

## Identity verification for low income benefits

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### Verify the applicant's identity automatically

#### Important information

This guidance is still in draft and is likely to change.

When a client submits an application, we need to check if the person making it is who they claim to be.

When we receive a new application, SPM will automatically generate :

- an identity verification
- any required personal verifications.

SPM will also check if there is a previous application.

#### If there is a previous claim

The next steps depend on if the following details match the previous application:

exemption under section 35(1)(a) of FOISA applies

**Details match** exemption under section 35(1)(a) of FOISA applies **the previous claim**

SPM will automatically clear the identity verification and any personal verifications

#### Details do not match the previous claim

exemption under section 35(1)(a) of FOISA applies

### **If the client's identity has been verified automatically**

This information will be verified by:

exemption under section 35(1)(a) of FOISA applies

On the 'Details Evidence' screen you'll see one of the following results:

exemption under section 35(1)(a) of FOISA applies

### **Check the client's details in Searchlight**

Check the application information on SPM against details in Searchlight.

1. **Log in to Searchlight.**
2. Search for the client's record.
3. Check the following:

exemption under section 35(1)(a) of FOISA applies

exemption under section 35(1)(a) of FOISA applies

exemption under section 35(1)(a) of FOISA applies

exemption under section 35(1)(a) of FOISA applies

### **If you get a 'No benefit award' message**

Some cases show a 'no benefit award' message. This may happen when the case is maintained clerically.

If you receive this message, you should:

1. **Download the template.**
2. Fill it in and send it to exemption under section 35(1)(a) of FOISA applies

### **If you cannot find the client's details on Searchlight**

Follow the '**No National Insurance Number**' guidance.

### **If you find the client in Searchlight and the details match SPM**

Navigate to the Person Record. Clear any verifications outstanding for name, address or ID Reference. If you do not take this action you will get an error message when attempting to clear any bank account verifications and you will be unable to complete the identity checks exemption under section 35(1)(a) of FOISA

Update the 'Identity details evidence' screen.

### **If you find the client in Searchlight but the details do not match SPM**

If the client had an address outside Scotland between applications and their current address has been added recently, ask for proof of ordinary residence.

For Scottish Child Payment, you can send a letter using the evidence framework:

1. Select 'Proof of address' on the evidence framework.
2. SPM will create the letter.

Check if there is a previous claim on SPM and if the client has already provided evidence to verify their current name, date of birth or address as part of that application. If they have then take action to clear any outstanding personal verifications on the Person Record and **Update the Identity Details screen.**



### **Check if there's a previous claim on SPM**

You do not need to run the identity and verification checks if:

a client's identity and bank details have been previously verified  
there's no outstanding identity verifications.

The following information on the new application should be identical to the previous claim:

exemption under section 35(1)(a) of FOISA applies

You cannot verify the client's identity if either:

- there are outstanding verifications, such as identity or bank account verification
- exemption under section 35(1)(a) of FOISA applies are different from the previous claim.

If you can verify the client's identity on a previous claim

exemption under section 35(1)(a) of FOISA applies

### **If there's no evidence from a previous application**

Ask the client to send proof of their identity.

See the list of **acceptable documents**.

Update the 'Identity details evidence' screen to confirm you verified the client's identity using evidence when the proof is returned by the client to verify their details. You will also need to clear any outstanding personal verifications held on the Person Record.

For Scottish Child Payment, you can send a letter using the evidence framework:

1. Select 'Proof of client's identity' on the evidence framework if you need evidence that includes the date of birth
2. Select 'Proof of address' on the evidence screen if you need evidence of the address only
3. SPM will create the letter.

## Check if the client has a partner

If there is a partner on the application form check for the client's partner in Searchlight:

- **Log in to Searchlight.**
- Search for a partner's record.
- Enter the partner's National Insurance number into the 'NINO' box.
- Select 'Verify'.

exemption under section 35(1)(a) of FOISA applies

exemption under section 35(1)(a) of FOISA applies

exemption under section 35(1)(a) of FOISA applies

If the bank account verification is still outstanding and cannot be cleared, check there are no outstanding personal verifications on the Person Record relating to name, date of birth, address and National Insurance number. If there are, follow the guidance in '**Check client's details in Searchlight**' first.

Check if the client has asked us to make payments to a nominated bank account.

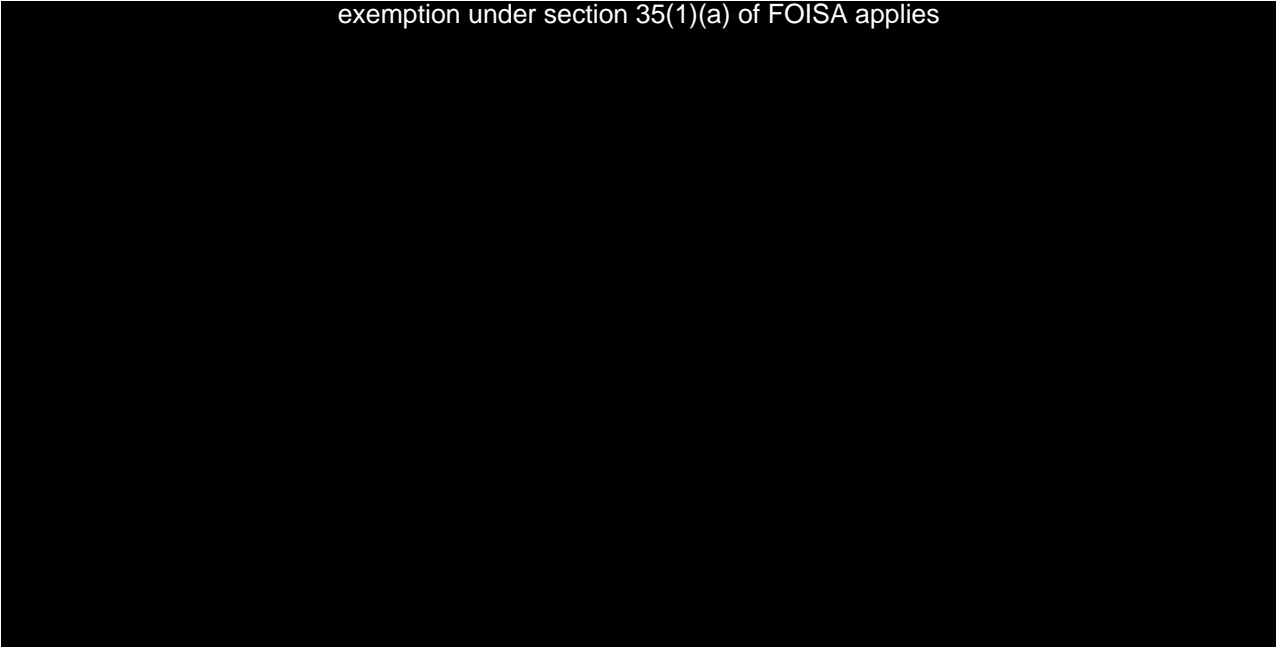
If they have, check the details on SPM.

To do this:

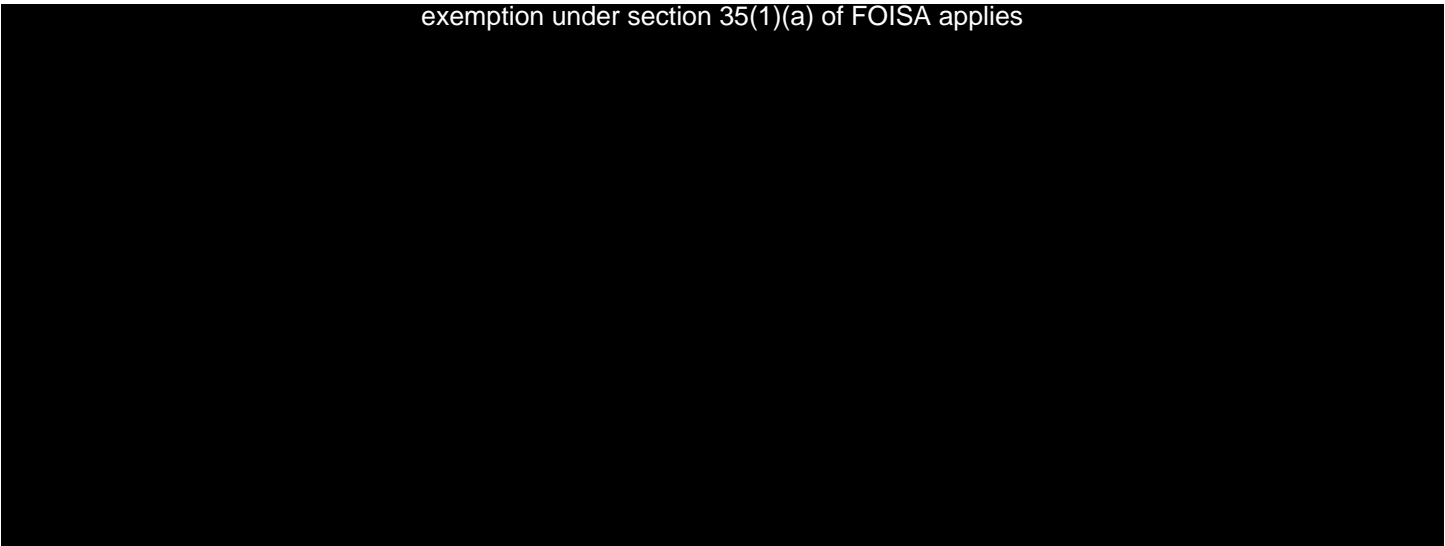
1. **Log in to SPM.**

2. **Search for the client's record.**
3. **Select the application case.**
4. Select 'Evidence' from the top menu bar.
5. Select 'Evidence' on the left of the screen.
6. Select the evidence type 'Identity Details'.
7. Select the action menu (...) 'Verify Identity'.

exemption under section 35(1)(a) of FOISA applies



exemption under section 35(1)(a) of FOISA applies



Update the **'Identity details evidence'** screen to confirm you've verified the client's identity using security questions.

If you contact the client and they were unaware of the application, or their payment was due to be sent to someone else, **refer details to the fraud team**.

If you tried contacting the client but could not speak to them you'll need to send a letter to ask them to send evidence.

exemption under section 35(1)(a) of FOISA applies

You should ask the client for additional evidence, following the guidance for the benefit you're processing. [You can find the guidance for each benefit in this guide.](#)

exemption under section 35(1)(a) of FOISA applies

exemption under section 35(1)(a) of FOISA applies

### **BSG specific guidance**

#### **Check client's details via BabyBox or MAT B1**

Follow the **Pregnancy Verification guide** to check client's details via BabyBox.

If you cannot find their details, ask the client to send in a copy of their MAT B1 certificate. Follow the **Pregnancy Verification guide** on how to check their certificate.

Check the information against SPM.

#### **If the client's details do not match SPM**

Ask the **client to send in evidence.**

exemption under section 35(1)(a) of FOISA applies

See the list of acceptable BSG evidence.

### Check client's details via child responsibility

Follow the 'Check a client is responsible for a child' guide to check client's details via child responsibility.

If you cannot find their details, ask the client to send in proof they are financially responsible for the child.

Check the information against SPM.

### Check client's details with address evidence

exemption under section 35(1)(a) of FOISA applies

If the address given does not match what is held on Searchlight and you have already requested proof of address you do not need to do this again.

See the list of acceptable BSG evidence.

### Evidence we can accept by benefit eligibility

The table sets out what evidence you can accept based on what the client is eligible for. exemption under section 35(1)(a) of FOISA applies

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If the client is less than 24 weeks pregnant and has no other children, you'll need to request evidence of address, if you haven't already done so with the Searchlight checks.

#### BSG type

	Pregnancy and Baby	Early Learning	School	Best Start Foods less than 24 weeks pregnant and no other children
Searchlight	Yes	Yes	Yes	Yes
Babybox	Yes	No	No	No



MATB1	Yes	No	No	No
Child Responsibility	No	Yes	Yes	No
Child Birth certificate	Yes	No	No	No
Parental Order	Yes	Yes	Yes	No
Address Evidence	No	No	No	Yes
exemption under section 35(1)(a) of FOISA applies				

### Funeral Support Payment specific guidance

**Bank verification should be cleared using Internal Modulus Service before progressing with these identity verification steps**

#### Verify the client's identity via funeral responsibility check

One of the eligibility criteria for Funeral Support Payment is that the client, or their partner, is responsible for the cost of the funeral

exemption under section 35(1)(a) of FOISA applies

#### If the client's details do not match SPM

For example, exemption under section 35(1)(a) of FOISA applies with SPM, ask them for a piece of identity evidence to confirm their name.

