

This publication is withdrawn

This publication is no longer in use.

Section 07 - NIFU Enquiries

SS 01 NIFU Enquiries

Enquiries

1. When an enquiry is received in National Identity Fraud Unit (NIFU) the details must be recorded on the NIFU/DET database.
2. In all enquiry cases checks must be made using all the available tools and a reference number should be given to the originator of the enquiry.
3. If the enquiry relates to a document and the NIFU officer feels that they need to examine the original document in order to make a decision, they must;
 - request that the originator send in the original document using agreed Department for Work and Pensions (DWP) TNT Documented Service
 - provide the originator with a recall reference number
 - update the records including a follow up date.
4. If, after the follow up period, the requested document has not been received by NIFU, it must be recorded and the originating source contacted to establish whether it has been sent.
5. If the document is unavailable, the records should be updated with the reason as to why.
6. Upon receipt the application should be refused on Labour Market System (LMS) as 'evidence of identity not satisfied'.
7. When the document arrives in NIFU, it must be recorded in the valuables record. It must then be passed directly to the NIFU officer who should update the NIFU database to record the document has been received. NIFU Template 18 must be updated. The NIFU officer should then undertake the examination of the document.

Suspected Impostor

8. Where the interviewing officer suspects that the applicant attending the Evidence of Identity (EOI) interview is an impostor (i.e. customer presenting the document does not appear to be the owner of that document), they should mark the application form 'NIFU Refusal' in the official use section on the front page of the application, update Labour Market System (LMS) conversations with the reason for the referral and refer the application and associated documentation directly to National Identity Fraud Unit (NIFU). See Interviewing Site Guidance – Impostors.

SS 02 Document Examination Process

Document Examination Process

Document High Risk List

9. The document high risk list consists of the documents and associated nationalities deemed to be most vulnerable to abuse. The information is reviewed monthly and issued by e-mail every month in response to changing trends and information received from OGDs.

Found to be genuine

10. If after two individual document examinations the document is deemed to be genuine, the document must be returned to the originator of the query via the Department for Work and Pensions (DWP) TNT Documented Service. The NIFU Template 10 letter and Template 2 must be used. The valuables record and NIFU database must be updated and the document minute sheet updated (NIFU Template 18).
11. The originator must then arrange for the document to be collected by the applicant.

Found to be genuine under suspicious circumstances

12. Where the document is identified as being genuine, but there is suspicion surrounding the validity of the customer's immigration status relating to Visa/Vignette or Home Office Stamps located within the document it must be sent to Fraud Investigation Service (Organised) (FIS (O)) under the low level referral process.

Further advice required

13. If, following the initial examination, the team member feels that further advice is required; the document must be referred to NDFU via a hard copy referral. The valuables record, NIFU Template 18 and the NIFU database must be updated.
14. When referring this document to NDFU, either template 4 or 6 must be used and the case BF'd for two weeks:
 - **Template 4 and Template 8**
Both of these templates must be sent from NIFU to NDFU to request that the document be examined further. This also includes the response template for NDFU to send back to NIFU dependent on their findings. This template must be used when a document contains more than one anomaly. Template 4 is the covering letter requesting NDFU to examine the document.
 - **Template 6 and Template 7**
This must be sent from NIFU to NDFU to request a document that is examined further. This template must be used if the document contains one anomaly only. Template 7 is a covering letter requesting NDFU to examine the document.
In addition to Template (4 and 8) or (6 and 7) the following must also be included.

- **Template 20**

Template 20 must also be included to enable NDFU to receipt the document.

Report returned from NDFU

15. Following receipt of the examination report from NDFU, NIFU should undertake further examination using the additional information provided.
16. if no further action can then be taken by NIFU, the document and template 14 and 20 must be returned directly to NDFU, the database & minute sheet updated.
17. if following the additional examination by NIFU, further action can be taken, standard processes must be followed.

Found to be invalid

18. When a document is found to be invalid it will be returned to the embassy of the country of origin via the National Document Fraud Unit (NDFU) using the TNT Documented Service. This must be done using the following templates:

- **(Template 9)**

This is a covering letter that NIFU must send directly to the Embassy to advise where the document is and that they should contact NDFU for further information.

