

This publication is withdrawn

This publication is no longer in use.

Section 02 – Contact Centre Appointment Booking Process

SS 01 Background and General Information

Background and General Information

National Insurance Numbers (NINOs)

1. For general information and background regarding NINOs see 01 Introduction.

Using an interpreter: The Big Word

2. If you decide that you need an interpreting service, and there are no staff available with the necessary language skills, you may need to use 'thebigword' who provide the Department for Work and Pensions (DWP) telephone interpreting services contract. The applicant needs to remain on the telephone while you contact 'thebigword'.
3. When using 'thebigword':

Step	Action
1	Introduce yourself
2	Explain you have a applicant on the line who wishes to apply for a National Insurance Number (NINo)
3	Introduce the applicant to the call
4	Break up your questions or information into concise points
5	Ask one question at a time
6	Behave as you would during a typical call and observe normal courtesies
7	Use direct speech
8	Avoid jargon and technical terms
9	Double-check if you think there may have been a misunderstanding

Evidence of Identity/Right to Work interview (EOI/RTW)

Jobcentre Plus sites

4. In most adult applications for a National Insurance Number (NINo), the applicant will be required to attend an EOI interview.
5. At the interview, the applicant will also be expected to prove their RTW by providing appropriate Right To Work documentary evidence.
NB: The EOI evidence and the RTW evidence may be one and the same document in many applications e.g. European Union/European Economic Area (EU/EEA) passport/ID card.
6. They will also need to prove their identity (in both Benefit and Employment Inspired applications) through a process of answering probing questions to allow a picture of their background and circumstances to be built up.

7. This can be supported by production of appropriate documentary evidence of identity, as long as it is relevant to the applicant and is genuine.

SS 02 Initial Contact from Customer

Initial Contact from Customer

Reason for call

8. The applicant must be asked four core questions, See Appendix 2, in strict order, to establish the reason for their call, in order for the agent to identify the appropriate route for the applicant to obtain a National Insurance Number (NINo):
 - Are you living in the United Kingdom (UK) now?
 - Why do you need a NINo?
 - Have you applied for a NINo before? Do you have a reference number?
 - What Nationality are you? Do you have dual Nationality?
9. The Right To Work (RTW) question has been removed from CCD core questions, as we should not refuse to book Evidence of Identity (EOI) interview or send a workflow for a UK Visa Postal Application. RTW will be discussed, established and verified at the applicant's EOI interview or as part of the UK Visa Postal Process.

Applicant states they are an EU national

10. Where the applicant has indicated they are an EU/EEA national, EOI Booking Action Core Questions, see Appendix 3, must be asked, in order for the LMS record to be found or created.
11. Applicants from EU countries do not need a visa to enter the UK and will have the RTW. Workers restrictions for Bulgarian and Romanian nationals will end on 31/12/2013, therefore, they will be allowed to come to work in the UK on the same basis as other EU nationals.
12. The exception is Croatia, formally known as 'The Republic of Croatia', who joined the EU on 01/07/2013. Croatian nationals still have employment restrictions placed on them.
13. Once the LMS record has been found or created, you need to register the application for a NINo. For further information on how to register an application see LMS User Guide Chapter H, Part 6 – NINo Allocation.
14. If there is an existing NINo Registration do not create a new registration and book a new EOI interview appointment. Instead confirm and advise the applicant that they already have an outstanding EOI/RTW appointment and if necessary print another appointment letter confirming the place, time & date.
15. An EOI/RTW interview appointment should then be booked using Postcode Locator to book all NINo appointments. The nearest or nearest alternative NINo interviewing site to where the applicant either resides at or is their employment address must be offered to the NINo applicant. Only these options are to be used to book appointments.
16. The LMS search function should not be used to book NINo appointments in any instance.

17. For further information on how to book an EOI/RTW appointment see:
- LMS User Guide Chapter H, Part 6 – Book an EOI Appointment and
 - LMS Evidence of Identity / Right To Work Appointment booking process.

18. List of EU countries:

Austria	Italy
Belgium	Latvia
Bulgaria	Lithuania
Croatia *	Luxembourg
Cyprus	Malta
Czech Republic	The Netherlands
Denmark	Poland
Estonia	Portugal
Finland	Romania
France	Slovakia
Germany	Slovenia
Greece	Spain
Hungary	Sweden
Ireland	The UK

* **NB:** there are employment restrictions for Croatian applicants. For further information see Croatian nationals.

Applicant states they are from Iceland, Norway, Liechtenstein or Switzerland

19. Applicants from any these countries are treated exactly the same as EU nationals for immigration and RTW purposes i.e. they do not need a visa to enter and automatically have the Right To Work so an EOI Interview must be booked.

Non-European Union/European Economic Area national

20. Where the applicant has indicated they are a non-EU/EEA national, they will usually apply for a NINo via the UKBA Visa Postal Application Process. UK Visa Postal process Core Questions, see Appendix 4, must be asked before an LMS Client Record is created. Once created an LMS conversation is completed, providing details of:

- Visa Type
- Country of Origin
- Additional Info
- Workflow to GLP/NIW Visa Application Team.

21. See UKVPP Visa Conversation Template for further details.

22. An LMS WorkFlow is then sent, whilst the Client Record is open, to the appropriate NINo Centre (NC) stating the applicant's' LMS Reference Number and full name. The NC will register the NINo application.

