Revised & improved DBS identification verification process

The DBS have introduced a revised and updated process for verifying the identity of an applicant for the purpose of carrying out a DBS check. This enhancement is being introduced so that the identity checking process used by the DBS is strengthened to improve public protection. In particular, the changes will make it more difficult for individuals to conceal previous criminal records by changing their name. These changes are part of an on-going improvement process that will enable easier detection of undeclared changes of name in the future.

As a customer of our DBS service please ensure that you start using the new enhanced ID verification process with effect from 1st September 2012.

Please note that although the process has been enhanced, providing the applicant has a valid Group 1 document and two others from either Groups 1, 2a or 2b, then the process is almost the same as the old method. (This is known as the Route One method). Note: The list of valid Identity Documents has been reduced, as a consequence some documents previously used to verify an applicant’s identity are no longer valid. (Please see the revised list of valid Identity Documents at Appendix 1).

What process should I follow to check an applicant’s ID?

Route One
Can the applicant produce a Group 1 document? If yes, then the applicant must produce 3 documents:

- 1 document from Group 1 (refer to list of Valid Identity Documents); and
- 2 further documents from Group 1 or 2a or 2b; one of which must verify their current address.

NOTE – EEA Nationals (Non-UK):
Where an EEA National has been resident in the UK for 5 years or less the identity of the applicant should validate identity via Route One, through checking of a Current Passport or Current UK Driving Licence (photo card only) plus 2 further documents.

NOTE - Non-EEA Nationals:
All Non-EEA Nationals should be validated via Route One only.

If the applicant is unable to produce a Group One document and is therefore unable to follow the Route One process, please contact the Records Disclosure Service on 01392 383266 or email disclose@devon.gov.uk for guidance on how to follow Routes 2 or 3.

Identification checking process

We all have a statutory requirement to follow the DBS Codes of Practice, which includes the requirement that we ‘must accurately and comprehensively verify the identity of the applicant prior to the submission of a DBS application’. The DBS provide the following guidance on verifying an applicant’s identity.

The applicant must provide a range of ID documents as part of the DBS application process. ID verifiers must:

- Follow the three route ID checking process as outlined in the guidance using the list of Groups 1; 2a and 2b documents.
- Check and validate the information provided by the applicant on the application form/continuation sheet.
- Establish the true identity of the applicant through the examination of a range of documents as set out in this guidance.
- Ensure that the applicant provides details of all names by which they have been known.
- Ensure that the applicant provides details of all addresses where they have lived in the last five years.
- Ensure the application form is fully completed and the information it contains is accurate.

If there are any discrepancies in the information provided by the applicant and/or the identity documents supplied, and fraud is not suspected, please seek clarification from the applicant. Failure to do this may compromise the integrity of the DBS service and introduce risk into your recruitment or licensing arrangements.

Please note that:
- You must only accept valid, current and original documentation.
- You must not accept photocopies.
- You must not accept documentation printed from the internet e.g. internet bank statements.
- Identity information for the applicant’s name, date of birth and address recorded in Section A and Section B on the DBS application form must be validated.
- You should in the first instance, seek documents with photographic identity (e.g. passport, new style driving licence, etc.) and for this to be compared against the applicant’s likeness.
- All documents must be in the applicant’s current name as recorded in Section A (or with production of a Marriage Certificate where applicable).
- One document must confirm the applicant’s date of birth as recorded in Section A.
- You must ensure that the applicant declares all previous changes of name, (names only used up to the age of 10 years do not have to be declared).
- You must see at least one document to confirm the applicant’s current address as recorded in Section B, in accordance with the guidance.
- You must provide a full and continuous address history covering the last five years. Where possible you should seek documentation to confirm this address history.
- You should cross-match the applicant’s address history with any other information you have been provided with as part of the recruitment, such as their CV. This can highlight if an address has not been given e.g. if the applicant’s CV shows that they have worked in Liverpool in the last five years but the application form only shows London addresses, you may wish to question the applicant further about this.
- A document from each of the groups should be included only once in the document count e.g. does not accept two bank statements as two of the required documents, if they are from the same bank.
- You should not accept the foreign equivalent of an identity document if that document is listed as ‘(UK)’ on the list of valid identity documents.

The full guidance on the new enhanced ID verification process is available on the DBS pages of the Home Office website at:

Further information about the DBS process can be found at
http://www.devon.gov.uk/index/councildemocracy/deliveringservices/recordsdisclosureservice/crbauthorisedofficers.htm
## Appendix 1.  List of acceptable Valid Identity Documents

### Group 1 Primary Trusted Identity Credentials

- Current valid Passport – UK or EEA (or Non-EEA in combination with a Biometric Residence Permit or current Work Permit/Visa)
- Biometric Residence Permit (UK)
- Current Photo Card Driving Licence (UK) (Full or provisional) Isle of Man /Channel Islands; (a photo card is only valid if the individual presents it with the associated counterpart licence; except Jersey)
- Birth Certificate (UK & Channel Islands) - issued at the time of birth; Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces

### Group 2a – Trusted Government/State Issued Documents

- Current UK Driving licence (old style paper version)
- Current Non-UK Photo Driving Licence (valid only for applicants residing outside of the UK at the time of application)
- Birth Certificate (UK and Channel Islands) – issued after the time of birth (photocopies are not acceptable)
- Marriage/Civil Partnership Certificate (UK)
- Adoption Certificate (UK)
- HM Forces ID Card (UK)
- Firearms Licence (UK)

### Group 2b – Financial/Social History Documents

- Mortgage Statement (UK or EEA)**
- Bank/Building Society Statement (UK or EEA)*
- Bank/Building Society account opening confirmation letter (UK)
- Credit Card Statement (UK or EEA)*
- Financial Statement ** - e.g. pension, endowment, ISA (UK)
- P45/P60 Statement **(UK & Channel Islands)
- Council Tax Statement (UK & Channel Islands) **
- Work Permit/Visa (UK) (UK Residence Permit valid until expiry date)
- Letter of Sponsorship from future employment provider (Non-UK/Non-EEA only – valid only for applicants residing outside of the UK at time of application)
- Utility Bill (UK)* – Not Mobile Telephone
- Benefit Statement* - e.g. Child Allowance, Pension
- A document from Central/ Local Government/ Government Agency/ Local Authority giving entitlement (UK & Channel Islands)*- e.g. from the Department for Work and Pensions, the Employment Service , Customs & Revenue, Job Centre, Job Centre Plus, Social Security
- EU National ID Card
- Cards carrying the PASS accreditation logo (UK)
- Letter from Head Teacher or College Principal (16/19 year olds) in full time education – only used in exceptional circumstances when all other documents have been exhausted.

### Please note:

If a document in the List of Valid Identity Documents is:
- denoted with * - it should be less than three months old
- denoted with ** - it should be issued within the past 12 months
- not denoted – it can be more than 12 months old.