

PACT-HR DBS Online Mandatory ID Verification Changes January 2018 Guidance Notes



1. Changes to Enhanced and Standard DBS ID Verification

1.1. Overview

In response to the mandatory changes that the DBS have made to the ID verification process for enhanced and standard checks, the following changes will be applied to the ID verification pages functionality to remain compliant with their new guidance.

1.2. Types of Application Affected

These changes detailed in this document will apply to Enhanced and Standard applications, should your RB be using Disclosure Scotland Basic applications or DBS Basics applications there are no changes to the ID verification processes for these application types.

1.3. Application Versions

The changes in this document will be reflected on all versions of the application.

1.4. Checks in Progress

On release, these changes will continue to allow for the successful submission of all applications already processed by ID Verifiers. It will also not impede the processing of any checks currently in progress that have already been sent via e-Bulk.

1.5. Release

This functionality is due to be released on Monday 22nd January, there will be a period of downtime and a reminder of this will be sent out to all RB's in advance.

2. User Guide

2.1. Selecting Routes for ID Verification

For enhanced and standard applications, a Yes/No radio button field will be added to the ID Verification page in a section labelled "EEA National". The label for the field will read "Is the applicant an EEA National?"

The screenshot displays three sections of the ID Verification page. The first section, titled "Verification Routes", contains a light blue instruction box: "Please use the applicant's original ID documents to complete the information required below for ID Verification." The second section, titled "EEA National", contains the question "Is the applicant an EEA National?" followed by two radio buttons labeled "Yes" and "No". The "Yes" radio button is selected. The third section, titled "Verification", contains two checkboxes with associated text: the first checkbox is selected and reads "I confirm that I have checked the current address, date of birth, name and address history. You must ensure that at least one document given by the applicant has the applicant's current address on it."; the second checkbox is unselected and reads "I confirm that the information that I have provided in support of this application is complete and true and understand that knowingly to make a false statement for this purpose is a criminal offence."

If the ID Verifier selects "Yes" to the EEA Question:

The normal route 1 options will be displayed, followed by route 2 and 3 in a similar manner to the current ID verification process.

If the ID verifier selects "No" to the EEA Question and the applicant is a Volunteer:

The ID verifier will be presented with the normal Route 1 option, however if you are unable to provide the necessary documentation then, instead of Route 2, the ID verifier will be presented with a new route - Route 1a.

If you are unable to process Route 1a then no further routes will be available to you in similar manner as to when an applicant cannot provide documents for route 3 in the current solution with the same warnings regarding fingerprinting provided and displayed.

ID verification: Group 1a

- Current Biometric Immigration Document (Biometric Residence Permit)** ?
- Passport** ?
- Certificate of Application issued by the Home Office** ?
- Application Registration Card issued by the Home Office** ?

Applicants providing any one of the below 3 documents in Group 1a means the applicant must also provide a current valid Passport:

- Current Residence Card** ?
- Current Immigration Status Document containing a photograph** ?
- Current Immigration Status Document** ?

ID verification: Group 1

- Passport** ?
- Current Biometric Residence Permit** ?
- Current Driving Licence Photo card** ?
- Birth Certificate** ?
- Adoption Certificate** ?

ID verification: Group 2a

- | | |
|--|--|
| <input type="checkbox"/> Current driving licence photo-card - (full or provisional) Photo Card (Non-UK / EU) ? | <input type="checkbox"/> Marriage / Civil Partnership Certificate ? |
| <input type="checkbox"/> Current driving licence (full or provisional) - paper version (if issued before 1998) ? | <input type="checkbox"/> HM Forces ID Card ? |
| <input type="checkbox"/> Birth certificate - issued after time of birth ? | <input type="checkbox"/> Firearms Licence ? |
| | <input type="checkbox"/> Non EEA Immigration Document/Visa/Work permit ? |

