

Benefit inspired applicants Decision Making

1. Benefit Inspired applications will use Case Management on Apply for a NINo (AfN) to allocate cases that are ready for decision making in chronological order. The applicant may have uploaded their documents onto AfN or attended an Identity Verification (IDV) appointment, when documents may have been uploaded onto DRS.
2. To establish how and when the applicant made their application to AfN, see the right-hand side of the application page, under Application history. It will show the application as submitted and a date.

There may be other details showing after this date if the case has been postponed, or the applicant has attended an IDV appointment. The submitted date will run chronologically, with the earliest at the bottom and most recent activity at the top, when other functions have been conducted, for example, edited applicant information and postponements.

3. If identity is showing as verified in the Application History, the applicant will have attended an IDV appointment, or be a British Passport holder and will have progressed positively through the Document Examination Team (DET) referral process. If the applicant has been referred to the DET team as well as identity showing as verified, there will be a postponement in Application History.
4. For DET applications there will be documents uploaded to AfN by the applicant at the time of submitting their application. Applicants who have attended an IDV appointment may not have uploaded any documents to AfN but documents provided at their appointment may have been uploaded onto DRS and noted in LMS conversations. DRS and LMS must both be checked for these applications.

Multiple applications

5. There are various reasons for multiple applications from the same applicant appearing in Apply for a NINo (AfN) including:
 - The applicant had been refused previously
 - Applicant not receiving decision notifications
 - Poor quality document uploads in the first instance
6. Decision makers (DM's) must check for any open applications within AfN. Where an identity document reference number has been provided, this must be used to check AfN for any open applications.
7. If other open AfN applications are found one of the applications must be progressed, after ensuring that the applicant's details match the information held on the identity document and robust tracing actions are completed. If a NINo is traced or allocated, the outstanding cases must be processed as NINo traced and the trace letters produced through Gov.UK Notify for the outstanding cases must be suppressed.
Complete a Suppress Letter template and send to by 5.29 pm on the date of production of the letter.

8. If the initial application is to be refused, check this is the case with all the other applications (in case alternative documents have been uploaded) and take refusal action.

9. If one of the applications requires an Identity Verification (IDV) appointment before a decision can be made, the remaining applications can be withdrawn without the applicant's consent, leaving one open application. This will ensure the remaining AfN applications are not picked up and progressed by another decision maker.

Note: This is the only circumstance when AfN withdrawal action can be taken without an applicant's consent. See Withdraw AfN application.

10. On receipt of the next case, and after undertaking the checks above, you must obtain the relevant eDCI1 from the eDCI1 folders.

11. The benefit area will have completed a Habitual Residency Test (HRT) for the applicant, if appropriate, and noted this on the eDCI1. DM's should check Atlas/CRS for the most up to date immigration status. See: Corroborating Identity and Leave to Remain for all Foreign Nationals including European Union Settlement Scheme (EUSS) and Applicants with a digital status

12. In the following circumstances:

- the applicant does not hold any immigration status
- the applicant has applied for and been refused EUSS, and is outside the allowable time to appeal the decision
- The applicant has applied for and been refused EUSS, and has appealed the decision

follow actions in paragraphs 49 to 52

13. If the Application History screen in AfN shows 'Proven ID', the applicant will have attended an IDV to corroborate their identity. If LMS conversations is noted 'Paper Check Process, you must refer to the Identity Fraud Team (IFT) by following the actions below:

Step	Action
1	Click 'Next' in the 'Application Details' page in AfN, if you have suspicions regarding the uploaded copies of the documents or if the Paper Check Process is required
2	On the "are you satisfied the applicant has proved their identity" screen, click "request further information" and click "next" Note: The Document Examination Team (DET), who are part of the Identity Fraud Team, are able to perform a check on the Identity documents to identify any discrepancies before identity can be corroborated and a decision to allocate can be made in AfN

3	<p>Click “Document Examination Team (DET)” on the “who have you contacted for further information” screen</p> <p>Click “next”</p>
4	<p>On the “confirm your decision” screen, click “confirm and close”</p> <p>Note: at this point the application is postponed until you receive a reply from DET</p>
5	<p>Follow the paper check process to send the details to DET</p>
6	<p>Open new email</p> <p>Enter “Foreign National Document Upload concern” in the subject field and the AfN reference number</p>
7	<p>Copy Team Leader into email and send the email to:</p>
8	<p>Wait for response from DET</p> <p>Note: If no response is received from DET, do not chase as the application will automatically fall back into the AfN task management queue if no activity is recorded in AfN after 2 days. If no reply is received within 2 days, further postponement action may be required</p>

Applicant completes their application and uploads their Identity documents

14. For applicants who have uploaded their identity documents, follow the instructions: Applicant completes AfN uploading identity documents

Decision Makers Actions to Conduct a Trace in Searchlight

15 A trace must be conducted as the applicant may already have an existing National Insurance Number (NINo), or a NINo that needs to be upgraded. Identity must still be verified for all applicant groups.

16. A robust trace must take place each time you select a case. This includes where trace action has been completed previously, for applicants submitting multiple applications and another application could have been progressed whilst the case has been postponed.

17. Take the following actions:

Step	Actions
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1	<p>Open a new Searchlight tab copy and paste the information from the AfN application into the relevant Searchlight fields</p> <p>Conduct trace action</p> <p>Note: keep the applicant's details held in the Searchlight fields after trace action has been completed. This will enable the NINo to be retrieved easily at a later stage in the process if it is needed for updating DRS and closing uploaded documents</p>
2	<p>Conduct traces using all applicant information held, particularly if the information has been edited on AfN to match the identity documents.</p>
3	<p>See CIS Tracing and Upgrade Actions in Searchlight if you are unfamiliar with conduct Trace action</p>

British Nationals

18. For trace actions and instructions regarding British Nationals follow the links below:

British Nationals with a Passport Decision Making
or

British Nationals without a Passport Decision Making

20. Postpone the application as follows:

Step	Action
1	<p>Select applicants name on the 'who have you contact for further information' screen</p> <p>Select next</p>
2	<p>Select Document Examination Team (DET) from the list on 'what information did you request' screen and click next</p>
3	<p>Confirm your decision by selecting confirm and close</p>
	<p>Note: the application will be postponed and will remain in the work queue for 2 days for Benefit Inspired cases. If no reply is received within 2 days, further postponement action may be required</p>

Finding a trace of the applicant - NINo verified – Trace

21. If there is a trace of the applicant, follow business as usual (BAU) processes below:

NINo traced – exact match	
1	<p>Confirm details match the information supplied on AfN where a NINo is traced</p> <p>Complete and send a CIS500, if personal data needs to be updated or the date of birth is not verified</p> <p>Note: Do not update or insert the applicant's telephone number or email address on the CIS500</p> <p>Upload the CIS500 to DRS as evidence of it being completed and sent.</p> <p>Instructions on how to upload documents to DRS can be found here Upload a document to DRS</p>
2	<p>Confirm eNIRS account exists, if not create and register the account in eNIRS by following actions in paragraph 69 below.</p>
3	<p>Click the 'traced NINo' category on the "what is your decision about the application" screen</p>
4	<p>Enter the NINo into the pop-up box and click "Next"</p>
5	<p>Click "confirm and close".</p>
	<p>Note: AfN will automatically issue the traced NINo notification letter through Gov.UK Notify.</p> <p>Note: Where the applicant has requested communications in an Alternative Format: Issue the standard letter in the normal manner and then arrange for an additional copy to be sent to the applicant in their preferred format. To issue the letter in Alternative Format follow Alternative Format requests through AfN</p> <p>Do not refer an application for a DET check if a NINo has been traced.</p>
<p>Possible trace of the applicant and process for requesting additional information from the applicant</p>	

