

# Home Office biometric residence permit verification allocation

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### Out of Country allocation process

1. Where a non-EEA (Third Country National) applicant has successfully applied for a visa to enter the United Kingdom (UK), they will be issued with a biometric residence permit (BRP) letter and a 30 day travel vignette from their overseas caseworker. The BRP letter will inform the applicant that they have been granted leave to enter the UK and that they are required to collect their BRP when they arrive in the UK. It will also inform them that their National Insurance number (NINo) will appear on their BRP. The Home Office (HO) will ask the DWP National Insurance operations to either trace or allocate a NINo via a fastpath route.
2. The HO will send data in an excel spread sheet, via GSI and marked 'Official – Sensitive' to the nominated email box in NINo Provision.
3. On receipt of the data, NINo operations will email the HO to confirm receipt. Access to this inbox is restricted to five nominated individuals.

### Allocation file not received

Step	Action
1	Access secure GSI email in box by 10am and confirm if allocation file received
2	Either call the HO SPOC, XXX XXXXXX XXXX XXXXXXXX on XXXX XXX XXXX or email him and confirm if the spreadsheet has been emailed.
3	Confirm with HO SPOC what time the spreadsheet will be emailed to NINo provision

[Contact name and telephone number redacted – Exclusion 40 applied – Personal Information]

### Allocation file received - access allocation file

Step	Action
1	Open all systems
2	Access Outlook
3	Access BRP email Inbox
4	Open XXX BRP E-mail
5	Click XXXX.csv
6	Click on Save as

7	Select Workgroup
8	Select CCU Shared Folder
9	Select DWP NINO BRP
10	Select BRP OOC INPUT
11	Select appropriate month folder
12	Change Save as type to Excel Workbook
13	Save file name as XXXX
14	Click save

### Unable to read or update allocation file or information missing

Step	Action
1	Either call the HO SPOC, XXX XXXXXX XXXX XXXXXXXX on XXXX XXX XXXX or email him and confirm if the spreadsheet has been emailed.
2	Confirm if the file can be sent again.

[Contact name and telephone number redacted – Exclusion 40 applied – Personal Information]

### Conduct CIS trace

- See CIS Trace Instructions within A-Z

### NINo traced and fully verified - access and complete allocation file

Step	Action
1	Select Workgroup
2	Select CCU Shared Folder
3	Select BRP Folder
4	Select OOC Input folder and access relevant spreadsheet
5	Update relevant columns/row confirming NINo trace and NINo
6	Follow LMS Action and create LMS record

### Non verified NINo traced – access and complete allocation file

Step	Action
1	Take action to upgrade NINo.

### NINo traced as not NIRS maintained – access and complete allocation file

Step	Action
1	Take NIRS action to maintain NINo. See the eNIRS knowledge library.

## Partial trace NINo's – access and update allocation file

5. To be satisfied that a NINo already exists for the applicant, a combination of three of the following data sets must match that of a record on CIS to be a confirmed match:
  - Name
  - Date of Birth
  - Address
  - UK mobile phone number
6. The first 2 elements (Name and Date of Birth) must match. Where the address doesn't match one of the five provided by the HO and the address recorded on CIS predates these addresses, this is not classed as a trace. In these circumstances the mobile phone number must match to be a trace. Where the mobile phone number doesn't match, this is considered a partial trace and a further manual check is required on the Home Office Central Reference System (CRS).

## NINo partial trace - CRS action

Step	Action
1	Access CRS icon on your desktop
2	If CRS not available, follow partial trace process
3	Enter applicants details
4	Click on UKBAIG Central Reference System icon
5	Enter your username and password
6	Click Login
7	Click on Central Reference System link
8	Click on DWP Search link
9	Click on Application Search 2013 link
10	Enter customer's surname in Family Name field
11	Enter customer's forenames and middle names if applicable in Other Names field
12	Select customer's DOB in Date of Birth drop down menus
13	Change reporting period start date to 1998
14	Click Search
15	Select appropriate record and click on VAF number
16	Click on All Details
17	Review information held to see if partial match can be confirmed
18	Scroll down and click on link beside Web Application
19	Review information held to see if partial match can be confirmed
20	If NINo Fully Traced after CRS action, follow steps in NINo Traced and Fully Verified - Access and Complete Trace File
21	If NINo still partial trace follow steps in NINo Partial Trace - Still Partial Trace after CRS action Completed

## NINo Partial Trace - Still Partial Trace after CRS action completed

7. Ask the Home Office to request further information from the applicant if a NINo is traced and all the following apply:
  - the name and date of birth held by the HO and CIS match, and

- the latest address held on CIS is earlier than any of the possible five addresses provided by the HO

Step	Action
1	Select Workgroup
2	Select CCU Shared Folder
3	Select BRP Folder
4	Select OOC Input folder and access relevant spreadsheet
5	Update relevant column/row
6	Consider what clarification questions are required – complete Partial Match Master Sheet
7	B/F the case for a response and ensure the excel spreadsheet is checked on a daily basis.
8	If clarification is being requested, B/F the case for a response and make sure the excel spreadsheet is checked on a daily basis.

