

New DBS identity checking process – Frequently Asked Questions (FAQs)

1) Why is the DBS introducing new (ID) checking guideline?

The Home Office commissioned the DBS to look at a number of options to enhance the ID checking process when establishing a DBS applicant's identity. The new guidelines have been developed by the DBS to meet the government's top priority of protecting the public. Reducing the number of documents acceptable for ID verification will reduce people's ability to use documents that are easily obtained or forged to assert their identity to obtain a DBS certificate, which could be used to secure a position of trust.

2) How do the changes enhance the ID checking process?

The DBS are tightening up the identity verification procedures for DBS applicants with the intention to reduce any possible abuse of the system and improve public protection. In particular, these changes will make it more difficult for individuals to conceal previous criminal records by changing their name. The focus will be on ensuring that applicants produce documents that they would have acquired through undergoing stringent identity verification with the document issuer, such as the Identity and Passport Service or the Driver and Vehicle Licensing Agency. These changes are part of an on-going improvement process that will enable easier detection of undeclared changes of name in the future.

3) When do the new ID checking guidelines come into force?

The new process will be implemented from the 28 May 2012, with a phasing-in period of three months. This is to allow organisations time to bring existing processes in to line with the new requirements. From 31 August 2012, all ID checks should be carried out in line with the new guidance.

Our on-line DBS application system will be updated to use the new id checking process from 20 August 2012

4) Can I still use the existing ID checking guidelines after 28 May?

From 28 May 2012, the DBS expect organisations to start using the new process. However, you will be able to continue to use the existing ID checking guidelines until 31 August 2012. This is to allow time for organisations to train all staff involved in the new ID checking process and make any procedural changes necessary. Our online DBS application system will be updated to use the new ID checking process from 20 August 2012. Online customers will not be able to use the old ID checking system after this date.

5) What documents can now be used in the ID checking process?

Please see the attached revised ID checking guidance for the complete list of acceptable documents. These are also available from our website www.dbsdirect.co.uk

6) Have any documents been removed from the current accepted list?

Yes, 21 documents have been removed and are no longer acceptable under the new arrangements. These are:

<ul style="list-style-type: none"> . NHS Card (UK) . National Insurance Card (UK) . Exam Certificates e.g. GCSE, NVQ, O Levels, Degree . TV Licence . Insurance Certificate . Disclosure Scotland Certificate . DBS Certificate . Vehicle Registration Document . Addressed Payslip . General Medical Council (GMC) Certificate 	<ul style="list-style-type: none"> . Connexions Card . Mail Order Catalogue Statement/Card Statement . Store Card Statement . Court Claim Form (UK) . Documentation issued by Court Services . Mobile Phone Bill . Convention Travel Document (CTD) Blue . Certificate of Identity (CID) Brown . Stateless Person's Document (SPD) Red . Application Registration Card (ARC) . Certificate of British Nationality (UK)
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This review of acceptable documents is ongoing and we will provide you with further updates as and when any other documents are removed.

7) Why have the DBS removed these documents?

In line with government policy, the DBS regularly reviews the robustness of these documents used to validate identity. Following careful consideration, it has been agreed that the new accepted document set will provide employers with the most reliable information. By limiting the document list and removing these 21 documents, the DBS has strengthened the identity checking process.

8) Are there any exceptions?

Yes, for 16/17 year old applicants in full-time education. They can use a letter confirming their identity from their Head Teacher or College Principal as a **Group 2B** document as part of the range of required documents. This may verify their name and any other relevant information required e.g.address or date of birth. It should be noted that this letter should not be used in isolation from the required list of valid identity documents.

9) What do I do if a DBS applicant cannot provide the required documents?

If you or your ID checker cannot establish a DBS applicant's identity in accordance with the new DBS ID guidelines, then the applicant will need to fill in a paper application, you should mark W59 on the application form with a NO. Applicants who are unable to provide the required documents will then be asked to give their consent to have their fingerprints taken in line with the current procedure. Employers/Applicants should be aware that this will require attendance by the applicant at a Police Station at an appointed time, and is likely to cause delay in the overall application process.

10) How many DBS applicants could be affected by the change?

Over 90% of applicants should hold a Passport, UK Biometric Resident Permit, GB or NI Driving Licence or UK Birth Certificate. We anticipate that the majority of the remainder will be able to use Route Two or Three as outlined in the revised guidance document. DBS applicants should only be considered under Route Three, **after** they have been considered under Routes One and Two and their identity cannot be established. For the small number of applicants who are unable to provide sufficient ID documents in Route Three, they will be required to consent for their fingerprints to be used as per the current process.

11) Who pays for fingerprinting?

Currently there are no costs associated with the fingerprint process for the DBS applicant, or Employer. Please note that this is likely to cause delay in the overall processing time on a DBS application.

12) How does this change affect the DBS Code of Practice?

This change provides enhancements to the ID checking process, which in turn supports the DBS Code of Practice requirement that 'Registered Bodies must accurately and comprehensively verify the identity of the applicant prior to the submission of a DBS application'.

14) Where can I go for more information to support me when I am checking an applicant's documents?

Detailed information is currently available via the Home Office website at www.homeoffice.gov.uk/DBS-id. This website will continue to be updated with any changes to current guidelines. The DBS have provided a variety of scenario-based examples on the website which may be used as a desk aid for anybody involved in the ID checking process. These will be continuously reviewed and updated.

15) Do you anticipate that this new process will cause delays to the DBS checking process?

For the majority of cases, the DBS do not envisage you encountering delays in carrying out ID checks as a result of these changes.

16) Will there be any change to the fee currently charged for a DBS check?

No. There is no planned fee increase.

18) I am currently an on-line user. How will this change affect me?

Our on-line system will be updated to use the new id checking process from 20 August 2012

19) I am currently an on-line user. What do I do if I cannot verify the applicant's identity?

You will need to complete a paper application form if you cannot establish an applicant's identity using the revised DBS ID guidelines. You should mark W59 on the application form with a NO. Applicants who are unable to provide the required documents will then be asked to give their consent to have their fingerprints taken in line with the current procedure. This will require attendance by the applicant at a Police Station at an appointed time, and is likely to cause a delay in the overall application process.

20) Can I use any of the routes to verify the identity of the applicant?

No. ALL ID checkers must have exhausted Route One and should have endeavoured to have accessed an **external validation check** (Route Two) before you consider using Route Three.

21) How do I do an external validation check?

Contact Mayflower Disclosure Services Ltd, who can provide this service.

22) Why do we need to keep a record of any discussion with the applicant?

The Employer is solely responsible for the ID checking of the applicant and should take appropriate measures to record key discussions within their recruitment process.

23) How long should we keep a record of this discussion?

This should be in line with each organisations own data protection policies.

24) What documents can I use to check addresses for non-UK residents?

The documents listed in groups 2A and 2B now allow for overseas addresses to be verified.

25) What documents can I use to check non-EEA UK residents?

Non-EEA nationals should all be validated by using Route One only. If this is not possible, it is necessary for you to determine why. If it is then established, for whatever reason, applicants will then be asked to give their consent to have their fingerprints taken in line with the current procedure. This will require attendance by the applicant at a Police Station at an appointed time, and is likely to cause delay in the overall application process.