

# The **Potteries Gold** Post

## **PROVE YOURSELF!**

### **NEW CLAIMANTS ASKED FOR PHOTO ID BY DWP**

If you don't have a **passport** or **photo driving licence**, you could face extra delays if you're claiming some **benefits** or a **pension** for the first time, as the DWP have tightened up their security procedures. Even if you do have acceptable photo ID, you'll also need at least two **other pieces of evidence** of who you are – such as **household bills** or **bank statements** – before your claim can be accepted.

In addition to your **National Insurance Number**, recent DWP guidance for first-time claimants states they should provide "at least one piece of **primary original documentary evidence**" plus two documents from another list confirming their **date of birth** and 'identity in the community'.

Primary proof of your identity will usually be a current, valid passport or photo driving licence (a provisional licence is acceptable). Alternatives include some **residence permits**, **travel documents** or **immigration status documents** issued by the **Home Office** or **UK Border Agency**.

### **IF YOU DON'T HAVE ACCEPTABLE PHOTO ID**

If you have **lost your primary ID** (for example, in a fire), **cannot access it** (because you are fleeing violence or there is a similar emergency) or you don't have a current passport or driving licence, the DWP have to carry out **biographical checks**.

This will involve you giving consent for them to contact **third party organisations**, such as the General Registrars Office and other Government departments, employers, hospitals or schools, until they are satisfied that you are who you claim to be.



This will obviously delay the claim. Some people, such as those who are **homeless** or younger people **living with friends and family**, may find it particularly difficult to provide the required evidence.

## **YOUR DATE OF BIRTH AND IDENTITY IN THE COMMUNITY**

**Acceptable documents** confirming these include:

- Local Authority rent card
- Council tax documents
- Tenancy agreement for current property
- Life assurance/insurance policies
- Mortgage repayment policies
- Recently paid fuel/telephone bills in the customer's name
- Original marriage or civil partnership certificate
- Current/recent wage/pension slip that includes payee name and NINo
- Current bank/building society/Post Office card account statements
- Vehicle registration/motor insurance documents
- Expired passport

## **PROVING YOUR IDENTITY IN FUTURE**

Many UK Government departments now accept online proof of your identity via **Gov.UK Verify**. Certified providers – including the Post Office, Experian and Barclays Bank - carry out the identity verification process online. However, this still requires acceptable photo ID and other proof of identity such as your email address, mobile phone number, and bank account number. Once your identity has been verified you can then continue to access the GOV.UK service you need, and log in quickly and access other services without needing to be verified again.

Potteries Gold is a **Citizens Advice Staffordshire North & Stoke-on-Trent** project to help people in Stoke-on-Trent cope with changes to the benefit system

- ★ **Benefit Talks for your community group**
- ★ **Pop-Up Benefit Advice**
- ★ **PIP/ESA Workshops**
- ★ **Benefit Leaflets**
- ★ **The Potteries Gold Post**
- ★ **Volunteering**

[www.snsCab.org.uk/about-us/potteries-gold](http://www.snsCab.org.uk/about-us/potteries-gold)

Follow us on Facebook and Twitter: search for **Potteries Gold**



**LOTTERY FUNDED**