To request evidence follow the guidance in 'Ask client for more evidence'.

#### If the Funeral Support Payment will be made to the client directly

exemption under section 35(1)(a) of FOISA applies

exemption under section 35(1)(a) of FOISA applies

You must ensure the client's name and address matches.

There might be situations when the client prefers to have the money paid to someone else. For example, where they do not have their own bank account, or their partner typically deals with money for the household.

It's important to do this check to confirm that the client:

- was the one who applied
- is happy for the money to be paid into another person's account

If this is the case, you should contact the client and:

- check their identity
- ask them to confirm

exemption under section 35(1)(a) of FOISA applies

To view the exemption under section 35(1)(a) of FOISA applies on SPM, do this:

1. Log in to SPM.
2. Search for the client's record.
3. Select the Funeral Support Payment application case.
4. Choose the 'Evidence' tab from the top menu bar.
5. Choose 'Evidence' on the left of the screen.

exemption under section 35(1)(a) of FOISA applies

If this matches the information held in SPM the claim can proceed.

If you contact the client and they were unaware of the application, or that their payment was due to be sent to someone else, [refer details to the fraud team](#).

exemption under section 35(1)(a) of FOISA applies



exemption under  
section 35(1)(a) of

FOISA applies

If the address does not match, you need to ask the client for proof of address.

To request evidence follow the guidance in '[Ask client for more evidence](#)'.

### **If the Funeral Support Payment will be made to the funeral director**

You need to call the client to confirm that they wish the payment to be sent directly to the funeral director.

Revisions let you view and compare content, refer back to old revisions, and work on latest revisions before publishing.

### **Young Carer Grant**

The 3 step identity check process is:

1. Checking the client's details on Searchlight.
2. Checking the client's identity using residency evidence.
3. Checking the client's details exemption under section 35(1)(a) of FOISA applies

#### **Checking the client's details on Searchlight**

Check the client's details on Searchlight.

If there is an address mismatch, check the proof of residency shows the same address as SPM. If it does, this clears the check.

If the address is not the same as SPM, read 'Checking the client's identity using residency evidence' below.

If the name or date of birth do not match, ask for additional evidence:

1. Select the 'identity' button in the evidence framework.
2. SPM will create the letter.

#### **Checking the client's identity using residency evidence**

Check the client has sent documents with their application. The documents must prove their ordinary and habitual residence.

If they have not sent documents with their application:

1. Select the 'residency' button in the evidence framework.
2. SPM will create the letter.

Once you have the documents, check the details match SPM.

Update the identity details screen on SPM if the client's details match the document they sent.

To do this:

1. Log in to SPM.
2. Search for the client's record.
3. Select 'Identity details evidence' screen.
4. Select the action menu (...).
5. Select 'Edit'. The change reason will automatically default to 'Case Audit'. Do not change this.
6. Select 'Residency evidence' in Part C.
7. Click 'Save'.

If the client's details do not match SPM, ask them to send additional documents to prove their residency.

Use the 'Further evidence request' letter. The letter is saved here [redacted] exemption under section 35(1)(a) of FOISA applies [redacted]

Once you have the documents, check they confirm the client's residency. If they do, update the identity details screen.

### **Checking the client's identity** [redacted] exemption under section 35(1)(a)

Check the client's details [redacted] exemption under section 35(1)(a)

If [redacted] exemption under section 35(1)(a) of FOISA check fails and you cannot confirm the client's identity through security questions, ask for additional evidence.

1. Select the 'identity' button in the evidence framework.
2. SPM will create the letter.

### **Job Start Payment specific guidance**

#### **Checking a client's identity by earnings data**



It's important we check that a client is who they say they are on their application form. You should have already checked the client's identity by exemption under and their personal details on Searchlight.

You now need to check the client's earnings data as a third and final identity check.

This will give you all the information you need to identify the client.

To do this:

1. **Log into inSight.**
2. Enter the client's details into the search fields. You'll need to complete all the fields or you'll get an error.
3. Select 'Search'.

exemption under section 35(1)(a) of FOISA applies

If there is no match for the client, you'll need to ask the client for another piece of evidence to confirm their identity. Read the requesting evidence guidance.

After you've completed the checks, update the identity details evidence on the 'Identity Details' screen in SPM.

You can now carry on with clearing the rest of the verifications and checking evidence for the **Job Start Payment application you're processing.**

## **Scottish Child Payment**

The automation process on SPM will attempt to verify the clients identity. Check the 'Outcome' of each check on the 'Automation details' screen.

### **Automation outcomes**

If any of the identity checks did not pass, you need to follow the identity verification guidance. The guidance you need to follow depends on which check did not pass.

### **Personal details**

If 'ID&V' is showing as 'Not confirmed' or 'Operation failed' follow the steps in the 'Check the client's details in Searchlight' section to confirm the client's personal details.

exemption under  
section 35(1)(a)

of FOISA applies showing as 'Pass – no match' or 'Operation Failed' follow  
the steps in the exemption under section 35(1)(a) of FOISA applies section to  
complete the exemption under  
section 35(1)(a) of

### **Child responsibility check**

If 'Responsibility' is showing as 'Pass – no match' or 'Operation failed' follow the steps in the 'Child responsibility' guide to check the client's details using child responsibility.

Update the 'Identity details evidence' screen to confirm you verified the client's identity using child responsibility.

### **Identity details verification**

If 'Update identity details' is showing as 'Not actioned – outstanding verifications' or 'Operation Failed' follow the steps in the 'Updating the identity details screens in SPM' section.

### **Verify the client's identity manually**

### **Important information**

This guidance is still in draft and is likely to change.

If SPM cannot automatically verify the client's details, you have to verify the client's identity depending on what has failed.

### **If 'Category A' has failed**

In the 'Category A' (name, address and date of birth) you'll see:

- 'Previous Claim Evidence' is 'No'
- 'Back Office Identity Service Check' is 'Fail'.

In this case, you need to ask the client to provide a proof of their:

- identity
- address.
- 

You can see [here](#) a list of the accepted documents.

Before contacting the client, check if there are any documents stored on SPM. For example: a funeral bill, a job offer letter, or any other document which can



be used as acceptable address evidence. If they have already provided address evidence, you can ask for proof of identity.

If system generated letters are not available, you have to issue a clerical exemption under section 35(1)(a) of FOISA applies

[REDACTED]

10.

If the client does not send the requested information after 14 days, SPM will send them a reminder letter. If system generated letters are not available, you have to issue a clerical notification.

If the client has not sent the requested information 14 days after the reminder letter, deny the application.

#### **If 'Category A' has passed but 'Category B' has failed**

In this scenario, you'll see:

- 'Category A' has been verified because the 'Previous Claim Evidence' is 'Yes' or the 'Back Office Identity Service Check' is 'Pass'
- 'Category B' has not been verified because the 'Previous Claim Evidence' is 'No' and the 'Bank Ownership Check' is 'Fail'
- To verify the client's identity, you need to phone them and ask the appropriate security questions.

#### **If the client responds to the security ownership questions correctly**

1. Select the 'Identity Details Evidence' screen to update Category B manually.
2. Select the 3 (...) dots.
3. Select 'Edit'.
4. On the 'Identity Details Evidence' screen, select 'Yes' under 'Identity Evidence' in B.

#### **If the client fails to answer the security ownership questions correctly**

You have to ask for a proof of identity. You do not need to ask for proof of address since this has already been verified in Category A. To do this:

1. Using the Evidence Framework, send a letter to the client requesting a proof of identity.
2. Once we've received the documents, check the uploaded evidence.
3. If the evidence is sufficient, select the 'Identity Details Evidence' screen to update 'Category B' manually.
4. Select the 3 (...) dots.
5. Select 'Edit'.
6. On the 'Identity Details Evidence' screen, select 'Yes' under 'Identity Evidence' in 'Category B'.
7. Clear any personal verifications.
8. Clear the 'Identity Verification'.

If the client does not send the requested information after 14 days, SPM will send them a reminder letter. If system generated letters are not available, you have to issue a clerical notification.

If the client has not sent the requested information 14 days after the reminder letter, deny the application.

### **Exceptions**

There are some exceptions to the above process.

#### **'Category A' is 'Previous Claim' is 'No' and 'Back Office Identity Service Check' is blank**

A blank in the 'Back Office Identity Service Check' indicates that the service is offline and there's a discrepancy indicating a technical fail.

You need to:

1. Wait a period of time (for example, 24 hours) to allow the service to come back.
2. Once the system is working, you have to run the 'Verify Identity Check'.
3. To do this, select the 'Verify Identity Check' button on the 'Identity Evidence Details' Screen. This will update the Bank Ownership Check with a 'Pass' or 'Fail'.
4. If the 'Bank Ownership Check' remains blank, the service is still not online and another discrepancy will be raised. You should repeat these steps.

#### **'Category A' is 'Previous Claim' is 'Yes' OR 'Back Office Identity Service Check' is 'Pass' AND 'Category B' is 'Previous Claim' is 'No' AND 'Bank Ownership Check' is blank**

A blank in the 'Bank Ownership Check' indicates that the check could not be run. This can be because of one of these 3 reasons:



The modulus check has failed.

Since there's an outstanding bank account verification, you have to:

1. Contact the client to correct their details.
2. Run the modulus check manually again.
3. Once the modulus check is successful, select the 'Verify Identity Check' button on the 'Identity Evidence Details' Screen. This will update the Bank Ownership Check with a 'Pass' or 'Fail'.

### **The client has not provided UK bank details**

In this case, the Bank Ownership cannot be used. Read the 'If 'Category A' has passed but 'Category B' has failed' above.

The Bank Ownership service check was offline

In this case, there's a discrepancy indicating a technical fail.

You need to:

1. Wait a period of time (for example, 24 hours) to allow the service to come back.
2. Once the system is working, you have to run the 'Verify Identity Check'.
3. To do this, select 'Evidence'.
4. Next to 'Identity Details', select the 3 (...) dots.
5. Select 'Verify Identity'.
6. This will update the 'Bank Ownership Check' with a 'Pass' or 'Fail' on the 'Identity Evidence Details' screen,
7. If the 'Bank Ownership Check' remains blank, the service is still not online and another discrepancy will be raised. You should repeat these steps.

You should not use:

- Searchlight in Category A since this is an invalid option
- the benefit specific evidence listed in the 'Identity Evidence' screen.

### **Documents to verify the client's identity**

#### **Important information**

This guidance is still in draft and is likely to change.

#### **Identity documents**

Check that the applicant has one of the following documents and that it has not expired:

- signed passport from any country
- European Economic Area national identity card
- photo card full driving licence from any country
- UK or European Economic Area photo card provisional driving licence
- identity photo card with 'PASS' logo
- biometric residence permit
- UK Armed Forces ID Card
- National Entitlement Card
- full old-style UK driving licence (non-photo card)
- UK Birth certificate
- marriage or civil partnership certificate
- Protecting Vulnerable Groups scheme check
- UK Registration Certificate
- UK Naturalisation Certificate.

You can still accept a driving licence as photographic ID if the applicant's previous address is listed. However, you should ask them to provide proof of their current address using the list of acceptable evidence.

### **Confirmation of address documents**

The address document must be dated within the last 6 months and show their:

- first name
- second name
- full address.

Check that the applicant has one of the following documents:

- bank or building society statement
- building society passbook
- council tax statement or bill
- utility bill

exemption under section 35(1)(a) of FOISA applies

- mobile phone bill from any of these providers
- tenancy agreement
- mortgage statement
- UK electoral voting card
- an official letter on headed paper from another UK or Scottish Government department, for example, Crown Prosecution Service, HM Revenue and Customs, Ministry of Defence, Ministry of Justice or the Department for Work and Pensions.
- an official letter on headed paper a pension provider, local authority housing association or similar organisation
- an official letter on headed paper from any professional body, for example, your doctor, dentist, optician, social worker, hospital, school or college
- payslip
- credit card bill

- a loan account, including a hire purchase account
- P45
- P60
- certificate/contract of employment under the Crown in Scotland
- certificate/contract of employment in Her Majesty's forces in Scotland
- leasing agreement for a vehicle
- student loan account.
- valid full or provisional United Kingdom (UK) driving licence (photo card) if issued within the last 6 months.

We require 2 sources of evidence:

- one to confirm the client's identity
- one to confirm their address.

If the full or provisional licence is used to provide proof of address, the client cannot use it as a photographic evidence to prove identity.

We can only accept original documents. However, we can accept printed copies of the following documents if the client manages them online:

- bank accounts
- utility bills
- phone bills.
- 

The printed copies should include the relevant logos and headers.