23. Some non-EU/EEA applicants may still be required to attend an EOI/RTW Interview. It is the relevant NC which will decide if the applicant needs to. For further information see NC - Appendix 4.

Applicant has/may have a NINo from the Isle of Man

24. An Isle of Man (IOM) NINo is formatted exactly the same as a UK NINo however they always begin with MA and is valid for use in the UK however it will need to be recorded on CIS and maintained on NPS (formerly NIRS2).
25. It is possible that an applicant originated in the UK and moved to the IOM therefore they will have a UK NINo already. Advise the applicant to use the UK NINo if this is the case.
26. If an applicant telephones the CC and:
 - does not know their IOM NINo; or
 - quotes an IOM NINo then their identity must be established via the normal EOI Interview appointment.

Applicant has/may have a NINo from the Channel Islands

27. A Channel Island NINo is formatted exactly the same as a UK NINo however they always begin with JY or GY.
28. A NINo that has a JY or GY prefix it is not valid for use in the UK unless they were first used in the UK pre-06/04/1975.
29. Up until 06/04/1975 applicants entering the UK from Guernsey and Jersey were able to use their Channel Island NINo to create a maintained NIRS (now NPS) account. Only these GY and JY numbers are valid (but now very rare) and P14s etc will be accepted by HMRC.
30. If there is no NIRS/NPS account for a JY or GY prefix number the applicant will need to apply for a UK NINo via the EOI Interview process as the applicant's identity must be established and a UK NINo allocated.
31. It is possible that an applicant originated in the UK and moved to the Channel Islands therefore they will have a UK NINo already. Advise the applicant to use the UK NINo if this is the case.

Applicant states they are working or want to work in the UK (including self-employment)

32. Labour Market System (LMS) refers to Evidence of Identity (EOI) interviews only however, for Employment Inspired applications this interview is also used for evidence of Right To Work (RTW).
33. Applicants who require a NINo for employment/self-employment purposes will first and foremost need to provide evidence that they have RTW in the UK at the EOI.
34. In the case of European Union/European Economic Area (EU/EEA) nationals that will be their passport or ID card except where the applicant is Croatian – see Croatian Nationals for more information.
35. Where the applicant has indicated they wish to apply for a NINo for RTW purposes, DWP then considers the application against the remaining NINo criteria after the customer has been interviewed and the application is received at the NINo Centre.

Applicant is a student and needs a NINo to apply for a Student Loan

36. If the applicant states they need a NINo to apply for a student loan, advise them that the Student Loan Company will initiate the application for a NINo.
37. An applicant applying for a NINo on the basis of their student loan will have been issued with a letter by the Student Loan Company (SLC). This letter confirms that the student is entitled to a student loan, but not that they are entitled to a NINo.
38. SL inspired applications do not have to satisfy the Right To Work condition, but the applicant does have to prove their identity and their right to reside in the UK.
39. The applicant's right to reside in the UK will be established by the SLC before any Jobcentre Plus involvement. Therefore our only responsibility is to establish their identity.

Applicant has claimed a benefit

40. If the applicant states they have claimed any benefit, including non-DWP ones, e.g. Child Benefit, Tax Credits, Council Tax Benefit, etc. advise them that the office processing their claim will initiate the application for a NINo. For further information see Benefit Inspired application.

Applicant states they are destitute because of domestic violence (DDV Concession)

41. From 01/04/2012, the Home Office (formerly UKBA) have allowed people who are in the UK under a family visa and who would otherwise be destitute because of domestic violence, exceptional leave to remain for a period of 3 months to allow them to have recourse to public funds while they are applying for a settlement visa. This means that they will be entitled to a NINo and benefits for three months.
42. These calls should be treated appropriately if it is established at the point of call that the applicant is subject to the DDV Concession.
43. Where it has been established that the applicant has claimed benefit or wishes to claim benefit under the DDV Concession rules, hand them off to the relevant benefit area, using the appropriate call handoff template on FIND.
44. If the applicant states their application is RTW inspired, book an EOI by following standard processes, noting LMS accordingly, although most applications are likely to be benefit inspired in these circumstances.

Right to Work (RTW) established

45. Once the applicant has confirmed that the NINo application is RTW inspired:
 - Conduct a wildcard trace on LMS to check for an existing LMS Client Record
 - If you discover that there is more than one record for the applicant already, take action as per LMS User Guide Chapter H, Part 3 – Duplicate Customer Records.

- If you discover that there is already a NINo Registration showing and it is not related to this contact, this should be 'Withdrawn'.
 - verify and amend the record if required or
 - create a new client record if required.
46. If a Client Record with a NINo already exists and this record is definitely for the applicant, **do not** disclose the NINo to the applicant. The applicant must be referred to the Her Majesty's Revenue & Customs (HMRC) Contact Centre for verification.

Applicant states does NOT have the Right to Work

47. If the applicant states they **do not** have the RTW then the applicant must be advised that the application will not be successful because they have not obtained the RTW from the Home Office, however they can proceed with the application if they are resolute.
48. If registered on LMS as the applicant resolutely wishes to proceed with an application, a note in LMS conversations must be created stating: 'RTW – Customer has stated they do not have Right To Work'.