6	<p>Contact the applicant by telephone where a possible trace is found.</p> <p>You must be satisfied you are speaking to the applicant.</p> <p>Confirm the information from CIS with the applicant to establish if the trace is correct.</p> <p>See, CIS Tracing and Upgrade Actions in Searchlight</p> <p>Enter details of your phone call on the telephony template and upload the template to DRS so there is an audit trail of the call and information captured.</p> <p>Instructions on how to upload documents to DRS can be found here: Upload a document to DRS</p> <p>Follow steps 1 to 5 if the trace is confirmed with the applicant</p>
7	<p>Make a note of the AfN number if you cannot contact the applicant on the first attempt as you will need to try again at least 24 hours later.</p> <p>Note: If the applicant has provided a mobile telephone number, send an SMS to the applicant before attempting to call them again. This will make them aware that you would like to talk with them. Access the Text Messaging Application and choose the template 'NINo We will call you'.</p> <p>Postpone the application to move onto another application.</p>
8	<p>Select 'request further information' on the 'are you satisfied the applicant has proved identity screen', click 'Next'</p>
9	<p>Select applicants name on the 'who have you contacted for further information' screen and select 'Next'.</p>
10	<p>Select 'information to resolve possible trace' from the list on 'what information did you request' screen and select 'Next'.</p>
11	<p>Select 'confirm and close'. The application will be postponed and will remain in the work queue for 2 days. Further postponement action may be required to allow time for the requested information to be received</p>

12	<p>Postpone the application by following steps 8-11 and issue NINOL010(link is external) (free text) letter if you have not been able to contact the applicant by phone or are unable to confirm a trace following the phone call with the applicant and require further information.</p> <p>Make sure the AfN reference number is written on the front of the letter. Upload a copy of the letter to DRS before sending to the applicant. The additional information is received in the indexing queue as “white mail” at Glasgow. The mail is then forwarded to the central inbox to be picked up and actioned by the DM’s responsible for clearing this inbox.</p> <p>Note: the NINOL010 letter is not automatically issued by AfN, it must be sent clerically</p> <p>Note: Where the applicant has requested communications in an Alternative Format: Issue the standard letter in the normal manner and then arrange for an additional copy to be sent to the applicant in their preferred format. To issue the letter in Alternative Format follow Alternative Format requests through AfN</p>
13	<p>If no progress has been made on the case within 2 days, the application will fall to the back of the work queue to be picked up by the next Decision Maker. They will be aware of actions previously taken from the application history, prompting them to check DRS for any letters sent or received.</p>
14	<p>Follow steps 1 to 5 where information is gathered to confirm the trace is correct.</p>

Finding a trace of the applicant – NINo not verified - Upgrade

22. Take the following actions:

1	<p>Complete upgrade action manually in CIS/Searchlight where a NINo is traced requires IFT action has been taken.</p> <p>Click the blue “Change” hyperlink then the green “Submit” button. The record will show as verified after this has been done.</p> <p>Complete and send a CIS500, if personal data needs to be updated or the date of birth is not verified</p> <p>Note: Do not update or insert the applicant’s telephone number or email address on the CIS500</p> <p>Upload the CIS500 to DRS as evidence it has been completed and sent.</p> <p>Instructions on how to upload documents to DRS can be found here: Upload a document to DRS</p>
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2	Confirm e-NIRS account exists, if not create and register the account in eNIRS by following actions in paragraph 69 below.
3	Click the “upgrade” category on the “what is your decision about the application” screen
4	Enter the NINo into the pop-up box and click “next”
5	Click “confirm and close”
	<p>Note: AfN will automatically issue the upgrade NINo notification letter through Gov.UK Notify</p> <p>Note: Where the applicant has requested communications in an Alternative Format: Issue the standard letter in the normal manner and then arrange for an additional copy to be sent to the applicant in their preferred format. To issue the letter in Alternative Format follow Alternative Format requests through AfN</p>

No trace of the applicant

23. If there is no trace of the applicant on Searchlight the Decision Maker will consider all the evidence required to make a decision on the application. The uploaded identity documents, and photo of the applicant holding their identity document, must be checked and corroborated against one of the Other Government Department (OGD) systems, such as Atlas or CRS. These systems must also be used to confirm the applicant’s immigration status, if necessary.

See: Corroborating Identity and Leave to Remain for all Foreign Nationals including European Union Settlement Scheme (EUSS) and Applicants with a digital status

Note: When the next case is received through AfN, a Decision Maker will take action to progress the case through to a decision. If there is a reason why the case cannot be progressed to a decision it must be postponed for the correct reason. The AfN reference number must be noted if you need to leave the case for a short time and want to progress it later.

Destitute because of Domestic Abuse (Violence) concession cases

24. From 1 April 2012, the Home Office have allowed people who are in the UK under a family visa, who would otherwise be destitute because of domestic abuse, exceptional leave to remain for a period of 3 months. This gives them recourse to public funds while applying for a settlement visa. This means that they will be entitled to a National Insurance Number (NINo) and to claim benefits for three months.

25. The DM must check HO systems to check the applicant's DDV leave. If the applicant's status can be corroborated, there is no requirement to send a Status Verification and Enquiry Check (SVEC) form to the Home Office.

26. If the applicant's DDV leave cannot be corroborated on the HO systems, but they can provide HO letters, see below.

27. The Home Office issue two letters to the applicant:

- the first letter is issued to the applicant to confirm that they are eligible under the Destitute because of Domestic Abuse (Violence) (DDV) Concession scheme and have been granted leave to remain for a period of 3 months.
- the second letter is designed to confirm to Department for Work and Pensions (DWP) or a women's refuge, for example:
- the type and terms of leave the claimant has been granted
- that the leave granted permits access to public funds and confirms that they are entitled to apply for financial help
- the claimant is not subject to immigration control and is treated as habitually resident

28. The second letter is designed for DWP purposes, but either letter is acceptable as evidence:

- that they have been granted limited leave to remain in the UK
- of the start and end dates of their permission to remain

For more information see [Destitute Domestic Abuse \(Violence\) \(DDV\) concession](#)(link is external)

Completing the Status Verification, Enquiry and Checking (SVEC) form

29. A verification check of the letters must be made with the Home Office using the SVEC form see Home Office evidence. Following the below actions:

Step	Action
1	Complete the SVEC form to request a verification check of the letter(s) with the Home Office on the Status, Verification Enquiries and Checking form
2	Details of the enquiry must be included in Section B Enquiry Details of the SVEC form
3	Any additional information that is sought or needs to be provided must be included in Section E Other Details

4	When emailing the SVEC form, complete the subject line with 'Official - EE REQUEST-URGENT-DDV' and copy in your Team Leader
5	Any additional evidence that is requested/received from the Other Government Departments (OGD) or the applicant must be uploaded to DRS if it supports the decision to allocate or refuse a NINo.

30. A copy of the Home Office notification must be uploaded with the application by the applicant or at the IDV appointment for the decision maker's use at any stage of the evidence gathering process.

31. Use appropriate cohort and Benefit inspired instructions as applicable, to process applications from DDV case applicants.

