

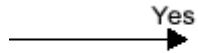
# SNAP Guidance

## Essential Actions

Error identified at Central Control Unit



Can error be resolved at CCU?



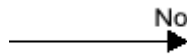
Yes

[Take appropriate action](#)



No

Will the customer need recalling?



No

[Take appropriate action](#)



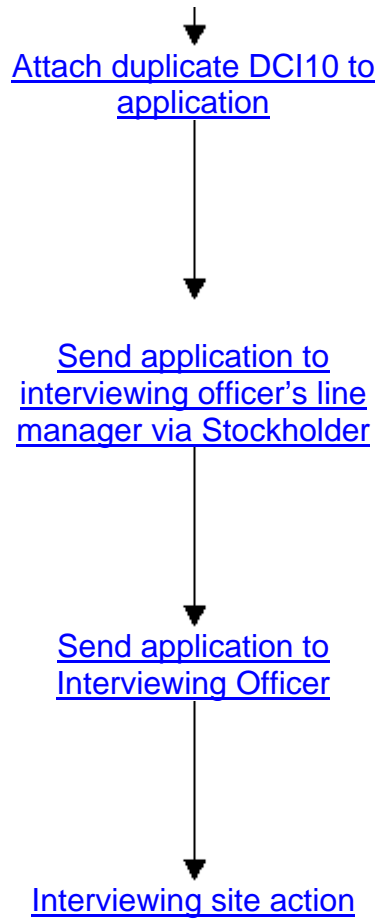
Yes

[Record rework required on Labour Market System](#)