Voluntary Class 3 contributions

49. If an applicant wishes to pay voluntary contributions, an EOI/RTW interview should be booked. The decision on whether or not a NINo is allocated will depend on the applicant having the RTW in the UK.
50. If an applicant enquires about paying voluntary Class 3 contributions, direct them to the Home Office to check if it would be beneficial for them to pay voluntary contributions. The written response from the Home Office should be brought to any subsequent interview booked.

Retired Gurkhas and their dependants (Gurkha Resettlement Programme)

51. Gurkhas are nationals from Nepal who are recruited to serve in the British Army. They remain nationals of Nepal throughout their military service but in all other respects are full members of Her Majesty's Forces (HMF).
52. The Government announced on 30/09/2004 that all Gurkhas discharged from HMF on or after 01/07/1997, and with at least four years service, would be able to apply for settlement in the UK. This settlement agreement has now been expanded to cover Gurkhas who retired before 01/07/1997.
53. A controlled settlement programme is in place to assist retired Gurkhas and their dependants immigrating to the UK. NINo applications through the controlled settlement programme are channelled to the Isle of Wight NINo Centre (IOW NC) by the Ministry of Defence (MoD) however it is not mandatory for the retired Gurkhas to use this route.
54. Any other applicant from Nepal that telephones a Contact Centre (CC) to apply for a NINo should be treated in the same way as with other non-EU/EEA nationals applying for a NINo and should not be referred back to the MoD or to the IOW NC.
55. Diligence should be applied on LMS Client Searches or creating LMS Client Records for retired Gurkhas as Nepalese names can be the same or very similar, with the same or very similar dates of birth e.g. Gurung

01/01/19###. With the Resettlement Programme many retired Gurkhas will probably also be living initially within one geographical area.

SS 03 Third Parties and Employer Requests

Third Parties and Employer Requests

Request by an employer for multiple NINo appointments to be booked

56. If an employer telephones and requests that appointments are booked for a number of their staff, a maximum of 9 bookings can be made by a Contact Centre.
57. The employer needs to remain on the line whilst the relevant process and core questions are completed for all intended individual applicants.
58. All applicants must be already in the UK; no registrations must be created for applicants who are not in the UK even if the caller states there are fixed dates of arrival and/or starting dates for their employment.
59. If an employer telephones and requests that appointments are booked for 10 or more of their staff then, hand-off/send employers details to the relevant Hub site based on the employers address/postcode.

Request by a 3rd party for multiple NINo appointments to be booked

60. There are a number of companies that facilitate foreign nationals' settlement in the UK by offering assistance to arrange bank accounts, accommodation and/or applying for NINos for a fee.
61. Charging for these services is legitimate and therefore not illegal but Jobcentre Plus (JCP) has no 'special arrangements' in place - with any company - in order to assist them or their customers in obtaining Nines via EOI/RTW, Fast Path or any other Niño process including the bulk issue of forms, request for group interviews (where more than one applicant is seen at the same time) etc. Nor can any 'special arrangement' or preferential treatment be negotiated, agreed or entered into.
62. If a 3rd party wishes to register more than one application for a NINo then the caller needs to remain on the line whilst the process and core questions are completed for all intended individual applicants.
63. All applicants must already be in the UK; no registrations must be created for applicants who are not in the UK even if the caller states there are fixed dates of arrival.
64. If the 3rd party gives the same address and/or contact details for the applicants then proceed as normal but a Doubt Notification form should be completed with as much detail as possible and referred to the National Identity Fraud Unit (NIFU) team xx xxxxxxxx.
65. At this stage the Doubt Notification relates only to the general circumstances not specific applications so only one Doubt Notification is required.

Gurkhas still serving in Her Majesty's Forces (HMF)

66. From December 2005 applications from Gurkhas should be treated as a Fast Path application and also registered on the National Insurance Pay as You Earn System (NPS) (formerly National Insurance Recording System 2 (NIRS2)). The Army Liaison Officer (or similar) will liaise direct with the appropriate NC to arrange allocation of a NINo.

SS 04 NINo Upgrade or Activation

NINo Upgrade or Activation

NINo Upgrade or Activation

67. Where the applicant has been referred by HMRC or has identified in some other way that their NINo requires upgrading, an EOI interview must be booked. These applicants are required to attend an interview to enable their identity to be established.

SS 05 Change of Circumstances

Change of Circumstances

Applicant wishes to inform of a Change of Circumstance

National Insurance Number (NINo) application has not had a decision made on it

68. If a NINo applicant telephones and states they wish to inform of a change in their circumstances e.g. they have changed address, but the application has not had a decision made on it yet, i.e. it has not been refused, traced, upgraded or allocated on Labour Market System (LMS), Contact Centre (CC) staff must not update the applicant's personal details in LMS but advise the applicant that they will need to write to the appropriate NINo Centre dealing with their application with the detail of the change, asking them to include their full name, date of birth and LMS reference number (if known). LMS details will only be amended if the customer intends to book a new appointment.

NINo application has had a decision made on it

69. If a NINo applicant telephones and states they wish to inform of a change in their circumstances e.g. they have changed address, but the application has had a decision made on it, i.e. it has been refused, traced, upgraded or allocated on LMS, CC staff should not update the applicant's personal details in LMS unless it is appropriate to instigate a new application for a NINo i.e. previous application was 'refused'. Standard processes will then apply.