Corroborating Identity and Leave to Remain for all Foreign Nationals including European Union Settlement Scheme (EUSS) and Applicants with a digital status

32. Since the UK left the European Union (EU), there is no longer freedom of Movement. Applicants who enter the UK with the intent to live, work or study will require a Visa, permit or immigration status from the Home Office (HO).

33. Applicants who have entered the UK in this way can upload their documents to AfN providing they have a valid passport. Checks will be carried out against the HO systems to corroborate identity and verify their immigration status. Robust tracing actions must be completed before these checks are carried out.

34. To confirm Leave to Remain and Right to Work in the UK, Decision Makers must check Home Office (HO) systems Atlas and/or CRS, to establish that the applicant's identity documents match the identity held with the HO.

The Atlas database is where most applicants will be traced therefore there is no need to conduct an additional search in CRS. Where the DM doesn't have Atlas access, a search must be conducted using CRS. Where no results are found, a request for an Atlas check must be requested from a team member with access.

Atlas Checks

35. Take the following actions:

Step	Action
1	Open ATLAS(link is external))(link is external) link opens ATLAS system. You will require access to be able log in
2	Enter your Atlas username and password

3	Select Log in. The Person Search screen will show
4	<p>Input applicant's name and date of birth in the first instance to find a person.</p> <p>Use the Passport, BRP or National ID Card number to search for additional results if required</p>
5	Select 'Search'. Application search results will show
6	<p>Select matching applicant</p> <p>Note: there may be multiple returns for the same applicant</p>
7	<p>Confirm the applicant's names, date of birth, gender and image as shown on their visa, BRP or passport, match those recorded on Atlas</p> <p>Note: there may not always be photographic evidence on Atlas. This does not mean that identity cannot be proven.</p> <p>Note: if the details do not match, for example, passport states applicant's gender is female but Atlas states their gender is male, or you are unable to access a Restricted Atlas record, you must complete a Status Verification Enquiry Checking (SVEC) form and refer to the Home Office (HO), copying in your Team Leader</p> <p>Upload a copy of the SVEC to DRS as evidence it has been completed and to assist the next decision maker who picks up the application regarding previous actions taken.</p> <p>Instructions on how to upload documents to DRS can be found here: Upload a document to DRS</p> <p>Also book an IDV appointment</p> <p>See: Booking an Identity check appointment on LMS</p> <p>A decision can be made based on the reply received from the HO and the outcome of the IDV appointment</p>

8	<p>Confirm the applicants Leave to Remain in the UK.</p> <p>If the applicant is a Third Country National and is not a joining family member of an EU, EEA, Swiss National or Person of Northern Ireland, and there is no trace of them on Atlas or CRS, refuse the application</p> <p>For EU/EEA, Swiss Nationals and joining family members of EU, EEA, Swiss National or Person of Northern Ireland you must confirm when the applicant entered the UK and if they have rights under the withdrawal agreement</p> <p>See: EU/EEA Applicants who entered the UK on or after 01st January 2021 Or EU/EEA Applicants who were already living in the UK prior to the 31st December 2020</p>
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Central Reference System (CRS) checks

36. Take the following actions if you have access to CRS:

Step	Action
1.	Access the Central Reference System (CRS) shortcut on your desktop
2.	Enter your CRS login and password
3.	Select 'Login' This takes you to the UKVI Applications screen
4.	Select 'Central Reference System'
5.	Select 'Summary Search Menu'
6.	Select 'Application Summary Search 2019' Application Search Criteria screen will show
<p>Note: The 'Reporting Period' defaults to between 1 January 2018 to today's date. The first date can be changed to an earlier date if a search is required prior to 1 January 2018</p>	

7.	<p>Select 'Search'</p> <p>The application search results will show</p>
8.	<p>Select 'Visa Application Form (VAF) number' if a record is held for the applicant</p>
9.	<p>Confirm that the applicant's names, date of birth and gender stated on their visa, BRP or passport match those recorded on CRS</p> <p>Check the applicant's passport number is the same as that recorded on CRS</p> <p>Note: due to the way the HO process visa applications, the from and to dates recorded on CRS may differ from those recorded on the applicant's visa or BRP</p> <p>Provided the visa or BRP is valid and not out of date, a NINo will be allocated</p>
10.	<p>Select Log Out if you are satisfied that the details match</p>
11.	<p>Send a SVEC template form to the Home Office if the applicant cannot be found on any Home Office systems but has sent in one of the following documents by post::</p> <ul style="list-style-type: none"> • Application Registration Card (ARC) • Certificate of Application (CoA)
12	<p>Enter 'New claims' in the subject line of the email to ensure correct prioritisation. Do not replace the word "claims" with "application" in the subject line</p> <p>Note: this is DWP wide instruction so new claim means new activity and ranks the highest prioritisation</p> <p>Upload a copy of the SVEC to DRS as evidence it has been completed and to assist the next decision maker who picks up the application regarding previous actions taken.</p> <p>Instructions on how to upload documents to DRS can be found here: Upload a document to DRS</p> <p>Book the applicant an IDV check appointment depending on the SVEC response from the Home Office</p>

13	<p>Do not send a SVEC or book an IDV appointment if an ARC has been supplied and the applicant can be found on Atlas with refused immigration status</p> <p>Refuse the application</p>
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Concerns relating to Identity Documents

37. There is no mandatory requirement for a Decision Maker to check the Document High Risk List (DHRL) Documentary evidence and checks. If an applicant has EUSS or a Visa, they will have made an application through the Home Office (HO) and already undergone the necessary checks. If either of the following applies:

- there are concerns regarding any identity document
- the applicant has attended an identity verification (IDV) appointment and LMS is noted with 'Paper Check Process'

you must refer to the Identity Fraud Team (IFT) for them to check the uploaded documents in AfN.

38. Take the following actions:

Step	Action
1	Click 'Next' in the 'Application Details' page in AfN, if you have suspicions regarding the uploaded copies of the documents
2	<p>On the "are you satisfied the applicant has proved their identity" screen, click "request further information" and click "next"</p> <p>Note: The Document Examination Team (DET), who are part of the Identity Fraud Team, are able to perform a check on the Identity documents to identify any discrepancies before identity can be corroborated and a decision to allocate can be made in AfN</p>
3	<p>Click "Document Examination Team (DET)" on the "who have you contacted for further information" screen</p> <p>Click "next"</p>
4	<p>On the "confirm your decision" screen, click "confirm and close"</p> <p>Note: at this point the application is postponed until you receive a reply from DET</p>

5	Follow the paper check process to send the details to DET
6	Open new email Enter "Foreign National Document Upload concern" in the subject field and the AfN reference number
7	Copy Team Leader into email and send the email to:
8	Wait for response from DET Note: If no response is received from DET, do not chase as the application will automatically fall back into the AfN task management queue if no activity is recorded in AfN after 2 days. Further postponement actions may be required, pending the response from DET

39. If an IDV appointment is required, send an email to the applicant's nearest IDV site Team Leader, who will arrange the appointment with the applicant. The list of sites and leads are found here [NINO IDV EO Team Leaders\(link is external\)](#)(link is external)

Note: In exceptional circumstances, if the applicant would have difficulty travelling to an IDV site, it may be possible to liaise with the sender of the eDCI1 to establish whether a more local Job Centre would be appropriate.