ID verification: Group 2b

- | | | | |
|---|---|---|---|
| <input type="checkbox"/> Mortgage Statement | ? | <input type="checkbox"/> Future Employment Provider Sponsorship Letter | ? |
| <input type="checkbox"/> Bank or Building Society Statement | ? | <input type="checkbox"/> Utility Bill | ? |
| <input type="checkbox"/> Account Opening Confirmation Letter | ? | <input type="checkbox"/> Benefit statement, eg Child Benefit, Pension | ? |
| <input type="checkbox"/> Credit Card Statement | ? | <input type="checkbox"/> Government / Authority Document giving entitlement | ? |
| <input type="checkbox"/> Financial statement, e.g. pension or endowment | ? | <input type="checkbox"/> EU National ID Card | ? |
| <input type="checkbox"/> P45 / P60 Statement | ? | <input type="checkbox"/> PASS Accredited Card | ? |
| <input type="checkbox"/> Council Tax Statement | ? | <input type="checkbox"/> Letter from a Head Teacher | ? |
| | | <input type="checkbox"/> Non EEA Bank or building society statement | ? |

Verification

- I confirm that I have checked the current address, date of birth, name and address history.
You must ensure that at least one document given by the applicant has the applicant's current address on it.
- I confirm that the information that I have provided in support of this application is complete and true and understand that knowingly to make a false statement for this purpose is a criminal offence.

If the ID verifier selects “No” to the EEA Question and the applicant is NOT a Volunteer:

The ID verifier will be presented with an additional Yes/No Radio button beneath the EEA National field. This field will be labelled as

"Is the individual an adult household member:

- In a fostering household
- In a childminding household
- In a host family
- Living where 'work with children' takes place e.g. Living in boarding school"

The purpose of this field is to account for the exceptions under which someone may be treated as a volunteer for the purposes of ID verification without actually being a volunteer.

Verification Routes

Please use the applicant's original ID documents to complete the information required below for ID Verification.

EEA National

Is the applicant an EEA National? Yes No

Is the individual an adult household member: in a fostering household
in a childminding household
in a host family
living where 'work with children' takes place e.g. living in a boarding school Yes No

Verification

I confirm that I have checked the current address, date of birth, name and address history.
You must ensure that at least one document given by the applicant has the applicant's current address on it.

I confirm that the information that I have provided in support of this application is complete and true and understand that knowingly to make a false statement for this purpose is a criminal offence.

If the answer to this question is “Yes”:

The ID verifier will be presented with the Route 1 option, however if you are unable to provide the necessary documentation then instead of Route 2, the ID verifier will be presented with Route 1a.

If you are unable to process Route 1a then no further routes will be available to you in similar manner as to when an applicant cannot provide documents for route 3 in the current solution with the same warnings regarding fingerprinting provided and displayed.

If the answer to this question is “No”:

The ID Verifier will instead be directed down Route 1a. If you are unable to process Route 1a then no further routes will be available to you in similar manner as to when an applicant cannot provide documents for route 3 in the current solution with the same warnings regarding fingerprinting provided and displayed.

2.2.ID Verification Routes

The following conditions must be met in order to meet the requirements for each route. As before, any documents selected must not be the same document twice where any documents exist in more than one available group under a single route. Where any document is selected that requires additional fields to be completed these will be displayed below it as before.

2.3.Route 1

The applicant must be able to show:

- one document from Group 1
- 2 further documents from either Group 1, or Group 2a or 2b, below

At least one of the documents must show the applicant's current address.

2.3.1. Route 2

If the applicant doesn't have any of the documents in Group 1, then they must be able to show:

- one document from Group 2a
- 2 further documents from either Group 2a or 2b

At least one of the documents must show the applicant's current address and an external ID check must have been conducted on the applicant successfully using either the Experian integration or another third party provider.

2.3.2. Route 3

For Route 3, the applicant must be able to show:

- a birth certificate issued after the time of birth (UK, Isle of Man and Channel Islands) and
- one document from Group 2a and
- 3 further documents from Group 2a or 2b

At least one of the documents must show the applicant's current address.