8. NINo Provision will take the following action to return details of the partial matched NINOs and related clarification questions to the HO:

Step	Action
1	Open Windows Explorer folder icon on bottom left
2	Click on Documents
3	Click on Workgroup
4	Click on CCU Shared Folder
5	Click on DWP NINO BRP
6	Click on OOC Input Folder
7	Click on relevant folder by month
8	Click on relevant file by date
9	Highlight and copy all data in row containing partialmatch
10	Click on DWP NINO BRP in address line of folder
11	Click on Partial Match Cases folder
12	Click on Partial Match Master Sheet
13	Go to bottom of data set and paste values into C
14	Enter date in A
15	Change B to Outstanding
16	Complete column Questions for Customer with the Clarification Question
17	Complete column DWP System Address 1 with the CIS address if applicable
18	Complete column DWP System Address 2 with the CIS address if applicable
19	Complete column DWP System Address 3 with the CIS address if applicable
20	Complete column DWP System Address 4 with the CIS address if applicable
21	Click Save

9. When all partial matches have been recorded for Trace & Trace Allocate files:

Step	Action
1	Click New email
2	Enter Home Office email address on 'To' line
3	Enter Official - Sensitive on subject line
4	Click Attach File
5	Click Shared Documents
6	Click Workgroup
7	Click CCU Shared Folder
8	Click DWP NINO BRP
9	Click Partial Match Master Sheet
10	Open Excel file within email
11	Delete all NINOs in column headed dwp_nino_traced
12	Close and click save
13	Send email to Home Office
14	The HO will email NINo Provision to confirm receipt of the output file
15	Password protect the excel spreadsheet and resave and store in the nominated shared folder
16	Delete all emails for the day from the inbox, sent and deleted items The following files will be sent and returned to NINo Provision: <ul style="list-style-type: none"> <li>• BRP Trace/Allocate Input</li> <li>• BRP Trace/Allocate Output</li> <li>• BRP Trace Input</li> <li>• BRP Trace Output</li> <li>• Partial Trace Files</li> </ul>

### **HO unable to gather further information or unable to return the partial trace file**

10. The HO will undertake further checks to trace the NINo and provide a response to the clarification questions, and will return details of the trace by email to the nominated inbox.

Step	Action
1	When case hits the 10 day BF and no response has been received from HO, complete the partial trace spreadsheet and refuse the application on LMS.

### **HO return missing information after 10 day BF**

11. If HO subsequently return the missing information, in the partial trace spreadsheet after the 10 day BF:

Step	Action
1	Re-open case on LMS
2	Re-register the case
3	Complete the outcome action (traced or allocated NINo) on the partial spread-sheet entry for the relevant applicant
4	Return output file to HO

## LMS action

Step	Action
1	Open LMS, click on client, enter first 3 letters of applicants surname followed by % (for example: SMI%) and enter their date of birth
2	Click on search
3	If no LMS record found create LMS record
4	Complete LMS action

## HO return partial trace spreadsheet – unable to access information

Step	Action
1	If you are unable to access the spreadsheet sent from the HO, call the HO (BIDMU) SPOC, XXXXX XXXXX on XXXXX XXXXXX
2	Request a duplicate partial trace file to be sent to NINo Provision [Contact name and telephone number redacted – Exclusion 40 applied – Personal Information]

## HO return partial trace information

Step	Action
1	Open reply email – open partial master sheet, click on allocate tab and find record
2	If there is information missing (not all questions answered), close the application down.
3	Use the new information provided by the Home Office to confirm if a Trace or No trace and undertake new trace action.
4	If confirmed trace update details on partial master sheet record as traced NINo and paste record line into the next available OOC Allocate Output file.
5	If the NINo does not match, check Intelligence High Risk List (IHRL): Open IHRL Ctrl+F Type in search box: Customer address Employer address Interpreter address Customer name Employer name Interpreter name
6	Allocate a NINo on CIS
7	Update details as allocated and paste record in the next available OOC Allocate Output file.
8	Follow LMS Action and create LMS Record