- **(Template 16)**

NIFU must send this letter to the NINo applicant advising them on what has happened to their document and what they should do next.

- **(Template 3)**

NIFU must send this letter to the interviewing site/origin of the document to update them on what has happened to the document and what they should do next.

- **(Template 5 and Template 20)**

NIFU must send this letter to NDFU referring the document itself. NDFU will then forward the document to the appropriate Embassy. Template 20 must also be included to enable NDFU to receipt the document.

Found to be manipulated/counterfeit

19. When a document is deemed to be manipulated/counterfeit following two individual examinations and completion of a high level referral package is required it is referred to the team leader. The team leader must ensure all the appropriate information is in the package.
20. The referral package and the document must be referred to FIS (O) via TNT Documented Service.
21. Intelligence gained must be shared with the relevant departments including NDFU, FIS (O), DVLA and Home Office using NIFU Template 17.

SS 03 OGD Document Examination

OGD Document Examination

Examining Documents on behalf of other Government Departments

22. Where documents are received requiring examination from other government departments or local authorities, a full document examination must be carried out and the document returned along with the findings of the examination officer and the completed NIFU Template 15.
23. This must be referred via TNT Documented Service or OGD Special Delivery by Royal Mail where appropriate. This must be receipted in the normal way. The valuables record, document minute sheet and NIFU database must be updated.
24. Where requests for information are received from the police, Home Office enforcement or Local Authority investigators, they must be made in writing by fax or e-mail under Section 29(3) of the Data Protection Act 1998 and the enquiry forwarded to Fraud Investigation Service (FIS) Intelligence National Disclosure Unit (NDU).
25. Where the required information is for anything other than to simply confirm (or not) that a specific National Insurance Number (NINo) relates to a specific customer, the enquiry should be forwarded to Fraud Investigation Service (Intelligence) National Disclosure Unit (NDU).
26. Where further information is required regarding the customer's details, consideration must be given to both the Department's legal ability and policies on joint working before disclosing information and providing any form of statement.

SS 04 Doubt Notification Process

Doubt Notification Process

Doubt Notifications (DNs)

27. All DN's received by NIFU Intelligence from the scanning provider must be sifted. LMS conversations must also be reviewed. Where DN's are found to not be appropriate for NIFU, the applications should be workflowed by the NIFU allocator directly to the NC work queue allocator for standard decision making.
28. Those found to be appropriate for NIFU must be fully recorded, checked and cross referenced with information already contained on the intelligence summary database. Each record should be automatically allocated a unique reference number and where available the following information must be captured:
 - xxxxxxxxxxxx xxxxxxxx
 - xxxxxxxx xxxxxxxx
 - xxxxxxxx xxxxxxxx

- XXXX-XXXXXXXXXX XXXXXXXX, XX XXXXXXXX. XXX XXXXXXXX/XXX-XXXXXXXXXXXX XXXXXXXX XXXXXXX XX XXXXXXXX XX XXXX XX XXXXXXX XX XXXXXXXX/XXXXXX XXXXXXXX XXXXXXXX
- XXXXXXXX XXXXXXXX XX XXXXXXXX XXX XXXXXXXX XXX/XX XXXXXXXXXX XXX XXXXXXXXS
- XXXXXXXXXXXX XXXXXXXX
- XXXXXXXXXXXXXXX XXXXXXXX
- XXXXXXXX XXXXXXXX

(This list is not exhaustive)

29. This allows future trends and links to be established and intelligence to be formulated and disseminated.
30. Upon receipt a check will be made to determine whether the referral relates to information already held on the Intelligence High Risk List or whether it is previously unknown intelligence.

DN relates to entry on Intelligence High Risk List

31. A check should be made to establish if a summary sheet already exists.

High Risk List Summary sheet already exists

32. The details held within the intelligence summary sheet must be checked against the information gathered on the scanned CA5400 image, LMS conversations and the DN.
33. If there is **no new** information, the scanned CA5400 image should be workflowed to the NC work queue for processing and LMS conversations should be updated.
34. If there **is** new information the Intel Officer should thoroughly investigate the new evidence and add the extra information to the existing intelligence summary sheet if appropriate.
35. Where appropriate an alert should be issued to frontline and NC staff highlighting the new intelligence pending the updated 'Intelligence High Risk List' / summary sheet being issued.

