 'New Folder' to complete this step.



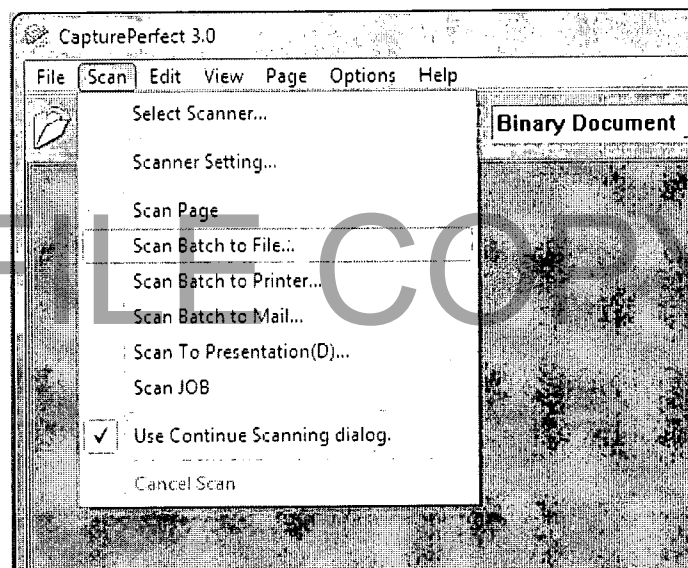
Official

Once you have created your folder, minimise File Storage and open Capture Perfect 3.1 from the Desktop:



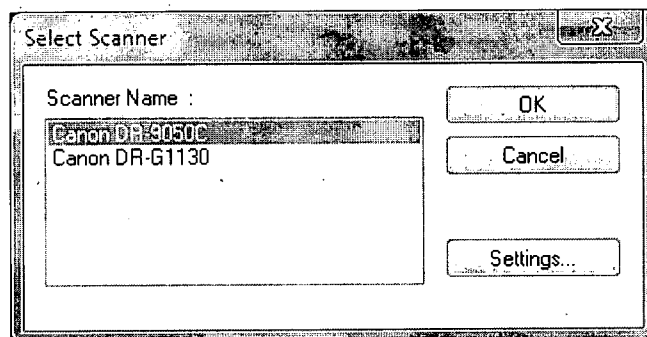
Official

Once the Application opens, select 'Scan' and choose 'Select Scanner' from the menu:



A box will appear as follows. Select the scanner you are working on and click OK:

Official



Select Scan again, then choose 'Scanner Setting...' from the menu.

A box will appear showing you the 'Basic' tab where you should check your scanner is set up as follows.

It's VERY important to check your scanner is set to 'Skip blank page'

Official

Properties for Canon DR-9050C on STI - 0004

Basic | Brightness | Image processing | Others | Imprinter/Addon

User Preference : Save... Delete

Mode : Black and White Setting...

Page Size : A4 - 210 x 297 mm

Dots per inch : 300 dpi

Scanning Side : Skip blank page Setting...

☒ Deskew

Moire Reduction : None

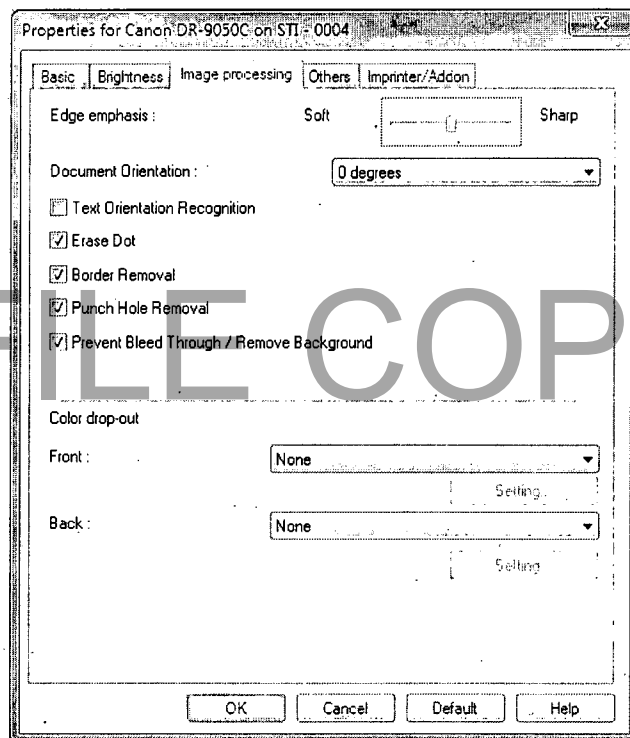
Image Quality : Speed priority Area... About...

OK Cancel Default Help

Click on 'OK'

Official

Click on the 'Image processing' tab and check the screen looks like this:



Official

If not, tick all relevant boxes &

Click on 'OK'

Click on 'SCAN'

Click on 'SCAN BATCH TO FILE' (NB. You now need to find the folder you created earlier)

Click on the yellow envelope with the green arrow to navigate towards your file:

FILE COPY

Official

Scan Batch to File

Save in: [Redacted]

Recent Places

- Desktop
- Libraries
- Computer
- Network

Name: [Redacted]

Date modified	Type
05/02/2016 15:46	Adobe Ac
05/02/2016 15:40	Adobe Ac
05/02/2016 15:18	Adobe Ac
05/02/2016 15:24	Adobe Ac
05/02/2016 15:48	Adobe Ac
05/02/2016 15:28	Adobe Ac
05/02/2016 15:43	Adobe Ac

Up One Level

FILE COPY

File name: [New document1]

Save as type: PDF File (*.pdf)

Details of File Settings...

Batch Separator: None

Scanner Setting...

MultiPage Settings: Multi Page (All Pages)

Page Number: 2

Scheme: Scheme...

Option...