## NINo not traced – information missing from Home Office record

12. Treat as partial match instructions querying the missing info

### **NINo not traced – take allocation action on CIS**

<b>Step</b>	<b>Action</b>
1	Check the Intel High Risk List and complete Doubt Notification form if necessary
2	Access CRS Icon on your desktop to check for date of entry to UK
3	Double click on UKBAIG Central Reference System Icon
4	Enter your username and password
5	Click Login
6	Click on Central Reference System link
7	Click on DWP Search link
8	Click on Application Search 2013 link
9	Enter customer's surname in Family Name field
10	Enter customer's forenames and middle names (if applicable) in Other Names field
11	Select customer's DOB in date of birth drop down menus
12	Change reporting period start date to 1998
13	Click Search
14	Click on VAF number link to check details in record, and take start date of earliest visa
15	Close Application Detail tab
16	Access CIS and allocate a NINo as per BAU
17	If applicant cannot be traced on CRS, complete Partial Trace action
18	Register NINo on eNIRS

### **Unable to access CRS to check date of entry to UK**

<b>Step</b>	<b>Action</b>
1	Continue to process the application as far as you can and await access to system or instructions from local management.

### **NINo allocated – access and complete allocation file and return to HO**

<b>Step</b>	<b>Action</b>
1	Select Workgroup
2	Select CCU Shared Folder
3	Select BRP Folder
4	Select OOC Input folder and access relevant spreadsheet
5	Update relevant column/row with data (NINo etc)
6	Save the completed spreadsheet

### **HO query NINo issued**

13. If the HO query a NINo which has been issued:

<b>Step</b>	<b>Action</b>
1	They will ask the BRP Alignment Team to investigate

2	The BRP Alignment Team will confirm whether the NINo issued is correct or incorrect
3	The HO will recall the old BRP and reissue a new BRP with the correct NINo on it
4	The BRP Alignment Team will complete the appropriate CIS form as per BAU.

### No show process

14. If the applicant has not collected their biometric residence permit (BRP), the Home Office (HO) will liaise with Her Majesty's Revenue and Customs (HMRC) and Department for Work and Pensions (DWP) Audit Trail Analysis Team (ATAT) to see if there has been any activity on the National Insurance Number (NINo).
15. If the checks show there has been activity on the NINo, refer details of the NINo by email to the nominated single point of contact (SPOC). The SPOC will arrange for Central Reference System (CRS) to be checked to confirm if a new leave to enter application has been made at the HO. If there has not been activity on the NINo, there will be a further check by ATAT every month to check again for activity on the NINo. Where there has been no activity this will continue for 12 months and then ATAT will stop the monthly check and close the entry on the BRP 'No Show' log.
16. If a further application has been made, the SPOC will contact HO Biometric Immigration Document Management Unit (BIDMU) to confirm if the BRP has been collected.
17. If HO BIDMU confirms that the applicant is legally in the country, the SPOC informs ATAT by email to remove the NINo from the BRP No Show log.
18. If HO BIDMU confirms that the applicant is not legally in the country, the SPOC must set up a joint meeting with HO BIDMU, HMRC, NINo Policy and Strategy and the NINo Integrity Unit (NIU) manager.

### Exceptions process

19. If a decision maker decides they cannot allocate a National Insurance Number (NINo), urgent action (within 48 hours) will be required of the Home Office (HO) who will undertake investigations. After these investigations, if HO UK Visas and Immigration (UKVI) determine that a biometric residence permit (BRP) should still be issued, set up an urgent joint meeting between HO BIDMU, HO UKVI and NINo transformation to consider the intelligence and evidence available and decide what action should be taken.

### Sending completed Allocation File to HO

20. National Insurance Number (NINo) Provision will take the following action to return details of the traced and/or allocated NINos to the Home Office (HO):

Step	Action
1	Re-save the completed excel spread sheet as an output file, in the agreed



	format
2	Send it back to the HO via GSI, ensure the subject line is marked Official – Sensitive
3	The HO will email NINo provision to confirm receipt of the output file.
4	Password protect the excel spread sheet and re-save and store in the nominated shared folder
5	Delete all emails for the day from the inbox, sent and deleted items The following files will be sent and returned to NINo Provision: <ul style="list-style-type: none"> <li>• BRP Trace/Allocate Input</li> <li>• BRP Trace/Allocate Output</li> <li>• BRP Trace Input</li> <li>• BRP Trace Output</li> <li>• Partial Trace File</li> </ul>