High Risk List Summary sheet does not already exist

36. The DN will be workflowed by the NIFU Intelligence team leader to the responsible NIFU officer detailed on the intelligence high risk list summary sheet. They should then undertake all standard intelligence gathering activities.
37. If following those activities, there is no longer a risk to the NINo allocation process; the entry must be removed from the intelligence high risk list.
38. Where the activities highlight further information, this should be developed into a summary sheet and added to the intelligence high risk list.
39. Where appropriate an alert should be issued to frontline and NC staff highlighting the new intelligence pending the updated 'Intelligence High Risk List' / summary sheet being issued.

DN does not relate to entry on Intelligence High Risk List

40. Once confirmed that the information on the scanned CA5400 image and DN is not already held on the Intelligence High Risk List, the list will be updated if appropriate.

41. Where appropriate an alert should be issued to frontline and NC staff highlighting the new intelligence pending the updated 'Intelligence High Risk List' / summary sheet being issued.

Decision making

42. NIFU staff should initially consider the doubts raised on the DN. All aspects of the application should be considered. This includes checks on:

- xxxxxxxxxxx'x xxxxxxxx - xxxxxxx xxxxxx xx xxxx xx xxxxxxxxxxx xx xxx xxxxxxx xxxxxxx, xxxxx xxxxxxx xx xxx xxxxxxx, xxxxxxxx xxxxxxxxxxxxxxx.
- xxxxxxxxxxx - xxxxxxx xxxxxx xxxxxxx xxxxxxxxxxx xxx xxxxxxxxxxx xx xxx xxxxxxx, xxx xxxxxxx xxxxxxx, xxxxxxxxxxxxxxx xxxxxxx xxxxxxx, xxxxxxxxxxx xxx xxxxxxxxxxx'x xxxxxxxxxxx xx xxxxxxxxxxx xxx xxxxxxx.
- xxx-xxxxxxxx - xxxxxxx xxxxxx xxxxx xx xxx xxx xxxxxxxxxxx xxx xxxxxxx xxxxxxxxxxxxxx xxx xxxxxxxxxxx xx xxxxxxx, xxxxxxxxxxx xxx xxx-xxxxxxxx xxxxx xxx xxxxxx, xxxxxxxxxxx xx xxx xxxxxx xx xxx xxx-xxxxxxxx x.x.; xxxxx xx xxxxxxxxxxx xx xxxxx xx xxxxx. xxxxx xxxxxxxxxxx xxx xxxxxxx xxxxx xxx xxxxxxx/ xxxxxxx xxxxxx, xxxxxx x xxxxxxxxxxx xxx xxxxxxx xxxxxxx xxxxxx xxxxxxx.
- xxxxxxxxxxx - xxxxxxx xxxxxx xxxxxxx xxxxxxxxxxxxxx xxx xxxxxxxxxxx xx xxx xxxxxxxxxxx, xxxxxxxxxxx xxxxx xxxxxxx xxxxxxx, xxxxxxxxxxx xxxxx xxxxx xxx xxx xxxxxxxxxxx.
- xxxxxxxxxxx - xxxxxxx xxxxxx xxxxxxx xxxxxxxxxxxxxx xxx xxxxx xxx, xxxxxxx xxx xxxxx xx xxxxx xxxxxxxxxxxxxx xxxxxxxxxxx, xxxxxxxxxxx xxx xxxxx xxxxx xxxxx xxxxxxxxxxxxxxx.

This list is not exhaustive.

43. The above checks may involve:

- xxx/xxx/xxx xxxxxx
- xxxxxxxxxxx xxxxx xxxxxx
- xxxxxxxxxxx xxxxxx xxxxxxx xxxxxx
- xxxxxxx xxxxxx xxxxx
- xxx xxxxxx xxxxx xxxxx xxxxxxxxxxx xxxxxxxxxxx

This list is not exhaustive

44. All activities and findings must be fully recorded on the intelligence database.

Doubts are not substantiated

45. Where checks have been made and information provided by the applicant has been verified and found to be true, LMS conversations should be noted and the application workflowed to the NC work queue for processing.