40. Appointments will aim to be conducted within 72 hours for example, 3 working days.

41. The site will arrange for the applicant's IDV appointment using local sites, if appropriate.

42. Benefit Inspired customers will be given priority in IDV appointments.

43. The site will arrange and conduct the IDV appointment using IDV instructions.

44. If no number is present, an appointment must be blind booked, and the appointment letter must be sent.

Note: Where the applicant has requested communications in an Alternative Format: Issue the standard letter in the normal manner and then arrange for an additional copy to be sent to the applicant in their preferred format. To issue the letter in Alternative Format follow Alternative Format requests through AfN

45. Do not mark identity as confirmed in AfN. If the Decision Maker marks ID as proven on AfN before booking an IDV appointment, there is no activity for the IDV officer to record in AfN. The IDV officer will confirm the applicant's identity and will update this on AfN during the appointment.

National Identity Cards

46. If the applicant has applied under the European Union Settlement Scheme (EUSS) and been awarded status and has provided a National Identity Card for Identity purposes, AfN will have advised the applicant to print a CA5400D and send this in with their share code details.

This can be used to view the applicants Settled or Pre-settled status in the UK and verify identity documents.

47. If, on checking, the applicant does not have settled status, an IDV appointment to confirm identity must be booked using the process for Benefit Inspired applicants in paragraph 39 above. CAMlite is used to manage the case, as there will not be a task in AfN at this stage.

48. To check Share Code details follow the step actions below:

Step	Action
1	Access GOV.UK - https://www.gov.uk/view-prove-immigration-status (link is external)(link is external) and click Start Now
2	Enter the share code as it is recorded in the the Apply for NINo application. Note: A share code is only valid for 90 days. If the share code has expired, an error message is displayed saying it has expired and to contact the individual to generate another one.
3	Enter the applicants DOB, format as DD/MM/YYYY and continue
4	Enter your Job title and DWP and continue
5	When asked why you are checking the applicant's details, state another reason and continue
6	The applicant's status will be displayed, note the information checked in LMS, click finish and leave the service

The applicant does not have an immigration status

49. If, on checking any of the HO systems to corroborate identity, it becomes clear that the applicant does not have an immigration status, and for EUSS applicants it is not within the 40 day allowable time to appeal following the date of the HO decision, the eDCI1 must be returned to the Benefit area to understand how the applicant has passed the HRT and the case must be postponed until a reply is received.

50. If the information you find is more up to date than that held at the time of the benefit claim, the NINO application must be refused and the eDC11 returned. See Return eDC11 form, paragraph 15, within: Benefit Inspired Administration Team

51. If the applicant has been refused status and they are an EUSS applicant who has lodged an appeal or review, a NINO must be allocated as they are entitled to receive benefit until all appeal rights have been exhausted.

52. When you are confident that you have corroborated the applicant's identity and immigration status, and robust tracing actions have been completed, you can progress the application to allocate or refuse a NINO. See paragraphs 66 and 67 below.

Removal of the ID at Risk Flag in CIS/Searchlight

53. Where an applicant has already had a NINO allocated to them through the benefit inspired process and they have made a secondary application for a NINO, the ID at risk flag can be removed. This is only when ID has been provided and meets the necessary requirements for AfN.

54. The Decision Maker must check the benefit interest tab and the date for of the ID at Risk Flag being added.

55. If the date the flag has been added is 01/01/20 the flag cannot be removed as this has been flagged for other reasons. The application can be processed BAU by the DM, but the flag must remain in CIS.

56. If the applicant's identity has been proven and the flag is dated anything other than 01/01/20, the Decision Maker must send an email to requesting that the flag is removed.

The email must include the NINO, applicant's name, date of birth and the date it was identified that the flag could be removed. When the email has been sent the application can be processed BAU by the DM.

Force Allocate action in AfN

Overview

57. The creation of a National Insurance Number within CIS and the record within the HMRC system (eNIRS/NPS) will be automatically created when an allocate decision is recorded without the need for Decision Makers to manually re-enter the applicant's information.

58. NINO allocation, trace and upgrade decision letters will be sent automatically through the Gov. UK Notify service. NINO refusal decisions are sent to the applicant by email, providing an appropriate email address has been recorded on their AfN application. If no email is recorded, a refusal letter will be issued.

Note: Where the applicant has requested communications in an Alternative Format: Issue the standard letter in the normal manner and then arrange for an additional copy to be sent to the applicant in their preferred format.

To issue the letter in Alternative Format follow Alternative Format requests through AfN.

59. Accurately recording the applicant's names on CIS Searchlight is vitally important, to ensure their record is found during any future tracing activity. The difficulty often experienced is in aligning the naming conventions used in other countries, to those in the UK.

60. When the applicant's passport only has one name or, have multiple forenames and no surname or, all their names are recorded on one line with no differentiation between surname and forenames, follow the instructions 'how to record names on CIS Searchlight' below:

Applicant has one name only recorded in their passport

61. The correct process for recording one name on AfN is to record the name in the 'Surname' field and leave the 'first and middle names' section blank. AfN allows a single name to be used when creating a CIS record and no further action is required.

Note: the reason for recording the applicant's single name as a Surname, is to ensure the record can be traced. If a single name was able to be recorded on CIS Searchlight only in the Forename field, the record would be impossible to trace.

Applicant has 2 forenames and no surname recorded in their passport

62. This is mostly seen on passports where the applicant's country of origin do not use surnames. The applicant will provide their forename and a second name for example, forename is Harphool and the second name is Singh. Other examples of a second name are, Kaur, Begum. Depending on how the applicant has completed AfN, it may be necessary to amend the name fields as shown below:

Passport:

Surname – (left blank)

Forename – Harphool Singh

AfN must read:

Surname – Singh

Forename – Harphool

The applicant's names will be recorded on CIS Searchlight in this format.

63. AfN will allow all name fields to be edited. To place them in the correct format or make any necessary alterations; in the 'Application Details' page, click the 'edit' button next to the applicant's names.

64. Once the amendments have been made, click 'Next' then 'Confirm and continue'.

65. If an applicant has two or more names, you must record one of them as their surname.

Note: To assist with understanding some of the naming sequences used in different cultures, there is a section published in the NINo Instructions. For further information see, Naming conventions for NINo Operations, CFCD Investigations, Benefits/Pensions and Disability | DWP Intranet.

Recording Decision in AfN

66. Take the following action:

Step	Action
1	Check the details the applicant has input into the 'Application details' page are correct, and they match the identity document supplied.
2	<p>Update any errors such as the name, nationality, date of birth, gender, address, always lived in the UK, date of arrival, e-mail address or work status fields by selecting Edit against the information you want to update</p> <p>Correct the format of Address and Correspondence address in AfN for the data to be accepted by CIS/Searchlight. Edit address lines to remove duplicate lines, for example:</p> <p>address line 2 London</p> <p>address line 3 London</p> <p>Update document numbers if they have been incorrectly recorded</p> <p>Note: you can edit names to include hyphens within AfN</p> <p>Note: You can only edit an email address with the applicant's agreement. Any foreign letters or characters contained in the email address must not be changed.</p>
3	<p>Conduct a CIS trace before making a decision on the application to ensure there isn't a duplicate application</p> <p>Note: Keep the applicant's details held in the Searchlight fields after trace action has been completed. This will enable the NINo to be retrieved easily at a later stage in the process if it is needed for updating DRS and closing uploaded documents</p>
4	Click "Next" then "Confirm"