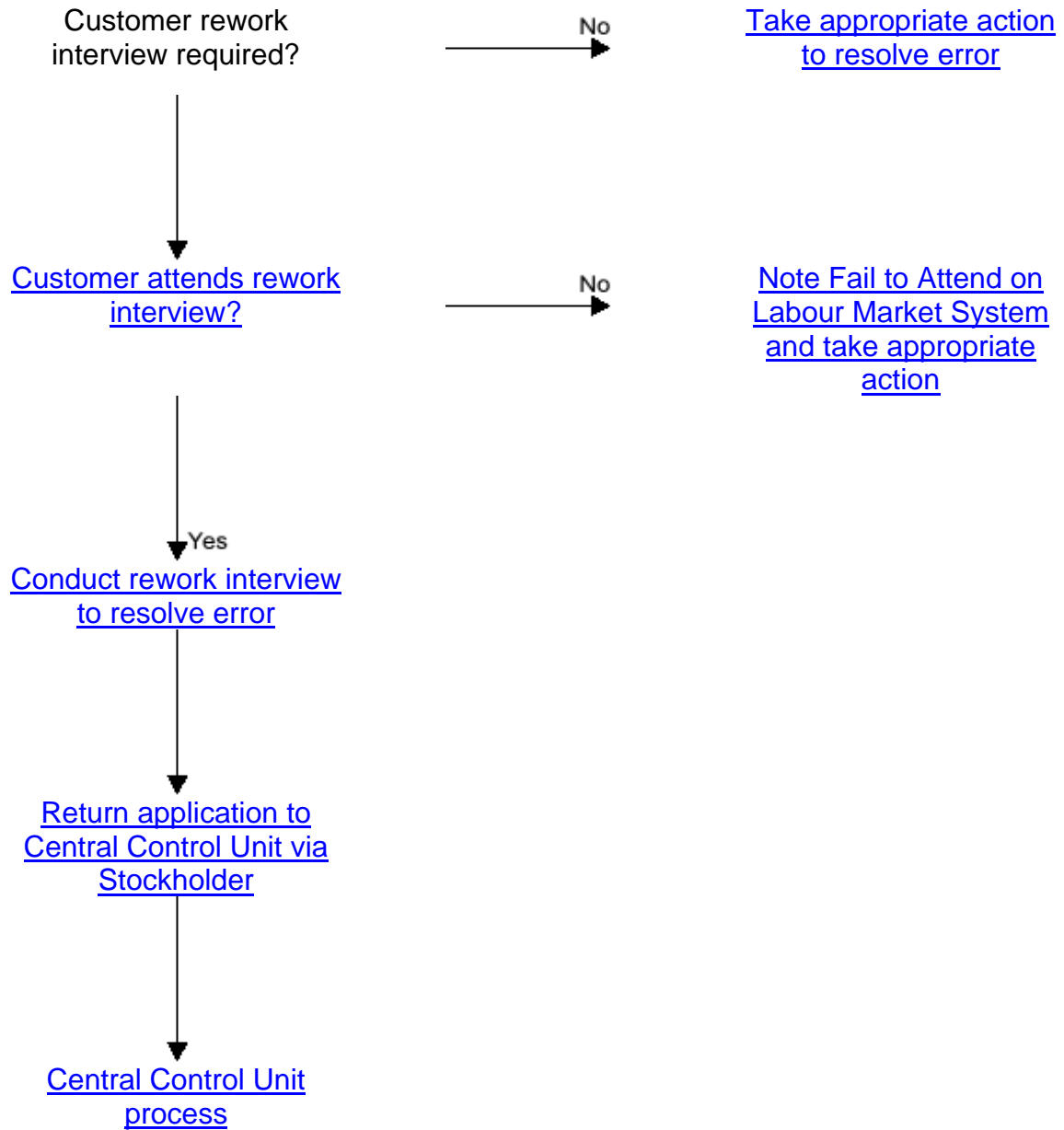


[Contact customer and book re-work interview](#)





## Interviewing Site action



## Supporting information

### Error identified at Central Control Unit (CCU)

1. If any errors are identified either:
  - by the CCU prior to National Insurance Number (NINO) allocation, or;
  - by [HM Revenue and Customs National Insurance Registrations](#)determine if the error [can be resolved by the CCU](#).

### Error can be resolved at CCU

2. It may be necessary to contact the customer in order to resolve the error. The CCU Process Team officer should decide how the error should be resolved. If the error can be resolved over the telephone check if the customer has a telephone number recorded on form [CA5400](#), form DCI1 or Labour Market System (LMS).
3. If the error cannot be resolved over the telephone or the customer does not have a telephone number [contact the customer by post](#).

### Customer has a telephone number

4. If the customer has a phone number, try and contact the customer and request the information required to resolve the error. Make two attempts to contact the customer within one working day. If Language Line is required to support the customer during the call, and there are no staff within the CCU with the required language skills, contact [Language Line](#) whilst the customer is on the phone or call back as advised by Language Line if they are not immediately available. .

**Note:** If attempts to contact the customer are unsuccessful, record in LMS Conversations.

### Customer does not have a phone number

5. If customer does not have a phone number recorded or the customer cannot be contacted after the two attempts, contact the customer by post.

### Contact the customer by post

6. If the error is to be resolved by post, write to the customer clearly explaining what is required and b/f the case for the reply. Once a reply has been received continue with [CCU action](#)

### Customer does not need recalling

7. If the error cannot be resolved at the CCU and the customer **does not** need recalling take the following action to return the application to the interviewing site:  
 8. Record in LMS that more information is required:

Step	Action
1	Access LMS and <a href="#">retrieve the client record</a> ;
2	Access the completed interview record. Click 'IntHist' button;
3	Click 'NActn' and select 'More information required'
4	Click 'App Notes' and record what information is required;
5	Once recorded, close the interview record;
6	Send the application to the interviewing site

### Send the application to the interviewing site

9. The CCU should arrange to return the application to the original interviewing site via the interviewing officer's line manager. Transfer the [CA5400](#) and supporting documents securely:

- using a blue pouch and a numbered security tag;
- enclose [EF413 receipt](#) completed in triplicate with details of the total numbers of forms contained within the pouch

10. The stockholder must:

- retain one copy of the [EF413 receipt](#);
- ensure that two copies of [EF413 receipt](#) accompany the documents being transferred;
- ensure one copy of [EF413 receipt](#) is returned by each receiving officer

11. On receipt at the interviewing site the stockholder must:

- Open the blue pouch after removing the security tag;
- Acknowledge receipt of [form CA5400](#) on [EF413 receipt](#);
- Send [EF413 receipt](#) back to originating stockholder.
- Forward the application to the interviewing officer's line manager to note rework required.

