



Department  
for Work &  
Pensions

DWP Central Freedom of  
Information Team  
Caxton House  
6-12 Tothill Street  
London  
SW1H 9NA

Thomas Rasmussen  
request-693257-226b792e@whatdotheyknow.com

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

[DWP Website](#)

Our Ref: FOI2020/55482

20 October 2020

Dear Thomas Rasmussen,

Thank you for your Freedom of Information (FoI) request received on 23rd September. You wrote:

“When is it expected that National Insurance number applications will be reopened for EU citizens coming to the UK to work and/or study? If there are any internal documents providing a timeframe for this, please disclose these; if not, please disclose the requested piece of information itself.”

## **DWP Response**

I can confirm that Department for Work and Pensions (DWP) does hold the information you requested.

The DWP have started testing a digital solution which should enable us to shorten the face to face National Insurance Number (NINo) process. This is expected to roll out nationally, subject to Covid-19 restrictions, by the end of the year.

Unfortunately, I am unable to provide any internal documents regarding the timeframe for the introduction of the digital solution. This has been a piece of work involving many different teams and business strands across DWP. It is regarded as a high priority area of work, working to internal project delivery dates for individual elements. The aim is to have the service available to all EU Nationals as soon as possible once testing has been completed.

Answering outside of the Freedom of Information (FOI) Act I can confirm that it is possible for an individual to start work before they receive a NINo and Her Majesty's Revenue and Customs's (HMRC) guidance to employers makes this very clear. However, it is of course important that individuals make an application for a NINo once the NINo application process recommences this will enable their contributions to be recorded against their National Insurance account.

In addition, please see the attached links which may be useful to you:

<https://www.gov.uk/employ-someone>

<https://www.gov.uk/prove-right-to-work>

Customers who requires a NINo for Student Finance need to make an application to the Student Loan Company (SLC). If they meet their eligibility criteria, SLC will forward the customer details to the Department to either trace an existing NINo, or instigate the National Insurance Number application process to have one allocated.

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@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk) or by writing to: DWP Central FoI Team, Caxton House, 6-12 Tothill Street, London, SW1H 9NA.

Any review request should be submitted within two months of the date of this letter.

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 Contact Information](#) or telephone 0303 123 1113 or 01625 545745