	Note: For British passport holders the section 'Are you satisfied the applicant has proved their identity' will have been completed by the IFT team who conduct the DET check
5	Check your answers on the 'check your answers' screen
6	Select 'Allocate', 'Trace', 'Upgrade', 'Refuse' or 'Withdraw' based on the outcome of your decision
7	Select "Confirm and close". If decision is to allocate, AfN will automatically allocate the NINo in CIS and create the eNIRS account.
8	Enter the applicant's NINo if NINo Traced or Upgraded
9	Confirm traced/upgraded accounts by selecting "Confirm and close"
10	Select a reason for refused cases from the following options: <ul style="list-style-type: none"> • No business need • Unable to prove identity • No right to work • No right to reside • Failure to respond
11	Confirm reason for refusal by selecting "Confirm and close" Note: only click "confirm and close" once
	Note: AfN will issue the appropriate decision letters through Gov. UK .Notify for allocated, traced and upgraded NINo's. Refusal decisions will be sent by email, providing a valid email address is recorded on the AfN application. If no email address has been recorded, a refusal letter will be sent. Note: Where the applicant has requested communications in an Alternative Format: Issue the standard letter in the normal manner and then arrange for an additional copy to be sent to the applicant in their preferred format. To issue the letter in Alternative Format follow Alternative Format requests through AfN

Updating DRS and closing uploaded documents

67. The completed eDCI1 must be scanned and uploaded on to DRS.

Follow instructions: Upload a document to DRS

Take the following action on DRS:

Step	Actions
1	Retrieve the newly allocated NINo by using the retained applicant details held in the Searchlight fields from your previous traces
2	Copy the NINo from the CIS record
3	Paste the NINo into the NINo field. Make any amendments, if required, to the applicant's name/DOB. Click 'Update'
4	Click 'Update' then click 'Update Metadata'. The NINo will appear alongside the documents
5	<p>Click 'Close Documents' then 'Close Documents' again. A message will appear to confirm the documents will be closed. If an error message is received, advising that the documents cannot be closed, make a note of the AfN reference number and try again later.</p> <p>Note: If the NINo application has been refused, but there are documents uploaded on DRS, they will still need to be closed.</p> <p>Note: Documents will be retained on DRS for 3 years if a NINo has been allocated and 14 months if a NINo has been refused.</p>

eNIRS action

68. The creation of a new National Insurance Number within CIS and the record within the HMRC system (eNIRS/NPS), will be automatically created when an allocate decision is recorded in AfN without the need for

Decision Makers to manually re-enter the applicant's information. If a NINo is traced or upgraded for an applicant and there is not an existing eNIRS record, action must be taken to create and register the NINo on NPS.

69. Take the following action:

	<p>Please Note: these step actions are only to be used for traced or upgraded NINo cases where an eNIRS account is not already maintained, or for clerical/non AfN cases</p> <p>If you do not have eNIRS access please check your local process</p>
Step	Action

1.	Open eNIRS from your Start menu – found under NIRS 2 then eNIRS-AZ
2.	Select Adult Registration Update Application
3.	Use Ctrl C, Ctrl V to copy and paste the NINo from CIS/Searchlight, do not enter manually to reduce the risk of errors.
4.	Enter the NINo in the blank box, select submit NINo.
5.	If Account does not exist is displayed, select OK and a new NIRS record will need to be created. If an account already exists, exit eNIRS without making any amendments
6.	Exit to eNIRS homepage and select Click here to enter the Adult Registration Application
7.	A screen showing your resource group will be displayed, select OK
8.	Enter the NINo in the blank box on the Adult Registration page, select Submit
9.	The CIS trace results will be populated from CIS/Searchlight. Check the details displayed match those of your applicant. If all correct select Registration. If incorrect applicant details have been pulled through, cancel out of eNIRS and check the NINo.
10.	Enter the applicant's Date of Entry as given on their application. If the applicant states they entered the UK prior to their 16th birthday or that they have lived in the UK all their life, input their date of entry as their 16th birthday. Select Complete Registration. Note: If you enter the date of entry incorrectly and have submitted this information a form CA5401B will need to be completed and submitted to correct the date
11.	Account Registered Successfully will be displayed, select OK. A message asking if you want to close the tab appears, select YES. The eNIRS home page will be displayed.

12.	Select the Adult Registration Update Application, click OK on the resource group page.
13.	Paste the NINo in the blank box, select submit NINo.
14.	<p>If dealing with a single name case go to step 18.</p> <p>If the applicant has recorded previous names on their application, or it is evident from documentation provided by them that they have used previous names, the previous names must be entered manually in eNIRS. This is called Second Day name action. For further information see second day action</p> <p>Note: these actions are only to be used for traced or upgraded NINo cases where an eNIRS account is not already maintained, or for clerical/non AfN cases</p> <p>Unadopted married names are used for tracing purposes only and must not be recorded in Searchlight or eNIRS.</p>
15.	Select any of the blue hyperlinks.
16.	Overtyping the name details as appropriate using the oldest historic name held on Searchlight.
17.	<p>Select Update and OK.</p> <p>Note: This process must be repeated each day until all names are captured in eNIRS</p>
18.	<p>If the applicant has advised a correspondence address on their application, the correspondence address will need to be input manually.</p> <p>Note: these actions are only to be used for traced or upgraded NINo cases where an eNIRS account is not already maintained, or for clerical/non AfN cases</p> <p>If no correspondence address, go to step 23.</p>
19.	Access Address screen, select insert.
20.	Change address type to Correspondence – DWP office care of addresses must never be recorded in eNIRS.

21.	Complete address boxes – the start date is always today's date.
22.	Select Update and OK.
23.	Select the 'Migrant Worker' tab in the applicant's eNIRS record
24.	<p>Add the Surname at birth in the Birth Details section (as indicated on their application).</p> <p>Note: If only one surname is given on their application, enter that name. If it is evident from their application, or from their documentation provided, that their surname at birth was different, enter their surname at birth. We do not need to contact the applicant to check.</p> <p>Note: these actions are only to be used for traced or upgraded NINo cases where an eNIRS account is not already maintained, or for clerical/non AfN cases.</p>
25.	In the 'Birth Details' section amend the 'Country' box by clicking on the drop-down menu and select 'NOT YET RECORDED', this will auto populate the box to the left with 249. This will be the same for all applicants.
26.	<p>In the 'Personal Details' section, click on the Nationality drop-down menu and select the applicants correct Nationality, the nationality code will auto populate the box to the left. Select Update then OK.</p> <p>Note: An applicant with a Hong Kong Special Administrative Region, People's Republic of China passport, known as a HKSAR passport, might choose to record their nationality on AfN as Hong Kong, even though their passport would state they are Chinese.</p> <p>The DM must record the applicant's nationality on eNIRS as Hong Kong.</p> <p>Note: The DM will be unable to record British National (Overseas) (BN(O) as a nationality on eNIRS</p>
27.	Select the 'Liability tab' and select 'Add Liability'
28.	Enter the applicants date of entry into the UK, as advised on their application, into the 'end date' of the liability field. If their date of entry is on or before their 16th birthday or they have selected Yes they have lived in the UK all of their life, then enter their 16th birthday as their date

	<p>of entry and do not record any liabilities. This will alert HMRC that the applicant is liable for tax purposes in the UK where applicable.</p> <p>Note: If applicant is over State Pension age, do not record any liabilities</p>
29.	<p>In Office no. box enter 2106 for Isle of Wight NC or 4061 for Glasgow Decision Making Site.</p> <p>Note: Please use one of the numbers above if you are processing the application from a different site.</p> <p>Any errors made with the information input into eNIRS can be amended by clicking on the appropriate hyperlinks and re-adding the correct information apart from the original date of entry input on the Adult Registration page, when a CA5401B must be completed with the correct date of entry and submitted.</p>
30.	Select Submit
31.	Select black cross at top right-hand side to close eNIRS.
32.	Close eNIRS browser.