46. NIFU findings should be noted within the notes field in CAMLite. DWP and Legislative data standards should always be considered when recording information relating to the applicant on the CA5400.

Doubts are substantiated

47. Where checks have been made and the doubts have been substantiated the NINo application should be refused and must also be refused on LMS.
48. The LMS refusal letter must be printed but destroyed and the refusal letter generated by the intelligence database must be issued to the applicant. The letter to be sent should be selected xxxx xxx xxxxxx, xxxxx xx xxxxx dependent on the circumstances of the refusal.
49. All relevant paperwork, including details of phone calls and any notes made must be retained securely for 3 years with the scanned CA5400 image.
50. The unique intelligence reference number should be noted in LMS conversations.
51. The following should be used when considering the reason for refusal that should be noted on the intelligence database.

XXXXXXXX XXXXXXXX XXXXXXXXXX	<ul style="list-style-type: none"> • xxx xxxxxxxx xxxx xxx xxxxxx • xxxxxxxx xxxxxxxxxxxx xxxxxxxx xxxxxxx xx xxxxxxxxxxxx • xxxxxxxx xxxxxxx xxx xxxxxxxxxxx xxxxxxxxxxxx xx xx xxxxxx
XXXXXXXXXXXX XXXXXXXX XXXXXXXXXX	<ul style="list-style-type: none"> • xxx xxxxxxxx xxxx xxx xxxxxx • xxx xxxxxxxxxxxx xxxxxxxxxxx xxxxxxxxxxx xx xxx xxxxxxxxxxxx xxxxxx xx xxxxxxxxxxxx
x/x xxxxxxxx xxxxxxxx	<ul style="list-style-type: none"> • xxx xxxxxxxxxxxx xxxxxxxxxxx xxxxxxx xx xxxxxxxxxxxx • xxx xxxxxxxxxxxx xxxxxxxxxxx xx xxxxx xx xx xxxxxx • xxxxxx xxxx xx xxx xxxxxxxxxxx xxxxxxxxxxx xxxxx xxxx xxxx xxxx xxxxxxxxxxxxxx xxxxxxxxxxx xxx xxx xxxxx-xxxxxxxxxxx.
XXXXXXXXXXXX XXXXXXXX XXXXXXXXXX	<p>x xxxx xxxxxxxxxxxxxx xxxxxxx xx xxxxxxx xxxxxxx xxxxx xx xxx xxxxxxxxxxx xxx xxx xxxxxxxxxxx xxxxxxx xx xxxxx xxxx xxxxxxxt;</p> <ul style="list-style-type: none"> • xxx xxxxxxxxxxxxxx'x xxxxxxx xxxxxxx xx xxxxxxxxxxx • xxx xxxxxxxxxxx xxxxxxx xx xxxxxxxxxxx • xxx xxxxxxx xx xxxxxxxxxxx • xxx xxxxxxxxxxx xxxxxxxxxxx xxxxxxxxxxx xx xxx xxxxxxx xxxxxxx xx xxxxxxxxxxx
XXXXXXXXXXXX XXXXXXXX XXXXXXXXXX	<p>x xxxx xxxxxxxxxxxxxx xxxxxxx xx xxxxxxx xxxxxxx xxxxx xx xxx ixxxxxxxxxxxx xxxxxxx:</p> <ul style="list-style-type: none"> • xxx xxxxxxxxxxxxxx xxx xxxx xxxxxxx xx xx x xxxxxxxxxxxxxx xx xxxxxxxxx xx xxx xxxxxxxxxxx xxxxx xxxxxxx (xxx).

SS 05 Intelligence

Intelligence

Intelligence High Risk List

52. The intelligence high risk list is compiled using the latest intelligence that highlights specific risks surrounding;
 - xxxxxxxxxxx
 - xxxxxxxxxxx/xxxxxxxxx
 - xxxxxxxxxxx
 - xxxxxxxxxxxxxx xxx xxxxxxxxxxx

This list is not exhaustive.

53. Each entry on the list has a unique reference number. Enquiries can be made to the NIFU Intelligence team dealing with the specific entry as

indicated on the list. The reference number should be quoted by the caller as it refers to specific information held.

