

Home Office Gateway Protection Programme applications

1. These applicants are people who have entered the UK under Refugee Resettlement Schemes. The Home Office (HO) are responsible for checking their status in the UK and referring them to the Department for Work and Pensions (DWP) for purposes of obtaining a National Insurance Number (NINo).
2. The role of the evidence of identity (EOI) site nominated contact is to liaise with all departments involved in the NINo application and benefit claims taking process. This is to provide a smooth transition for customers entering the UK under the refugee resettlement schemes. These may include:
 - refugee support organisations
 - interpreters
 - Housing Benefit staff
3. The HO will provide the appropriate nominated contacts with a manifest of names, addresses and dates of birth. The EOI site then send copies of the manifests by email to the Mobile Team.
4. A date is agreed for the Mobile Team to travel to the EOI site to conduct the EOI interviews. New Claims see the applicant first and register the claim on LMS. The LMS number and the original primary identity documents are passed to the NINo officer for interview. If it is not a Jobseekers Allowance (JSA) or Income Support (IS) claim, the NINo interviewing officer registers the NINo application on LMS.

Evidence of identity interviewing site action

Create a LMS record

5. Follow instructions to Create a LMS record.
6. If the applicant is receiving JSA or IS, the evidence of identity (EOI) interviewing site will book an EOI on LMS. If they are receiving any other benefit, the Mobile team will book the EOI.

Booking an evidence of identity interview

7. To book an evidence of identity (EOI) interview:

Step	Action
1	Open NINo Postcode Locator. Enter first 3 digits of postcode and click search. Note the appropriate Office
2	Click NINo/RefNo hotspot
3	Click Registration tab
4	Click App Type and select EOI Type
5	Select Home Office-GPP from the App Source drop down menu
6	Enter a tick in the Mobile NCA box. If the EOI is being booked from the member of staff's owning office, then steps 6 and 7 are not required.

7	Select appropriate office from the Mobile Interview Address drop down menu and click Save
8	Click Amend and remove the tick from the Mobile NCA box and then click Save which will allow the booking of an EOI interview.
9	Select Interview Tab.
10	Select No from the Needs identified Tab unless a need has been identified, in which case click Yes
11	Click Book and a Create Appointment screen will be displayed
12	Enter the earliest appropriate start date.
13	Click Search
14	The search results will then be displayed. Book the EOI interview by highlighting the most appropriate option from those displayed. A 20 or 25 minute slot can be selected.
15	Click Book
16	Click Continue and then OK
17	Tick the Home Office documents that the applicant requires to take to the EOI interview.
18	Click Save
19	Click on the NINo/RefNo hotspot
20	Click on the Forms tab
21	Click Amend and then the link hotspot
22	Type in "A" Number
23	Click on Link
24	Click on OK

8. The Gateway Protection Programme (GPP) council, usually a local authority, that raised the request is notified of the EOI interview on the manifest provided. They are then responsible for notifying the applicant.
9. The GPP EOI interview is conducted by the mobile interviewing team at the nearest Jobcentre to the applicant.

Interviewing site instructions

10. Right to work is not a consideration for benefit customers.
11. The CA5400 application form must be completed by the interviewing officer, on behalf of the applicant, at the EOI interview.
12. Call applicant, introduce yourself, explain EOI interview and ask for identity documents (ID) and supporting documents. Check photo ID matches applicant.
13. If the photo on the ID provided does not match the applicant, see Impostor instructions before continuing.
14. Identify whether applicant will require an interpreter, if so consider using thebigword or applicant's own interpreter.
15. If applicant is accompanied by their appointee refer to Appointee instructions before continuing.
16. Complete a wildcard search on LMS to check for duplicate records. Take the following action:

Step	Action
1	Ask the applicant for their full name and date of birth.

2	Open LMS, click on Client from dropdown list at location select National, then SelAll and enter the first three letters of the applicant's surname followed by % (such as SMI%) and enter their date of birth.
3	Click Search
4	Identify the applicant from the client list and access the record. If a duplicate record is identified see LMS duplicate records.
5	Check Conversations for any notes that are relevant to the NINo application.
6	Access NINo Hotspot via NINo/Ref no
7	Ask the applicant whether this is their first application for a NINo. If No, establish what happened during/after their other application and check LMS for further information in Conversations or NINo hotspot.
8	Ask the applicant if they have dual nationality. For additional steps to follow refer to Dual Nationality

Conducting a CIS Trace

17. Conduct a CIS trace if it seems that the applicant may have a NINo already. The applicant may have previously worked in UK, lived in the UK as a child and therefore parents may have claimed Child Benefit for them. Also, their parents may have claimed Child Benefit for them, even though the applicant was not living in the UK at the time.

