

Spotlight on: What to do if the claimant doesn't have a NINO

Background

If a person wants to claim Universal Credit but does not have a NINO they should be advised to complete their Universal Credit claim as soon as possible.

They should not be told to arrange their own NINO appointment via the NINO Contact Centre/ Employment route.

Refer also to the **Spotlight on Check CIS to-do**

Claimant does not have a NINO

If there is no trace of a NINO for the claimant in CIS (Searchlight), after a specialist trace has been completed, an eDCI1 form must be completed and sent to **glasgowndc**

The eDCI1 can be found in the Resources section of Universal Learning.

The eDCI1 must be issued as soon as possible unless there is an outstanding Habitual Residency Test decision

How to complete the Benefit Inspired NINO Application Request form

The Benefit Inspired NINO Application Request form (eDCI1) will mostly auto-populate in this scenario.

The following still need to be completed as highlighted:

- Complete basic claimant information
- Contact number
- Service Centre email address - **not your own personal email address**
- Sex
- Entitled to benefit - select 'Yes' otherwise a NINO will not be allocated. You can't apply for a NINO if you are not eligible for benefit or working
- Partner of benefit claimant
- Is there an appointee for the applicant?
- Click email to Glasgow NINO Centre

The eDCI1 is designed to request a NINO for a single customer. A separate eDCI1 form must be sent for each customer requiring a NINO.

The Glasgow DCI1 team will notify Universal Credit of the NINO when allocated via the originating Service Centre inbox.

Any eDCI1s showing a personal DWP email address will not be accepted.

An entry should be placed in the claimant journal stating:

'A request has been sent to the NINO allocation office for them to commence the process for you to be allocated a National Insurance number. You will be contacted by them directly to attend an interview. Once you have been allocated a National Insurance number you must tell us so your claim can proceed'

Action after completion of eDCI1

Once the claimant provides their NINO it must be entered into the 'Record national insurance number' to-do and then the 'Check CIS' to-do is completed as normal.

When sending an eDCI1, the NINO process can take up to 14 working days.

If a reply is not received within 14 days, a follow up enquiry must be emailed to JCP
Glasgow NDC DC11 ADMIN