

DLA Child NINo Allocation

Background

1. When a parent or guardian has made a Disability Living Allowance (DLA) claim for a child, the DLA Child Unit will examine the supporting evidence and consider an award.
2. Where an award of DLA is appropriate, a Child Reference Number (CRN - a Not Verified NINo) is required to complete the award process. A request for a CRN is made on an eDCI1 that is sent to the Isle of Wight NINo Centre.
3. The eDCI1 will contain all of the child's information required to allocate the CRN on CIS. The eDCI1 will state what documents have been used to confirm the child's identity and will also provide the full name and NINo of the parent, guardian or representative of the child. These details are required to check the Child Benefit on Line (CBOL) system.

Note: A CA5400 is not used as a source document

4. There is an expected 24 hour turn around for these due to the urgency of such claims
5. In the event of any type of system failure or access problems with CBOL, you must liaise with the DLA Child Unit using the following telephone numbers:
 - XXXX XXX XXXX, or
 - XXXX XXX XXXX

[Telephone numbers redacted – Exclusion 40 applied – Personal Information]

NINo Centre action

6. The eDCI1 is sent from the DLA Child Unit to a dedicated email address at the NINo Centre: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

[Email address redacted – Exclusion 40 applied – Personal Information]

7. All eDCI1 applications are for children under the age of 16.
8. The actions required to allocate a Child Reference Number (CRN) are slightly different from those to allocate a NINo. A record cannot be built on LMS or eNIRS for children under 16.
9. If it is discovered that the child has become 16, but the application for DLA was made before they reached 16, continue with the decision making process.

Note: Instead of allocating a CRN, you must allocate a Verified NINo and create an eNIRS record. Do not build an LMS record.

10. Print a paper copy of the eDCI1 and use this to work from.

Conduct an address trace on CIS

11. Access CIS, search by address using the wildcard search – looking for all adults living at the address stated on the eDCI1.

The reason for doing this is that the parent or guardian, who has claimed DLA on behalf of the child, may not be the same person that claimed Child Benefit for them.

Step	Action
1	Access CIS
2	Click on Trace tab
3	In Address Line 1 - Enter 1 st three characters of address and * (no spaces).
4	In Postcode field enter postcode in correct format.
5	Click on Search

You must:

- confirm the NINo is correct for the parent or guardian listed on the eDCI1
- check for Child Benefit (ChB) interest in the Interests History tab on the CIS record of the parent or guardian. If ChB interest is shown, follow the CBOL instructions.
- If no ChB interest is shown, it will be necessary to view the CIS records for any other adults in the household and check for possible ChB interest. If another record with ChB interest is found, make a note of the NINo and the name of that person.

Note: Both this NINo and the one belonging to the parent or guardian stated on the eDCI1, must be input in CBOL to check for an existing CRN belonging to the relevant child.

12. The decision maker must access Child Benefit on Line (CBOL) using the parent or guardian’s NINo. This may indicate that there is an existing Child Benefit Claim and that the child may already have a CRN.

CBOL actions

Step	Action
1	Access Opstrat/Legacy system
2	Click on Services tab
3	From drop down select CBE2- Child Benefit (CBOL)
4	Press Enter
5	In DIALOGUE MENU SCREEN enter CBO0(zero)6 in NEXT DIALOGUE field
6	Press Enter
7	On ChB/NINO Trace screen - Enter NINo of parent/guardian in NINo field (or the NINo belonging