70. Where the applicant has been allocated a NINo, had their NINo upgraded or a NINo has been traced and the application was Employment Inspired, then advise the applicant to write to Her Majesty's Revenue & Customs (HMRC).

71. Where the applicant has been allocated a NINo, had their NINo upgraded or a NINo has been traced and the application was Benefit Inspired, then advise the applicant to contact the appropriate benefit team dealing with their claim.

SS 06 Other Reasons for Call

Other Reasons for Call

Other reasons for contact

Enquiries received from applicants in relation to their National Insurance Number (NINo) card (RD3)

72. The Home Office no longer issue replacement NINo cards or new NINo cards to adult applicants. New adult NINo applicants will be notified of their NINo via the decision letter.
73. If an applicant telephones the Department for Work and Pensions (DWP) requesting confirmation of their NINo or a replacement card they will need to complete a CA5403 application form available from the Home Office at www.hmrc.gov.uk.
74. If the applicant thinks they already have a NINo but cannot remember it, they should contact the HMRC NI Registration Helpline on 0845 915 7006 and ask for a "letter of confirmation" of their NINo or for a form CA5403 to complete.

Referrals from the Home Office

75. The Home Office Contact Centre will not be able to deal with a applicant's enquiry for confirmation of their NINo if the applicant:
- cannot satisfy the Home Office with regard to their identity
 - has an unsafe address
 - does not have a NINo or
 - has a NINo which is not National Insurance Pay as You Earn Service (NPS) (formerly National Insurance Recording System 2 (NIRS2)) maintained (NINo Upgrade).

Applicant over pension age

76. Where an applicant who is over pension age has a need for a NINo as they want to work/are in work, they are still required to satisfy the 'Right To Work' (RTW) condition and so the Evidence of Identity (EOI)/RTW process is followed.
77. If an applicant over pension age is working, they are not liable to pay NI Contributions themselves. However, there is a secondary liability for the employer if the employee's earnings reach or exceed the lower earning limit. In this type of case, registration onto NPS (formerly NIRS2) is required to ensure that contributions paid by the employer are recorded.
78. If the applicant is not working and doesn't intend to work but has the RTW in the United Kingdom (UK), they are still entitled to an EOI/RTW interview if an European Union/European Economic Area (EU/EEA) national and one must be booked. If the applicant is a non-EU/EEA national then the normal Visa Postal Application Process arrangements must be followed.

Financial Products e.g. Bank Accounts, Individual Savings Accounts (ISAs)

79. Some financial products require the provision of a NINo for HMRC tax purposes before an ISA, bank account etc can be opened.
80. Where a applicant advises that they need a NINo for these financial products, the applicant must still have the RTW in the UK and;
- If the applicant is an EEA/EU national then an EOI/RTW Interview must be booked.
 - If the applicant is not an EEA/EU national then the Visa Postal Application Process must be followed.

Applicant living or likely to be living abroad

81. People who live outside the UK sometimes require a NINo for benefit purposes or in order to register to pay UK National Insurance Contributions.
82. This group may include:
- People who live and work outside the UK but are subject to UK Social Security legislation under the provisions of the European Community (EC) Treaty, a Reciprocal Agreement or a Double Contribution Convention
 - People who live outside the UK but who come each day to work in the UK.
83. **Note:** You do not need to decide whether a person is in one of these groups.
84. If the applicant is not resident in the UK at the time they apply for their NINo, the Centre for non-residents (CNR), Residency Department at xxxxxxxxxx will provide the applicant with advice on whether the person should apply for a NINo. They can be contacted on:
- from the UK by telephoning: 0845 915 4811
 - from abroad by telephoning: +44 191 203 7010
 - Non-residential oil rig workers in UK sector of continental shelf: 0131 453 8831.
85. CAR give advice about UK NI Contributions for applicants who are living or moving abroad.
86. CAR have three specialist sections depending on the country involved. The sections are:
- European Economic Area countries
 - Reciprocal Agreement countries
 - Rest of the world countries.
87. If the applicant does not reside in the UK but works for a UK based employer e.g. Club Med, Eurocamp and Eurosites application for a NINo must be processed as an Employment Inspired application and a UK NINo must be allocated providing EOI and RTW are satisfied.
88. If a NINo is required CAR will refer the case to Glasgow NINo Centre (NC) for application and allocation action.

Mariners, Fishermen and Share Fishermen

89. Certain foreign mariners, fishermen and share fishermen who are resident overseas can be subject to UK Social Security legislation under the

provisions of the EC Treaty, a Reciprocal Agreement or a Double Contribution Convention.

90. If a seafarer who is a resident outside the UK tries to apply for a NINo, seek advice for HMRC Marine National Insurance Contributions based in Cardiff to confirm liability. They will refer the case to CAR Residency. This information can be found on the Home Office website:
<http://www.hmrc.gov.uk/cnr/seafarersni.htm>.

European Union (EU) nationals who are fishermen

91. If any EU nationals who are fishermen contact the DWP to apply for a United Kingdom NINo, contact Charity, Assets and Residence (CAR), Residency Department for advice.

Application by an applicant from a country with a reciprocal agreement

92. If the applicant is from a country with which the UK has a reciprocal agreement with you must contact Centre for non-residents (CNR), Residency Department for advice.