## Identity verification for disability benefits

### **Check the client's identity using the 'Back office identity service check'**

In this page, the term 'client' refers to:

- the client in an Adult Disability Payment application
- the parent or legal guardian in a Child Disability Payment application.

### **About verifying the client's identity**

As part of processing an application, we need to verify the client's identity. Verifying the client's identity confirms the:

- client exists
- identification is not being used fraudulently.



SPM will automatically try to verify the client's identity running the 'Back office identity service check'. You cannot verify the identity of a client representative with the 'Back office identity service check'. This has to be done by the Local Delivery team.

SPM will only try to verify the client's identity:

- if the 'Internal Modulus Service' check has been successful
- once part 1 of the Disability application has been submitted.

The 'Internal Modulus Check':

- checks that the sort code and bank account numbers are valid and in the correct format and valid
- does not check that the bank account belongs to the individual.
- 

The 'Back Office Check' checks the account owner if required, but only once the sort code and bank account numbers have been verified via the 'Internal Modulus Check'.

If the 'Internal Modulus Check' fails, SPM will not be able to perform the complete the identity verification. In this case, you'll need to contact the client to correct the bank details and:

- run the bank account verification check; to do this, read the ['Internal Modulus Service' guidance](#)
- trigger the ['Back office identity service check' manually](#).

SPM cannot automatically verify the client's identity if they:

exemption under section 35(1)(a) of FOISA applies

The outcome of the identity verification will be one of the following:

- 'Fail'
- 'Pass'
- remains blank because of a problem with the service.

After verifying the client's identity, SPM will update the 'Identity Check Details' of the 'Identity Evidence' screen.

The highlighted fields in the 'Identity Check Details' section are read only. You cannot edit them.



**If the outcome of verifying the client's identity is a pass**

This means SPM cleared the personal verifications. You do not need to take any further action at this point.

**If the outcome of verifying the client's identity is a fail**

SPM cannot automatically clear the personal verifications.

If the check fails or it's not possible to run the client's verification, you have to refer the check to the appropriate team to carry out the client's identity verification.

If there is a standard application

SPM will automatically send:

- a letter to the client to let them know our Local Delivery team will contact them to make an appointment to verify their identity
- a referral to the Local Delivery team to make an appointment to verify the client's identity.

You do not need to do anything else.

If the claim is an application made under special rules

SPM will create an automatic task for the BASRIS team to continue with the application. You do not need to take any further action at this point.

For more information, read the [Special Rules for Terminal Illness](#) guidance.

### **If the client does not have a UK bank account**

In this case, SPM cannot automatically verify the client's identity. This means the outcome of verifying the client's identity is a fail.

### **If a 'Back office identity service check' is not available or there has been an issue with the service**

In these cases, SPM cannot carry the verification. You'll see a message that there has been a technical fail.

SPM will automatically create a task for you to manually trigger the 'Back office identity service check' within 48 hours. This should allow for the correction of the error.

You do not need to raise a Service Desk ticket. The Service Desk team will already be aware of the issue.

### **Using the 'Back office identity service check' manually**

In this page, the term 'client' refers to:

- the client in an Adult Disability Payment application
- the parent or legal guardian in a Child Disability Payment application.

Before triggering the 'Back Office Identity Service Check' manually, you need to verify the bank account. To do this, read the ['Internal Modulus Service'](#) guidance. You cannot trigger the 'Back Office Identity Service Check' if the 'Internal Modulus Service' does not pass.

To trigger the 'Back Office Identity Service Check' manually:

1. Open the client's Application Case.
2. Select the 'Evidence' tab.
3. Next to 'Identity Evidence', select the 3 (...) dots.
4. Select 'Verify Identity'.
5. SPM will produce a 'Pass', 'Fail' or leave the field blank because of a technical fail.
6. The next steps depend on the outcome of the check. For more information about the different outcomes, read the ['Check the client's identity using the 'Back office identity service check' guidance](#).

If you get a message that there has been a technical fail again, it's likely that the service will be unavailable for some time.

SPM will set the 'Back office identity service check' to fail automatically. For more information about this, read the 'If the outcome of verifying the client's identity is a fail' section in the 'Check the client's identity using the 'Back office identity service check' guidance.

You do not need to take any further action at this point.

You cannot verify the identity of a client representative with the 'Back office identity service check'. This has to be done by the Local Delivery team.

## **Identity checks for local delivery appointments**

### **Overview of identity checks at local delivery appointments**

On this page, the term 'client' refers to:

- the client in an Adult Disability Payment application
- the parent or legal guardian in a Child Disability Payment application.

### **Identity authentication**

Identity checks at an appointment can be done:

- by video
- in person.
- 

At all appointments, colleagues need to make sure they're speaking to the right person. This is called identity authentication.

### **Identity verification**

Identity verification is the process of verifying documents to confirm:

- the client's identity
- if required, the identity of the client's representative.

As part of all applications, identities must be verified to confirm that they're not being used fraudulently.

The type of identity checks at the appointment will depend on:

- if there's an application on SPM
- if a new client representative has made an application their identity and the client's have to be checked
- the documents the client or their representative has.

## **How to arrange an identification appointment**

1. Work out the identity checks you need to carry out.
2. Contact the applicant to:
  - arrange an appointment
  - check the documents they have available.
3. On SPM, record what identity checks need to be done at the appointment.

## **Determine what identity checks are needed**

On this page, the term 'client' refers to:

- the client in an Adult Disability Payment application
- the parent or legal guardian in a Child Disability Payment application.

Before the appointment, you need to work out if the client and/or their representative will need their identity to be:

- authenticated only
- authenticated and verified.

When you get a referral to book an appointment, follow the steps below. You have to take all these steps for every appointment.

## **If there's an application associated with the appointment**

Check if the client's identity has been verified already:

1. From the menu on the left side of the screen, select 'Verifications'
2. If there's a 'Verify Identity Evidence', the status will show as 'Verified'.

If the client has not been verified but they have a previous disability claim, it can be used to verify the client's identity if:

- the applicant is either a parent or a legal guardian on a previous Child Disability Payment claim or a client of a previous Adult Disability Payment claim
- the Verify Identity Evidence has been carried out on a previous disability claim and the status is 'Verified'



- the name, date of birth, address and bank details on the associated application are identical to the details used to verify the identity of the applicant on the previous disability claim.

### **If the client has a representative**

If the client representative's identity has been verified previously in relation to the client, there'll be no outstanding relationship verification. You'll only need to authenticate their identity at the appointment. They'll need to be authenticated only

If the client representative's identity has not been verified, there'll be an outstanding relationship verification.

To verify the client representative's identity, do this:

1. If you've received an auto referral for an identity and verification check for their client, ignore it or delete it.
2. You'll receive a manual referral which will stipulate what identity and verification checks must be conducted on the client. The unverified representative will always need to be authenticated and verified. The manual referral will also indicate whether a suitability or capability assessment is required at the same time.

### **Authentications and verifications at the appointment**

#### **If the individual's identity has been verified**

At the appointment, you need to authenticate their identity only.

#### **If the individual's identity has not been verified**

At the appointment, you need to authenticate and verify their identity.

#### **If there's no application on SPM**

At the appointment, you need to authenticate their identity only.

### **If the referral is about a Child Disability Payment application**

When the Local Delivery team receives an auto referral for identity and verification for Child Disability Payment, they receive the child's number and not the applicant's (parent or legal guardian).

This guidance explains how you can find the applicant's (parent or legal guardian) number to arrange an identity and verification appointment.

To find the parent's or legal guardian's number, do this:

1. Log on SPM.
2. Search for the client's record.
3. Visit the parent's or legal guardian's record.
4. Use the phone details in the parent's or legal guardian's record to contact them.

### **Contact the applicant to book an appointment**

You need to contact the applicant to:

- find out what documents they have available
- book an appointment.
- 
- 1. Call the applicant.
- 2. Ask if they need time to read the letter we sent them.
- 3. If they answer yes, agree a time to call back and create a task to call back at the agreed time.
- 4. Ask if they can do the appointment by video.
- 5. If they cannot do it by video, tell them they'll need an in person appointment.

If the applicant's identity will be authenticated only, see 'The applicant's identity needs authenticated only' guidance.

If the applicant's identity will be authenticated and verified, see 'The applicant's identity needs authenticated and verified' guidance.

If the applicant is a client representative, they have to confirm the relevant evidence is available for:

- themselves
- the client.
- 

### **If you cannot contact the applicant**

You need to contact them again:

1. Create a task on SPM.
2. Set the task deadline for 7 calendar days.

After 7 calendar days, check if the applicant called to make an appointment.

**If the applicant called**

The client adviser will have:

- agreed a time for someone from the Local Delivery team to call them back
- added a task to the 'Local delivery admin work queue'.

Check if the applicant has booked an appointment.

If the applicant has already booked an appointment you do not need to do anything else.

**If the applicant has not booked an appointment**

You can call them up to 2 more times.

If you still cannot contact them:

1. Create a task on SPM.
2. Assign the task to the 'Case owner work queue'.
3. Note that you have not been able to contact the applicant and the 'Verify Identity Evidence' needs to be updated on SPM.

**The applicant's identity needs authenticated only**

The individual's identity can be authenticated by one of the following:

- checking photo identification
  - asking security questions
  - confirming personal details
1. Ask if they can provide any of the photo documents we need.
  2. If they answer yes, ask if the document is valid and their personal details are up to date.

**The individual can provide photo identification**

Ask them to bring their photo identification document at the appointment. Their identity will be authenticated using photo identification.

Record on SPM what identity checks need to be done.

### **The individual cannot provide photo identification**

If there's an application on SPM, their identity will be authenticated using security questions.

If there's no application on SPM, their identity will be authenticated by confirming their personal details.

Record on SPM what identity checks need to be done.

### **The individual's details are not up to date on their photo identification**

We can only accept documents that have the applicant's up to date personal details.

Ask if they have any other photo identification that's up to date.

If they do not have another document, their identity will be authenticated using security questions. They do not need any documents at the appointment.

### **The individual's identity needs authenticated and verified**

#### **The individual's identity needs authenticated and verified**

1. Ask if they can provide any of the photo documents and address documents. If the applicant is a corporate client representative, they have to provide a confirmation of responsibility from their organisation.
2. If they answer yes, confirm what documents from the list they have.

#### **If the individual can provide the documents and they're up to date**

Ask them to have both documents at the appointment. Their identity will be:

- authenticated using their photo identification
- verified using their photo identification and address document.
- 

If the applicant is a corporate client representative, they have to provide a confirmation of responsibility from their organisation.

#### **If the individual does not have photo identification**

Tell them their identity will need to be verified in person because they do not have photo identification.

If the client does not have a photo identification, they have to provide all the following documents:



- their birth certificate
- one address document
- a bank card or a bank statement, print or online, that matches the information on SPM (name of the individual, sort code and account number.).

If the payments will be paid to someone else's account, the account holder's details and the client's details will not match. In this case, the client's identity cannot be verified using a bank card. You have to ask them for the following documents:

- their birth certificate
- two address documents.

If the individual is a corporate client representative, they also have to provide a confirmation of responsibility from their organisation.

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If the client does not have a birth certificate, they have to provide all the following documents:

- a completed Verify Identity Form (can only be used to verify the client's identity and not for their representatives)
- two address documents.

If none of the above options are suitable, contact the identity and residency team for advice.

#### **If there is an application on SPM**

The individual's identity will be

- authenticated using security questions or photo identification where available
- verified using one of the options defined above.
- 

#### **If there is no application on SPM**

The individual's identity will be:

- authenticated using personal questions or photo identification if available
- verified using one of the options defined above.

#### **If the document is not up to date**

Read the **Check the individual's photo identification** guidance.

#### **The applicant needs to complete a verifying your identity form**

You need to send the applicant a 'Verifying your identity' form if they do not have:

- photo identification

- a birth certificate
- a bank card or a bank statement, print or online, that matches the information on SPM (name of the individual, sort code and account number.).  
Let them know that because they do not have the documents, you need to send them a form.

They'll need to:

- ask another person to complete the form
- provide an up to date passport photo signed by the person completing the form.

The form includes a list of who can complete it for the applicant. The form should not be completed by someone who is not on the list.

To send the 'Verifying your identity' form, do this:

Go to the R drive:

exemption under section 35(1)(a) of FOISA applies

CDP

Send the IDV\_Request\_Refereeform.

The applicant will also need to provide 2 address documents from the list.

If they do not have any of the documents, contact the identity and residency team for advice.

## **Documents needed at an appointment**

Before booking an appointment for the individual, you need to check they have the documents we need.