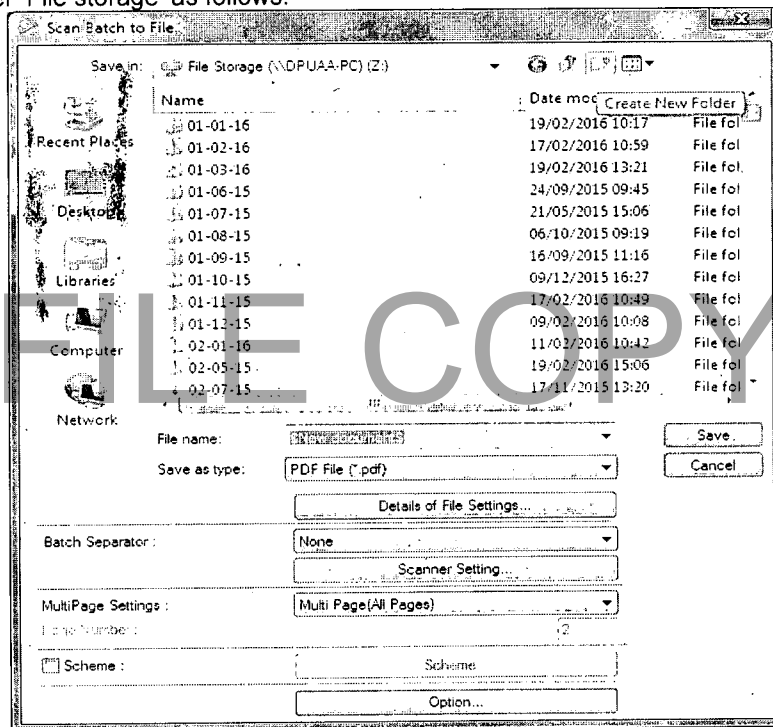
Save

Cancel

Official

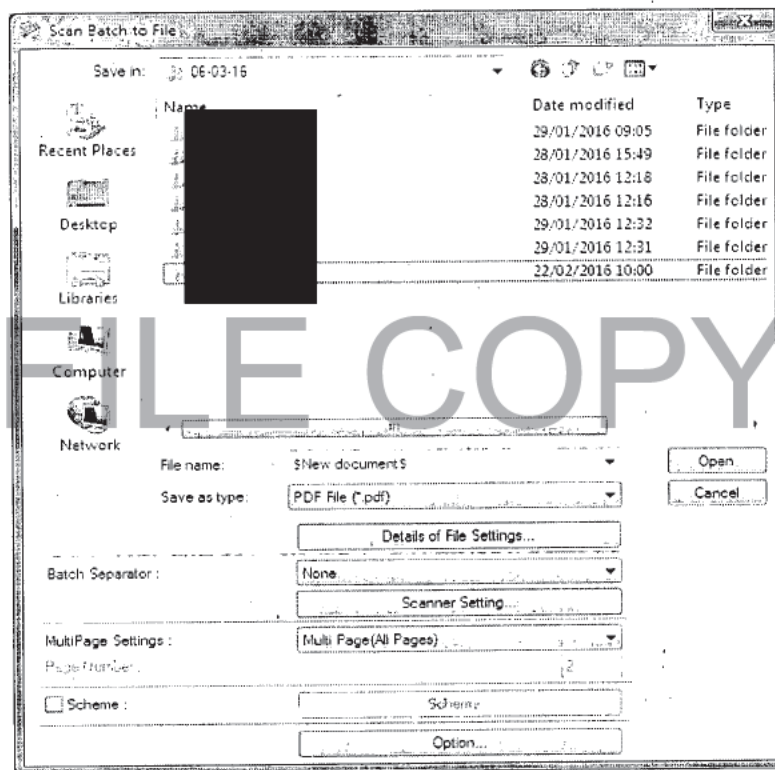
Keep clicking on this icon until you can locate the Folder with the relevant Due Date.

It will be located under 'File storage' as follows:



Official

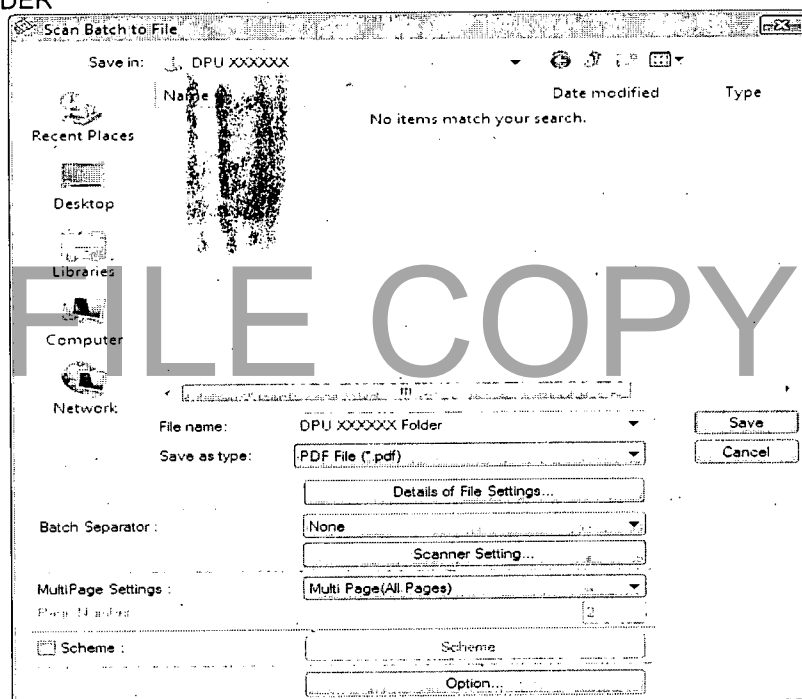
Once you have located the due date in file storage, select this and open the folder you created for the relevant DPU Number:



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Click on 'OPEN'

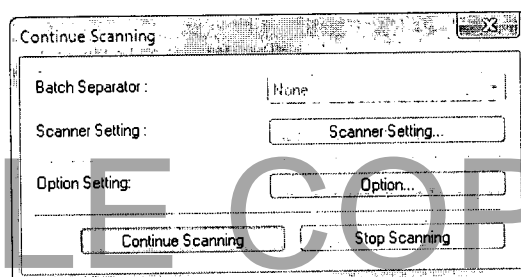
In the box next to 'File name' type the DPU Number and follow this by the word, 'FOLDER' as follows:
'DPU XXXXXX FOLDER'



Official

Place the contents of the DPU Folder (with the photocopied front cover on top) in the scanner and click on 'SAVE'

If you have to stop scanning mid-way because of a jam / staple etc, re-set your papers and then select 'Continue Scanning' from the box which should appear on your screen:



Once the whole folder is scanned, click on 'Stop Scanning'

'SCAN'

'BATCH TO FILE'

Your DPU Folder will be saved as a PDF

Official

Scan Batch to File

Save in: [Redacted]

Name	Date modified	Type
[Redacted]	22/02/2016 10:02	Adobe Ac

Recent Places

- Desktop
- Libraries
- Computer
- Network

File name: [Redacted]

Save as type: PDF File (*.pdf)

Save Cancel

Details of File Settings...

Batch Separator: None

Scanner Setting...

MultiPage Settings: Multi Page (All Pages)

Page Number: 12

☐ Scheme: Scheme

Option...

Official

Now repeat the scanning / saving process with all other files in the bundle.

Fill in the box next to 'File name' by writing the DPU Number first followed by the File's reference number eg. DPU XXXXXX HO REF J0070070. If the Home Office file has two sub files, they would be written as follows:

DPU XXXXXX HO REF J0070070 – 01

DPU XXXXXX HO REF J0070070 – 02

Once you have finished scanning all the files in your bundle you need to 'combine' the files to obtain the total number of pages scanned in the bundle. There is a separate SOP for this procedure. (See 'SOP – TOTAL PAGE COUNT')

Once the page count has been completed, you should write your name, the date and the number of pages on the front of the DPU Folder and place this in the correct place (currently the trolley for extraction in the Copier Room).

The other files in the bundle should be secured safely with elastic bands and placed in the correct place ready for re-assembling & RMS tracking out.

If there are any notes on the front of the Bundle such as an Urgent File Request, check with your manager before putting these files out for reassembling.

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Subject Access Request Unit

SCANNING & SAVING FINAL DISCLOSURE BUNDLES

Standard Operating Procedures (SOPS)

FILE COPY

Standard Operating Procedure No.	1.0
Revision No:	
Original Date of Issue	February 2016
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Approved by:	

Official



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Background

This SOP outlines the process staff should follow when scanning and saving final disclosure bundles which have been redacted on paper.