## Customer needs recalling

12. If the error cannot be resolved and the customer needs recalling in order to resolve the error, record rework required on LMS, [contact the customer and book a rework interview](#).

13. To record rework required on Labour Market System (LMS) take the following action;

**Note: LMS refers to Evidence of Identity (EOI) interviews only however, for employment inspired applications this interview is also used for evidence of “right to work”**

Step	Action
1	Access LMS and <a href="#">retrieve the client record</a> ;
2	From the 'View client details' window click on the 'IntHist' button. The 'Intervention History' window displays;
3	Highlight the EOI interview and click the 'Detail' button. The 'Completed interview' window displays;
4	Click on the 'NAtn' button. From the sub window highlight 'Rework required' and click 'Select' button. The new action will be added to the list on the 'Completed interview' window Note: Make a note of the details held in the 'Int Location' and 'By' fields as these will be needed for when the rework interview is booked;
5	Click on 'Save' button. Message displays 'Interview record saved successfully.' Click OK'
6	Click on the 'Close' button to close the 'Completed Interview' window;
7	Click on the 'Close' button to close the 'Intervention History' window;
8	<a href="#">Create a new Conversation</a> in LMS and record what rework is required.
9	<a href="#">Contact the customer and book rework interview</a>

## Contact customer and book rework interview

### Customer has phone number

14. If the customer has a phone number recorded on form DCI1, [CA5400](#) or Labour Market System (LMS), try and contact the customer. Make two attempts to contact the customer within one working day.

15. If Language Line is required to support the customer during the call and there are no staff available within the Central Control Unit (CCU) with the required language skills, contact [Language Line](#) whilst the customer is on the phone or call back as advised by Language Line operator.

**Note:** if attempts to contact the customer are unsuccessful, [record in LMS conversations](#).

### Customer does not have a phone number

16. If the customer:

- does not have a phone number recorded on forms DCI1, [CA5400](#) or LMS or;
- cannot be contacted after two attempts

[book a rework interview](#) without speaking to the customer.

### Book a rework interview

17. Take the following action to book a rework interview:

**Note:** [LMS refers to Evidence of Identity \(EOI\) interviews only however, for employment inspired applications this interview is also used for evidence of “right to work”](#)

Step	Action
1	From 'View Client Details' window, click on 'NewInt' hotspot;
2	'Create Appointment' window display Click on 'Browse' hotspot to the right of 'Appt Type';
3	'Appointment Type Browser' window displays. Scroll down list to find 'NINO Allocation Evidence of Identity';
4	To open the list of EOI appointment types, select the plus (+) next to 'NINO EOI Evidence of Identity';
5	Highlight specific EOI <b>rework</b> appointment type required. <b>Note:</b> this should correspond to the original EOI appointment type, e.g. Employment, Benefit, Centralised Bfts or Tax Credits;
6	Click the 'Select' button. This closes the 'Appointment Type Browser' and returns to the revised 'Create Appointment' window;
7	If required, enter the earliest date and time the customer can attend an interview and the latest finish time they require;
8	Identify if <a href="#">Interpreter required</a> ;
9	The appointment must be booked to the original interviewing site and should be booked to the same interviewing officer if possible;
10	Click 'Office' hotspot and the 'Office/Location' Browser' window displays;
11	Click 'Close' button to close the 'Office/Location Browser' window. Note: do not select an office from this window. The 'Create Appointment' window re-displays. 'Office/Loc' field will display the original interviewing office details;
12	Click on 'Browse' hotspot to the right of the 'Team/Adviser' field.

	'Adviser/Team' browser is displayed;
13	To open the list select 'plus' symbol (+) next to team name. Click 'Select' button;
14	Highlight the particular adviser and click 'Select' button;
15	The selected team/adviser will be displayed on the 'Create Appointment' window;
16	Click 'Search' button. 'Search Results' window displays;
17	If appropriate, discuss appointment result with customer, use 'Next' button if appropriate and agree suitable appointment. The 'letter type' field letter will display as 'Repeat NINO EOI – ( <i>appropriate appointment type</i> )'
18	Click on 'Book' button to <a href="#">book appointment</a> and <a href="#">print the appropriate appointment letter</a>
19	After booking the appointment take action to issue duplicate form DCI10 to customer and print duplicate for Interview site/HUB.