### **Photo identification documents**

Check that the individual has one of the following documents and that it has not expired:

- signed passport from any country
- European Economic Area national identity card
- photo card full driving licence from any country
- UK or European Economic Area photo card provisional driving licence
- identity photo card with 'PASS' logo
- biometric residence permit
- UK armed forces identity card.

You can still accept a driving licence as photographic ID if the individual's previous address is listed. However, you should ask them to provide proof of their current address using the list of acceptable evidence.

### 1.1 Confirmation of address documents

The address document must be dated within the last 6 months and show their:

- first name
- second name
- full address.

Check that the individual has one of the following documents:

- bank or building society statement
- building society passbook
- council tax statement or bill
- utility bill
- mobile phone bill from any of these providers: exemption under section 35(1)(a) of FOISA applies
- tenancy agreement
- mortgage statement
- UK electoral voting card
- notification from DWP regarding benefits/pension
- notification from HMRC regarding tax, child benefit etc
- letter from Scottish local authority regarding council tax or housing benefit
- NHS appointment letter
- payslip
- credit card bill
- a loan account, including a hire purchase account
- letter from Social Worker
- homeless registration letter from Scottish local authority
- P45
- P60
- certificate/contract of employment under the Crown in Scotland
- certificate/contract of employment in Her Majesty's forces in Scotland
- GP registration letter
- leasing agreement for a vehicle
- student loan account.

We can only accept original documents. However, we can accept printed copies of the following documents if the client manages them online:

- bank accounts
- utility bills
- phone bills.

The printed copies should include the relevant logos and headers.

The client's address on SPM should match the accommodation where they are permanently resident. The local delivery team will be required to visit the client to verify their address if they're a permanent resident in a:

- residential care home
- nursing home
- hospital.
-

You should ask the client to provide a letter from the institution where they're living.

### **Confirmation of responsibility**

If the applicant is a corporate client representative, they have to bring the original headed letter from their organisation confirming:

- the client representative works for the organisation
- the client representative is responsible for the named client.

### **Record the identity checks needed on SPM**

You need to record on SPM what identity checks will be needed at the appointment. Identity checks are:

- authentication only
- authentication and verification.

For example, if there's a manual referral with an unverified relationship between the client and their representative, both individuals need to have their identity verified. In this case, record on SPM:

- the identity checks
- the individual you've run the identity checks on.

You also need to record what documents the applicant told you they'll have at the appointment.

The client support adviser will need to know this as part of their preparation for the appointment

Record the checks on the local delivery integrated case notes.

### **Contact the identity and verification team for advice**

If the individual does not have any address documents:

1. Tell them you'll call them back.
2. Complete the IDV Referral Template.docx .



3. Email the identity and residency team for advice. You must include the name of the individual that has failed ID&V in the email. For example, "Please find attached referral form for Joe Bloggs."

Create a task to call back the individual.

### **Disability benefits: auto referrals for the Local Delivery administration team**

When the Local Delivery administration team receives an auto referral is for an ID&V appointment for a disability benefit, client support advisers must conduct the identity and verification checking on the applicant.

In a small number of auto referral cases, the phone number is '1111111111'. This means that the applicant did not provide a phone number. SPM does not require a phone number when applying for Child Disability Payment, so the applicant may choose not to enter one. In these cases, clients receive a notification asking them to get in touch if they have not heard from us to rearrange the appointment.

### **If the auto referral is for a Child Disability Payment benefit**

In auto referrals for a Child Disability Payment benefit, you have to look up the parent's or legal guardian's number, and not the number provided in the referral

Revisions let you view and compare content, refer back to old revisions, and work on latest revisions before publishing.

### **Complete identity checks at an appointment**

### **Overview of how to complete identity checks at an appointment**

At all appointments you need to make sure you're speaking to the right person. This is called identity authentication.

At some appointments you'll need to check documents to verify the individual's identity as part of their application. This is called identity verification.

The identity checks you need to do will have been worked out by colleagues in the local delivery admin team.

As part of your preparation for the appointment, you should have already checked SPM to find out what identity checks you need to do.

### **Confirm the individual's personal details**

If there's no application on SPM you'll only be able to authenticate the individual by asking them to confirm their personal details.

Ask for their:

- full name
- date of birth
- address, if it's a home visit do not ask for the address

If they do not give you the right details you can only give general information. Only continue with the appointment if you feel safe to do so.

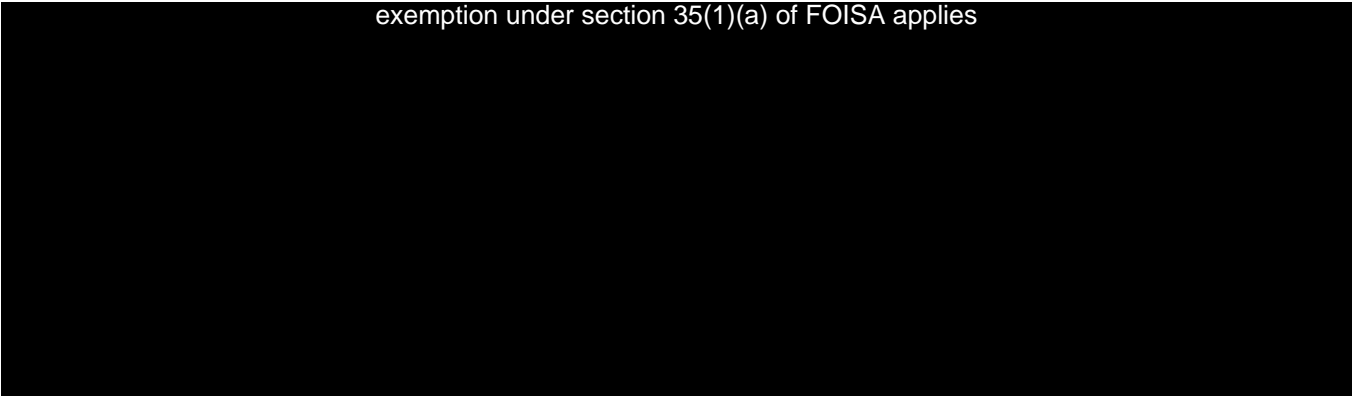
### **Update SPM with the authentication outcome.**

### **Check the individual's photo identification**

If we asked the individual to have **photo identification** at the appointment:

1. Ask for their document.
2. Check the validity of the document by checking:

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- Sign in to SPM
- 
- Search for the individual's record.

**If the details match SPM**

You've authenticated their identity. Update SPM to record the outcome. If you also need to verify their identity, see 'Check the individual's address document'.

**If the details do not match SPM**

Ask if the details on the document are the most up to date. If they are:

- update the outcome on SPM
- create a change of personal circumstances task.

**Create a change of personal circumstances task**

Create a task for the change of circumstances team to update the personal details.

To do this:

1. Create a task on SPM.
2. Use the subject 'Amend personal details and clear identity verification',
3. Set the priority as 'high'.
4. Set the task type as 'identity verification'.
5. In the task comments add 'Please update personal details and clear identity verification, verified by local delivery'.

**If the document is not up to date**

You need to ask for an updated or different document if the one they showed you:

- has expired
- does not show a likeness to their physical appearance

- does not show up to date details of name, date of birth and address, if applicable.
- 

#### **Ask for the document to be updated**

If you need it as part of verifying their identity. If the individual can have it updated you'll need to book another appointment for them.

#### **Ask for a different document**

Ask for a different document if you need to authenticate their identity, not to verify them. If they have a different document follow steps 1 to 6 again to check it.

If they do not have an alternative document, authenticate their identity by asking security questions.

Do not ask for an alternative document if you suspect fraud. Read the '**If you think a document might be fraudulent**' guidance.

#### **Ask the individual security questions**

If you need to authenticate their identity **using security questions**, you'll have prepared them before the appointment.

exemption under section 35(1)  
(a) of FOISA applies

[REDACTED]

[REDACTED]

[REDACTED]

#### **Update SPM with the authentication outcome.**

##### **Their identity has already been verified**

You do not need to do any other checks. Continue with the appointment.

##### **Their identity has not been verified**

Follow the steps in the '**Check the individual's birth certificate and bank card**' guidance.



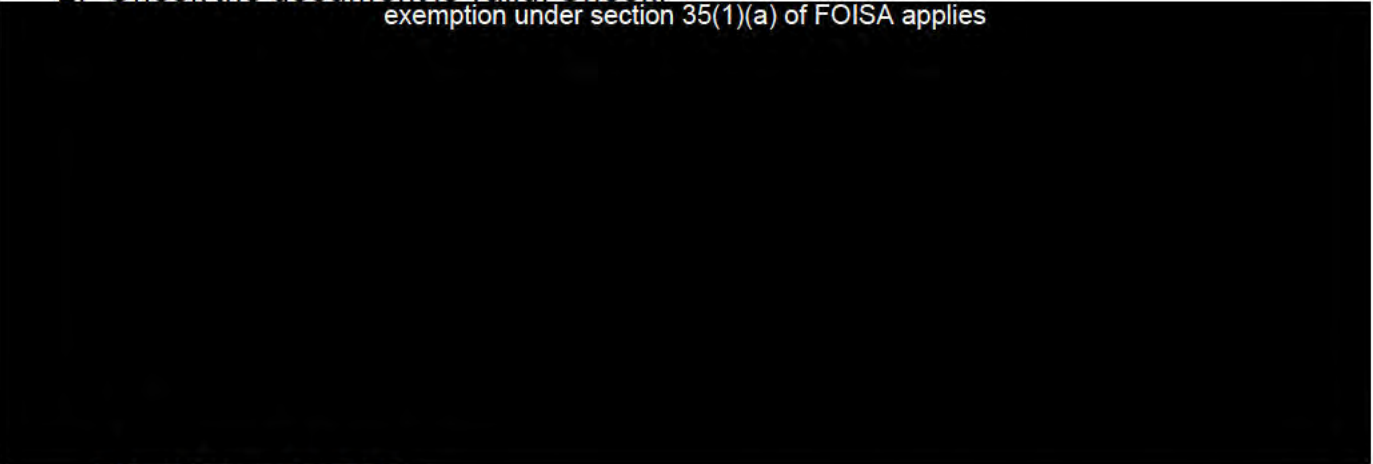
Revisions let you view and compare content, refer back to old revisions, and work on latest revisions before publishing.

### **Check the individual's birth certificate and bank card**

If the individual was asked to bring their birth certificate and bank card:

1. Ask for their birth certificate, this can be the long or short version.
2. Check the document is valid. Check:

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### **If you suspect fraud**

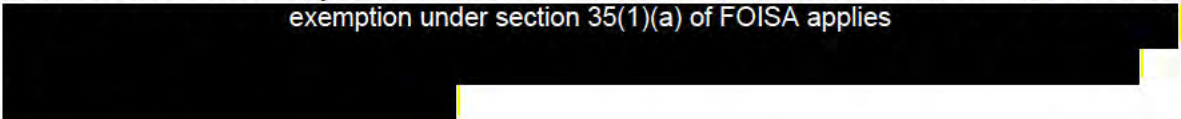
If you have any doubts about the validity of the birth certificate, see '**If you think a document might be fraudulent**'.

### **Check the bank card**

1. Ask the individual for their bank card.
2. Check the name on the bank card is the individual's name or initials.
3. Check the bank account details on the card match the details on SPM.

If the details match, you need to **check the individual's address document**.

exemption under section 35(1)(a) of FOISA applies



If the details do not match, tell the individual you cannot complete the identity verification. **Update SPM with the verification outcome.**

### **Check the individual's address document**

If the individual was asked to provide an address document:

1. Ask for their document.
2. Check the document is from the **list of acceptable documents**.  
exemption under section 35(1)(a) of FOISA applies

6.

If all the checks pass, you've verified their identity. Follow the steps in the '**Record the identity verification on SPM**' guidance.

If the checks do not pass, ask if they have another document. If they do, follow steps 1 to 4 again.

If the individual does not have another document, tell them you cannot complete the identity verification during the appointment.

After the appointment, **email the identity and residency team for advice**.

#### 1.2 If you suspect fraud

If you have any doubts about the validity of the document, read the '**If you think a document might be fraudulent**' guidance.

#### Check the 'Verifying your identity' form

If the applicant was asked to get someone else to complete the 'Verifying your identity' form:

1. Ask for their form and photo.
2. Check the photo against the applicant's physical appearance.
- 3.

##### If the photo looks like the applicant

1. Check the back of the photo has been signed.
2. Check the details on the photo and form match.

##### If the details match

1. Upload the 'Verifying your identity' form.
2. Return the form and photo to the applicant.

3. Let the applicant know that someone will contact the person who completed the form to confirm their details.
4. Continue to verify the applicant's identity by **checking their address documents**.