Table of contents

Section/ page no	Section Heading
1	SCANNING & SAVING THE BUNDLE
2	PRINTING THE BUNDLE
3	EXTRACTING SCANNED & SAVED BUNDLES FROM THE COPY ROOM
4	MOVING BUNDLES FROM THE ECLYPT DRIVE ON TO THE POISE SYSTEM



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Introduction

This duty is important because a digital copy of the final disclosure bundles redacted on paper is saved for our records rather than a hard copy being sent to Iron Mountain Storage. This will cut costs whilst keeping the information secure and accessible for the future. The scanned bundles and DPU folders need to be extracted from the stand-alone system in the copy room and moved to the Poise system so the information can be shared with all staff including Case Prep, AO zone and Caseworkers. Once stored on the Poise system the files should be deleted from the Copy Room system so as to keep the file storage space free to scan more files & final disclosure bundles

FILE COPY

Section 1

Scanning & Saving the Bundle

In Copy Room on PC on the stand-alone system

Open 'FILE STORAGE'

Navigate to 'COMPLETED DISPATCH BUNDLES – paper redacted' Folder.

Open this folder.

Create a New Folder and call this 'DPU XXXXXX'

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Close 'FILE STORAGE'

Open 'CAPTURE PERFECT 3.1'

Click on 'SCAN'

Click on 'SCANNER SETTING'

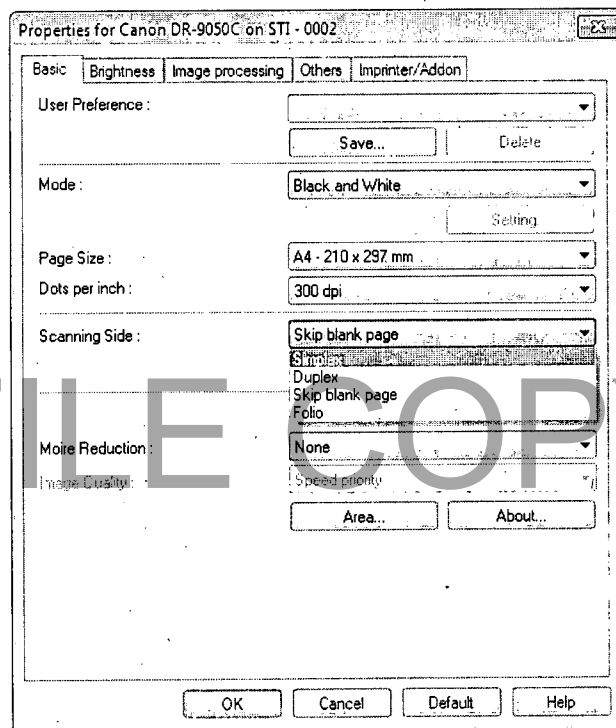
Where it says 'Scanning Side', first choose 'Skip blank page' from the drop-down menu:

This setting is to scan the DPU Folder in case it has any double-sided pages

N.B. You will select 'SIMPLEX' when it's time to scan the bundle

FILE COPY

Official



When 'Skip blank page' has been selected, Click on 'OK'

Official

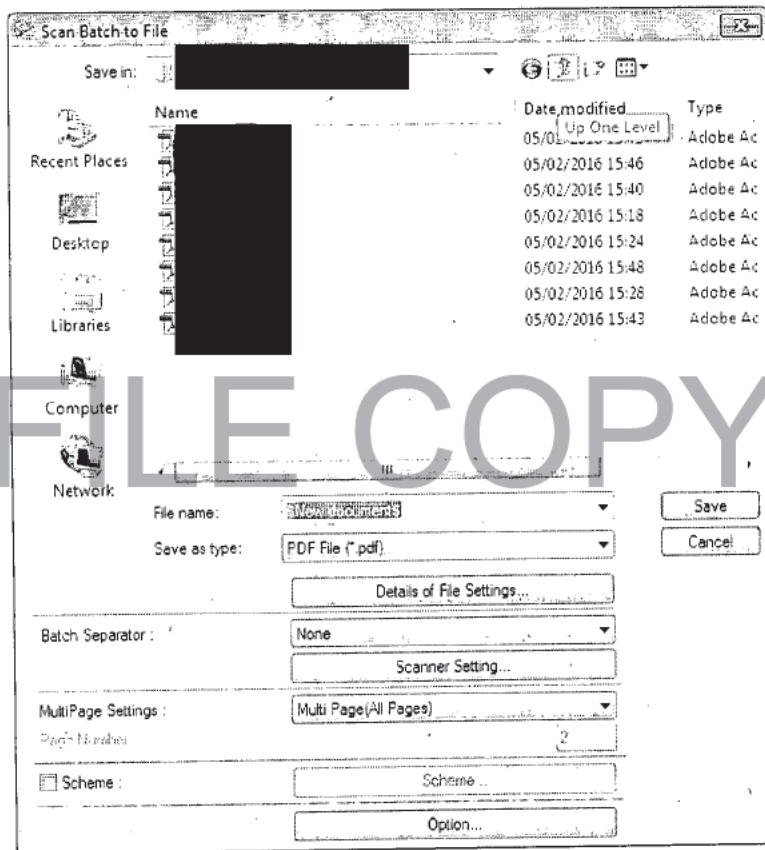
Click on 'SCAN'

Click on 'SCAN BATCH TO FILE' (NB. You now need to find the folder you created earlier)

Click on the yellow envelope with the green arrow to navigate towards your file:

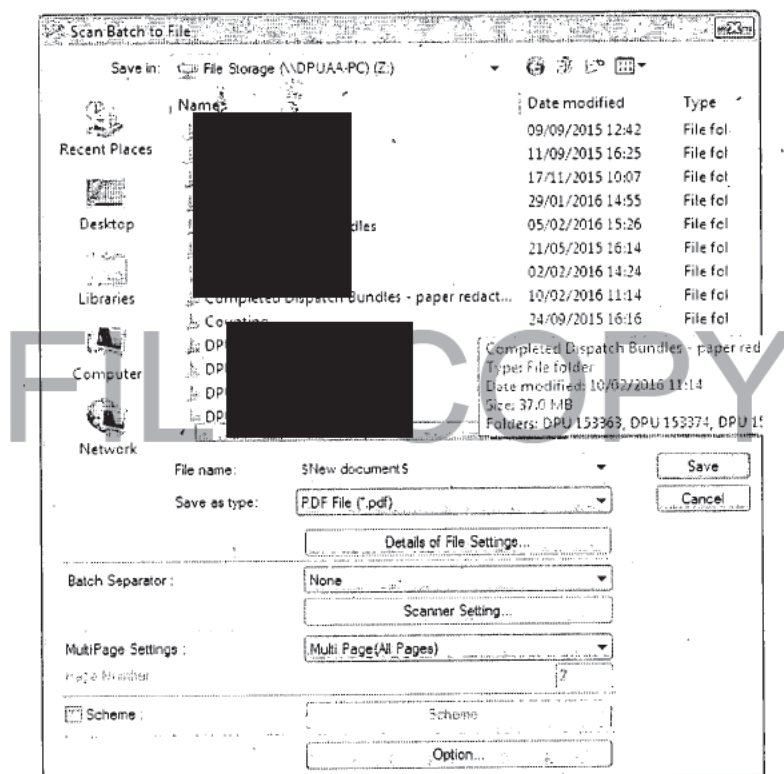
FILE COPY

Official



Official

Keep clicking on this icon until you can locate the 'COMPLETED DISPATCH BUNDLES' Folder under 'File storage' as follows:



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Double click to open this folder and find the folder you created, 'DPU XXXXXX'.