93. Countries the UK has reciprocal agreements with:

- Barbados;
- Bermuda;
- Canada*;
- Cyprus;
- Israel;
- Jamaica;
- Japan*;
- Jersey and Guernsey;
- South Korea*;
- Malta;
- Mauritius;
- New Zealand;
- Philippines;
- Switzerland;
- Turkey;
- United States of America; and
- Yugoslavia**.

*a Double Contribution Convention exists for Canada, South Korea and Japan. This convention only covers Social Security contributions liability and does not include benefits.

**applies to the Federal Republic of Yugoslavia (Serbia and Montenegro), Bosnia Herzegovina, Slovenia, and the former Yugoslav Republic of Macedonia.

SS 07 Children

Children

Juvenile Registration (15 years 9 months to 20 years old)

94. When a claim to Child Benefit (CHB) is made with Her Majesty's Revenue & Customs (HMRC), information is sent automatically from the CHB computer system to Customer Information System (CIS) to:
- allocate a Child Reference Number (CRN); and
 - set up a CIS record.
95. Most young people, for whom CHB is payable, are automatically issued with a National Insurance Number (NINo) at age 15 years 9 months - this is called juvenile registration.

Missed Juveniles

96. A missed juvenile is someone for whom Child Benefit was payable but who's National Insurance Number (NINo) was not automatically issued at age 15 years and 9 months, but still requires one.
97. A missed juvenile will be a young person under the age of 20 for whom someone has previously claimed Child Benefit.
98. If the young person has presented a low level NINo (currently not verified) they must be advised to contact HMRC NI Registrations Helpline to request a CA3499 in employment inspired applications. For a benefit inspired application the claim for a NINo should be taken and an EOI booked. See Appendix 2.
99. National Insurance (NI) Registrations at Her Majesty's Revenue & Customs (HMRC) will send form CA3499 to the applicant for completion and return. NI Registrations will:
- check the Child Benefit (CHB) computer system for a match to a Customer Information System (CIS) record;
 - create a National Insurance Pay as You Earn Service (NPS) (formerly National Insurance Recording System 2 (NIRS2)) record if there is a match
 - issue a letter containing the NINo to the applicant.
100. If there is no match, the applicant will be referred back to Jobcentre Plus (JCP) to initiate the adult registration process, see Contact Centre Directorate (CCD) Core Questions. Normal adult registration procedures must be followed as normal in Evidence of Identity/Right To Work (EOI/RTW) interviews.
- NB:** Information is removed from the CHB computer system on the child's 20th birthday. If the enquiry is made when the applicant is 20 years of age or over, the application should be processed as an adult application.
101. If an applicant presents a low level NINo (currently not verified) and they are over the age of 20 (i.e. not a missed juvenile), they must be advised to provide evidence of their identity.

Children of Her Majesty's Forces (HMF) personnel serving abroad

102. Children of HMF Personnel serving abroad, where CHB is in payment through their HMF paymaster may also miss the automatic juvenile registration process.
103. If a child or parent contacts a Department for Work and Pensions (DWP) office to enquire about a NINo, direct them to the HMRC NI Registrations Helpline for further advice.

SS 08 Non-EOI Fastpath Applications

Non-EOI fastpath applications

Non-EOI Fast Path Applications

104. Certain National Insurance Number (NINo) applications have different processing arrangements. Fast Path applications are processed without the need for Evidence of Identity/Right To Work interviews. When the application is Employment Inspired, verification of an applicants 'Right To Work' is still a requirement where the applicant will actually be working in the UK.
105. There are currently many Fast Paths which are dealt with in different ways. However, there is no way of Contact Centre staff identifying all of them when taking the call.
106. However, you may be presented with the more obvious types of Fast Paths i.e. Asylum Seekers or National Health Service professional staff.
107. If the caller requires a NINo and meets the criteria for a Fast Path application, they should be advised to tell their employer to ring Glasgow NINo Centre (NC) on xxxxxxxxxxxx who will advise further.

NB: There is no process to enable Contact Centre staff to establish whether an employer would meet the criteria for Fast Path or not.

Seasonal Agricultural Workers Scheme (SAWS)

108. The SAWs fastpath process ceased from 31/12/2013 and will not be replaced by another fastpath process. Therefore, from 01/01/2014, all agricultural workers who were part of the SAWs scheme are required to apply for a NINo via normal RTW EOI processes.

SS 09 LMS Appointment Booking Process

LMS Appointment Booking Process

Labour Market System (LMS) Evidence of Identity/Right to Work (EOI/RTW) appointment booking process

Appointment type

109. The LMS must be used to book all NINo EOI/RTW interview appointments irrespective of where they are to take place i.e. JCP site or mobile visit.

NB: LMS refers to EOI interviews only however, for RTW applications, this interview is also used for evidence of 'Right To Work'.

Specific needs

110. The applicant may have specific needs in order to enable attendance at the interview site for their EOI/RTW. Discuss with the applicant before searching for an appointment whether they need:
- wheelchair access;
 - an audio loop; or
 - private room.
111. If any of these needs are identified LMS will automatically send an LMS WorkFlow. LMS User Guide Chapter H, Part 6 – NINo Allocation provides further information.