**If the details do not match**

1. Ask the applicant to have a new form completed.
2. Book another appointment for them.
3. Add a note to the **local delivery integrated case notes**.

**If the photo does not look like the applicant**

1. Ask them to get another photo.
2. Book another appointment for them.
3. Add a note to the **local delivery integrated case notes**.

**If you think a document might be fraudulent**

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[Redacted text block]

[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]



exemption under section 35(1)(a) of	

**If it is a photo document**

Update SPM to **note the applicant failed the authentication check.**

**If it's a birth certificate or address document**

Update SPM to **note the applicant failed the verification check.**

**Record the authentication outcome on SPM**

If you have no connection to SPM at the appointment, update:

- the summary sheet with a note of the actions you took
- SPM when you get connected.
- 

**If the individual passed the authentication checks**

1. Select 'Client Contact'.
2. Select the system notes from the menu on the left side of the screen.



3. Create a free text entry to note that the check was done and the individual passed.

If you also verified the individual's identity, you need to **update SPM with the verification outcome**.

**If the individual did not pass the authentication checks**

1. Select 'Client Contact'.
2. Select the system notes from the menu on the left side of the screen.
3. Create a free text entry to note that the check was done and the individual did not pass.

**Check the individual's confirmation of responsibility document**

Corporate client representatives have to bring a copy of the original headed letter from their organisation.

Check the following details on the letter match the information on SPM:

- the organisation's name
- the organisation's address
- the named employee and the client representative
- the named client.

**Confirm the third party referee's details**

You need to confirm the details of the third party referee who completed the 'Verifying your identity – third party referee' form. This is part of verifying the applicant's identity.

**Get a new task from the 'Documents Received' work queue.**

**Call the third party referee**

1. Call them using the phone number on the form.
2. Ask them to confirm their personal details on the form.

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exemption under section 35(1)(a) of FOISA applies

**If all the answers match the form**

Update SPM to **confirm you've verified the applicant's identity.**

**If any answers do not match the form**

Update SPM to confirm you **cannot verify the applicant's identity.**

If you suspect fraud, you need to **report it to the fraud team.**

**If you could not contact the third party referee**

**Leave an answerphone message.**

**If the third party referee calls back**

1. Confirm you're speaking to the third party referee.

exemption under section 35(1)(a) of FOISA applies

6.

**If the third party referee has not called back**

Call them again.

If they do not answer, call the applicant to let them know you've been trying to contact the third party referee:

1. **Call the applicant.**
2. Tell them you've been unable to contact (person's name) and will continue to try and contact them.  
Try to call the third party referee again. If they do not answer, **leave an answerphone message.**

**If you could not contact the third party referee by phone**

You need to contact them by letter to ask them to call us.

1. Send a CDP\_IDV\_Referee\_Request letter from the R drive. (An agnostic letter for all disability benefits is currently being produced.)
2. **Create a task on SPM.**
3. Set the task deadline for 14 days to check if there's been any contact.  
If they have not called us by the task deadline:

1. Send a 'CDP\_IDV\_Referee\_Request\_Reminder' letter from the R drive. (An agnostic letter for all disability benefits is currently being produced.)
2. Call the applicant.
3. Tell them you've been unable to contact (person's name) and if you cannot contact them you will not be able to verify their identity.
4. Create a task with a deadline of 14 days.

If the third part referee has not called us by the task deadline, update SPM to confirm you **cannot verify the applicant's identity**.

Revisions let you view and compare content, refer back to old revisions, and work on latest revisions before publishing.

## **Record the identity verification on SPM**

### **Overview of recording the verification outcome**

You need to update SPM to record if you were able to verify the individual's identity at a face to face appointment.

The outcome will be either a:

- pass
- fail.

You need to:

- record a pass or fail
- confirm what documents you checked.

If you do not have a connection to SPM at the appointment, update:

- the summary sheet with a note of the actions you took
- SPM when you can get connected.

Read the relevant guidance to find out how to update SPM if you:

- **verified the individual's identity**
- **could not verify the individual's identity.**

### **If you verified the individual's identity**

Record the identity verification outcome as a pass. The steps you need to follow depend on whether:

- it was a standard or subsequent Disability Payment application and you were verifying the client, their representative, or parent and guardian
- it was a special rules Disability Payment application and you were verifying the client or parent and guardian
- the client completed and returned the Verify Identity Form.

### **If it was a standard or subsequent application**

To update SPM:

1. On the 'Case home page', select 'Evidence'.
2. Select 'Evidence' from the menu on the left side of the screen.
3. On the 'Verifying Identity Evidence' row, select the 3 (...) dots.
4. Select 'Edit'.
5. A pop up window will appear, select an option from the 'Face to Face Check?' dropdown. Leave this blank if you checked a 'Verifying your identity' form.
6. If the claim is an advance claim for a client approaching discharge from prison, select an option from the 'Face to Face check' dropdown.
7. Add a note describing the documents you have verified and accepted.
8. If you used a previous disability claim to verify the identity, write 'Verified using Disability Case' and the SPM reference case on the note.
9. If you checked a biometric residence permit, include the permit type in the 'Additional Comments' field.
10. Select 'Save'.

### **If it was a special rules application**

To update SPM:

1. On the 'Case home page', select 'Evidence'.
2. Select 'Evidence' from the menu on the left side of the screen.
3. On the 'Verifying Identity Evidence' row, select the 3 (...) dots.
4. Select 'Edit'.
5. A pop up window will appear, select an option from the 'BASRiS received' dropdown.
6. Select 'Save'.

### **If the individual has completed the Verify Identity Form**



After uploading the form as part of **Check the 'Verifying your identity' form**, a client advisor needs to confirm the third party referee details. The Verify Identity Evidence cannot pass before this step is complete. Raise a task to the client advisor indicating that you've uploaded the form and the referee details need to be confirmed. Once this is done, the adviser will clear the identity evidence.

#### **If you verified the identity of a client representative**

There is no 'Identity Evidence' screen for a client representative.

Once you've recorded the **authenticated outcome on SPM**, raise a task to the client adviser stating that the client representative has passed the identity and verification checks. If the relevant suitability and capability checks have passed, the client adviser will **clear the outstanding relationship verification**.

Revisions let you view and compare content, refer back to old revisions, and work on latest revisions before publishing.

#### **If you could not verify the individual's identity**

You need to:

- record the identity verification as a fail on SPM
- if the client has failed the identity and verification checks, **deny the application**.

You can only deny the application after you've updated the identity verification outcome on SPM.

The steps you need to follow to update SPM depend on if it was a:

- standard Disability Payment application
- special rules Disability Payment application
- identity verification of the client representative.
- 

#### **If it was a standard application**

To update SPM:

1. On the 'Case home page', select 'Evidence'.
2. Select 'Evidence' from the menu on the left side of the screen.
3. On the 'Verify Identity Evidence' row, select the 3 (...) dots.

4. Select 'Edit'.
5. A pop up window will appear, select 'Fail' from the 'Face to Face check' dropdown.
6. Add a note of the reason why you could not verify their identity in 'Additional Comments'.
- 7.

The note you need to add depends on the reason why you could not verify their identity.

**If the identity documents did not confirm the individual's identity**

Add the note, 'Evidence provided does not support identity for the individual'.

**If the individual could not provide identity documents**

Add the note, 'Valid document not produced'.

**If the individual did not book an appointment**

Add the note, 'Failure to provide evidence in support of identity'.

**If the individual did not attend their appointment**

Add the note, 'Failed to attend appointment'.

**If we could not contact the individual's third party referee**

Add the note, 'Referee cannot be contacted'.

**If it was a special rules application**

To update SPM:

1. On the 'Case home page', select 'Evidence'.
2. Select 'Evidence' from the menu on the left side of the screen.
3. On the 'Verify Identity Evidence' row, select the 3 (...) dots.
4. Select 'Edit'.
5. A pop up window will appear, select 'Fail' from the 'BASRiS received' dropdown menu.
6. Select 'Save'.

**If you could not verify the identity of a client representative**

There is no 'Identity Evidence' screen for a client representative.

Once you've recorded the **authenticated outcome on SPM**, raise a task to the client adviser stating that the client representative has not passed the identity and verification checks. If the relevant suitability and capability checks have passed, the client adviser will **clear the outstanding relationship verification**.

### **Deny the application if you could not verify the applicant's identity**

You can only do this once you've updated SPM with the identity verification outcome.

Once you've updated SPM, deny the application.

1. To deny a Child Disability Payment application.
2. To deny an Adult Disability Payment application.

### **Verify the child on a Child Disability Payment application exists**

#### **Verify the child exists**

You need to make sure Social Security Scotland makes payments to a child that exists.

You need to check if the Department for Work and Pensions has a record of the child.

You can only do this after we've verified the applicant's identity.

If there's a Global Unique Identifier for the child this means SPM found a match of their information with the Department for Work and Pensions' data.

Check SPM for a Global Unique Identifier:

1. Sign in to SPM.
2. Search for the child's record.
3. On the child's record, select 'Client Contact'.
4. Select 'Interactions'.
5. You'll see either 'Get GUID success' or 'Get GUID failure'.

#### **If there's a Global Unique Identifier on SPM**

You'll see 'Get GUID success'. You can take this as confirmation that the child exists. Update SPM to **confirm the child exists**.

#### **If there's no Global Unique Identifier on SPM**

You'll see 'Get GUID failure'. This means SPM did not find a match of the child's information with the Department for Work and Pensions' data.

You need to try and get a Global Unique Identifier for the child.

If you've followed the guidance and cannot get a Global Unique Identifier you'll need to ask for documents to confirm the child exists.

### **Ask for documents to confirm the child exists**

The applicant will need to send documents that confirm the child exists.

Send them a letter from SPM to ask for documents. To do this:

1. From the 'Participant Evidence requests' section, select the 'New evidence request' button.
2. Select the relevant application using a checkbox.
3. Select 'Next'.
4. Select 'Check child exists' from the dropdown list.
5. Select 'Submit'.

If the applicant does not send documents within 2 weeks, SPM will automatically send a reminder letter.

The applicant will have 2 weeks from the reminder being sent to send their documents.

If they do not send the documents, SPM will automatically create a task to let you know. Update SPM to **record the outcome of the child exists verification**.

### **Check the document confirms the child exists**

If the applicant sent documents, you need to check they sent a copy of one of the following:

- child's full UK birth certificate
- UK adoption certificate
- guardianship order
- parental order
- kinship order
- photo page of the child's UK or European Economic Area passport
- the child's Home Office documents
- both sides of the child's biometric residence pass.

Check the child's name and date of birth on the document matches SPM.

**If the details do not match or the applicant did not send any documents**

You cannot confirm the child exists. Update SPM to **record the outcome of the child exists verification**.

**Record the outcome of the child exists verification**

Before starting the child verification, check **the child has a Child Reference number**

**If you cannot verify the child exists**

The steps you need to take depends on if part 2 of the application has been returned.

**If part 2 has been returned**

To update SPM:

1. On the 'Case home page', select 'Evidence'.
2. Select 'Evidence' from the left side of the screen.
3. On the 'Child Exists Evidence' row, select the 3 (...) dots.
4. Select 'Edit'.
5. A pop up window will appear, select 'Fail' from the 'Documents' dropdown.
6. Select 'Save'.

**If part 2 has not been returned**

Do not update SPM. Check what to do if part 2 has not been returned.

**Check the child has a child reference number**

You need to check inSight to find out if the child has a Child Reference number.

You need to check this as part of the identity reference verification for the child. This is part of the check child exists verification.



You'll need a Global Unique Identifier to access inSight. You'll already have checked SPM for a Global Unique Identifier for the child.

**If there is a Global Unique identifier on SPM**

Access inSight to check for a Child Reference number.

If you find a Child Reference number for the child, update SPM to confirm this.

**If there is no Global Unique identifier on SPM**

You cannot access inSight.

You need to:

- arrange a Child Reference number
- update SPM to confirm you checked for a Child Reference number

**Update SPM to confirm you checked for a Child Reference number**

To update SPM:

1. On the 'Case home page', select 'Evidence'.
2. Select 'Evidence' from the left side of the screen.
3. On the 'Identity Reference Verification' row, select the 3 (...) dots.
4. Select 'Edit'.
5. A pop up window will appear, select 'Evidence used to confirm reference'.
6. Select 'Save'.

You've now completed the check child exists verification.

**Verify the applicant's identity as part of a special rules application**

You need to verify the applicant's identity by checking the 'Benefits assessment under special rules in Scotland' form.

For Child Disability Payment you need to check the child and the child's parent or guardian's details on the form match SPM.