Return the eDCI form

71. Follow instructions to return the eDCI form. See Return eDCI1 form, paragraph 15, within: Benefit Inspired Administration Team

Local Authority DCI1 action

72. These are dealt with the same way as eDCI1 forms, and the DCI1 can be returned electronically to Local Authorities who use a gov.uk email address. If the Local Authority email address is outside the list of trusted networks, you cannot reply to them electronically, you will need to print and return the form by post.

Benefit Inspired application for a NINo eDCI1 process

Background

1. If a applicant claims benefit they, and their partner if they have one, must have a National Insurance Number (NINo). This includes the NINo requiring an upgrade. Before a NINo application can be considered, the applicant's entitlement to benefit must be established.

2. If the applicant has an appointee, the details must be included in the submission on the eDCI1 form, including a copy of the BF56. If the applicant has an existing NINo that requires upgrading and the details of the appointee are recorded in the 'Relationship History' tab, then this can be accepted as evidence of the appointeeship, in the absence of a BF56. If the appointee box is ticked on the eDCI1 and the BF56 is not attached, then the eDCI1 must be returned and the benefit area returns with a completed BF56.
3. A phone call maybe required to customers as part of the DCI1 process. As a means to establish that the person on the call is the person having made the claim to Benefit, a Biographical Test will be completed. This will consist of 6 questions taken from information on the Benefit application and the Habitual Residence Test (HRT) and must be detailed in the further information box.
4. Check eDCI1 for correct completion, including confirmation that entitlement to benefit has been established. The eDCI1 must have 6 questions and answers in the further information box which must be used to corroborate the applicant if an outbound call is required as part of the NINo Application process. If the eDCI1 has not been completed properly, and does not contain the 6 biographical questions, the form must be returned to the sender for correction.
5. The benefit site is responsible for making sure that the return email address is the correct DWP address or a reply cannot be sent.
6. An eDCI1 must also be completed for missed juveniles, applicants aged under 20.
7. Benefit teams will email an eDCI1 to the Admin team (link sends e-mail)(link sends e-mail). The team leader distributes emails to team members.
8. An eDCI1 can also be received from HM Revenue and Customs (HMRC) and local authorities. You may also receive an eDCI1 form where an Applicant is entitled to a Scottish Government Grant/Allowance. These applications must be treated as Benefit Inspired applications.

Benefit Inspired Applications - Administration Team actions

Background

1. eDCI1 forms are completed by the relevant benefit area, following an application for a benefit. These forms are sent electronically into the Administration Team DCI1 inbox in Glasgow.
2. The Administration Team Leaders distribute the work to the Administration Officers for progressing.
3. The Admin Officer will check the eDCI1, to ensure all the required information is completed on the form. If any necessary information is missing, the form must be returned to the relevant benefit area for further completion.

See: Return eDCI1 form

4. If all required information is completed on the eDCI1 form, follow the actions below.

Tracing for a NINo

5. Specialist tracing actions must be completed by the Administration Officer see: CIS Tracing and Upgrade Actions in Searchlight.

6. There are six possible outcomes:

- Trace found and confirmed, eNIRS record exists
- Trace found and confirmed, requires the creation of an eNIRS record
- Trace found but NINo requires upgrading eNIRS record exists
- Trace found but NINo requires upgrading and the creation of an eNIRS record
- Potential trace, further information required to confirm or discount trace
- No trace of NINo. An AfN application is needed

NINo traced and fully verified

7. If a NINo has been traced on Searchlight the verification level must be checked. Take the following actions:

Step	Action
1	Access CIS record for applicant and check the NINo verification level recorded in the Personal Details section.
2	Check the Verification Level – if it is Qualified or Not Verified the verification level will need to be upgraded (see paragraph10). If the NINo is Verified, you must access the eNIRS system and enter the NINo to confirm an eNIRS record exists. If eNIRS states 'Record not found', you must create one. See paragraph 14 Note: The Interests section can sometimes be unreliable and show a record as being on NIRS, when it isn't. The only way to ensure an eNIRS record exists, is by entering the NINo in the eNIRS system to check.
3	Complete and send a CIS500, if personal data needs to be updated or the date of birth is not verified Go to: CIS Data amendment forms and select CIS500. Note: Do not update or insert the applicant's telephone number or email address on the CIS500 Upload the CIS500 to DRS as evidence of it being completed and sent. Instructions on how to upload documents to DRS can be found here: Upload a document to DRS

8. If the traced NINo is Verified and eNIRS maintained, record the NINo on the eDCI1 and return it to the originating benefit section. See paragraph 15
NINo traced, not verified - requires upgrading

9. The Admin Officer must upgrade the applicant’s NINo where the applicant either:

- has a Child Reference Number (CRN) on CIS and the Verification Level is Not Verified
- has a NINo on CIS and the Verification Level is Qualified.

10. If the NINo Verification Level is Not Verified then the NINo requires upgrading action in Searchlight by taking the following actions:

Step	Action
1	To Upgrade the verification level to Verified in Searchlight, click the blue “Change” hyperlink then the green “Submit” button. The NINo will show as verified after this has been done.
2	Confirm e-NIRS account exists, if not create and register the account in eNIRS by following actions in paragraph 14 below.
3	Complete and send a CIS500, if personal data needs to be updated or the date of birth is not verified Note: Do not update or insert the applicant’s telephone number or email address on the CIS500 Upload the CIS500 to DRS as evidence it has been completed and sent. For information on how to upload documents to DRS follow Upload a document to DRS

11. If a potential traced NINo is found, but further information is required to confirm or discount the trace, take the following actions:

Step	Action
1	Attempt to call the applicant to request information such as: <ul style="list-style-type: none"> • Previous addresses in the UK • Parents/siblings names and dates of birth/ages

2	If it has not been possible to contact the applicant, call the originating benefit area, and ask for any other information they may hold regarding the applicant
3	Use any information gathered and check Searchlight, or other systems, to confirm or discount the possible trace Note: If contact is made with the applicant and the NINo confirmed using information supplied, complete a telephony template, detailing the conversation, and upload it to DRS, as an audit trail. For information on how to upload a document to DRS, follow Upload a document to DRS
4	If it has not been possible to gather any information after following the steps above, an SMS must be sent to the applicant inviting them to apply for a NINo ; see NINo not traced

NINo not eNIRS maintained

12. The creation of a new National Insurance Number within CIS and the record within the HMRC system (eNIRS/NPS), will be automatically created when an allocate decision is recorded in AfN without the need for Decision Makers to manually re-enter the applicant's information.

13. If a NINo is traced or upgraded for an applicant and there is not an existing eNIRS record, action must be taken to create and register the NINo on NPS.