Interpreter required

112. For information regarding Department for Work and Pensions (DWP) Policy regarding face-to-face interpreters see DWP HR Interpreting Services.

Mobile interview

113. A mobile interview is only considered appropriate for EOI/RTW appointments under certain conditions and can vary from region to region. An LMS WorkFlow via the LMS 'Admin' button must be sent to the appropriate Hub if a request for a mobile visit is made. The Hub will complete 'Mobile Interview Address' details.
114. The 'Book' appointment function in LMS is disabled once the 'Mobile NCA' box is ticked unless a user is located in a Hub. Further information can be found in the LMS User Guide Chapter H, Part 6 – NINo Allocation.

Postcode search

115. Search for the relevant NINo Interviewing Site using Postcode Locator. The nearest office and an alternative office or offices will be displayed. The NINo applicant should be offered an interviewing site nearest to their residential address or their employment address. Postcode Locator must be consulted, as the LMS search function works 'as the crow flies' and should not be used in respect of 'nearest office'.

Selection of suitable appointment

116. Check with the applicant if any of the appointment times/dates displayed on LMS (at either the nearest or alternative office in line with Postcode Locator) are suitable to be booked for the applicant. If there is an acceptable appointment, process as follows. See, LMS User Guide Chapter H, Part 6 – NINo Allocation for further information.
117. Suppress printing the appointment letter if applicant requires letter
- in large print
 - Braille
 - Welsh.

118. Remember LMS refers to Evidence of Identity (EOI) interviews only however for RTW applications this interview is also used for evidence of 'Right To Work'.

Confirm booked appointment

119. A screen message will be displayed 'Appointment has been made and the interview record created. Now complete the remainder of the booking process.' Proceed as below:

Step	Action
1	Discuss and advise the applicant the documentation which will support their application that they can bring to their EOI/RTW interview.
2	Although the pre-requisites are no longer printed on the reverse of the appointment letter, LMS still requires users to select at least one item the applicant has agreed to bring with them. Select "passport" by clicking the checkbox on LMS within the pre-requisites screen in order to proceed.
3	Make a note of any documents or evidence including those that prove their 'Right To Work' that the applicant has agreed to bring in the notes box or note otherwise. Remember whatever is written within this box will be printed out along with the appointment letter.
4	Print the appointment letter and send to the applicant.

120. For further information see LMS User Guide Chapter H, Part 5.

Unsuitable appointments times/dates displayed

121. If all of the appointments offered are unsuitable due to location/distance because:

- The applicant will need to travel for more than one hour or
- The applicant will be absent from home for over four hours;
 - confirm if there is an alternative postcode that is more convenient e.g. the one for their place of work in a RTW application.

NB: For RTW applications - in exceptional cases only - where the applicant cannot attend any of 3 appointments identified and offered, ask the applicant to call back when their availability is known and note details of the call in LMS Conversations and Withdraw the registration on LMS.

Selected appointment more than 14 days ahead

122. If a selected appointment is more than 14 calendar days ahead from the date on which you are booking, a warning message is displayed on LMS. Input a Conversation in LMS to advise that this date was the only option suitable.

Rearranging an appointment

123. If the EOI/RTW interview has not been conducted and the applicant no longer requires this appointment but still wishes to continue with their application for a NINo, the applicant should be encouraged to rearrange their appointment.

124. Contact Centre staff should only re-arrange EOI/RTW interview appointments. If the application is Benefit Inspired then the applicant should contact the telephone number listed on the flyer issued with the appointment letter which instructs the applicant to either to contact the NC or the interview site.
125. For more information see Benefit Inspired NINo Allocation - DCI1 process.
126. If the applicant cannot or will not rearrange their appointment they should be made aware of the following options that are available to them:
- The applicant may 'withdraw' their current application and will have to reapply at a later date when they know their availability; or
 - They can leave this appointment outstanding but advise the applicant that unless they call back prior to the appointment time/date with details of when this appointment can be rearranged the application will be treated as a Failed to Attend and therefore their application will be ended on this occasion.

Applicant wishes a different location for their interview

127. If the applicant wishes to rearrange an appointment for a different location, for example close to their place of employment, Contact Centre staff should take the following action:

Step	Action
1	In the 'Interview' tab on LMS NINo Application, select 'ReArr'.
2	Type in a reason for the rearrangement and any appropriate notes.
3	Select 'ReArr'.
4	Input an alternative Post Code if the applicant can advise of one in Postcode Locator or select the 'Office' hotspot to search for an interviewing site. Any alternative Post Code must remain close to the applicant's home address or place of employment.
5	Select 'Search'.
6	Agree with the applicant a convenient time/date.
7	Complete normal booking process.

NB: Contact Centre staff should only re-arrange EOI/RTW interview appointments. If the application is Benefit Inspired then the applicant should contact the telephone number listed on the flyer issued with the appointment letter which instructs the applicant to either to contact the NC or the interview site.

For more information see Benefit Inspired NINo Allocation - DCI1 process..

Evidence interview outstanding/recently conducted

128. Check LMS to see whether a NINo EOI/RTW interview has already been booked or recently conducted for the applicant. Do this by clicking on the 'O/S Int' hotspot which is above the 'Adviser' details, centre-right on the 'View Client Details' screen.

