

Provision Information Pack Seasonal Agricultural Workers Customers

As agreed in our recent liaison discussions with National Farmers Union and HMRC we have produced an Information Pack that can be shared with ex-SAWS Operators to help with the effective management of this caseload into the NINO Provision Group interviewing site network.

Our intention is to provide an overview of the agreed steps we have adopted to help meet the requirements of our customers and to clarify essential steps in the NINO allocation process. It includes some contact points within DWP NINO Provision at both a national strategic level and at the local Group level but we envisage that at the point of interview there will be more local engagement with the site interviewing teams to agree practical steps to manage the caseload as effectively as possible.

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Appendix 1 - Q&A Session from Telekit 11/02/14

Q: Are there any obligations on the employer in terms of employees obtaining NINOs?

A: The Income Tax (PAYE) Regulations 2003 requires the employer to report the employee's NI number. Social Security regulations require the employee to supply their NINo to their employer.

Q: Would it speed up the interview process if information could be sent to DWP ahead of face to face interviews?

A: No, this would duplicate the information we need to see and gather in the face to face interview, and could compromise data protection requirements. Preparation in terms of applicants having original documentation proving identity and Right to Work and good quality photocopies available at the interview would help.

Q: When can interviews be conducted on farm?

A: This would vary from site to site, based on the local resource situation in the relevant DWP NINO Provision teams. Early notification of volumes and dates of recruitment will help us greatly in our planning. On the day itself, the start and finish times on the day will vary based on circumstances and numbers of customers involved.

Q: What would the process be for requesting on-farm interviews?

A: We will give you details of our geographical groups contacting the Hub. **See below for contact list.**

Q: What is the minimum number of interviewees required for on-farm interviews?

A: Decisions will be based on value for money considerations including a minimum number of customers per interviewing officer resource required. Generally based on a minimum of 16 customers but subject to local arrangements and available site resource.

Q: What facilities would be needed for on-farm interviews?

A: Health and Safety risk assessments are required in advance of any outreach visits. Operationally close proximity to photocopiers, power sockets and a phone would be helpful and as above customers having originals and photocopies of identification documents would speed up the interview process. Local discussions will inform these arrangements as part of the planning process.

Q: What would be the average length of an on farm interview?

A: Depends on the circumstances of each individual but we anticipate an approximate average time of 20 minutes for the interview and document check.

Q: What number of interviewees can be accommodated at any one time at a DWP centre?

A: Varies from site to site. Some of our interviewing sites are extremely small, approx 2 members of staff, others up to 10 - 12 people.

Q: What is the process for arranging multiple interviews at a DWP centre?

A: Existing Contact Centre service should be used to block book appointments for up to up to 9 applicants. For 10 or more applicants the Contact Centre will workflow the relevant NINO Provision Group Hub for further discussions to be made with the employer. Contact Centre phone number 0845 600 0643. **See below for revised process for ex-SAWS operators with 10 or more employees requiring a NINO.**

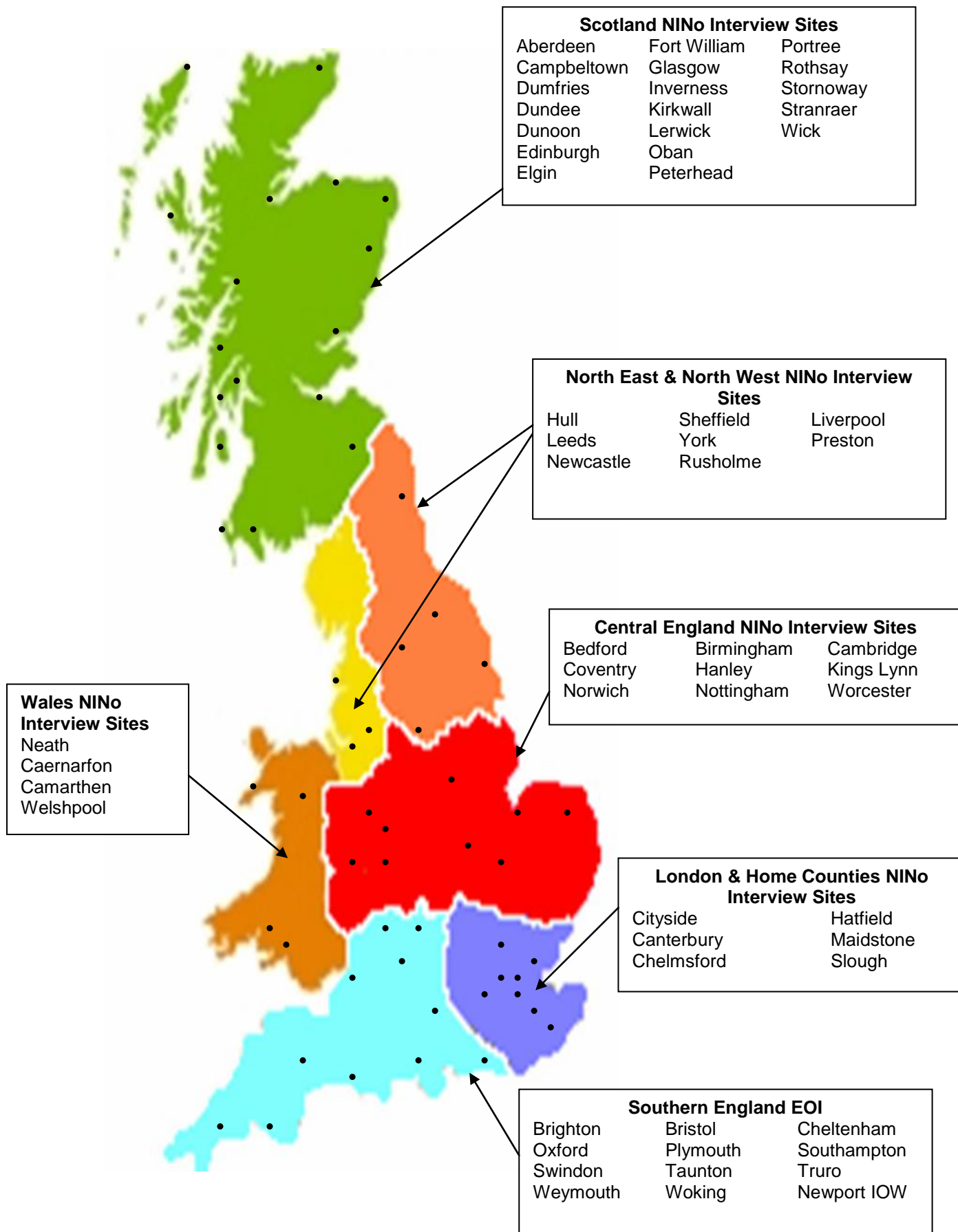
Q: What is the average length of an interview conducted at a DWP centre?