Click on 'OPEN'

Type 'DPU XXXXXX Folder' in the box next to 'File name:'

FILE COPY

Official

Scan Batch to File

Save in: DPU XXXXXX

Name	Date modified	Type
No items match your search.		

Recent Places

- Desktop
- Libraries
- Computer
- Network

File name: DPU XXXXXX Folder

Save as type: PDF File (*.pdf)

Save Cancel

Details of File Settings...

Batch Separator: None

Scanner Setting...

MultiPage Settings: Multi Page(All Pages)

Page Number: 2

☐ Scheme: Scheme

Option...

Official

Place the contents of the DPU Folder in the scanner and click on 'SAVE'

Once the folder is scanned, click on 'Stop scanning'

'SCAN'

'BATCH TO FILE'

Your DPU Folder will be saved as a PDF.

Now repeat the scanning / saving process with the final disclosure bundle (REMEMBER TO CHANGE THE SETTING TO **'SIMPLEX'** FOR SCANNING THE BUNDLE.

When you fill in the box next to 'File name:' label the file 'DPU XXXXXX BUNDLE'

Section 2 Printing the Final Disclosure Bundle

Once finished scanning & saving, the bundle will be printed to send to the recipient as follows:

Select the PDF called 'DPU XXXXXX' and right-click.

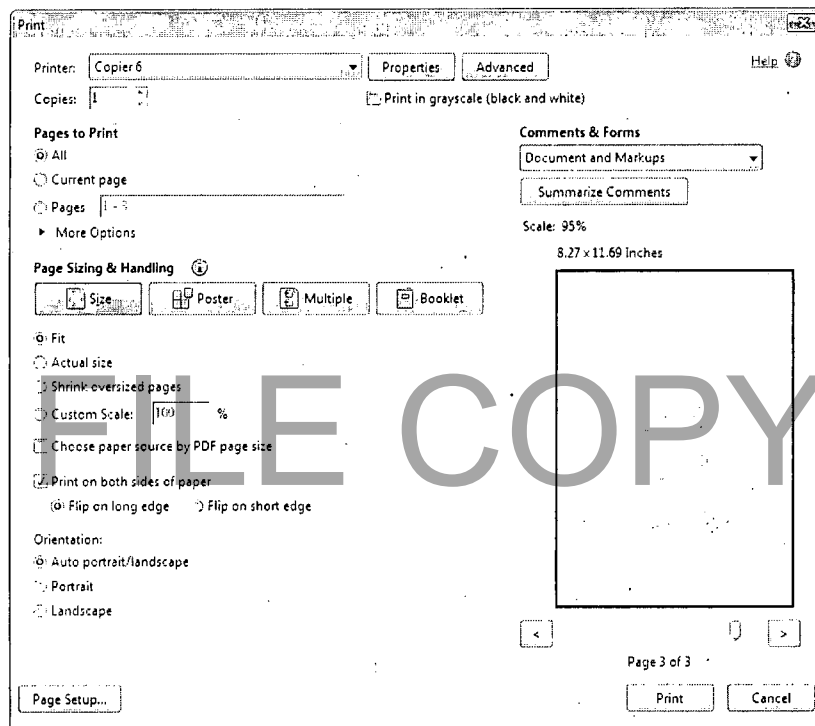
Select 'Open with Adobe Reader X1' to open your document.

Click on 'FILE'

Click on 'PRINT'

Click on 'PROPERTIES'

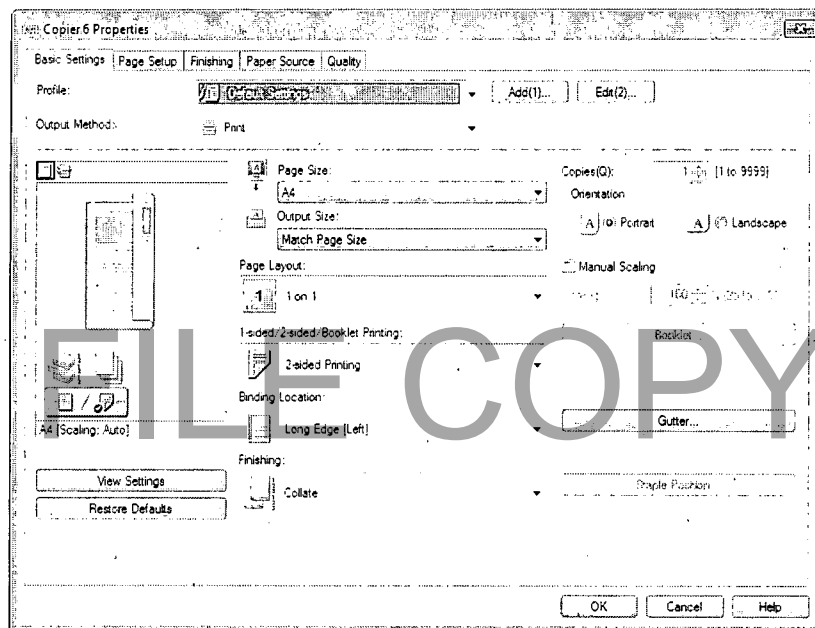
Official



In 'PROPERTIES', make sure to select '2-SIDED PRINTING'

Official

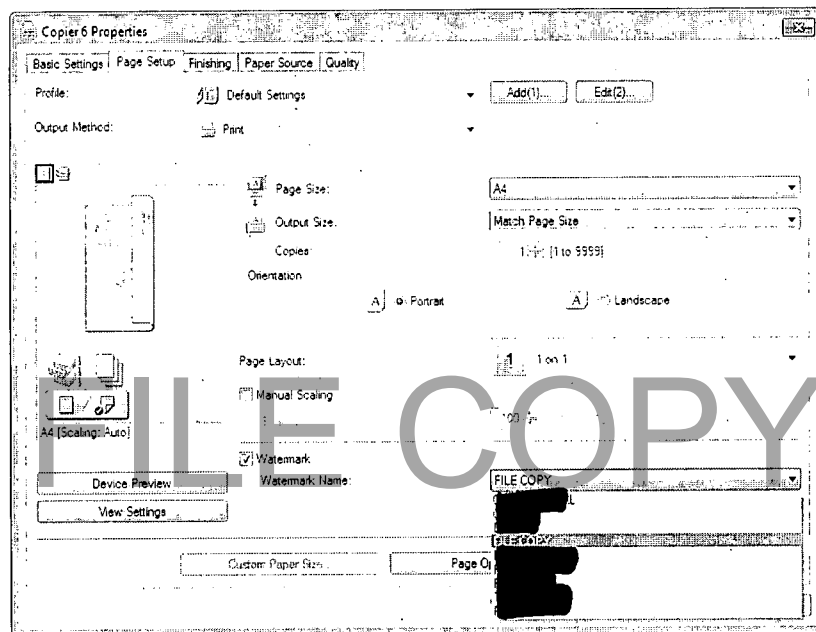
Then click 'OK'



Next choose the tab at the top of the page called 'PAGE SETUP'

Once you have opened this, tick the box next to 'Watermark' and select 'File Copy' from the drop-down menu:

Official



Click on 'OK'

Click on 'PRINT'

Your bundle should now print double-sided and with 'FILE COPY' applied on the diagonal.

This is ready for dispatch.