Withdraw application - no interview has taken place

129. An applicant may verbally withdraw their application for a NINo prior to an EOI/RTW interview taking place. The applicant's EOI/RTW interview

appointment must be 'withdrawn' on LMS to allow the time/date to become free for another applicant and to ensure that the application is ended. For further information, see LMS User Guide Chapter H, Part 6.

Withdraw application – interview has taken place

130. If the EOI/RTW interview has taken place, the applicant must request in writing that their application is withdrawn. Advise the applicant which NINo Centre (NC) to send the written request to.

SS 10 Fraud and Security

Fraud and Security

Doubt Notification referral to National Identity Fraud Unit (NIFU)

131. If at any point, during or following the call, you have any suspicions about a caller or the details/information provided by the caller then a NINo Doubt Notification form should be completed by a Team Leader or Site Coach on your behalf as soon as possible following the call, and sent to the National Identity Fraud Unit (NIFU) team at xxxxxxxx.

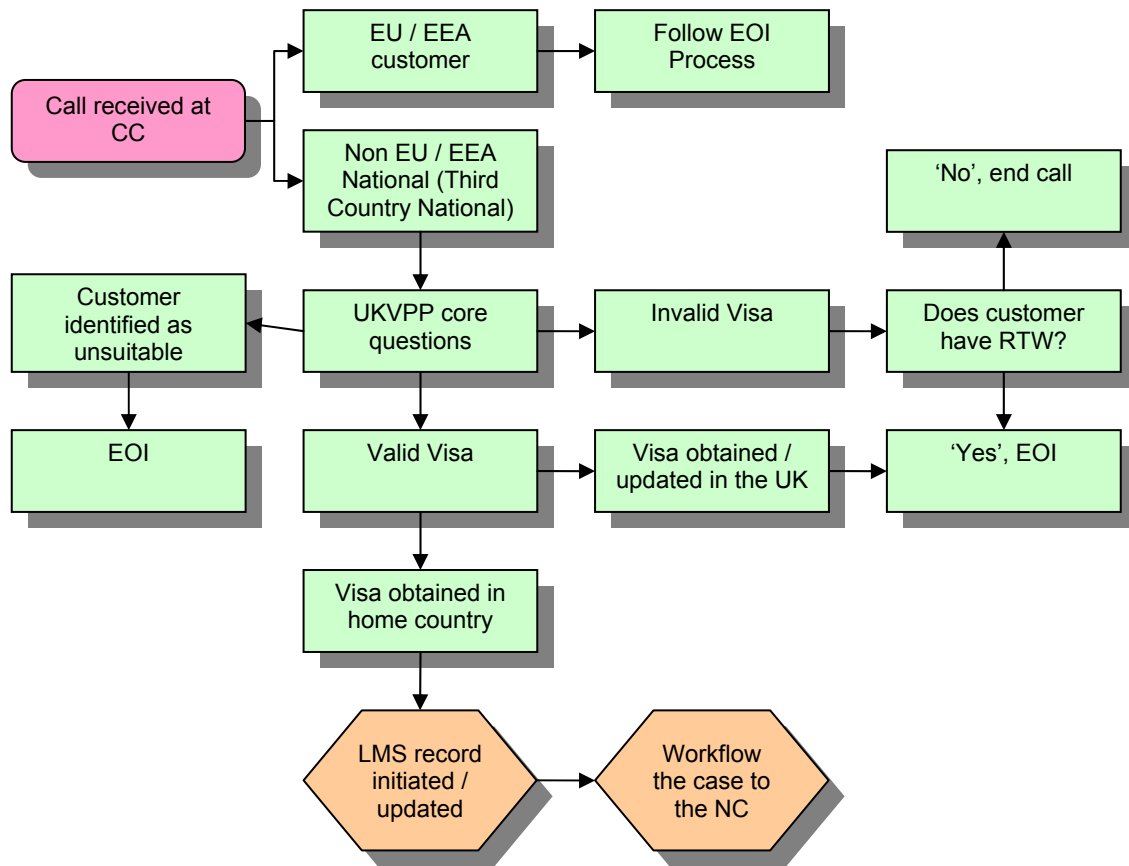
Mail received incorrectly (Postal Security Incident Reporting form)

132. Where a member of the public notifies the department that they have received mail at their address in relation to a NINo application for a person unknown to them, compose an email detailing the security incident. The completed email must be sent to the appropriate local security advisor regional team. An electronic copy must also be sent to the National Identity Fraud Unit (NIFU) team at xxxxxxxx.

SS 11 Appendices

Appendices

Appendix 1 – Postal Application Process – Contact Centre



Appendix 2 – Contact Centre Core Questions

NINo Call Evaluation Form Call Direction Core Questions – V4.1 January 2010 To Support Call Direction, question 2.1

Core Question	Supplementary Questions/Info	What:	Why:	Handoff required? Other info
1) Are you in/living in the UK now?	If yes – continue. If no – advise the applicant that an appointment can only be booked when they arrive in the UK.	To identify if applicant is in the UK.	Cannot book appointments for applicants who have not yet arrived in the UK/calling from outside the UK.	Inform applicant to call again when they arrive in UK. If for any reason a client record already exists on LMS, give ref no.
2) Why do you need a NINo?	For RTW/employment purposes – proceed to question 3. For Benefits (including destitute because of domestic violence cases - DDV) , Child Benefit, Tax Credits, Pension Credit, Student Loans, Juvenile Registration (RTW cases only) - hand off For Bank Acc/ISA – proceed as RTW to question 3.	To identify the reason and appropriate route for the applicant to obtain a NINo.	To take forward appropriate calls and hand off applicants requiring a NINo by another route.	Inform applicant they will be contacted or hand off to relevant benefit section, Child Benefit, Tax Credits, Pension Credit, Student Loan Company, Juvenile Registration helpline