14. Take the following actions:

	Please Note: these step actions are only to be used for traced or upgraded NINo cases where an eNIRS account is not already maintained, or for clerical/non AfN cases If you do not have eNIRS access please check your local process
Step	Action
1.	Open eNIRS from your Start menu – found under NIRS 2 then eNIRS-AZ
2.	Select Adult Registration Update Application
3.	Use Ctrl C, Ctrl V to copy and paste the NINo from CIS/Searchlight, do not enter manually to reduce the risk of errors.
4.	Enter the NINo in the blank box, select submit NINo.

5.	<p>If Account does not exist is displayed, select OK and a new NIRS record will need to be created.</p> <p>If an account already exists, exit eNIRS without making any amendments</p>
6.	Exit to eNIRS homepage and select Click here to enter the Adult Registration Application
7.	A screen showing your resource group will be displayed, select OK
8.	Enter the NINo in the blank box on the Adult Registration page, select Submit
9.	The CIS trace results will be populated from CIS/Searchlight. Check the details displayed match those of your applicant. If all correct select Registration. If incorrect applicant details have been pulled through, cancel out of eNIRS and check the NINo.
10.	Enter the applicant's Date of Entry as given on their application. If the applicant states they entered the UK prior to their 16th birthday or that they have lived in the UK all their life, input their date of entry as their 16th birthday. Select Complete Registration.
	Note: If you enter the date of entry incorrectly and have submitted this information a form CA5401B will need to be completed and submitted to correct the date
11.	Account Registered Successfully will be displayed, select OK. A message asking if you want to close the tab appears, select YES. The eNIRS home page will be displayed.
12.	Select the Adult Registration Update Application, click OK on the resource group page.
13.	Paste the NINo in the blank box, select submit NINo.
14.	If dealing with a single name case go to step 18
	If the applicant has recorded previous names on their application, or it is evident from documentation provided by them that they have used

	<p>previous names, the previous names must be entered manually in eNIRS. This is called Second Day name action. For further information see see Second day action action</p> <p>Note: these actions are only to be used for traced or upgraded NINo cases where an eNIRS account is not already maintained, or for clerical/non AfN cases</p> <p>Unadopted married names are used for tracing purposes only and must not be recorded in Searchlight or eNIRS.</p>
15.	Select any of the blue hyperlinks.
16.	Overtyping the name details as appropriate using the oldest historic name held on Searchlight.
17.	Select Update and OK.
	Note: This process must be repeated each day until all names are captured in eNIRS
18.	If the applicant has advised a correspondence address on their application, the correspondence address will need to be input manually.
	Note: these actions are only to be used for traced or upgraded NINo cases where an eNIRS account is not already maintained, or for clerical/non AfN cases
	If no correspondence address, go to step 23.
19.	Access Address screen, select insert.
20.	Change address type to Correspondence – DWP office care of addresses must never be recorded in eNIRS.
21.	Complete address boxes – the start date is always today’s date.
22.	Select Update and OK.
23.	Select the ‘Migrant Worker’ tab in the applicant’s eNIRS record

24.	<p>Add the Surname at birth in the Birth Details section (as indicated on their application).</p> <p>Note: If only one surname is given on their application, enter that name. If it is evident from their application, or from their documentation provided, that their surname at birth was different, enter their surname at birth. We do not need to contact the applicant to check.</p> <p>Note: these actions are only to be used for traced or upgraded NINo cases where an eNIRS account is not already maintained, or for clerical/non AfN cases.</p>
25.	<p>In the 'Birth Details' section amend the 'Country' box by clicking on the drop-down menu and select 'NOT YET RECORDED', this will auto populate the box to the left with 249. This will be the same for all applicants.</p>
26.	<p>In the 'Personal Details' section, click on the Nationality drop-down menu and select the applicants correct Nationality, the nationality code will auto populate the box to the left. Select Update then OK.</p> <p>Note: An applicant with a Hong Kong Special Administrative Region, People's Republic of China passport, known as a HKSAR passport, might choose to record their nationality on AfN as Hong Kong, even though their passport would state they are Chinese.</p> <p>The DM must record the applicant's nationality on eNIRS as Hong Kong.</p> <p>Note: The DM will be unable to record British National (Overseas) (BN(O) as a nationality on eNIRS</p>
27.	<p>Select the 'Liability tab' and select 'Add Liability'</p>
28.	<p>Enter the applicants date of entry into the UK, as advised on their application, into the 'end date' of the liability field. If their date of entry is on or before their 16th birthday or they have selected Yes they have lived in the UK all their life, then enter their 16th birthday as their date of entry and do not record any liabilities. This will alert HMRC that the applicant is liable for tax purposes in the UK where applicable.</p> <p>Note: If applicant is over State Pension age, do not record any liabilities</p>

29.	<p>In Office no. box enter 2106 for Isle of Wight NC or 4061 for Glasgow Decision Making Site.</p> <p>Note: Please use one of the numbers above if you are processing the application from a different site.</p> <p>Any errors made with the information input into eNIRS can be amended by clicking on the appropriate hyperlinks and re-adding the correct information apart from the original date of entry input on the Adult Registration page, when a CA5401B must be completed with the correct date of entry and submitted</p>
30.	Select Submit
31.	Select black cross at top right-hand side to close eNIRS.
32.	Close eNIRS browser.

Return eDCI1 form

15. Take the following actions:

Step	Action
1	Access the DCI1 folder within Sharepoint.
2	<p>Search for the eDCI1 using the applicant's surname and date of birth</p> <p>Note: If a NINo has been traced/upgraded, there will not be an eDCI1 form saved in the folder, or an LMS record. The eDCI1 must be returned and a copy uploaded to DRS</p> <p>Follow instructions: Upload a document to DRS</p>
3	Open applicant's eDCI1.
4	Check that applicant's details are accurate.
5	Complete the eDCI1 with applicant's NINo if appropriate.
6	Select the appropriate decision from the NINo Decision dropdown list.
7	This automatically populates the NINo Reason Code box.

8	Enter any relevant comments to the Free Text box.
9	Enter today's date in the suggested format.
10	Select Email form back to originating office.
11	Select OK and then Allow.
12	Select Send.
13	Close the email.
14	Upload a copy of the eDCI1 form to DRS. See Upload a document to DRS

NINo not traced

16. Check eDCI1 completion, make sure that benefit entitlement has been established and carry out Atlas/CRS checks to corroborate the applicant's immigration status.

17. If the applicant requires an Appointee, the benefit team must take the necessary action to decide if an appointee is appropriate for the Applicant and provide the appointee with confirmation of Appointeeship with form BF57 to confirm they have appointee status.

Note: The benefit team must complete the appointee form BF56 for their own records and provide a copy of this with the eDCI1 referral.

18. If the applicant has additional needs and is unable to complete the application online, for UC applications this can be highlighted by the UC Phone Claim dropdown on the eDCI1, for other benefit areas this should be detailed in the notes box.

You must call the applicant and complete the application over the phone. See screening questions in paragraph 33 below.

19. If a mobile number has been provided, an SMS will be sent inviting the applicant to apply for a NINo online, using Apply for a NINo. If a landline number has been provided, a call must be made to the applicant to establish if they have a mobile number the SMS can be sent to.

If no mobile number is available, a letter must be sent to the applicant with a link to apply for a NINo online. If the Welsh Language Version Required has been set to 'Yes' on the eDCI1 the Welsh language version of the SMS or letter will need to be issued.

20. If no telephone number is present, contact should be made with the benefit area and a telephone number for the applicant should be obtained by them. If no number is available after further contact, a letter must be sent to

the applicant asking them to apply and the eDCI1 moved to the relevant subfolder.