Intelligence Gathering

54. When a DN is received by the intelligence team, the intelligence officer must decide if;
 - i) the doubt needs to be considered as new intelligence or
 - ii) if it is already known to NIFU,
55. All appropriate new intelligence should be communicated to NINo processing and interviewing staff to enable them to take appropriate actions.
56. If necessary, an alert or direct contact to specific interviewing sites may be needed to ensure information can be gathered and coordinated.
57. The direct contact may include asking specific questions relating to the doubt.
58. All information gathered is analysed by the intelligence team and the intelligence reference log and intelligence high risk list updated as appropriate.
59. The intelligence must be referred to the intelligence manager for them to ensure all information is complete and confirmed.
60. Once the intelligence manager is happy that all of the information is there, they will produce an intelligence report.
61. If there is valid but limited information or intelligence available following the intelligence managers consideration, a report will not be compiled but an alert issued to NINo staff highlighting the new concerns.

Intelligence Sharing

62. The intelligence high risk list and the document high risk list are updated every month. Alerts and good practices for NINo frontline / processing sites are issued as and when necessary by e-mail
63. Relevant feedback on all NIFU investigations will be provided where necessary. This may be in the form of meetings, presentations or group and one-to-one feedback by telephone, email or post.
64. The Intelligence Manager will forward all Intelligence Reports to the National Identity Fraud Intelligence Desk (NIDFID), the agreed gateway for onward dissemination. This will vary according to the nature of the intelligence and could include:
 - DWP Fraud Investigation Service (FIS)
 - Local Authorities
 - Her Majesty's Revenue & Customs (HMRC)
 - National Crime Agency (NCA)
 - Home Office (HO)
65. The intelligence manager will also ensure operational management team is updated on progress of ongoing risks, issues and potential threats.
66. Intelligence regarding fraudulent document results/trends is shared directly with the relevant departments which may include:
 - NDFU
 - DVLA

- IGCIH
- IPS
- xxxx – xxxxxxxxxxx xxxxxxx
- Local Authorities

67. Any impacts on business process, guidance, products and/or Policy, will be escalated by the intelligence manager to PPT & NINo Policy.

SS 06 Low Level Referral to FIS (O)

Low Level Referral to FIS (O)

Low Level Referral Background

68. Where NIFU establishes that suspicious or potentially fraudulent identity documents have been presented in support of an application for a NINo, NIFU should, in all cases, raise a Fraud Referral Form (FRF) under the offence type of 'Identity Fraud' on FRAIMS and categorise in one of the eight agreed low level referral categories.

69. LMS must be updated with a NINo decision in every case before issuing the hard copy referral to FIS (O). The NINo decision letter must not be issued to the customer.

Low Level Referral Categories of Cases

70. Referral code 1: xxxxxxxx xxxxxxx xx xxx xxxx xxx xxxxxxxx xx xx
xxxxxxxxxxxx

xxxxxxx: xxxx xxxxxx xx xxxxxxx x xxxxxxxxxxx xxx xx xxxxxxxxxxxxxxx xxxxxx
xx xxxxxxxxxxxxxxxxxx xxxxx.

71. Referral code 2: xxxxxxxx xxxxxxxxxxxxxxx xxx xx xxxxxxxxxxx xx xxx
xxxxxxxx xxxxxxxxxxx xxx xxxxxxxxxxx xxxxxx

xxxxxxx: xxxxxxx xxxxxxx xx xxxxxxx xxx xxx xxx xxxxxxx
xxxxxxxx, xx xxxxxxx xxxxxxx xxx xxxxxxx'x xxxxxxxxxxx.

72. Referral code 3: xxxxxxxxxxx xxxxxxx

xxxxxxx: xxxxxxx xxxxxxx xxxxxxxxxxx xxxxxxxxxxx xxxxxxxxxxx xxxxxx.

73. Referral code 4: xxxxxx xxxxx xx xxxxxxx

xxxxxxx: xxx xxxxxx xxxxxxxxxxx, xxx xxxxxx xxxxxx xxxxxx xxx xxxxx xx
xxxxxxxx xxx xxx xxxxxxxxxxx xx xxx xxxxxxxxxxxxxx. xxxxxxx xxx xxxxxxxxxxxxxx
xx xxx xxxxxx xxxxxx xxx xxxxxxxxxxx xx xxxxx xxxxxxx).