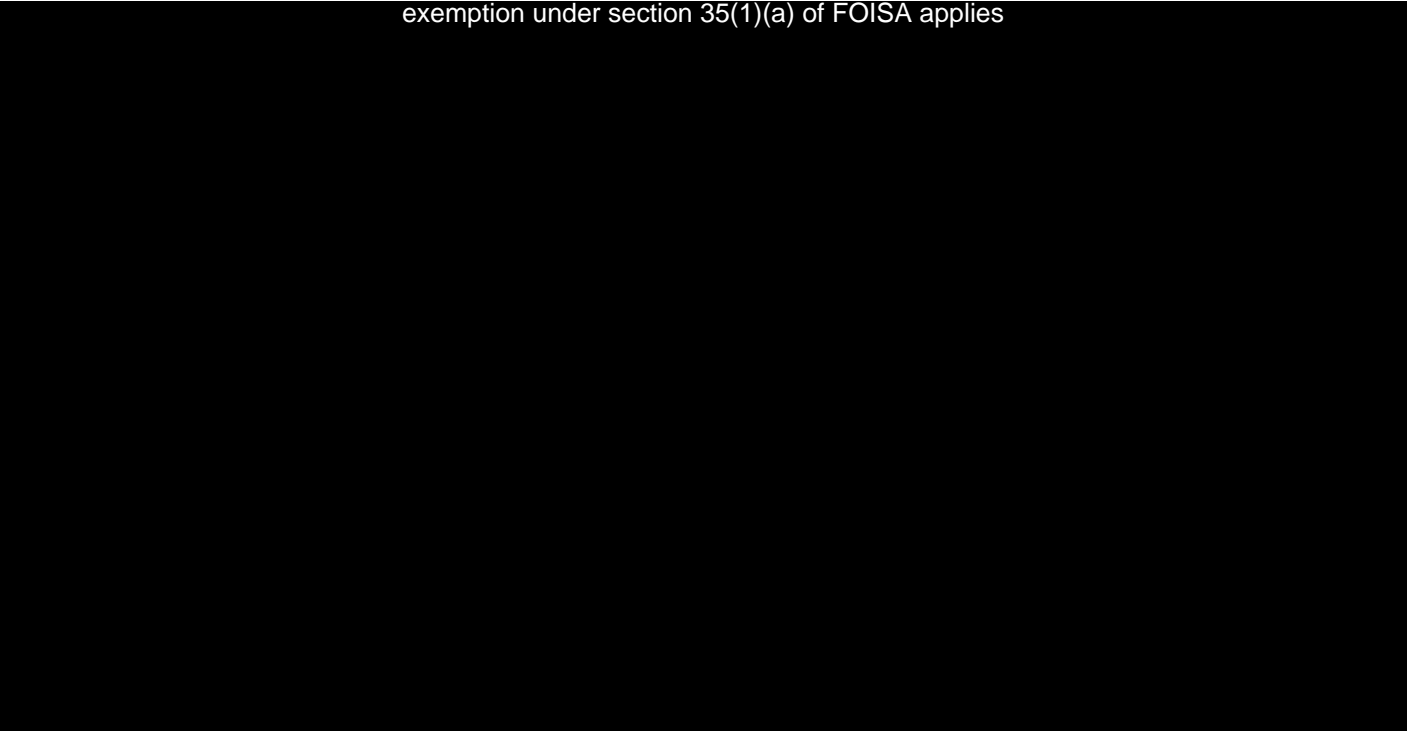
For Adult Disability Payment you need to check the details on the form match SPM.

## **Check if there is a form on SPM**

First, you need to get a new task from the 'SRTI new applications' work queue.

To get a task:

exemption under section 35(1)(a) of FOISA applies



### **If the details on the form match the application**

For Child Disability Payment update SPM to confirm you've verified the parent or guardian's identity.

For Adult Disability Payment update SPM to confirm you've verified the applicants identity.

For more information, read the 'Record the identity verification on SPM' guidance.

### **If the details on the form do not match the application**

For Child Disability Payment update SPM to confirm you've not been able to verify the parent or guardian's identity.

For Adult Disability Payment update SPM to confirm you've not been able to verify the applicants identity.

For more information, read the 'Record the identity verification on SPM' guidance.

The applicant will need an appointment with our local delivery team.

1. Contact them to let them know they'll need to book an appointment.
2. Create a task in the 'Local delivery admin' work queue.  
The local delivery team will complete the appointment with the applicant. SPM will automatically create a task once the appointment has been completed. You can continue to carry out any other verifications.

### **If you were unable to contact the applicant**

Send a letter to tell them we'll contact them to book an appointment.

1. From the 'Evidence requests' section, select the 'New evidence request' button.
2. Select the relevant application using a checkbox.
3. Select 'Next'.
4. Select 'IDV appointment' from the dropdown list.
5. Select 'Submit'.

In person interviews with a client who is leaving prison

Clients who are leaving prison soon can apply for Adult Disability Payment before they leave.

The Scottish Prison Service will send a referral. After receiving the referral the Local Delivery team will arrange an appointment to:

- interview the client in prison
  - assist them with the application process
  - complete the identity and verification checks.
- As they're applying in advance, the client must record the prison as their residential address.

The Local Delivery team will verify the client's identity during the interview using:

- the verify your identity form
- the referee process.
- 

The verify your identity form

The prison service will provide the client with photographic identification. This may vary depending on each prison. The photograph does not need to be a passport photograph, it may either be:

- an individual photograph
- a photograph embedded into any ID document.

On the day of their discharge, client's without an identity document will receive an identity document in their liberty pack. Some prisons might provide this in advance to support the application process.

The liberty pack or document should include the following information:

- photograph of prisoner leaving
- date of when they went into admission
- name
- date of birth
- National Insurance number
- date of when leaving
- prisoner's signature
- governor's signature.
- 

The referee process

The referee will sign the photograph in the presence of the client support adviser to confirm the client's identity.

The client has to know the referee and can either be a

- prison officer
- support worker.
- 

The referee's identity also has to be verified. The prison service photographic identity badge is a valid identity document.

As the clients and referees identities have been verified by the client support adviser, the client adviser does not have to conduct a follow up call.

The client will not have to provide additional proof of address. Their address is verified by visiting the prisoner at the prison in the presence of the referee.

The client support adviser should record the identity verification on SPM.

## **Ukrainian Nationals - Disability benefits**

### **The Ukrainian Schemes**

With effect from the 14 February 2022, Ukrainians and their non-Ukrainian immediate family members who were resident in Ukraine before 1 January 2022 can apply to come to the UK under one of the following schemes:

- Ukraine Family Scheme
- Homes for Ukraine Scheme.
- 

### **Ukraine Family Scheme**

This scheme is open to Ukrainian nationals and the immediate family members of Ukrainian nationals applying to the scheme. These people may apply to join or accompany a family member in the UK who is a British national or settled in the UK.

The UK-based family member must be one of the following:

- an immediate family member
- an extended family member
- an immediate family member of an extended family member.
- 

More information about the meaning of immediate and extended family members is available here: **Apply for a Ukraine Family Scheme visa - GOV.UK ([www.gov.uk](https://www.gov.uk))**

### **Homes for Ukraine Scheme**

This is a new sponsorship scheme open to Ukrainian nationals and their immediate family members. The scheme enables people and organisations in the UK to sponsor Ukrainians to come to the UK.

More information is available here: **Homes for Ukraine scheme: frequently asked questions - GOV.UK ([www.gov.uk](https://www.gov.uk))**

### **Documentation**

An individual who has entered the UK under one of the Ukraine scheme will have one of the following documents:

- a visa in their passport stamped with Ukraine Scheme
- a Form for Affixing Visa (FAV) stamped with Ukraine Scheme
- a passport with a code 1 or 1a stamp with the message ‘no recourse to public funds’ crossed over, and a permission to travel letter.

There was a short period of time between 14 February 2022 and 4 of March 2022 where individuals fleeing the conflict were not able to access Visa Application Centres in the Ukraine and alternative venues had not been provided.

In these cases, check one of the following:

- that the Visa in the application will not be stamped with Ukraine scheme. You can accept that the individual applied under one of those schemes provided the visa was granted during that exceptional period.



- that those clients issued with a code 1 and 1a stamp will not have a permission to travel letter. You can accept that the individual applied under one of those schemes provided the code 1 and 1a stamp was granted during that exceptional period.
- It's expected that the most of individuals will bring one of the three aforementioned documents and you will have already seen this evidence. The only exception is the travel letter can be used as part of the normal identity and verification process. It's unlikely that anyone arriving in Scotland and who makes a claim to Social Security Scotland will have a digital footprint which will allow the automated back office identity and verification check to return a pass result.

Therefore a referral will be made to local delivery for a face to face appointment to verify the client's identity.

### **Evidence of identity**

In all cases the current process of verifying a client's identity applies. The client is required to provide one of the following:

- photographic evidence and one proof of address
- birth certificate, proof of (SPM) bank ownership, for example, bank card, bank statement, online account, and one proof of address
- the Verify Your Identity Form completed and 2 proofs of address.

If the client is unable to provide any of the documentation above, their identity can be also be considered as verified if they meet all the following points:

- the client arrived in the UK on or after the 14<sup>th</sup> February 2022
- can provide an International Ukrainian Passport or a FAV
- the date of entry to the UK is within 6 months of their date of application for benefit
- they have entered the UK under either of the Ukraine Family Scheme or Homes for Ukraine Scheme.

In this scenario, the requirement to produce address documentation can be waived.

**If any of above points are not true, the client's identity must be verified using the existing processes.**

### **Security checks for inbound calls and web chat**

You must make sure you're speaking to the right person before you discuss any information about a client or their record. You need to do this by asking security questions. This is called identity authentication.

You need to complete security checks for:

- inbound calls
- web chat
- outbound calls

In this guidance, 'caller' refers to the person contacting us by phone or web chat. The guidance you need to follow depends on who the caller says they are. Callers can be:

- the client
- someone who is not the client
- the cared for person for Young Carer Grant or their representative
- the parent or guardian of a child who gets Child Winter Heating Assistance
- someone calling for the client because they're too unwell

### **If the caller tells you they're the client**

You need to ask security questions to confirm they're the client.

1. Say 'Before I can continue with your query, can you please provide your National Insurance number?'

Always ask the client for their National Insurance number.

If the caller does not know where to find their National Insurance number, tell them they can find it on:

- their payslip or P60
- letters about their tax, pension or benefits
- on the National Insurance section of their personal tax account.

2. Search for the client's record by National Insurance number.

Check their details match SPM. To do this, ask for their:

- full name
- date of birth
- first line of their address
- postcode.

3. If the client does not know their National Insurance number and they do not have any documentation containing their National Insurance Number, search for a person record on SPM.

On SPM, go to the 'Person Search' screen:

1. You can search by any field:

- Enter the person's information in one or more fields.
- Use the 'Reference' field if you want to enter the person's National Insurance number. The last letter of the National Insurance number

is always A, B, C or D. If this letter is missing, you can try one after the other.

2. Select 'Search'.

3.

4. Select the correct person in the 'Search Results' table. This will open their record.

For more information, visit the 'Search for a person record' guidance.

Once you find the client's account on SPM, you should confirm the identity of the caller using Knowledge Based Verification questions. The answers to these questions should only be known to the client.

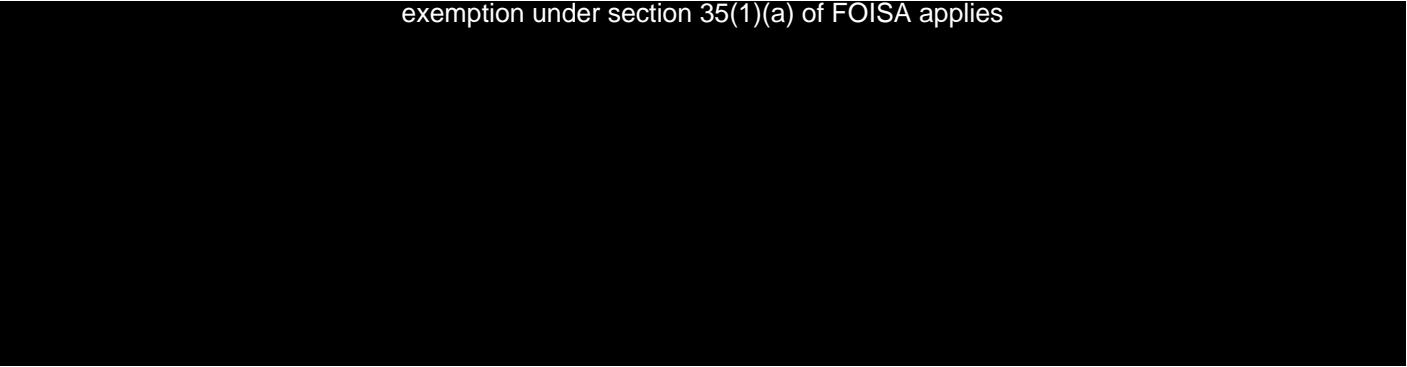
4. Say 'Before I can continue with your query I first need to complete some security checks.'

