



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
Caxton House
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London
SW1H 9NA

Shabeeb
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[freedom-of-information-
request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

[DWP Website](#)

Our Ref: FOI2023/40710

1 June 2023

Dear Shabeeb,

Thank you for your Freedom of Information (Fol) request received on 25 May. You wrote:

“I have two requests for information:

1. What is the service level agreement for NI number allocation for Biometric residence permits and is there an associated backlog now ? If so, how long is it anticipated to take in order for it to clear?
2. The email address or contact details of the NINo team that can be used by individual applicants to determine the cause of delay, particularly in the context of a delayed BRP that the Home Office has confirmed is contingent on this verification process.”

DWP Response

We confirm that we do hold the information you have requested.

1. DWP have a Service Level Agreement with the Home Office to allocate a National Insurance Number within 5 working days of receiving the request from the Home Office. DWP are currently meeting this timescale and have no backlog.
2. Enquiries regarding the issue of a BRP should be directed to the Home Office at one of the following links.

<https://www.gov.uk/biometric-residence-permits/getting-your-brp-if-you-applied-from-inside-the-uk>

<https://www.gov.uk/biometric-residence-permits/getting-your-brp-if-you-applied-from-outside-the-uk>.

If you have any queries about this letter, please contact us quoting the reference number above.

Yours sincerely,

DWP Central Freedom of Information Team
Department for Work and Pensions

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwg.gov.uk or by writing to: DWP Central FoI Team, Caxton House, 6-12 Tothill Street, London, SW1H 9NA.

Any request for an internal review must be received by us within 40 working days of the date of this letter. Please note we are not obliged to provide a review if it is requested after more than 40 working days.

If you are not content with the outcome of the internal review, you may apply directly to the Information Commissioner's Office for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Website: [ICO FOI and EIR complaints](#) or telephone 0303 123 1113