74. Referral code 5: xxxxxxxxxxx xxxxxxx

xxxxxxx: xxxxxxx xxxxxxx xx xxxxxxx x xxxxxx xxxxxxx xxx xxx
xxxxxxxx xxxxxxxxxxxxxxx/xxxxxxxxxxx xxx xxx xxxxxxxxxxx.

75. Referral code 6: xxxxxxxxxxx xxxxxxx xxxxxxx xxxxxxx

xxxxxxx: xxxxxxx xxxxxx xxxxxxx xxxxxxx xxxxxxx xxxxxxx xxxxxx xx xx
xxxxxxxx xxxxxxx xx xxxxxxx xxx xxxxxxx xx xxxxxxxxxxx x xxxxxx
xxxxxxxx xxx xxxxxx.

76. Referral code 7: xxxxxxxxxxx xxxxx xxx xxx xxx

xxxxxxx: xxxxxxx xx-xxxxxxxx xx xxxxxxxxxxx xxx xxxxxxx xxxxxxx
xxxxx xxx (xxxx) xxxxxxx xxxxxx xxx xxx xxxxxxx xx xxxxxx xxxxxx
xxxxxxxx xxx xx xxxxxxx xxxxxxxxxxx xxxxxxxxxxx xxx xxxxxx xxxxxxx x
xxxxxxxx xxxxxxxxxxx.

77. Referral code 8: Any other cases

Example: Any other low level referral cases that do not fall into any of the other categories.

Low Level Referral Package

78. On completion of the FRF, the incident automatically becomes a case and is referred to the automated FIS (O) inbox. Following this referral NIFU must send all supporting documentation. This is called a low level referral package and should be sent securely via TNT Documented Service to the appropriate FIS (O) office. This referral package will include documents printed from the DRS portal via CAMLite and original documents provided by the MOU provider via the NINo Centre.

79. The Low Level Referral Package should include (where appropriate):

- Covering referral manager letter, including return information address
- CA5400 (scanned image from DRS portal)
- Original evidence documents
- VSC copies
- OmniBase screen prints
- NINo decision letter

80. When a low level referral is made, NIFU must issue NIFU Template 11 to the originator of the document to update them of progress.

81. Referral packages will also be generated by NIFU on those cases that involve false entries on genuine documents.

82. If FIS (O) identify that the case is not appropriate to them, then they will refer the documentation to the appropriate team and notify NIFU. No further action will therefore be taken by NIFU.

SS 07 High Level Referral to FIS (O)

High Level Referral to FIS (O)

High Level Referral Process

83. A high level referral is appropriate when a document is found to be counterfeit or manipulated. The document is examined independently by 2 NIFU officers. When the document examination action has taken place, the attending officers must complete the actions below:

84. The first examination officer must:

- update the database
- update NIFU Template 18 and/or NIFU Template 19.
- update LMS with NINo decision including refusal reason
- issue NIFU Template 26
 - This is a covering letter from NIFU that must be sent to the originator advising that a high level referral has been sent to FIS (O).
- Issue NIFU Template 27
 - This is the STOP notice that must be sent alongside NIFU Template 26.
- prepare the referral package. This must include:

- the document itself (exempted items must be requested from the nominated contact point in the NINo Centre)
- all supporting documents held in DRS portal
- NINo decision letter addressed to the customer
- the appropriate NIFU statements
- The FRF reference number
- printed intelligence report
- VSC Prints
- Colour copy of the bio-data page or front and back of Identity Card
- A **copy** of the scanned CA5400 image printed from DRS and
- A5 envelope addressed to the attending officer. This envelope must contain NIFU Template 23 and NIFU Template 24.
- pre-addressed polylope for FIS (O) to return the EF413 receipt for the document.
- Templates as listed below:
 - (NIFU Template 22)
 - This covering letter must be sent by NIFU to FIS (O) to enable them to consider for further investigation.
 - (NIFU Template 21)
 - This must also be included to enable FIS (O) to receipt the document.
 - (NIFU Template 23)
 - This is the covering letter addressed to the attending officer.
 - (NIFU Template 24)
 - This letter must be used as an action sheet for the attending officer to complete and return to NIFU of outcome.
 - (NIFU Template 25)

This letter must be used by FIS (O) if at any point they need to return the document to NIFU.