Check and copy documents

18. See Tracing Action if a NINo or possible NINo is found.

19. Collect the CA5400, examine relevant documents using XXX XXXXXXXX and photocopy:

Step	Action
1	Advise them that you will copy their ID before the interview begins.
2	Examine relevant documents using XXX XXXXXXXX XXX XXXXX XXXXX XXXX XX XXXXXXXXXXXX XXXXX, XX X XX XXXXXXXX, etc. See Examining relevant documents. [Information redacted – Section 36 applies: Prejudice to effective conduct of public affairs]
3	If there are any concerns with the documents provided or they are listed on the Document High Risk List, telephone the Identity Fraud Team (IFT) on XXXX XXX XXXX for further assistance, and record the IFT reference number. If the document needs to be retained for further examination see instructions for Retaining a document from an applicant. [Telephone number redacted – Exclusion 40 applied – Personal Information]
4	Photocopy the ID and relevant evidence. If an identity card is

	<p>provided ensure both sides are copied on one page. When photocopying a passport, make sure you have copies of:</p> <ul style="list-style-type: none"> • photo and personal details page(s) • bearer's signature (if not on photo page) • both sides of Identity card / Biometric residence permit • any observations or amendments (recorded in passport) <p>The applicant may not have their passport and state that it has been sent to the Home Office. If so, they must provide their acknowledgement letter from the Home Office and a copy of their passport. You need to photocopy all of these documents.</p>
5	Stamp copies of the ID and evidence (triple signature stamp) as a certified copy. If applicant only has a copy of the original, make a note by the stamp to say 'original not seen, this is a copy of a copy'. Explain where the original document is, on the CA5400 at Part 4, Other information.
6	Sign and date the copy.

Completing the CA5400

20. Follow Completing the CA5400 instructions.

21. Check supporting evidence and applicant information against Intelligence High Risk Lists (IHRL). Take the following action and consider whether to raise a Doubt Notification (DN).

Step	Action
1	Open IHRL
2	Ctrl+F
3	Type in search box: <ul style="list-style-type: none"> • Customer address • Employer address • Interpreter address • Customer name • Employer name • Interpreter name
4	Complete a Doubt Notification if a match is found.

LMS action

22. Update LMS and correct any errors. Take the following action:

Step	Action
1	Check the applicant's name, title, address, telephone number and date of birth
2	Check the applicant's status. This must be inactive if they are not claiming a DWP benefit
3	Click on NINo/Ref No hotspot
4	If the NINo Application Summary List appears, highlight Interview and click Detail
5	Select the Forms tab
6	Click on Link Form

7	Type in "A" Number
8	Click on Link
9	Click on OK
10	Click on the Documents tab and select Amend
11	In the Documents Examined field, enter today's date
12	Enter the applicant's ID or passport number in the appropriate field
13	Select the applicant's Nationality from the drop down list, click Save and then OK. This field must always be completed, even when the applicant has not provided Identity documents.
14	If the applicant's ID documents have been checked by IFT enter the reference number in the Notes box, click Close and Close again. Any other documents copied must be entered in the notes along with any serial numbers for example marriage certificates or residence cards. Any other relevant documents seen but not copied must be entered in the Notes box.
15	Click on O/S Int hotspot
16	Click on Start, then Yes
17	Select AO Int Attended, then select OK and OK.
18	End Yes, then OK and Close.

23. Consider asking further questions if LMS has revealed information other than that already supplied by the applicant. You must record any correspondence addresses on LMS at this time.

Completing the interview

24. Decision makers are required to complete corroborative checks for these types of application
25. Ask the applicant if they have any questions. Thank the applicant and ask them to take a seat in the waiting area whilst the application is checked.
26. Complete the CA5400 cover sheet with the applicant's name, date of interview, LMS reference number, CA5400 form reference number and relevant NINo Centre (NC) address and contact number.
27. Give the cover sheet to the applicant and explain what it is and what will happen next.
28. Put the CA5400, supporting documents and photocopies in the tray for countersigning action.
29. Conduct a CIS trace if you think the applicant might have a NINo already.

Countersigner

30. Follow Countersigner instructions.

Despatching officer

31. Designated officer completes EF413 and sends CA5400 and photocopies to Admin team.

Step	Action
1	Using the application form serial number put all the forms into

	numerical order
2	All form serial numbers to be listed on EF413
3	Physical check completed by another officer to confirm that all reference numbers listed on EF413 match those to be dispatched
4	EF413 printed and signed by both officers
5	TNT book completed in duplicate
6	TNT pouch labelled
7	Forms placed in TNT pouch ready for collection by TNT to be sent to Admin team at the NC.

Form received at the NC

32. The GPP single point of contact at Glasgow NC will receive an email notification of the expected CA5400 applications from the EOI sites.
33. The forms are received by the Benefit Inspired team in Glasgow. They prioritise the applications in order to clear them within 24 hours.

NINo processing

NINo processing team leader

34. The NC decision maker on the GPP Fastpath team at Glasgow NC will be allocated the clerical application by the team leader. The decision maker confirms that the identity documents match the applicant.
35. Conduct CIS trace. If a NINo or possible NINo is found see Tracing Action. Refer to CIS Trace and Allocation guide for further details on tracing action.

