

Home Office Biometric Residence Permit Verification Allocation

In Country Trace Process

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.

Trace File Not Received

Step	Action
1	Access secure GSI email in box by 10am and confirm if trace 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]

Trace File Received - Access and Convert Trace File

Step	Action
1	Open all systems
2	Access Outlook
3	Access BRP E-mail Inbox
4	Open Tracing BRP E-mail
5	Click NINOTraceOnly_DDMMYYYY_NNN.csv
6	Click on Save as
7	Select Workgroup
8	Select CCU Shared Folder
9	Select DWP NINO BRP
10	Select BRP TRACE INPUT
11	Select appropriate month folder
12	Change Save as type to Excel Workbook
13	Save file name as NINO TRACE ONLY DDMMYYYY_NNN
14	Click save

Unable to Read or update Trace 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

4. See CIS Trace Instructions

NINo Traced and Fully Verified - Access and Complete Trace 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 - Y
6	dwp_nino_traced – record the NINo found

NINo Not Traced - Access and Complete Trace 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 - N
6	If a NINo Traced with GY (Guernsey) or JY (Jersey), these are to be classed as 'No NINo Traced'. Record as per step 5 above
7	If an Isle of Man NINo is traced these are to be classed as 'No NINo Traced'. Record as per step 5 above
8	Follow LMS Action and create LMS Record

Non-Verified NINo Traced – Access and Complete Trace 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 - N

NINo Traced Not NIRS Maintained – Access and Complete Trace 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 - N
1	Select Workgroup

NINo Partial Trace - CRS Action

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:
 - 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).

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 match that provided by the HO

Step	Action
1	Select Workgroup
2	Select CCU Shared Folder
3	Select BRP Folder
4	Select Trace Input folder and access relevant spreadsheet
5	If a NINo is traced but not confirmable, for example the address held is not that shown on the HO spread sheet and the address displayed on CIS is later than any provided by the HO, complete the traced_nino field with Partial.
6	Consider what clarification questions are required – complete Partial Match Master Sheet
7	B/F the case for 10 days to await a response and ensure the excel spreadsheet is checked on a daily basis.

HO unable to gather further information or unable to return the Partial Trace file

8. The HO will undertake further checks to trace the NINo and provide a response to the clarification questions, and will return 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 % (ie SMI%) and enter their date of birth
2	Search
3	If no LMS record found create LMS Record
4	Complete LMS action

Partial Trace NINOs – Update Partial Match Master Sheet

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	Double 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

1. When all partial matches have been recorded for Trace & 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 <code>dwp_nino_traced</code>
12	Close and click 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 and 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: <ul style="list-style-type: none"> • BRP Trace/Allocate Input • BRP Trace/Allocate Output • BRP Trace Input • BRP Trace Output • Partial Trace Files

HO Return Partial Match File

Step	Action
1	If you are unable to access the Partial Trace spreadsheet sent from the HO contact the HO sending an email to the team in box at 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, click on allocate tab and locate 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 Trace Output file.
5	If the possible NINo is discounted, treat as No Trace
6	Update Partial Match Master Sheet, paste record line into the next available Trace Output file
7	Follow LMS Action and create LMS Record

Sending completed Trace File to HO

9. National Insurance Number (NINo) Provision will take the following action to return details of the traced and/or allocated NINos to the 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 through GSi, make sure 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: <ul style="list-style-type: none"> • BRP Trace/Allocate Input • BRP Trace/Allocate Output • BRP Trace Input • BRP Trace Output • Partial Trace File

HO Query NINo issued

10. 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.

Appendix One - Clarification Questions

1. Occasionally, the information provided by the Home Office will only enable you to partially match an applicant National Insurance Number (NINo).
2. 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.
3. 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.
4. The following examples provide details of the types of clarification questions to be asked in various scenarios:

Scenario 1

5. 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

6. 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

7. 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

8. 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?