### Attach duplicate DCI10 to application

18. Attach duplicate DCI10 customer appointment letter to [form CA5400](#) and supporting documentation to alert the Interviewing Site/HUB that the case is being sent back for re-work and that the customer's appointment has already been booked.

19. [Return the application](#) and all documentation to the original interviewing site

### Interviewing site action

20. The interviewing officer's line manager must note the reason for the error and discuss with the interviewing officer any training needs that may be identified.

21. Pass the application to the original interviewing officer, if available, to take action as follows:

Step	Action
1	If a rework interview has been booked, file the case until the interview date for action;
2	If a rework interview is not required, access LMS and <a href="#">retrieve the client record</a> ;
3	Check what further information is requested by the CCU by <a href="#">viewing LMS Conversations</a> ;
4	Resolve the error; <ul style="list-style-type: none"> <li>• Make the necessary enquiries/amendments;</li> <li>• Ensure that all error have been resolved; and</li> <li>• Ensure that everything is documented correctly</li> </ul>
5	<a href="#">Create LMS Conversation</a> to record the action that has been taken at the interviewing site;

6	<a href="#">Dispatch application to CCU</a>
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### Customer attends rework interview

22. Conduct a rework interview to gather the information as directed by the CCU. Take action as follows:

Step	Action
1	Access LMS to start interviewing action process;
2	Check what further information is required by the CCU by <a href="#">viewing LMS Conversations</a> ;
3	Record <a href="#">start of the interview</a> ;
4	Ensure information is recorded in LMS;
5	Take correct LMS <a href="#">end of interview action</a> : <ul style="list-style-type: none"> <li>• make necessary enquiries/amendments;</li> <li>• ensure that all errors have been resolved; and</li> <li>• ensure everything is documented correctly.</li> </ul>
6	<a href="#">Dispatch application to CCU</a>

### Customer fails to attend rework interview

Note: LMS refers to Evidence of Identity (EOI) interviews only however, for employment inspired applications this interview is also used for evidence of “right to work”

23. if the customer fails to attend the rework interview, proceed as follows;

Step	Action
1	Access LMS and <a href="#">retrieve the client record</a> ;
2	Click on ‘O/S Int’ hotspot. The ‘Outstanding Interview’ window displays
3	Without ‘Start’ing the interview click on ‘NActn’ button. A sub-window displays
4	Highlight ‘NINO EOI – Rework FTA’ and click ‘Select’ button. This will cancel the interview and a message displays ‘You must record a reason for cancelling the interview. Are you sure you want to cancel this interview?’ Click ‘Yes’
5	Record the ‘FTA’ as the reason for cancelling the interview in the ‘Notes’ box
6	Click on the ‘Save’ button, a message displays ‘Interview record saved successfully.’ Click ‘OK’. This closes the ‘Cancelled Interview’ window and the ‘View Client Details’ window is re-displayed
7	Click the ‘Close’ button to close the ‘View Client Details’ window

24. On completion of failed to attend rework interview action, arrange for all documents to be [dispatched to the CCU via the stockholder](#).

## **Forms**

### **Form CA5400**

25. Form CA5400 is the application form to be registered for a National Insurance Number (NINO).

### **Form EF413 Receipt**

26. Receipt form used to accompany documents being transferred between sites

## **Useful addresses**

### **HM Revenue and Customs National Insurance Registrations**

- HM Revenue and Customs, National Insurance Registrations, Room BP1002 Benton Park View, Longbenton, Newcastle upon Tyne, NE98 1ZZ. Tel: 0845 915 7006,

### **Language Line**

- Language Line, Swallow House, 11 - 21 North Down Street, London N1 9BN. 0800 9703456 <http://intraLink/corp/people/dwpci/langline/index.htm>