Official

The other hard copy (without watermark) & the DPU Folder can be destroyed as they have been scanned and saved. They do NOT need to be sent to the Iron Mountain storage unit.

N.B. PLEASE SEE 'SOP E-DISPATCH' FOR A BREAK-DOWN OF THE DISPATCH PROCESS. MAKE SURE TO UPDATE SABRE SAYING A DIGITAL COPY OF THE FINAL DISCLOSURE BUNDLE & DPU FOLDER ARE STORED ON THE SHARED DRIVE.

Section 3 EXTRACTING SCANNED BUNDLES FROM THE COPY ROOM

After the bundles have been saved, they are extracted on to the Eclypt drive as follows:

Plug in Eclypt Drive to copy room PC (USB slots).
Enter password and open a window on the Eclypt. (A folder should already be present called 'FINAL DISCLOSURE BUNDLES').
Open this folder.
Leave this Eclypt window open on one side of your screen.

Open 'File Storage'
Navigate to the Folder called, 'COMPLETED DISPATCH BUNDLES – paper redacted'
Open this folder and use 'Control' and 'A' to highlight all the DPU Folders in the folder.
Once highlighted, drag the folders over in to the Eclypt drive window.

Once all bundles are moved on to the Eclypt Drive, unplug the Drive and go back to the PC on the Poise system.
Take the Eclypt Drive with you.

Official

Section 4 MOVING BUNDLES FROM THE ECLYPT DRIVE ON TO THE POISE SYSTEM

Instructions

Plug in Eclipt Drive to Windows 7 PC in main office.

Enter password and open a window on the Eclipt. Find the folder called 'FINAL DISCLOSURE BUNDLES' & open this.

Leave this Eclipt window open on the left of your screen.

Open the folder called, 'Final Disclosure bundles -Paper Redaction' 'via the pathway SHARED DRIVE / SAB / ELECTRONIC SARS, 'Final Disclosure bundles -Paper Redaction'.

Move this window to the right of the screen

Use 'Control' and 'A' to highlight all the DPU Folders in the folder on the Eclipt Drive.

Once highlighted, drag the folders over in to the 'Final Disclosure bundles -Paper Redaction' window on the Poise system.

Once saved, the bundles must be deleted from the copy room folder as the final part of the process.

Whoever dispatches the bundles should make a note on Sabre that a digital copy of the bundle is stored on the Shared Drive.

The non-dispatched paper copies are destroyed.



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Subject Access Request Unit

SCANNING & SAVING FINAL DISCLOSURE BUNDLES

Standard Operating Procedures (SOPS)

FILE COPY

Standard Operating Procedure No.	1.0
Revision No:	
Original Date of Issue	February 2016
Revision Date:	
Revised by:	
Approved by:	

Official



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Background

This SOP outlines the process staff should follow when scanning and saving final disclosure bundles which have been redacted on paper.

Table of contents

Section/ page no	Section Heading
1	SCANNING & SAVING THE BUNDLE
2	PRINTING THE BUNDLE
3	EXTRACTING SCANNED & SAVED BUNDLES FROM THE COPY ROOM
4	MOVING BUNDLES FROM THE ECLYPT DRIVE ON TO THE PQISE SYSTEM

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Introduction

This duty is important because a digital copy of the final disclosure bundles redacted on paper is saved for our records rather than a hard copy being sent to Iron Mountain Storage. This will cut costs whilst keeping the information secure and accessible for the future. The scanned bundles and DPU folders need to be extracted from the stand-alone system in the copy room and moved to the Poise system so the information can be shared with all staff including Case Prep, AO zone and Caseworkers. Once stored on the Poise system the files should be deleted from the Copy Room system so as to keep the file storage space free to scan more files & final disclosure bundles

Section 1

Scanning & Saving the Bundle

In Copy Room on PC on the stand-alone system

Open 'FILE STORAGE'

Navigate to 'COMPLETED DISPATCH BUNDLES – paper redacted' Folder.

Open this folder.

Create a New Folder and call this 'DPU XXXXXX'

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Close 'FILE STORAGE'

Open 'CAPTURE PERFECT 3.1'

Click on 'SCAN'

Click on 'SCANNER SETTING'

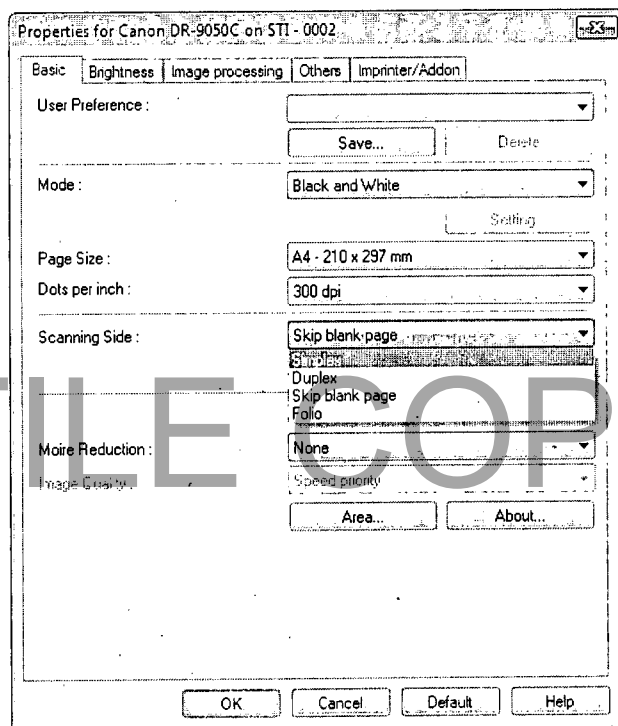
Where it says 'Scanning Side', first choose 'Skip blank page' from the drop-down menu:

This setting is, to scan the DPU Folder in case it has any double-sided pages

N.B. You will select 'SIMPLEX' when it's time to scan the bundle

FILE COPY

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When 'Skip blank page' has been selected, Click on 'OK'

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Click on 'SCAN'

Click on 'SCAN BATCH TO FILE' (NB. You now need to find the folder you created earlier)

Click on the yellow envelope with the green arrow to navigate towards your file:

FILE COPY

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Scan Batch to File

Save in: [Redacted]

Recent Places

- Desktop
- Libraries
- Computer
- Network

Name	Date modified	Type
[Redacted]	05/01/2016 15:46	Up One Level
[Redacted]	05/02/2016 15:46	Adobe Ac
[Redacted]	05/02/2016 15:40	Adobe Ac
[Redacted]	05/02/2016 15:18	Adobe Ac
[Redacted]	05/02/2016 15:24	Adobe Ac
[Redacted]	05/02/2016 15:48	Adobe Ac
[Redacted]	05/02/2016 15:28	Adobe Ac
[Redacted]	05/02/2016 15:43	Adobe Ac

File name: [Redacted]

Save as type: PDF File (*.pdf)

Save

Cancel

Details of File Settings...

Batch Separator: None

Scanner Setting...