85. LMS must be checked before sending the referral to FIS to ensure a subsequent interview has not been booked or postal application form issued. If so, the details must be added to the referral letter to FIS (O). LMS conversations must be reviewed to ensure all information relating to the cases is included in the referral package.
86. 2 copies of each letter must be printed. "Do not Destroy" must be stamped in red on the front of the completed recall page. The recall page is the NIFU database cover sheet for the relevant case. This is printed and kept in the B/F. 3 copies of the receipt must also be printed as per standard receipting process.
87. LMS conversation notes should be added stating
- "Scanned CA5400 only received at NIFU. Original CA5400 held at Interviewing Site" and
 - "If customer contacts DWP please refer any enquires to the interviewing site where the NINo interview was conducted"
88. Once prepared, the referral package should be passed to the team leader. They will ensure
- they sign for the document in the valuable record
 - complete the LMS authorisation action (refusal)
 - check everything required is included in the package

- despatch the referral package
 - update the high level referral spreadsheet
 - update minute sheet **Please Note:** The minute sheet should not be included in the referral package).
89. The package should be sent direct to FIS (O) to using TNT Documented Service process.
90. A file copy should be kept of everything that is included within the package and retained within NIFU. This is because cases can be resurrected or documents requested by FIS (O). This file must be an exact duplicate of all documents, letters and other supporting materials referred within the high level referral. Files should be retained securely on site for 3 years.

FIS (O) Actions

91. FIS (O) should be treating all referral cases as a priority and ensuring that the customer is informed of the NINo decision as soon as possible. They should provide feedback to the originator of the FRF to enable NIFU to manage customer expectations.
92. Once NIFU have been notified of what action has been taken, FIS (O) should issue the NINo decision letter, held in the referral package, to the customer.
93. NIFU will be notified with the outcome of the case by FIS (O) via email.
94. Where FIS (O) have been unable to arrest the customer the original NINo interviewing office will be provided with the appropriate FIS (O) contact details and requested to contact FIS (O) if the customer attends the office.
95. Where documents are no longer required by FIS they will be returned directly to the NIFU office.

SS 08 Document Retention and Retrieval

Document Retention and Retrieval

Retention of documents

96. Where any hard copy documents are received in National Identity Fraud Unit (NIFU) for retention, they must be linked with any held relevant papers. Hard copy records must be updated and documents noted with a small sticker, detailing the LMS reference number from records and the date of retention. This will enable all documents relating to an application to be linked together as some will be hard copy and others will be scanned copies held in DRS Portal. Documents **must** be retained securely on site for 3 years. Omnibase validation sheets **must** be retained for 2 years. All documents held within CAMLite and DRS Portal must be tasked to close down after 3 years.

Unsuccessful FIS investigation

97. Documents must not be retained within Fraud Investigation Service (FIS) unless directly related to a live investigation. Non-related documents must be returned to NIFU using Template 25.

Retrieval of National Insurance Number (NINo) applications

98. When the National Identity Fraud Unit (NIFU) need to retrieve a scanned image of the CA5400 following a National Insurance Number (NINo) being allocated or refused they should request this from the DRS portal via CAMLite.

SS 09 Appendices

Appendix 1 - Useful Websites

Alta-vista Translations website:

<http://www.bing.com/translator>

Belgian website:

http://diplomatie.belgium.be/en/services/services_abroad/belgian_passport/

Bulgarian website:

<http://nbds.mvr.bg/bds7/web.nsf/fVerification>

See Bulgarian sheet for Translation

Czech Republic website:

<http://aplikace.mvcr.cz/doklady/pasy/english.html>

CIA World Fact Book:

<https://www.cia.gov/library/publications/the-world-factbook/index.html>

Ethnologue.com (Language & Country Guides):

<http://www.ethnologue.com/web.asp>

Italian Lost/Stolen Database:

http://coordinamento.mininterno.it/servpub/ver2/Principale_ing.htm

Links to the majority of countries embassies:

<http://www.embassyworld.com/embassy/directory.htm>

Links to EU Country Documents:

<http://prado.consilium.europa.eu/en/homeindex.html>

Latvian website:

<http://www.ic.iem.gov.lv/?q=en/node/317>

Click on the underlined words “Document Verification” at the centre of the page and a further window will open. Enter the document series in the first box, select the type of doc from the drop down menu in the second box and insert the security code in the third. The security code can be found in the box to the right of these three and changes each time you open up the page. Apparently, it only works for passports with digital images of the holder, not those with “stick-in” photos.

