Syrian Refugees

Background

1. This product line relates to Syrian refugees who have come to the UK through agreement by the UK government. It does not apply to all applicants from Syria.
2. The NINo Centre (NC) receives applicant details from the United Nations (UN) and the Home Office (HO), via the Continuous Improvement and Additional Support Claimant Groups Team. This team email a spreadsheet to the single point of contact (SPOC) at the NC who will allocate the work to their team.
3. For these applications, there is no right to work (RTW) consideration and the identity has been checked by the Foreign and Commonwealth Office (FCO) and the UN.

Preparing the Syrian Vulnerable Persons Relocation (SVPR) file

Step	Action
1	Access DWP SVPR NINO mailbox
2	Click on new email from WSD
3	Click on attached Excel Charter file
4	Click File
5	Click Save As
6	Select Workgroup
7	Select CCU Shared Folder
8	Select DWP NINO SVPR
9	Right click to create new folder
10	Name folder Group NN
11	Click on new folder created
12	Right click to create new folder
13	Name folder Regions_lists
14	Click save
15	Click on first regional tab
16	Right click on tab
17	Left click on Move or Copy

18	Select new book from top drop down
19	In the check box click Create a copy
20	Click on row 1
21	Click on Sort and Filter in Home tab
22	Select Filter
23	Click on arrow box in Date of Birth header, in column G
24	Unselect all years/months that would make customer under 16
25	Click OK
26	Click Save As
27	Select Workgroup
28	Select CCU Shared Folder
29	Select DWP NINO SVPR
30	Select correct Group Folder above
31	Select Regions_list folder
32	Name sheet with the region
33	Click Save
34	Close the new workbook & return to original
35	Repeat process for each region (Step 9)

4. To consider an allocation the decision maker must open the spreadsheet:

Step	Action
1	Select Workgroup
2	Select CCU Shared Folder
3	Select DWP NINO SVPR
4	Select GroupNN
5	Select regions_list
6	Select region spread sheet

5. Consider Tracing Action. It is unlikely that you will find a NINo.

Allocate NINo

6. To allocate a NINo:

Step	Action
	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
	If applicant does not have historic name click Next and go to step 17. If applicant has historic name, click on Add Historic Names
12	In 1. Hist Name, enter historic name title from Title dropdown
13	Enter historic forenames in Forenames box
14	Enter historic surname in Surname box
15	**Do not overtype the system default name start and end dates**. If applicant has another historic name, click on Add Historic Names button and repeat the process
16	Click Next
	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 should not be recorded in CIS or eNIRS.
17	Click Next
18	Address screen - Do not enter an address (Not provided on sheet)
19	Click Next
20	Contact Details - Do not enter details (Not provided on sheet)
21	Click Next
22	On Personal Details screen click on Marital/Civil Status dropdown
23	From dropdown tab select relevant marital/civil status of applicant (If supplied if not use the dash '-' from dropdown)
24	Click on Nationality dropdown
25	From dropdown select applicants nationality) Syrian
26	Click on Create Account
27	Click OK on pop up if you want to create account, or click Cancel if you no longer want to create an account
28	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

7. 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 National Insurance Number (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	Overtype 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: • 114 England • 115 Scotland • 116 Wales • 008 Northern Ireland
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 todays 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 **is** 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 **is not** 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. **Note:** 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 • 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. • 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.
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 **2106** for Isle of Wight NC or **4061** 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 **2106** for IOW NC or **4061** 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.

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

LMS Action

Step	Action
1	Click on LMS
2	Click on Client
3	Enter first 3 letters of customer surname followed by %
4	Enter customer's DOB and click search
5	Click Yes to add new client
6	Create customer's record
	In address tab input postcode as NA and first line as Not Known

7	Click on NINO hotspot
8	In Registration tab, select App Type - Fastpath, App Source - Home Office Sef
9	Click Yes
10	Click No
11	Click Forms
12	Click Amend
13	Select from drop down menu - Glasgow
14	Click Save, Click OK
15	Click Link Form hotspot
16	Use prefix "SY" and then last 8 characters of UNHCR ref number
17	Where ref number in already in use, use alternate letter in UNHCR ref.
18	Click Link
19	Click OK
20	Click Amend
21	Select today's date
22	Click Save, then Yes, then OK
23	Click on Decision tab
24	Click Amend
25	Select Allocated from drop down box
26	Enter NINo in Nino field
27	Select Save
28	Select Print
29	Select OK
30	Select Not Checked hotspot

31	Select Amend tab
32	Enter today's date in the Authorisation Date field
33	Save and OK (then Hide)
34	Select Amend tab
35	Enter today's date in the Completion Date field
36	Save and OK
37	Close Decision screen
38	Close View Clients Details screen
39	Close View Clients Details screen
40	Collect letter
41	Dispose of the issue letter

Manual decision letter

Step	Action
1	Open Clerical 10a Word document
2	Enter customer's full name in address field and customers title and surname in the body of the letter
3	Enter customer's NINo
4	Click File

5	Click Save as
6	Select Workgroup
7	Select CCU Shared Folder
8	Select current group folder
9	Right click to create new folder
10	Rename as the region you are working on
11	Click in this folder
12	Name file as NI number on letter
13	Click Save
14	Repeat for others on the sheet in this folder

Send email response

Step	Action
1	Access Outlook
2	Click New
3	Enter SPOC email address in 'To' (found within contact list in the SVPR folder)
4	Change sender to XXXXXXXXXXXXXXXXXXXXXXXXX [Email address redacted – Exclusion 40 applied – Personal Information]
5	In Subject - enter Official Sensitive: SVPR NINO NOTIFICATIONS (AREA)(GROUP NUMBER)
6	Drag word documents (manual decision letter) from SVPR folder into email
7	Send