If the details match SPM, ask second line security questions.

If the details do not match SPM, follow 'The callers answers do not match SPM' guidance.

#### **Ask second line security questions**

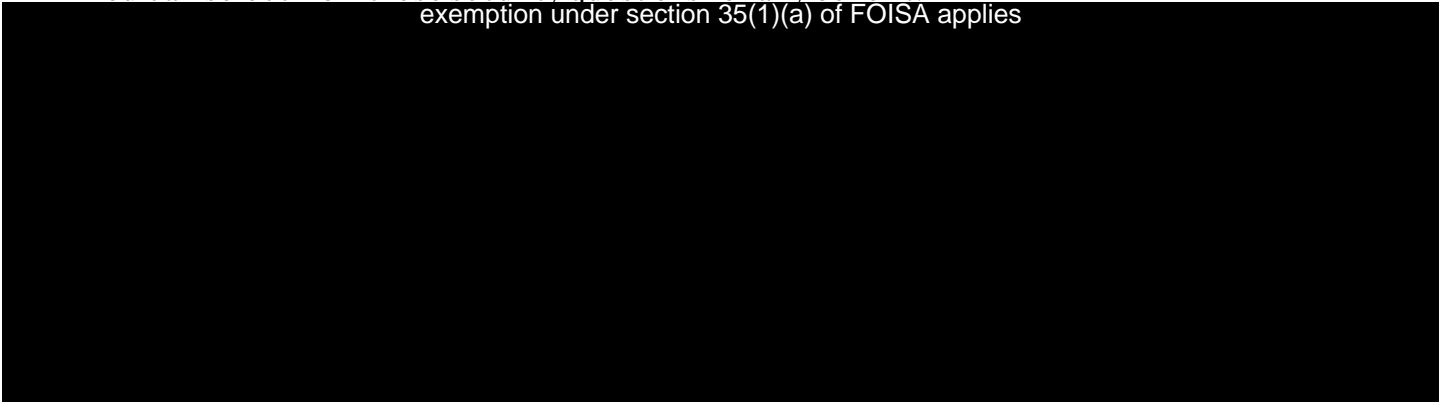
exemption under section 35(1)(a) of FOISA applies



#### **All benefits**

You can select from these security questions for any benefit.

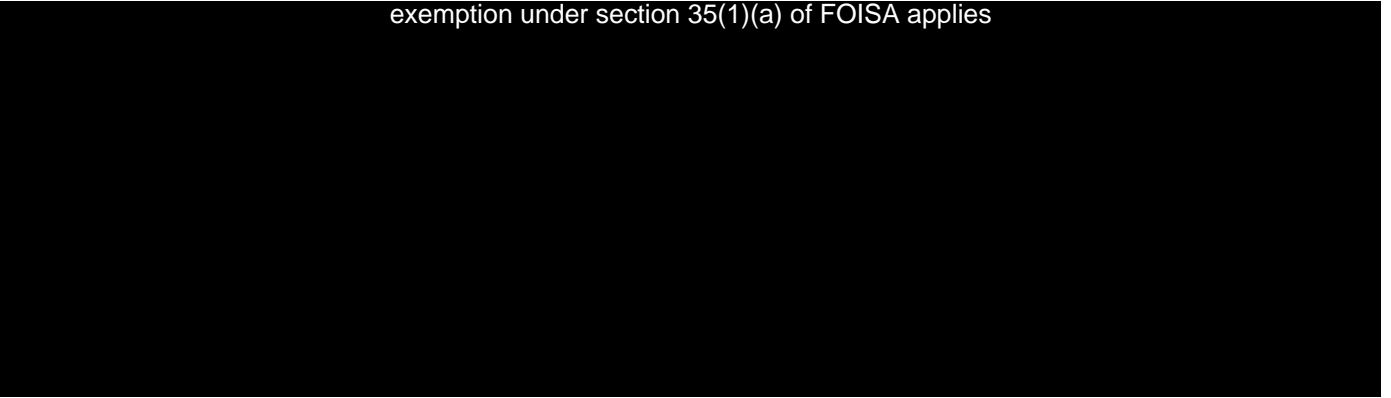
exemption under section 35(1)(a) of FOISA applies



#### **Carer's Allowance Supplement**

You can select from these security questions for clients who get Carer's Allowance Supplement.

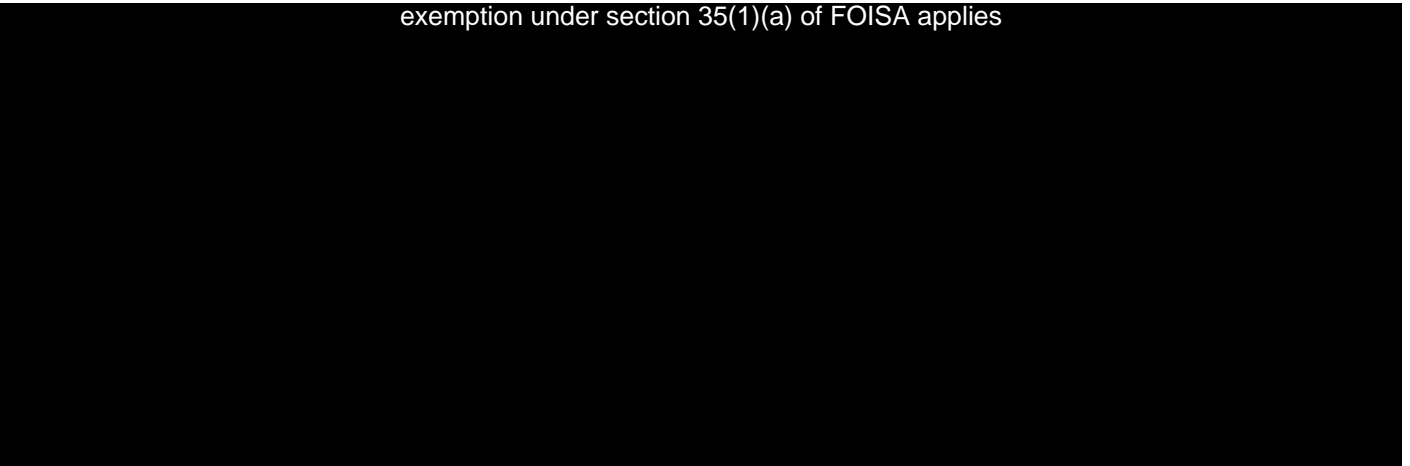
exemption under section 35(1)(a) of FOISA applies



### **BestStart Grant**

You can select from these security questions for clients who get Best Start Grant.


exemption under section 35(1)(a) of FOISA applies



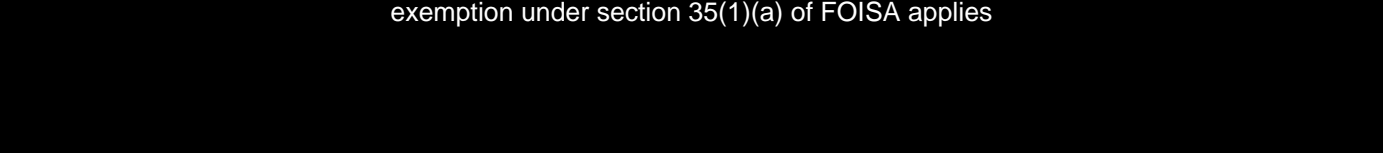
### **Funeral Support Payment**

You can select from these security questions for clients who get Funeral Support Payment.

exemption under section 35(1)(a) of FOISA applies

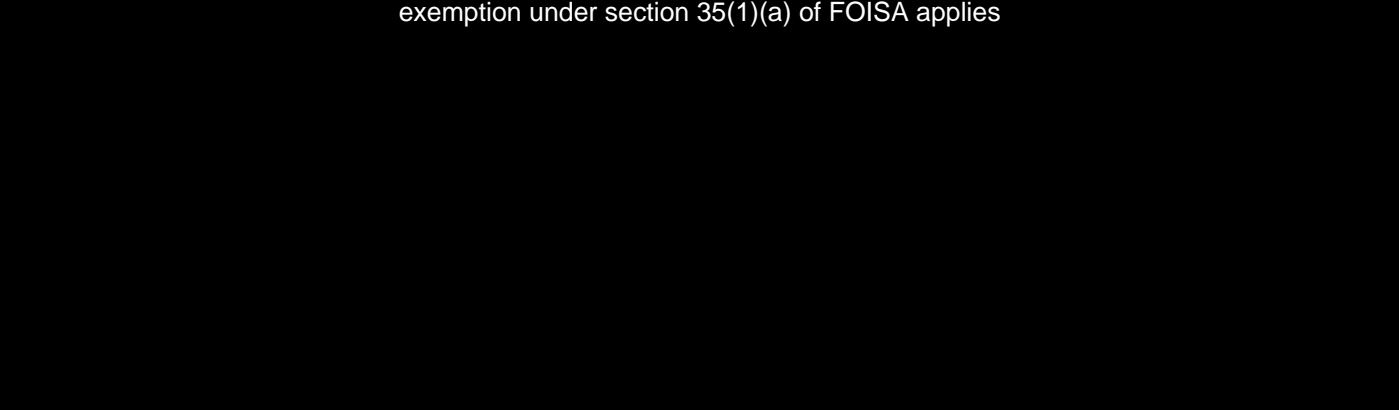


exemption under section 35(1)(a) of FOISA applies



You can select from these security questions for clients who get Young Carer Grant.

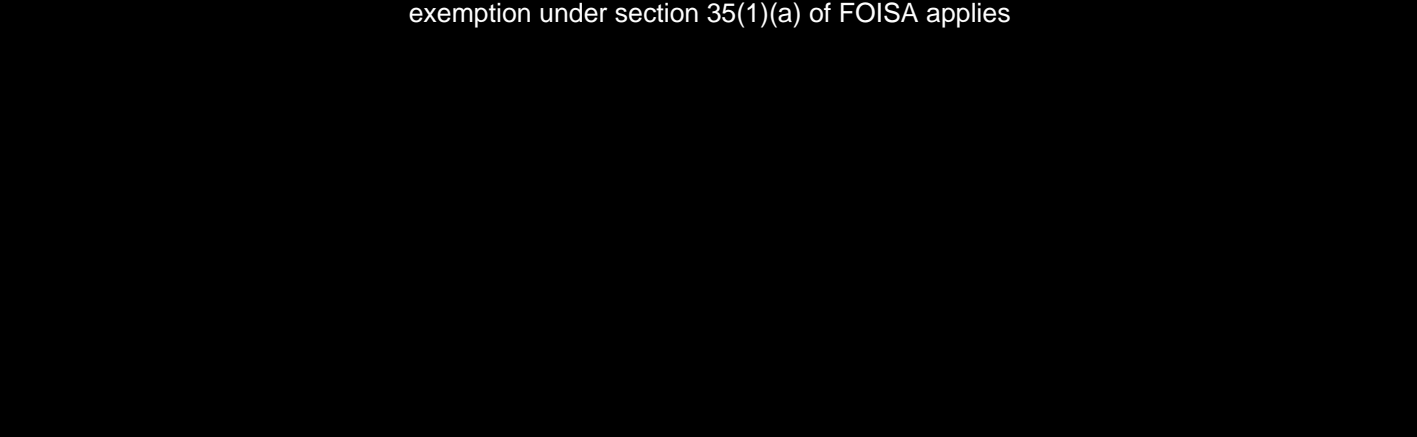
exemption under section 35(1)(a) of FOISA applies



### **Job Start Payment**

You can select from these security questions for clients who get Job Start Payment.