Netherlands Documents:

<http://www.identitydocuments.nl/>

Nigerian passports (List of cancelled):

<http://www.immigration.gov.ng/>

UK Passport Agency:

<http://www.homeoffice.gov.uk/agencies-public-bodies/ips/>

UK Birth/Death/Marriage Registration:

<http://www.gro.gov.uk/gro/content/>

Slovak Web site:

<http://www.minv.sk/?stratene-a-odcudzene-doklady>

See Slovakia sheet for the translation

Current Affairs:

<http://www.bbc.co.uk/>

Switzerland website offering information on passports, ID cards etc

www.schweizerpass.ch.

Andean community:

<http://www.comunidadandina.org/endex.htm>

Appendix 2 – Intelligence Evaluation Scoring (5x5x5)

Source evaluation – How reliable is the person who has given this information to you?

- **A** – Always reliable
- **B** – Mostly reliable
- **C** – Sometimes reliable
- **D** – Unreliable
- **E** – Untested source

Intelligence evaluation – How far does the source know this to be true?

- **1** - Known to be true without reservation.
- **2** - Known personally to source but not to officer.
- **3** - Not personally known to source but corroborated.
- **4** - Cannot be judged.
- **5** - Suspected to be false or malicious.

Handling codes – Who can you pass this information to?

- **1** - May be disseminated to other law enforcement and prosecuting agencies including law enforcement agencies within the EEA or EU compatible (no special conditions).
- **2** – May be disseminated to UK non-prosecuting parties (authorisation and records needed).
- **3** – May be disseminated to non-EEA law enforcement agencies (special conditions apply).
- **4** – May be disseminated within the originating agency only.
- **5** – No further dissemination, refer to the originator. Special handling requirements imposed by the officer who organised the collection.

5x5x5 Intelligence Report Guidance

Appendix 3 - Sending official documents to the National Identity Fraud Unit (NIFU)

When referring a document to NIFU attention must be given to:

- Details of the concern, discrepancy or inconsistency prompting the referral. This must be outlined in a note to NIFU.
- Requirements for data handling. i.e. use of TNT Documented Service and valuables receipting .
- BF the case for your own record-keeping.

National Identity Fraud Team Referral Details:

Glasgow ID Fraud Team:	
<p>Address: Glasgow ID Fraud Team, Glasgow NINo Centre, xxxxxxxxx, xxxxxxxxxxxx xxxxx, xx xxxxx xxxxxx, xxxxxxxx, xx xxxx</p>	<p>Regions Covered: London and Home Counties</p>
Contact Details :	

<p>Mailbox -xxxxxxxxxxxxxxxxxxxxxxxxxxxx</p> <p>Document Examination Team –xxxxx xxx xxxx</p> <p>Fax – xxxx xxx xxxx</p>	
--	--

Isle of Wight ID Fraud Team:

<p>Address:</p> <p>Isle of Wight ID Fraud Team, Isle of Wight NINo Centre, xxx xxxxx, xxxxxxxxxxx xxxxx, xxxxxxxxxxx xxxx, xxxxxxxxx, xxxx xx xxxxx, xxxxxxxxxxx</p>	<p>Regions Covered:</p> <p>Southern England</p> <p>Central England</p> <p>North East England</p> <p>Wales</p> <p>North West England</p> <p>Scotland</p>
<p>Contact Details :</p> <p>Mailbox –xxxxxxxxxxxxxxxxxxxxxxxxxxxx</p> <p>Document Examination Team –xxxxxxxxxxxx</p> <p>Fax – xxxxxxxxxxxx</p>	