A: Standard assumption for interview booking purposes is 25 minutes but subject to some variation depending on individual circumstances.

Q: Whether or not an employer will need an employee's NINo before auto-enrolling?

A: A NINo is not a mandatory requirement for registering an employee for Pension Auto Enrolment. Where the employer does not have the eligible jobholder's NINO, they can provide it to HMRC scheme at a later date.

Appendix 2 – NINo Provision Site Map



Appendix 3 – NINo Provision Group Contacts. See map for details of areas covered.

Group	Hub Contact name & location	Phone number
National NINO Centre	Matt Pond – Isle of Wight NINO Centre	01983 273074
Central England	Debra Walton - Bedford Hub	01234 361516
Home Counties	Brenda Charles – Cityside Hub	0207 3016771
North East England	Penny O'Reilly – York NINO team	01904 682341
North West England	Andy Barlow – Rusholme Hub	0161 248 2824
Scotland	Andy Waddell - Glasgow NINO Centre	0141 207 4486
	Colette Bryson - Glasgow NINO Centre	0141 207 3673
Southern England	Jayne Lever – Neath Hub	01639 664373
Wales	Jayne Lever – Neath Hub	01639 664373

Agreed streamlined process is for ex-SAWS employers with a requirement to arrange NINO applications for 10 or more applicants to call the above Hub contacts. The NINO Hub will take initial details of numbers of customers and their location and will initiate planning process with the appropriate NINO Provision interviewing site and coordinate any additional support from adjacent sites.

This process is only applicable to ex-SAWS employers – all other customers to use existing standard Contact Centre Service routeway.

For bookings for less than 10 customers ex-SAWS employers follow the standard process of calling Contact Centre Services on 0845 600 0643.

Appendix 4 – Identity Documents

In order to allocate a NINO we need to undertake an Evidence of Identity interview which also includes confirmation of the customer's Right to Work in the United Kingdom.

It is not possible within this summary document to list exhaustively all requirements for the interview and allocation process but to assist understanding, below is an extract from our Secure NINO Allocation Process (SNAP) guidance.

Primary Evidence of Identity

1. Current passport, or travel document issued by the UK, EEA/EU or any other national government.
2. Current identity card issued by an EEA/EU member state or Gibraltar.
3. Registration certificate for EEA Nationals – see [Home Office website](#) for further details.
4. Certificate of registration or naturalisation as a British citizen – see [Home office website](#) for further details.
5. Biometric residence permit (BRP) – see [Home Office website](#) for further details.
6. Residence card – see [Home Office website](#) for further details.
7. A travel document issued by the Home office in certain special circumstances – see [Home Office website](#) for further details:
 - if the applicant is a refugee, they can apply for a convention travel document
 - if the applicant is stateless, they can apply for a stateless person's document
 - if the applicant is a citizen of any country and is currently in the UK, they can apply for a one-way document
 - if the applicant has been refused a passport by their own country, they can apply for a certificate of travel.

Appendix 5 – Health and Safety arrangements

Prior to undertaking any outreach activity we are required to carry out a health and safety check on all premises. The first stage is to ask the host organisation to complete an assurance template covering essentials at an employer level supported by a more practical template that is bespoke to the individual host premises from which the interviews will be undertaken.

This second stage will require local engagement and possibly a site visit to baseline the H&S position before the first round of interviews. H&S assessments need to be reviewed on an annual basis.

We envisage that a lot of the farms employing ex-SAWS customers will already have these risk assessments in place and we have asked our local sites to review these as a matter of urgency to aid a prompt response as the peak recruitment period approaches.