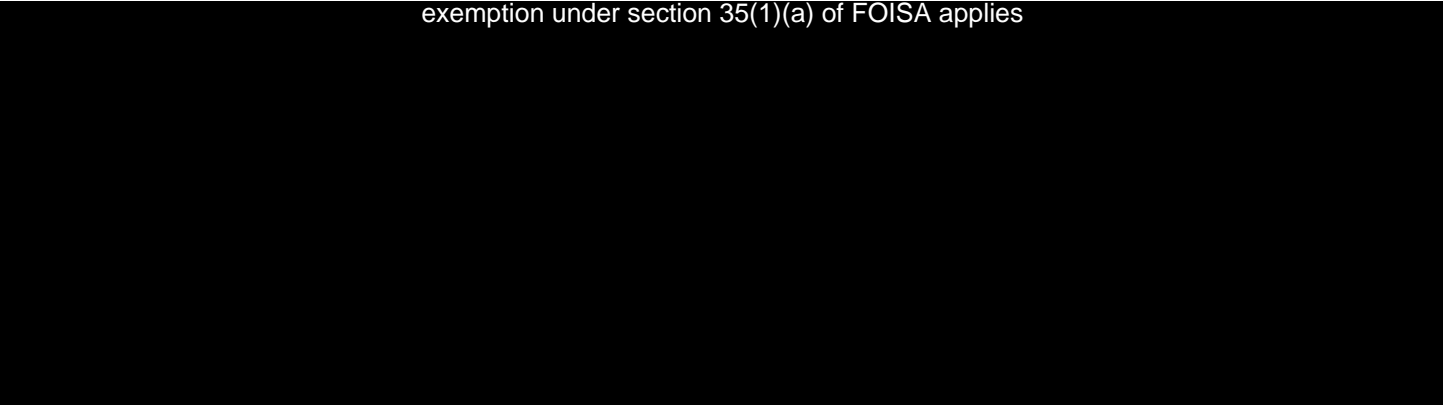
exemption under section 35(1)(a) of FOISA applies



### **Scottish Child Payment**

You can select from these security questions for clients who get Scottish Child Payment.

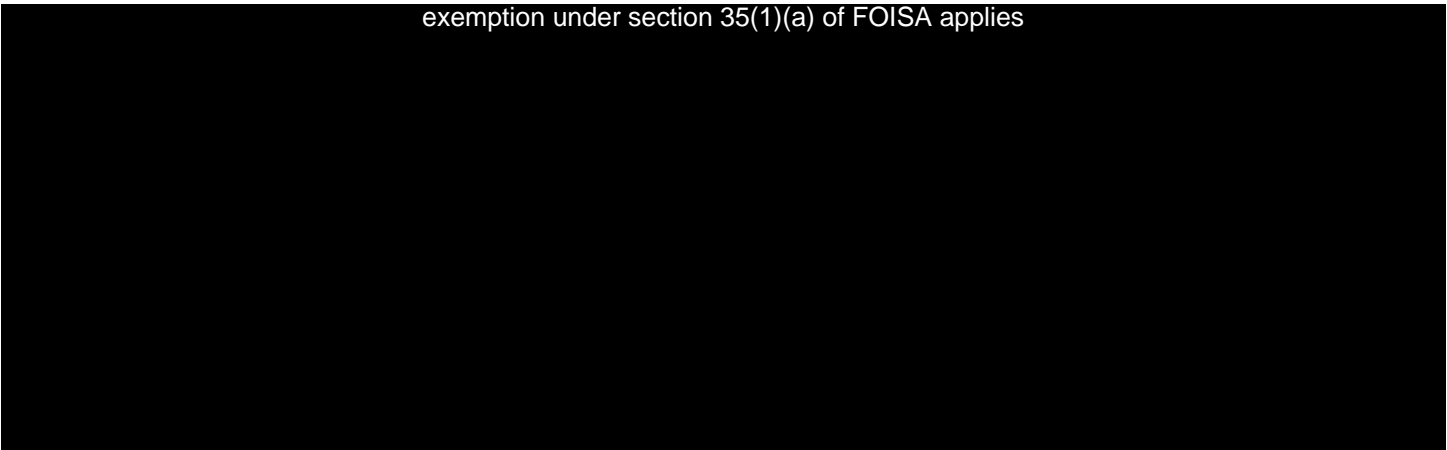
exemption under section 35(1)(a) of FOISA applies



### **Child Disability Payment**

You can select from these security questions for clients who get Child Disability Payment.

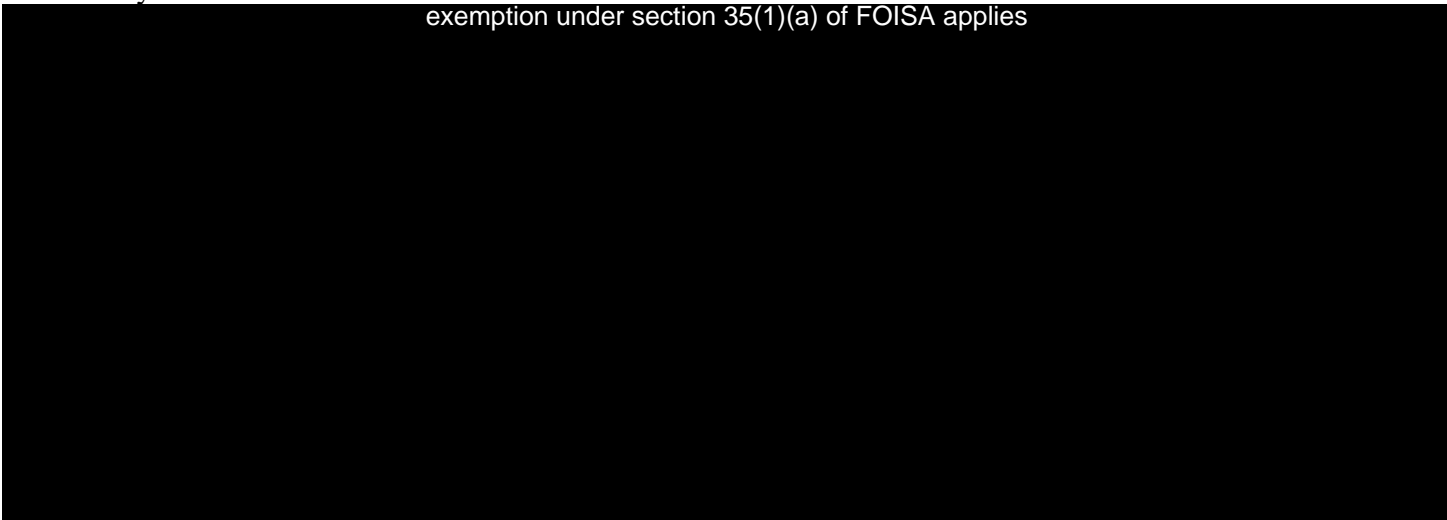
exemption under section 35(1)(a) of FOISA applies



### **1.3    Adult Disability Payment**

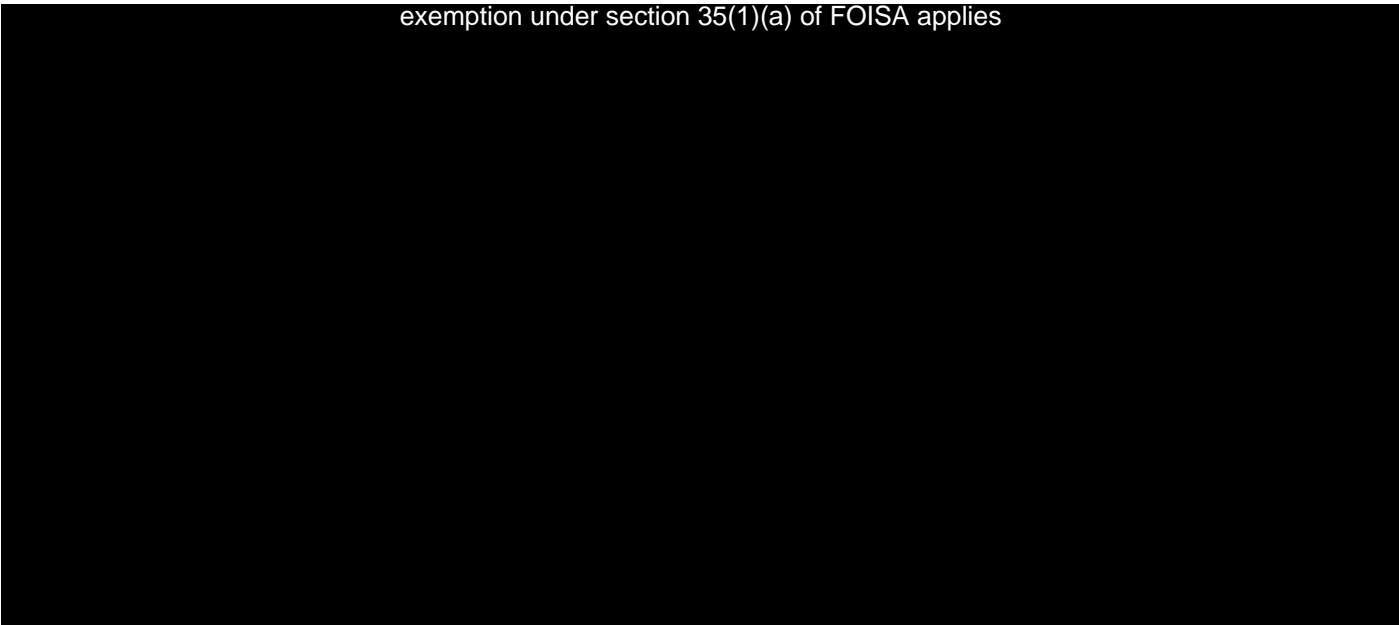
You can select from these security questions for clients who get Adult Disability Payment.

exemption under section 35(1)(a) of FOISA applies



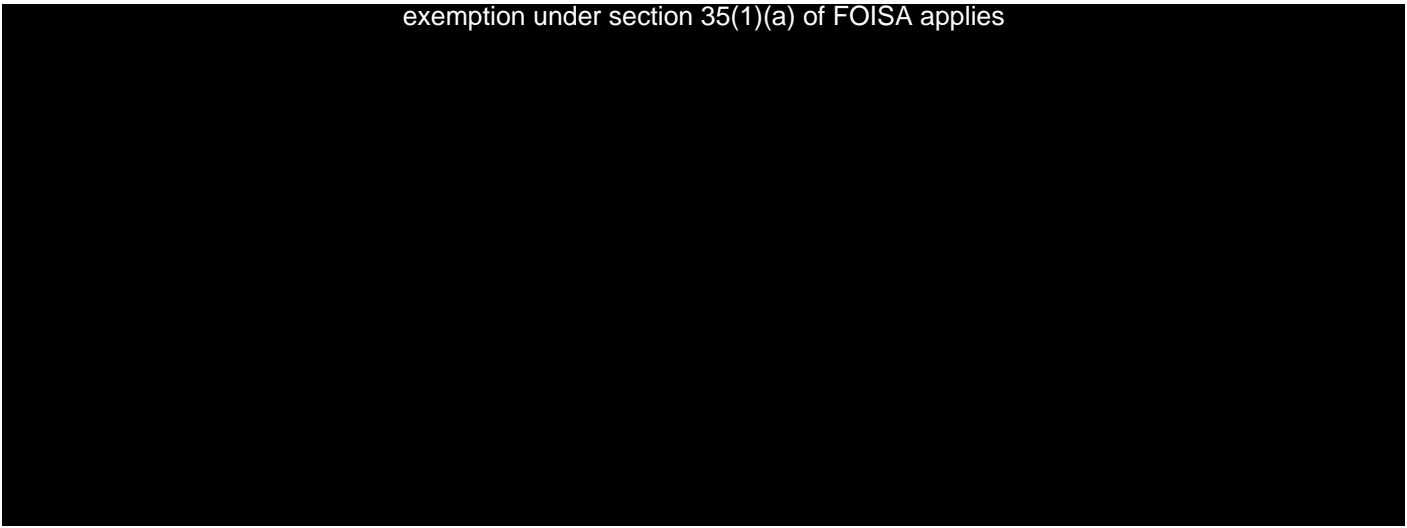
### **1.4    Disability Payment: Case Transfers**

exemption under section 35(1)(a) of FOISA applies





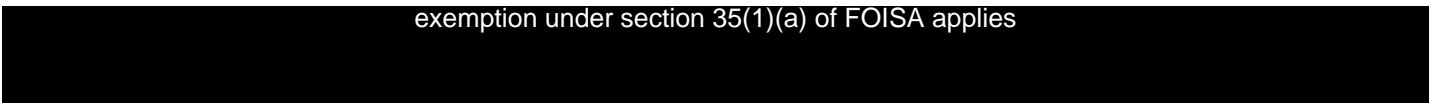
exemption under section 35(1)(a) of FOISA applies



You've successfully confirmed their identity.

1. Tell the caller the security checks are complete.
2. Continue the call or web chat.

exemption under section 35(1)(a) of FOISA applies



**Follow the steps in the 'The caller's answers do not match SPM' guidance.**