To allocate or refuse a NINo

36. To allocate a NINo follow the instructions below. To refuse a NINo, follow refusing a NINo instructions.

Step	Action
1	In CIS, select SA Create New CIS Account
2	Click on Title dropdown, select applicants title from dropdown
3	Enter Forenames of applicant in Forenames box
4	Enter surnames of applicant in Surname box
5	Click on Sex dropdown, select either M or F
6	Enter date of birth in Date of Birth box, format as DD/MM/YYYY
7	Click on Date of Birth Verification dropdown select correct Verification level from dropdown i.e. 'Verified to level 2'
8	Click on NINo Verification dropdown, select 'Verified' from dropdown
9	Click 'Next'
10	If applicant does not have historic name click Next and go to step 17. If applicant has historic name, click on Add Historic Names
11	In 1. Hist Name, enter historic name title from Title dropdown
12	Enter historic Forenames in Forenames box

13	Enter historic surname in Surname box
14	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
15	Click Next
16	Name Type 2 is name being used concurrently, Historic name is name previously known by. Unadopted married names are used for tracing purposes only and must not be recorded in CIS or eNIRS.
17	On the Residential Address dropdown, click Add Address.
18	Enter postcode in Postcode box
19	Enter address building number in Building Name/Number box
20	Click Search
21	From Address Details- Search Results click on the hyperlink that corresponds to applicants address (if no/incorrect results found click on Address not listed to input address manually then go to step 23)
22	Enter any more details needed in Address Line 1 box, or leave blank if address is complete
23	Enter Address Start Date from CA5400 application form. If none provided, use today's date.
24	Click Next. If a previous address has been provided repeat steps 17-23 selecting Former Residential Address from the dropdown menu. You need to complete the following fields: Address Notified Start Date – enter today's date Address End Date – enter the date stated on the CA5400 Address Notified End Date – enter today's date Note: Only one former residential address can be recorded in CIS. There must not be a break between the end date of the former residence and the start date of the current residence. For example: Current address from 02/01/2016 Former address from 27/09/2015 to 02/01/2016 If there is a break, the former address will not be recorded in CIS.
25	Click Next. If a correspondence address has been provided repeat steps 17-23 selecting Correspondence Address from the dropdown menu.
26	To add phone contact details click on Add New Contact Detail
27	Click inbox for Preferred Method of Contact to add tick
28	Click on Select Contact Type dropdown tab
29	From dropdown tab select relevant phone type
30	Enter phone number in Contact Details tab
	If applicant has additional contact details then repeat steps 25-29 , if no extra contact details go to next step
31	Click Next

32	On Personal Details screen click on Marital/Civil Status dropdown
33	From dropdown tab select relevant marital/civil status of applicant
34	Click on Nationality dropdown
35	From dropdown select applicants nationality
36	Click on Create Account
37	Click OK on pop up if you want to create account, or click Cancel if you no longer want to create an account
38	Created NINo will then show. If needed to access applicants account click on NINo in the Account Successfully Created for box

Update and authorise LMS, print decision letter and send to applicant

Step	Action
1	In LMS, select Decision tab
2	From drop down list select Allocated
3	Enter NINo in NINo field
4	Save and OK
5	Select Print tab
6	Select Allocation letter and print then click OK
7	Select Not Checked hotspot
8	Select Amend tab
9	Enter today's date in the Authorisation Date field
10	Save and OK then hide
11	Select Amend tab
12	Enter today's date in the Completion Date field
13	Save and OK
14	Close Decision screen
15	Close View Clients Details screen
16	Send NINo Allocation letter to applicant

Register NINo on eNIRS

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

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

	birthday as date of entry
6	Click Complete Registration, then OK and Yes
7	Access Adult Registration Update screen, enter NINo and click OK
	No need to take action in the General Details screen
8	If dealing with a single name case go to step 14 Note: Unadopted married names are used for tracing purposes only and must not be recorded in CIS or eNIRS.
9	Access Name screen and update
10	Click Name tab. For applicants who have used more than one name, the additional names must be entered onto the system on separate days. See second day name action
11	Click on any of the blue hyperlinks
12	Overtyping the name details as appropriate using the oldest historic name held on CIS
13	Click Update and OK
14	Access Address screen and update Country codes are: <ul style="list-style-type: none"> • 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 today's date
19	Click Update and OK
20	If partner/ex-partner NINo is provided on the CA5400, access the marriage/civil partnership screen and enter all details. If partner/ex-partner NINo is not provided, go to step 30.
21	Click Insert
22	Complete Start date of marriage or civil partnership
23	Select appropriate marriage/civil partnership status from dropdown
24	In last box enter the spouse's/civil partner's NINo
25	Click Update
26	Check the spouse's or civil partner's details shown. These must match
27	If they do match click Confirm
28	Click OK
29	If they do not match click Cancel
30	Access Migrant Worker screen

31	In Surname box enter surname at birth
32	If the applicant 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 <ul style="list-style-type: none"> • 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.

38. Customer Information transferred to HMRC National Insurance Pay as You Earn System (NPS) system.
39. Issue the NINo Allocation letter to the applicant by second class mail.
40. Decisions are notified on the manifest which is updated and returned 'Private and Confidential' to the nominated officer at the EOI site that dealt with the interview.
41. Documents are retained on site by the NC for 3 years before destruction.