3) Have you applied for a NINo before? Do you have a reference number?	If yes – take ref no/action to find client record. If no – proceed to question 4.	To identify if the applicant has applied previously.	Indicates that there may be an existing client record.	
4) What Nationality are you? Do you have dual/multiple Nationality? (may be split)	If EU/British/Multi National - book EOI Interview following EOI Booking Action Core Questions. If Non EU National – proceed to UKVPP Core Questions.	To identify correct route for the applicant.	Applicant may be eligible for UKVPP process (UK Visa Postal process)	Applicants with dual/multi Nationality must be advised to take proof of both/all nationalities to their EOI interview.

THE ABOVE QUESTIONS MUST BE ASKED IN THE ORDER SPECIFIED TO ENSURE ACCURATE IDENTIFICATION OF APPLICANT REQUIREMENTS AND CORRECT FILTERING AS APPROPRIATE. *The Right to Work question has been removed from CCD Core Questions, as we should not refuse to book an EOI interview or send a workflow for a UK Visa Postal Application. Right To Work will be discussed, established and verified at the applicant’s EOI interview or as part of the UK Visa Postal Process.*

Appendix 3 – EOI Booking Action - Core Questions

**NINo Call Evaluation Form
EOI Booking Action Core Questions – V4 December 2010
To support Process Adherence – EOI Interview, question 3.2**

ALWAYS PERFORM A WILDCARD SEARCH BEFORE SETTING UP A NEW CLIENT RECORD

Core Questions/Order	Supplementary Questions/Advice	What:	Why:
LMS Client record set up/validation* – new or existing	Set Employment Status to Not Known/Inactive unless	To create or validate a client record.	To ensure that the applicants details are

Name* Title* DOB* Postcode & Address* Tel no* Employment status Parent Any disabilities/illnesses * Validate by asking the applicant to verify details.	applicant states they are employed set to 'Employed/Inactive' – agent not required to complete employment details screen, may note 'applicant stated they are in employment' in conversations).		correct on LMS. Supports colleagues at interviewing sites.
NINo/Ref No Hotspot used to begin Registration			To support NINo colleagues, only one registration should be recorded.
Movements hotspot (within employment tab) EU or Permission to Work Date of entry (must establish that applicant is in the UK)		To record details about the applicant. If the applicant cannot provide answers, agent must continue and book the EOI appointment.	To support the application for a NINo.
Interview tab Special arrangements Interpreter (required or own interpreter attending) *Mobile interview/NCA tick box/automatic workflow		To establish if the applicant has any special requirements.	Supports colleagues at interviewing sites.

*Mobile Interview is a function that will rarely be used by CCD agents, as mostly used for Home Visits/Benefit Inspired applicants, handled by the NCs. However the Mobile Interview/NCA tick box and use of the Admin button to create a workflow should be used by CCD agents when booking a rural/SLA appointment (currently a Scotland only arrangement).

Appendix 4 – Visa Postal Process – Core Questions

NINo Call Evaluation Form
Visa Postal Process Core Questions – V4 December 2010
To support Process Adherence – UK Visa Postal Process, question 3.3

Core Question	Supplementary Questions	What:	Why:
<p>LMS Client record set up/validation – new or existing</p> <p>NB Agent should not use the NINo/Ref No hotspot, registration not required for UKVPP</p> <p>* Validate by asking the applicant to verify details.</p>	<p>Name*</p> <p>Title</p> <p>DOB*</p> <p>Postcode & Address*</p> <p>Tel no*</p> <p>Employment status</p> <p>Any disabilities/illnesses</p>	<p>To create or validate a client record.</p>	<p>To ensure that the applicants details are correct on LMS. Supports colleagues at NC and interviewing sites.</p>

<p>1) What type of Visa do you have?</p> <p>2) Is the visa current?/Has the visa date expired?</p> <p>3) Where did you obtain your visa?</p>	<p>If expired, revert to EOI booking.</p> <p>Was it in your home country or has it been updated in the UK?</p>	<p>To identify eligibility for UKVPP process. To gather information to support NC with the NINo application.</p> <p>Applicant must have obtained visa in their home country. CRS system does not hold data on visas updated in the UK.</p> <p>If applicant holds UK Residency Permit they are not eligible for the UKVPP, refer to EOI process. Asylum seekers not eligible.</p>	<p>Applicants with a UK Residency Permit must be referred to EOI process. For applicants potentially eligible for UKVPP, the agent must gather information to input in LMS Conversations, supporting the relevant NC</p> <ul style="list-style-type: none"> - Visa type - Country of Origin - Additional info i.e. language difficulties. <p>NB – If the applicant cannot provide any of this information, the agent must continue with the application.</p> <p>NB – Questioning may result in reverting to EOI Booking action.</p>
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