MultiPage Settings: Multi Page(All Pages)

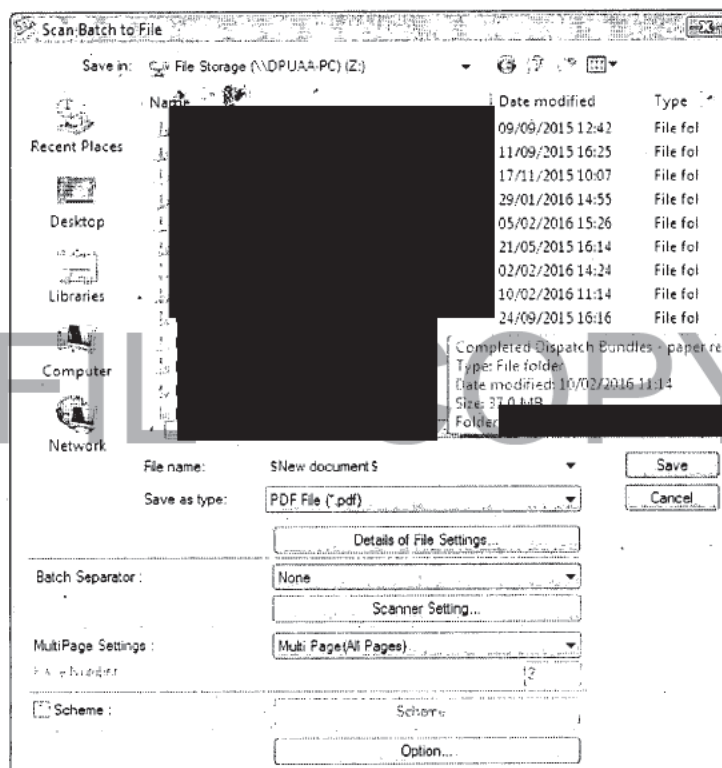
Page Number: 2

☐ Scheme: Scheme

Option...

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Keep clicking on this icon until you can locate the 'COMPLETED DISPATCH BUNDLES' Folder under 'File storage' as follows:



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Double click to open this folder and find the folder you created, 'DPU XXXXXX'.

Click on 'OPEN'

Type 'DPU XXXXXX Folder' in the box next to 'File name:'

FILE COPY

Official

Scan Batch to File

Save in: DPU XXXXXX

Name	Date modified	Type
No items match your search.		

Recent Places

- Desktop
- Libraries
- Computer
- Network

FILE COPY

File name: DPU XXXXXX Folder

Save as type: PDF File (*.pdf)

Save

Cancel

Details of File Settings...

Batch Separator: None

Scanner Setting...

MultiPage Settings: Multi Page (All Pages)

Page Number: 2

☐ Scheme: Scheme

Option...

Official

Place the contents of the DPU Folder in the scanner and click on 'SAVE'

Once the folder is scanned, click on 'Stop scanning'

'SCAN'

'BATCH TO FILE'

Your DPU Folder will be saved as a PDF.

Now repeat the scanning / saving process with the final disclosure bundle (REMEMBER TO CHANGE THE SETTING TO **'SIMPLEX'** FOR SCANNING THE BUNDLE).

When you fill in the box next to 'File name:' label the file 'DPU XXXXXX BUNDLE'

Section 2 Printing the Final Disclosure Bundle

Once finished scanning & saving, the bundle will be printed to send to the recipient as follows:

Select the PDF called 'DPU XXXXXX' and right-click.

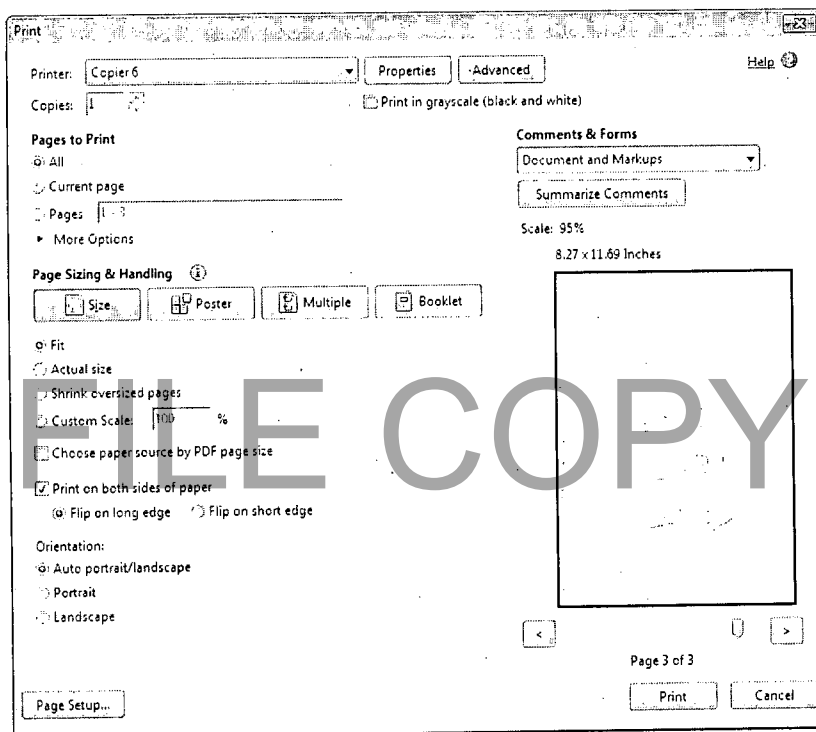
Select 'Open with Adobe Reader X1' to open your document.

Click on 'FILE'

Click on 'PRINT'

Click on 'PROPERTIES'

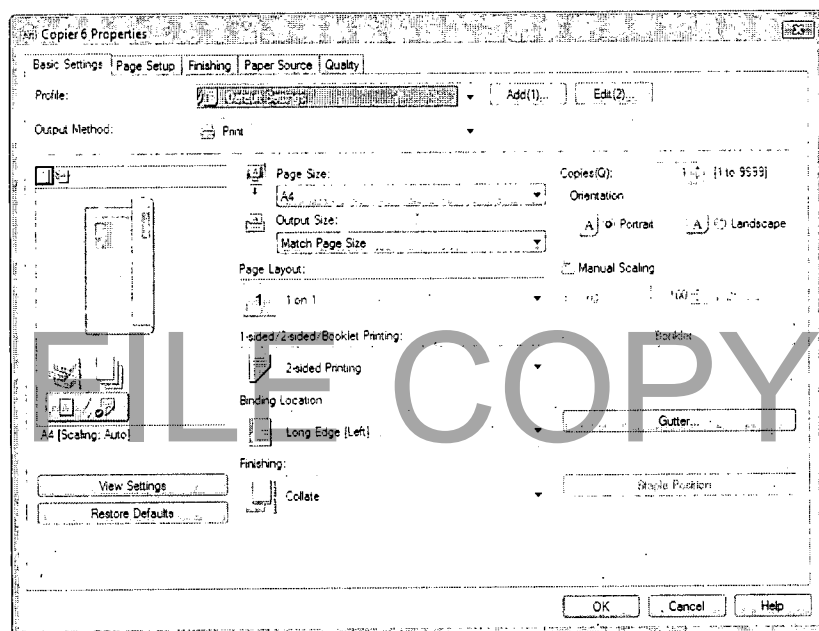
Official



In 'PROPERTIES', make sure to select '2-SIDED PRINTING'