The letter is listed on the Customer Content Portal as the NINOL009(link is external). Any additional evidence that is requested/received from Other Government Departments (OGD) or the applicant must be uploaded to DRS if it supports the decision to allocate or refuse a NINo.

For further information see: Upload a document to DRS

SMS to Applicant

21. If a mobile number is present, and no additional needs are identified, an SMS should be sent using the text messaging application.. The template is called 'NINo Benefit Inspired URL Invite' and reads:

You recently claimed a benefit. We can only pay your benefit if you have a National Insurance number.

To apply for a National Insurance Number please click the link below:

Apply for a National Insurance number – GOV.UK (apply-national-insurance-number.service.gov.uk)

Complete your application within 48 hours if possible. Do not share this link with anyone.

If you cannot apply online, please call 0800 141 2079 or use the textphone number 0800 141 2438.

22. The actioned eDCI1 must be saved into the subfolder for review after 48 hours. The subfolders are titled 'eDCI1' for normal benefit applications or 'Ukrainian Crisis eDCI1' for applications from Ukrainian crisis and the eDCI1 must be saved with the applicant's surname and date of birth

AfN completion Checks

23. After 48 hours of the initial SMS being sent to the applicant these folders must be checked. The Admin Officer must search AfN using the document reference on the eDCI1 to see if the applicant has completed an application. If no document reference number is available on the eDCI1 form, check Atlas for a passport number.

24. If a letter has been sent, then this check must be done after 5 working days.

25. If this results in multiple search results, these will be displayed in chronological order, with the most recent AfN application at the top. The Decision Maker will action any multiple applications in line with their instructions.

26. If the applicant has not completed the process at this time, an outbound call must be made to establish the reason for this, and if additional support is required.

Outbound call procedure

27. When calling the applicant, introduce yourself and follow Identity Verification for DWP for outbound telephony standards. Use the 6 Biographical questions and answers supplied to complete identity verification. This standard applies as there has been no previous verification of the telephone details, therefore it must be treated as a first call. If this is not convenient, or the Applicant needs time to obtain support from a Representative, or you are calling an Appointee, arrange a convenient time to call them again.

Identify if the applicant requires an interpreter. If so, consider using DA Language Services'. (link is external) for support on the call.

28. If the Applicant fails the Biographical questions, then the call must be terminated and the eDCI1 returned to the sender to confirm correct details have been provided.

29. If the applicant has not been able to complete their application due to time, advise them of the importance of completing it through AfN as soon as possible, as not doing so could delay their benefit payment. If you are speaking to a representative, ask them to inform the applicant of this.

30. Establish whether the applicant has not completed their application due to digital issues. If this is the case, ask whether they could use Citizens Advice, a library or seek help from friends and family.

31. Explain that using the document upload process will help to progress their application quicker and will remove the need for an IDV appointment.

32. If the applicant is not able to use AfN and cannot use any of the measures listed above then the agent should establish whether the applicant would benefit from having their AfN application completed over the phone

33. A series of knockout questions must be asked to determine whether the applicant qualifies for this service:

- Who made or how did you make your initial application for benefit? Can this person help you further?
- Do you have access to the internet?
- Are you capable of using the internet?
- Do you have somebody that could support you through the application? (Friend, relative, carer?)
- Do you require the use of an interpreter? (This could be for language or disability reasons)

34. If it is established, after asking all the knockout questions, that the applicant requires assistance, the agent will support the applicant through the application process whilst on the phone.

35 As the applicant is unable to complete document upload, an IDV appointment will still be required. Please see instructions if applicant is unable to use Document Upload

36. If the applicant has no issues preventing them from making their application through AfN, ask them if they still have the original SMS to access the link. If

they don't the following SMS, from the Text Messaging Application, must be sent. 'NINo Benefit Inspired Reminder URL invite' and will read:

Important reminder. You must apply for a National Insurance number urgently. If you do not apply within the next 48 hours, your benefit payments will be delayed.

Apply by visiting [Apply for a National Insurance number – GOV.UK \(apply-national-insurance-number.service.gov.uk\)](https://apply-national-insurance-number.service.gov.uk)
Do not share this link with anyone.

If you cannot apply online, please call 0800 141 2079 or use the textphone number 0800 141 2438.

No answer from applicant on outbound call

37. If the applicant does not answer, the following SMS, from the Text Messaging Application must be sent. 'NINo Benefit Inspired Reminder URL invite' and will read:

Important reminder. You must apply for a National Insurance number urgently. If you do not apply within the next 48 hours, your benefit payments will be delayed.

Apply by visiting [Apply for a National Insurance number – GOV.UK \(apply-national-insurance-number.service.gov.uk\)](https://apply-national-insurance-number.service.gov.uk)
Do not share this link with anyone.

If you cannot apply online, please call 0800 141 2079 or use the textphone number 0800 141 2438.

38. The eDCI1 must then be moved into the relevant subfolder within SharePoint for 48 hour follow up action.

39. After 48 hours this folder must be checked and, using the document reference on eDCI,1 a search must be conducted on AfN. If no document reference number is available on the eDCI1 form, check Atlas for a passport number.

If the applicant has not completed their application, the eDCI1 must be returned to the benefit area. See: Return eDCI1 form, paragraph 15.

If applicant is unable to use Document Upload

40. If you have identified an applicant has opted out of, or document upload has not been used, then arrangements must be made to verify the applicant's identity.

41. The applicant's identity can be verified through the postal route or at an IDV appointment. If an applicant has their identity verified through the postal route, then a CA5400D must be sent to the applicant, or they must be advised to print one from AfN.

The applicant must be asked to complete the CA5400D and send it back as soon as possible to the Mail Opening Unit (MOU). The CA5400D must be printed from the AfN Service by clicking 'Apply Now' and scrolling to the bottom of the page, accessing the 'download replacement CA5400D' in the shaded box.

42. Use of the digital platform must be encouraged to provide the best service for applicants.

43. A call must be made to the applicant, using the Outbound Call Procedure in paragraph 27 above, if an IDV appointment is required, or if the applicant has incorrectly completed AfN. If the applicant has the correct documentation, they must be given the option to continue with their current application and attend the IDV appointment, or submit a new application through AfN.

44. If the applicant would prefer to make a new AfN application they must be advised that their current application will be withdrawn. For instructions on how to withdraw an application in AfN see Withdraw AfN application. In this circumstance, the application can only be withdrawn with the applicant's consent.

45. If an IDV appointment is required, the Glasgow Team will create an LMS record for the applicant then send the case to the local site EO Team Leader by email. The Team Leader will arrange the IDV appointment with the applicant. The list of sites and leads are found here: NINO IDV EO Team Leaders([link is external](#))([link is external](#))

Note: In exceptional circumstances, if the applicant would have difficulty travelling to an IDV site, it may be possible to liaise with the sender of the eDCI1 to establish whether a more local Job Centre would be appropriate.

46. Appointments will aim to be conducted within 72 hours for example, 3 working days.

47. The site will then arrange for the applicant's IDV appointment using local sites, if appropriate.

48. Benefit Inspired applicants will be given priority in IDV appointments.

49. The site will arrange an IDV appointment and conduct the IDV using IDV appointment for benefit inspired applications instructions.

50. Benefit Inspired applicants are allowed two attempts to attend their IDV appointment. If they do not attend the first, they must be contacted by the IDV site to arrange a second appointment.