### To allocate a NINo

Step	Action
1	In CIS, select SA Create New CIS Account
2	Click on Title dropdown, select applicants title from dropdown
3	Enter Forenames of applicant in Forenames box
4	Enter surnames of applicant in Surname box
5	Click on Sex dropdown, select either M or F
6	Enter date of birth in Date of Birth box, format as DD/MM/YYYY
7	Click on Date of Birth Verification dropdown select correct Verification level from dropdown i.e. 'Verified to level 2'
8	Click on NINo Verification dropdown, select 'Verified' from dropdown
9	Click 'Next'
10	If applicant does not have historic name click Next and go to step 17. If applicant has historic name, click on Add Historic Names
11	In 1. Hist Name, enter historic name title from Title dropdown
12	Enter historic Forenames in Forenames box
13	Enter historic surname in Surname box
14	<b>Do not overtype the system default name start and end dates</b> If applicant has another historic name, click on Add Historic Names button and repeat the process
15	Click Next
16	Name Type 2 is name being used concurrently, Historic name is name previously known by. Unadopted married names are used for tracing purposes only and must not be recorded in CIS or eNIRS.
17	On the Residential Address dropdown, click Add Address.
18	Enter postcode in Postcode box
19	Enter address building number in Building Name/Number box
20	Click Search
21	From Address Details- Search Results click on the hyperlink that

	corresponds to applicants address (if no/incorrect results found click on Address not listed to input address manually then go to step 23)
22	Enter any more details needed in Address Line 1 box, or leave blank if address is complete
23	Enter todays date in Address Start Date
24	Click Next. If a correspondence address has been provided repeat steps 17-23 selecting Correspondence Address from the dropdown menu.
25	Click Next
26	To add phone contact details click on Add New Contact Detail
27	Click inbox for Preferred Method of Contact to add tick
28	Click on Select Contact Type dropdown tab
29	From dropdown tab select relevant phone type
30	Enter phone number in Contact Details tab
	If applicant has additional contact details then repeat steps 25-29 , if no extra contact details go to next step
31	Click Next
32	On Personal Details screen click on Marital/Civil Status dropdown
33	From dropdown tab select relevant marital/civil status of applicant
34	Click on Nationality dropdown
35	From dropdown select applicants nationality
36	Click on Create Account
37	Click OK on pop up if you want to create account, or click Cancel if you no longer want to create an account
38	Created NINo will then show. If needed to access applicants account click on NINo in the Account Successfully Created for box

### Register NINo on eNIRS

21. It is important to input as much relevant information as is available. See eNIRS knowledge library for further information.

Step	Action
1	Access eNIRS, enter the Adult Registration Application, then click OK
2	Enter NINo in Adult Registration screen and Submit
3	Check Name, DOB, Sex and NINo have pulled through correctly from CIS
4	If OK click registration and move to step 5
	If the wrong person appears, cancel out and check NINo
	If the wrong DOB appears, this can be changed in Adult Registration page
5	Enter Date of Entry, which is the applicant's first ever entry into the UK. Unless date of entry is before 16th birthday, then enter 16th birthday as date of entry

6	Click Complete Registration, then OK and Yes
7	Access Adult Registration Update screen, enter NINo and click OK
	No need to take action in the General Details screen
8	If dealing with a single name case go to step 14 Note: Unadopted married names are used for tracing purposes only and must not be recorded in CIS or eNIRS.
9	Access Name screen and update
10	Click Name tab. For applicants who have used more than one name, the additional names must be entered onto the system on separate days. See second day name action
11	Click on any of the blue hyperlinks
12	Overtyping the name details as appropriate using the oldest historic name held on CIS
13	Click Update and OK
14	Access Address screen and update Country codes are: <ul style="list-style-type: none"> <li>• 114 England</li> <li>• 115 Scotland</li> <li>• 116 Wales</li> <li>• 008 Northern Ireland</li> </ul>
15	Click Update and OK
	If no correspondence address, go to step 20
16	Click Insert
17	Change address type to Correspondence – DWP office care of addresses must never be recorded in eNIRS
18	Complete address boxes – the start date is always today's date
19	Click Update and OK
20	If partner/ex-partner NINo is provided on the CA5400, access the marriage/civil partnership screen and enter all details. If partner/ex-partner NINo is not provided, go to step 30.
21	Click Insert
22	Complete Start date of marriage or civil partnership
23	Select appropriate marriage/civil partnership status from dropdown
24	In last box enter the spouse's/civil partner's NINo
25	Click Update
26	Check the spouse's or civil partner's details shown. These must match
27	If they do match click Confirm
28	Click OK
29	If they do not match click Cancel
30	Access Migrant Worker screen
31	In Surname box enter surname at birth