Official

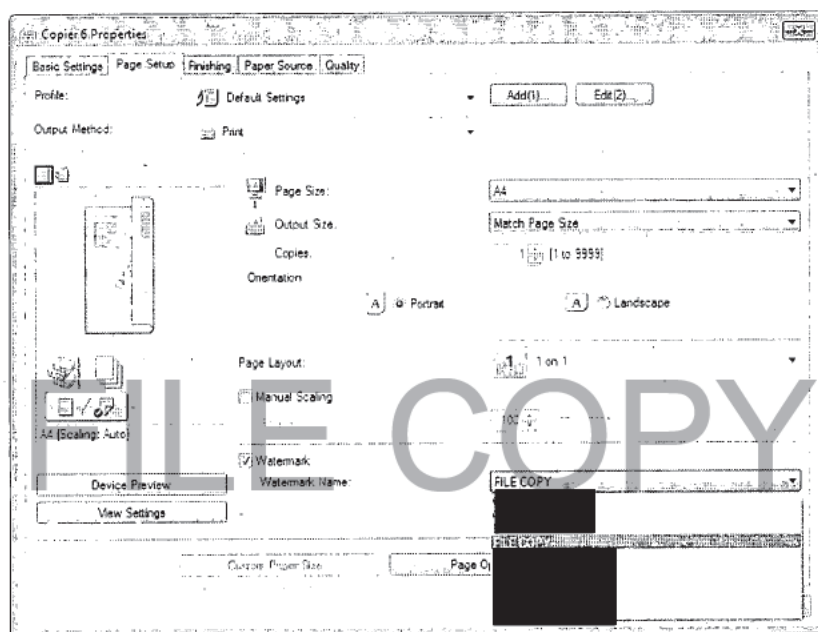
Then click 'OK'



Next choose the tab at the top of the page called 'PAGE SETUP'

Once you have opened this, tick the box next to 'Watermark' and select 'File Copy' from the drop-down menu:

Official



Click on 'OK'

Click on 'PRINT'

Your bundle should now print double-sided and with 'FILE COPY' applied on the diagonal.

This is ready for dispatch.

Official

The other hard copy (without watermark) & the DPU Folder can be destroyed as they have been scanned and saved. They do NOT need to be sent to the Iron Mountain storage unit.

N.B. PLEASE SEE 'SOP E-DISPATCH' FOR A BREAK-DOWN OF THE DISPATCH PROCESS. MAKE SURE TO UPDATE SABRE SAYING A DIGITAL COPY OF THE FINAL DISCLOSURE BUNDLE & DPU FOLDER ARE STORED ON THE SHARED DRIVE.

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Open this folder.
Leave this Eclypt window open on one side of your screen.

Open 'File Storage'
Navigate to the Folder called, 'COMPLETED DISPATCH BUNDLES – paper redacted'
Open this folder and use 'Control' and 'A' to highlight all the DPU Folders in the folder.
Once highlighted, drag the folders over in to the Eclypt drive window.

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Take the Eclypt Drive with you.

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Section 4 MOVING BUNDLES FROM THE ECLYPT DRIVE ON TO THE POISE SYSTEM

Instructions

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Leave this Eclipt window open on the left of your screen.

Open the folder called, 'Final Disclosure bundles -Paper Redaction' 'via the pathway SHARED DRIVE / SAB / ELECTRONIC SARS, 'Final Disclosure bundles -Paper Redaction'.

Move this window to the right of the screen

Use 'Control' and 'A' to highlight all the DPU Folders in the folder on the Eclipt Drive.

Once highlighted, drag the folders over in to the 'Final Disclosure bundles -Paper Redaction' window on the Poise system.

Once saved, the bundles must be deleted from the copy room folder as the final part of the process.

Whoever dispatches the bundles should make a note on Sabre that a digital copy of the bundle is stored on the Shared Drive.

The non-dispatched paper copies are destroyed.



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Subject Access Request Unit

Total Page Count (how to combine files after scanning)

Standard Operating Procedures (SOPS)

Standard Operating Procedure No.	0.1
Revision No:	
Original Date of Issue	April 2015
Revision Date:	February 2016
Revised by:	
Approved by:	

Official



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Background This SOP outlines the process staff should follow when combing files after scanning documents to obtain the total page count.

Table of contents

Section/ page no	Section Heading
	INTRODUCTION
1	FINDING THE TOTAL PAGE COUNT

Official



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Introduction

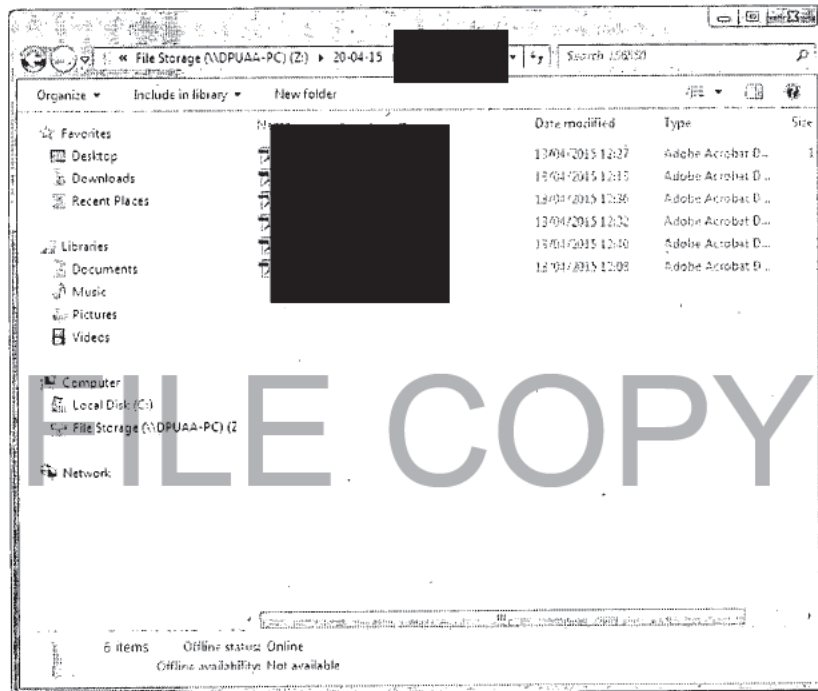
This duty is important as it informs staff working on the next stage of the process of how many pages are included in the file and so gives an idea of the overall size of the case. If the page count is not done immediately post-scanning, it will need to be performed later on which can impede workflow.

FILE COPY

Section 1 Finding the Total Page Count

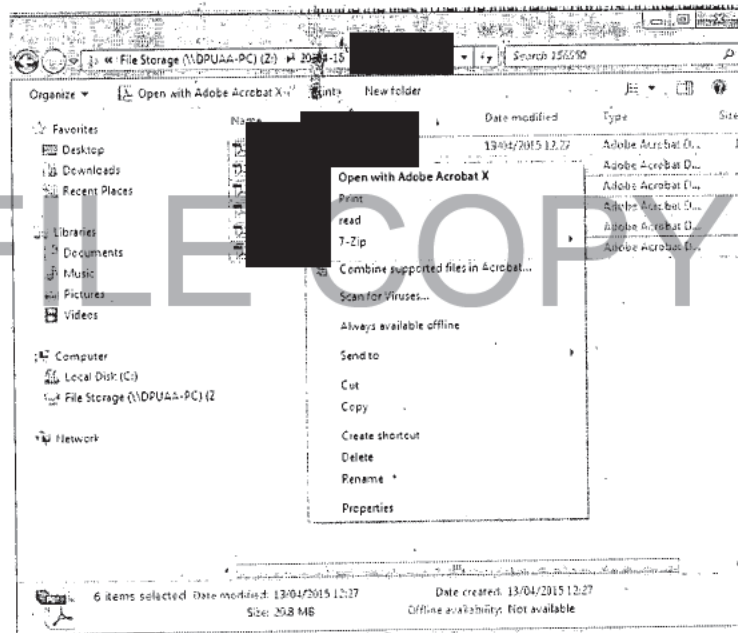
After you've completed scanning all of the files for one DPU number, you'll need to combine the files to get the total page count. Go to the relevant Due Date folder, and then DPU number in the File Storage folder.

