

Home Office Biometric Residence Permit Verification Allocation

In Country Allocation Process

Background

1. Where a non-EEA (Third Country National) applicant has already been in the United Kingdom (UK) for a period of time, has probably worked and is now applying for an extension of their Home Office (HO) visa, the HO will ask the DWP's National Insurance Provision to trace or allocate a National Insurance Number (NINo) through a fastpath route.
2. The HO will send data in one of two excel spread sheets (trace or allocate), through GSI and marked Official – Sensitive to the nominated email box in NINo Provision.
3. On receipt of the data, NINo Provision 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 to 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 E-mail Inbox
4	Open Trace Allocate BRP E-mail
5	Click NINOTraceAllocate_DDMMYYYY_NNN.csv
6	Click Save as
7	Select Workgroup
8	Select CCU Shared Folder

9	Select DWP NINO BRP
10	Select BRP ALLOCATE INPUT
11	Select appropriate month folder
12	Change save as type to Excel Workbook
13	Save file name as NINO_TRACEALLOCATE_DDMMYYYY_NNN
14	Click Save

Unable to Read or update Allocation File

Step	Action
1	Either call the HO SPOC XXX XXXXXX, XXXX XXXXXXXX on XXXX XXX XXXX or email him to 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 Input' folder and access relevant spreadsheet
5	traced_nino_no_trace – input N
6	traced_nino_yes_traced' – input Y
7	dwp nino traced' – record the NINo found
8	NINo_allocated' – input N
9	Follow LMS Action and create LMS Record

Non Verified NINo Traced – Access and complete Allocation File

Step	Action
1	Take action to upgrade NINo as per BAU.

NINo Traced as Not NIRS Maintained – Access and complete Allocation File

Step	Action
1	Take action to NIRs maintain NINo as per BAU.

Partial Trace NINos

5. In order to satisfy yourself 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 and log in
2	If CRS is not available, follow partial trace process
3	Enter applicants details
4	Double 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 double 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, up to 5, addresses provided by the HO, and
 - the mobile phone number held on CIS does not matches that provided by the HO

Step	Action
1	Select Workgroup
2	Select CCU Shared Folder
3	Select BRP Folder
4	Select Allocate Input folder and access relevant spreadsheet
5	traced_nino_no_trace – N
	traced_nino_yes_trace – Partial
	dwp_nino_traced – Record possible NINo
	NINO_allocated – N
	Actual_NINo_allocated –
6	Consider what clarification questions are needed – complete Partial Match Master Sheet found within BRP folder
7	Set a Brought Forward (BF) date of 10 days in 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 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 partial match
10	Click on DWP NINO BRP in address line of folder
11	Click on Partial Match Cases folder
12	Double 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 and Trace Allocate files:

Step	Action
1	Click New E-mail
2	Enter Home Office E-mail 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 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 spread sheet, 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: BRP Trace/Allocate Input BRP Trace/Allocate Output BRP Trace Input BRP Trace Output Partial Trace Files

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 send 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 close the application down.

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 Labour Market System (LMS) Client record
4	Complete LMS action

HO Return Partial Trace File – unable to access information

Step	Action
1	If you are unable to access the Partial Trace spreadsheet sent from the HO contact the HO by sending an email to the team in box XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX and XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
2	Request a duplicate partial trace file to be sent to NINo Provision [Email addresses redacted – Exclusion 40 applied – Personal Information]

HO return Partial Trace information

Step	Action
1	Open reply email – open partial master sheet within BRP records folder, 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 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 Allocate Output file.
8	Follow LMS Action and create LMS Record

NINo Not Traced – Information Missing from CRS Record

11. Treat as partial match instructions querying the missing info

NINo Not Traced – Take Allocation action on CIS

Step	Action
1	Check the Intel High Risk List (IHRL) 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	Double click on “Central Reference System” link
7	Double Click on “DWP Search” link
8	Double 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
17	If applicant cannot be traced on CRS, complete Partial Trace action
18	Register NINo on e-NIRs

Unable to access CRS to check date of entry to UK

Step	Action
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

Step	Action
1	Select Workgroup
2	Select CCU Shared Folder
3	Select BRP Folder
4	Select Allocate Input folder and access relevant spreadsheet
5	Traced_nino_no_trace – Y
6	Traced_nino_yes_trace – N
7	Nino_allocated – Y
8	Actual_nino_allocated – record allocated NINO
9	Save the completed spreadsheet

HO query NINo issued

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

Step	Action
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.

Sending completed Allocation File to HO

13. 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 resave 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: BRP Trace/Allocate Input BRP Trace/Allocate Output BRP Trace Input BRP Trace Output Partial Trace File
6	If unable to return the spreadsheet within timescale, call the Home Office single point of contact and confirm the delay. This is XXX XXXXXX, XXXX XXXXXX, XXXX XXX XXXX

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

Appendix One - Clarification Questions

- Occasionally, the information provided by the Home Office will only enable you to partially match an applicant National Insurance Number (NINo).
- 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.
- 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.

17. The following examples provide details of the types of clarification questions to be asked in various scenarios:

Scenario 1

18. Applicant's name and date of birth match but HO address is different from that held by DWP. These 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

19. 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. These 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

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

Questions:

Please provide us with a list of all addresses you have lived at no matter how short a period of time it was for

Have you ever lived at any other addresses in [enter name of town / city / location]?

When did you live here?

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

21. 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?