32	If the applicant <b>is</b> a national of one of the 12 EU/EEA specific countries – enter Town/Commune and Province/Department/County of birth (even if this is not an EU/EEA country), then complete the 'Country' box
	If the applicant <b>is not</b> a national of one of the 12 EU/EEA specific countries – complete the Country box with '249 – not yet recorded'
33	Complete the Nationality box with the appropriate nationality. <b>Note:</b> If the customer is Palestinian, use '250', for any other Nationality not on the list, use '249 – not yet recorded'
34	For all nationalities, input the full social security number. If the full social security number is not known, do not complete.
	Maiden name box- Do not complete this box
35	If the applicant is Spanish, also enter their parents names
36	If the applicant is a national of one of the 12 EU/EEA specific countries input their last address in the EU/EEA
37	Click Update and OK
	Liability details for 16th Birthday Cases <ul style="list-style-type: none"> <li>• Where the date of entry is the 16th birthday and there has been a single entry into the UK, then staff must record migrant worker details but no liability dates, regardless of nationality.</li> <li>• Where the date of entry is the 16th birthday and there are multiple UK entry and exit dates after the 16th birthday, then staff must record migrant worker details and all valid liability dates, regardless of nationality.</li> </ul>
38	Access Liability Details screen
39	Click on Liability tab
40	Click on Add liability
41	In Liability Details enter the first date that applicant arrived in UK in the End Date box
42	In Office no. box enter <b>2106</b> for Isle of Wight NC or <b>4061</b> for Glasgow NC
43	Click Submit
44	Click OK and OK. If only one liability date to input, go to Step 46
45	For next liabilities enter Date left UK in the 'start date' box
46	Enter next Date Arrived in UK in 'end date' box
47	In Office no. box enter <b>2106</b> for IOW NC or <b>4061</b> for Glasgow NC
48	Click OK and OK
49	Repeat until all liabilities are entered
50	Click black cross at top right hand side to close eNIRS
51	Close eNIRS browser

## Update DRS and CAMLite

Step	Action
1	Return to DRS screen
2	Tick all documents boxes and select Bulk Update
3	Enter NINo, amend any name errors, click Update and then click Update Metadata
4	Close DRS screen
5	Return to CAMLite
6	Change Status on task to Closed
7	Enter NINo in Notes box
8	In Case Resolution click on dropdown arrow and select Closed.

Customer Information transferred to HMRC National Insurance Pay as You Earn System (NPS) system.

## Appendix - Clarification questions

22. Occasionally, the information provided by the Home Office will only enable you to partially match an applicant National Insurance Number (NINo).
23. The most common reason for this is where the name and date of birth for the applicant match but the addresses held by the Department for Work and Pensions and the Home Office (HO) are different.
24. So that the HO can obtain further information so that the details of the NINo can be confirmed by the DWP you will need to ask clarification questions.
25. The following examples provide details of the types of clarification questions to be asked in various scenarios:

### Scenario 1

26. Applicant's name and date of birth match but HO address is different from that held by DWP. The questions are:

Step	Action
1	Have you been in the UK before, if so when?
2	Have you ever applied for a National Insurance Number?
3	What address did you live at?
4	What area did you live in?
5	When did you live here?

### Scenario 2

27. Applicant's name and date of birth match but address does not match. DWP records show that the NINo was allocated when the applicant was under the age of 16. The questions are:

Step	Action
1	Have you been in the UK before, if so when?
2	Have you ever applied for a National Insurance Number?
3	Have your parents ever lived in the UK and if so did they claim Child

	Benefit for you?
4	What address did you live at?
5	When area did you live in?
6	When did you live here?

### Scenario 3

28. Home Office provides an address in the same town / city location as that held by DWP, but not the same house number or street. The questions are:

Step	Action
1	Please provide us with a list of all addresses you have lived at no matter how short a period of time it was for
2	Have you ever lived at any other addresses in [enter name of town / city / location]?
3	When did you live here?

### Scenario 4

29. The address provided by the HO is a residential address but the address held by the DWP is a correspondence address showing the address of an employer. The questions are:

Step	Action
1	Have you ever been employed by [enter name of company]?
2	When did you start working for them?