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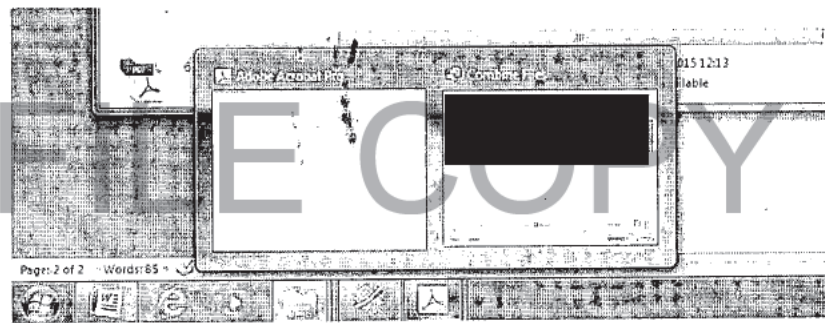
Official

Select all of the files in this location. Click the white area once, and then press CTRL+A to select all files. Then right click on one of the files, and on the menu that appears click: 'Combine Supported Files in Acrobat'.



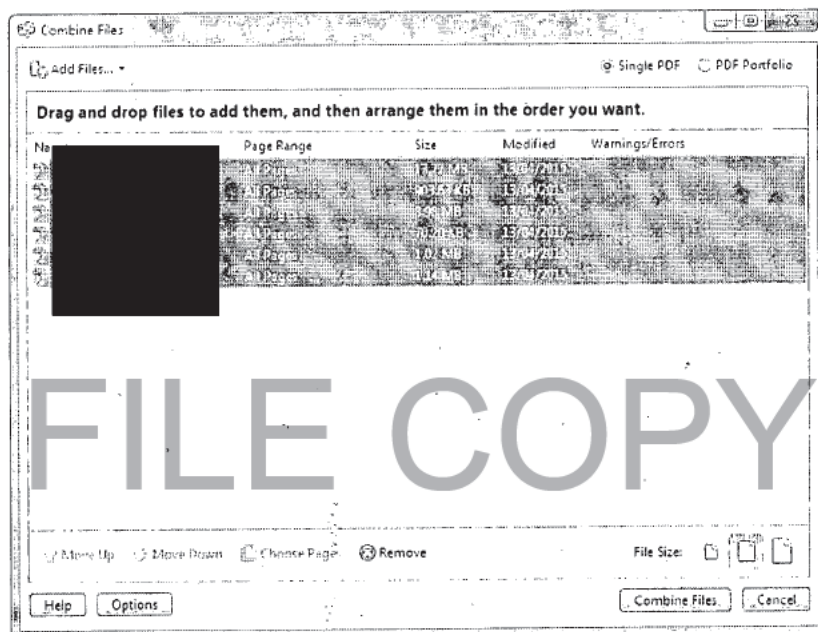
Official

(NOT ALWAYS ESSENTIAL - YOU MAY HAVE TO DO THIS STEP). If the box in step 4 doesn't appear, then do this step: At the bottom of the screen, you'll see an Adobe Icon (Red & White), click this and click the right window that pops up.



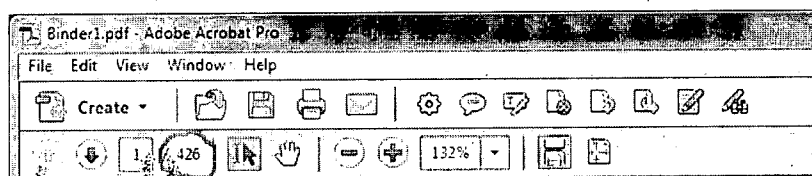
A box will appear containing all of the files to be combined. Click 'Combine Files' at the bottom right of the box.

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Wait for a few moments whilst the files are combined. Once done, a file will pop up on the screen. We're only interested in the total page count found at the top left of the screen. In this case, it is 426. Write this on the front of the DPU folder at the bottom. You can now close this file, and click 'No' to save changes.

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FILE COPY



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Subject Access Request Unit

Standard Operating Procedures (SOPS)

How to Unpick Files

Standard Operating Procedure No.	1.0
Revision No:	1.0
Original Date of Issue	February 2016
Revision Date:	
Revised by:	
Approved by:	

Table of Contents

Page no	Section Heading
2	Introduction
3	
4	

Introduction

Case Prep receives Home Office (HO) files attached to corresponding DPU folders upon a SAR request. The files may come from Iron Mountain or live Home Office Units. The HO files are unpicked i.e. remove all staples and treasury tags to pave the way for efficient scanning of documents.

House Keeping

1. Ensure details correct on DPU Folder
2. Identify specific requests and only scan specified pages
3. Ensure all files present and checked on the front sheet and Sabre
4. Separate minutes from main file contents
5. Flag all country information sheets, fax headers and third party data
6. Remove all staples, sticky notes, marker tags, treasury tags file in sections to be scanned
7. All Post it notes on application forms or file papers should be removed before copying
8. When unpicking files, use Post it note to highlight which documents are minutes and which has come from the main file
9. Keep all paperwork in the same order including correspondence in plastic wallets
10. Check through all papers before scanning.
11. Highlight items not to be copied by putting a paperclip on the top unless they are being placed at the back of the file
12. Keep the tags on newly dated annexes. If an Asylum case keep all tags on documents

NB: Files from live locations should be maintained in the same order as received e.g. flags should be maintained, documents in envelopes and plastic pockets to be put back as received.

DOCUMENTS NOT TO BE SCANNED

- Linking & File Request Sheets
- Envelopes
- Duplicates
- Dependant ONLY information - if the dependants name and the Applicants name appear on the correspondence then scan.
- Country Of Origin Reports
- Newspaper Articles
- Fax Transmission Sheets
- Amnesty International

- Case law – Check name on High Court of Justice documents. If not the applicant **do not** scan
- Internet sourced material/data
- CID Records – unless they have handwritten minutes on them
- GCID Records – as these will come from Electronic IT process
- Group photos
- Blank Print outs with no information

DOCUMENTS TO BE SCANNED

1. Any specific requests or status letters that are highlighted need to go straight to the EOs
2. Single photos – one copy only. Staple balance to the side of the file
3. Post-it notes with minutes on them – Place on separate white paper to scan through
4. For numerous bank statements, utility bills and wage slips only a few are to be scanned
5. Everything marked confidential should be scanned
6. Any paperwork in different languages should be scanned.
7. Draft letters should be copied
8. Check for original files inside the DPU folder. These have an original Barcode on them. They have to be scanned and placed with the other copies
9. All problem documents should be copied and will be sifted by the EOs
10. Character references
11. Biometrics card
12. Landing Card and Tickets
13. Passports

Note: Cards, passports and photos to be photocopied before scanning as they will not through the scanner