	to another member of the household who may have claimed ChB)
8	Type Y in FASTPATH TO CBOL
9	FASTPATH TO CP/PD – leave N in box
10	Press Enter
11	<p>NOTE</p> <ul style="list-style-type: none"> • If no trace or ChB has ceased, it will bleep and say it is not on cross reference file. Take no further action in CBOL. <p>Press Ctrl and – (minus) to log off.</p> <ul style="list-style-type: none"> • If there is a live ChB claim then the ChB number will display in the NEXT ITEM field (don't need to know this number or record it anywhere), and proceed to next step action (number 12).
12	ChB/NINO Trace Result screen – tab across to NEXT DIALOGUE field and type CBO0(zero)4
13	Press Ctrl and *
14	<p>The PERSONAL DETAILS page of the parent/guardian will appear – check correct customer and address on CBOL matches that on the eDCI1.</p> <p>NB: The address on CBOL might be different to the one on the eDCI1, if there has been a recent change as indicated by the Date in the Address field.</p>
15	<p>Press F4 – this will show the list of children.</p> <p>Check that the child –</p> <ul style="list-style-type: none"> • is on the list • not on the list • or pending (UU000000A)
16	<p>NOTE</p> <ul style="list-style-type: none"> • If child already has CRN, check name and date of birth are correct. • If child is not on the list or pending – trace and allocate using CIS
17	Enter CBO06 in NEXT DIALOGUE box (takes you back to ChB/NINO Trace screen for next case)
18	Press Ctrl and – (minus) to log off

13. The decision maker must access CIS and perform a trace using the child's personal details obtained from the eDCI1.

Trace action successful

14. If the trace action is successful, the decision maker must make sure the DLA Child Unit is told of the CRN, using the eDCI1.

15. Return eDCI1 form to the originating office

Step	Action
1	Open applicant's eDCI1
2	Click on yellow Enable Content button
3	Check that applicant's details are accurate
4	Complete the eDCI1 with applicants NINo
5	Select the Applicant NINo Traced decision from the NINo Decision drop down list
6	This automatically populates the NINo Reason Code box
7	Enter any relevant comments to the free text box
8	Enter today's date in the format dd/mm/yyyy
9	Click on Email form back to originating office
10	Click OK in the Retention Notice box
11	Click Allow in the Microsoft Outlook warning box Note: You may need to click allow a second time. A new email will open with the eDCI1 attached. This must be sent from the team email address, DWP IOW NC DLA CHILD, not your personal email address.
12	Click send

16. You must save the completed eDCI1 in the relevant DLA Child folder within Shared Docs

Note: The eDCI1 must be retained in the NINo centre for three years, see Records Management policy.

Trace action unsuccessful

17. If the trace is not successful, the decision maker must allocate a CRN on CIS for the child. The eDCI1 will provide all of the information required for this.

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 and select correct Verification level – this will depend upon the type of document seen by the DLA Unit and this will be stated on the eDCI1 for example; Verified to level 2 - if a Birth Certificate was seen

	Not Verified – if a passport or EU/EEA identity card was seen
8	Click on NINo Verification dropdown, select Not 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 currently, Historic name is name previously known by.
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 Note: 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 todays date in Address Start Date
24	Click Next. If a correspondence address is provided repeat steps 17-23 selecting Correspondence Address from the dropdown menu.
25	Click Next
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 Single
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

18. Complete and return the eDCI1 to the originating DLA Child Unit secure email address:

XXXXXXXXX.XX

[Email address redacted – Exclusion 40 applied – Personal Information]

Step	Action
1	Open applicant's eDCI1
2	Click on yellow Enable Content button
3	Check that applicant's details are accurate
4	Complete the eDCI1 with applicants NINo
5	Select the Applicant NINo Allocated decision from the NINo Decision drop down list
6	This automatically populates the NINo Reason Code box
7	Enter any relevant comments to the free text box
8	Enter today's date in the format dd/mm/yyyy
9	Click on Email form back to originating office
10	Click OK in the Retention Notice box
11	<p>Click Allow in the Microsoft Outlook warning box</p> <p>Note: You may need to click allow a second time.</p> <p>A new email will open with the eDCI1 attached. This must be sent from the team email address, DWP IOW NC DLA CHILD, not your personal email address.</p>
12	Click send

19. A copy of the completed eDCI1 must be saved into the relevant weekly folder within the DLA Child folder in Shared Docs. The eDCI1 must be retained in the NINo Centre for 3 years as outlined in the Records Management Policy.

The paper copy of the eDCI1 must be placed in the Confidential Waste bin for destruction.