2.3.3. Route 1a

An applicant who wants to do paid work and isn't a national of the UK or European Economic Area (EEA) must be able to show:

- one Group 1a primary document
- 2 supporting documents from Group 1, 2a or 2b

A passport or biometric residence permit can only be used as a supporting document if it's not already been used as a primary document. At least one of the documents must show the applicant's current address.

2.4.Document Groups

2.4.1. Group 1: Primary identity documents

- Passport - *Any current and valid passport*
- Biometric residence permit – *UK only*
- Current driving licence photocard - *(full or provisional) UK, Isle of Man, Channel Islands and EEA. From 8 June 2015, the paper counterpart to the photocard driving licence will not be valid and will no longer be issued by DVLA*
- Birth certificate – *issued within 12 months of birth, UK, Isle of Man and Channel Islands - including those issued by UK authorities overseas, for example embassies, High Commissions and HM Forces*
- Adoption certificate - *UK and Channel Islands*

2.4.2. Group 2a: Trusted government documents

- Current driving licence photocard - *(full or provisional, All countries outside the EEA excluding Isle of Man and Channel Islands)*
- Current driving licence - *(full or provisional - paper version if issued before 1998 UK, Isle of Man, Channel Islands and EEA)*
- Birth certificate - *issued after time of birth UK, Isle of Man and Channel Islands*
- Marriage/civil partnership certificate - *UK and Channel Islands*
- Immigration document, visa or works permit - *Issued by a country outside the EEA. Valid only for roles whereby the applicant is living and working outside of the UK. Visa/permit must relate to the non EEA country in which the role is based*
- HM Forces ID card – *UK only*
- Firearms licence - *UK, Channel Islands and Isle of Man*

2.4.3. Group 2b: Financial and social history documents

- Mortgage statement - *UK or EEA. Issued in last 12 months*
- Bank or building society statement - *UK and Channel Islands or EEA. Issued in last 3 months*
- Bank or building society statement - *Countries outside the EEA. Issued in last 3 months, branch must be in the country where the applicant lives and works*
- Bank or building society account opening confirmation letter- *UK only, Issued in last 3 months*
- Credit card statement - *UK or EEA Issued in last 3 months*
- Financial statement, for example pension or endowment - *UK only, Issued in last 12 months*
- P45 or P60 statement - *UK and Channel Islands, Issued in last 12 months*
- Council Tax statement - *UK and Channel Islands Issued in last 12 months*

- Letter of sponsorship from future employment provider - *Non-UK or non-EEA only, valid only for applicants residing outside of the UK at time of application, must still be valid*
- Utility bill UK - *not mobile telephone bill, must be issued in last 3 months*
- Benefit statement, for example Child Benefit, Pension - *UK only, Issued in last 3 months*
- Central or local government, government agency, or local council document giving entitlement, for example from the Department for Work and Pensions, the Employment Service, HMRC. UK and Channel Islands, *Issued in last 3 months*
- EEA National ID card - *Must still be valid Cards carrying the PASS accreditation logo UK, Isle of Man and Channel Islands, must still be valid*
- Letter from head teacher or college principal – *UK only, for 16 to 19 year olds in full time education - only used in exceptional circumstances if other documents cannot be provided, must still be valid*

3. Group 1a: Primary Documents for non-EEA nationals doing paid work

- A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK. – *UK Only*
- A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to do the work in question. – *UK Only*
- A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK. - *Any current and valid Passport*
- A current passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question. - *Any current and valid Passport*
- A Certificate of Application issued by the Home Office under regulation 17(3) or 18A (2) of the Immigration (European Economic Area) Regulations 2006, to a family member of a national of a European Economic Area country or Switzerland stating that the holder is permitted to take employment which is less than 6 months old together with a Positive Verification Notice from the Home Office Employer Checking Service. – *UK Only*
- An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Checking Service. – *UK Only*

Applicants providing one of the following three documents must also provide a current valid Passport:

- A current Residence Card (including an Accession Residence Card or a Derivative Residence Card) issued by the Home Office to a non-European Economic Area national who is a family member of a national of a European Economic Area country or Switzerland or who has a derivative right of residence. – *UK Only*
- A current Immigration Status Document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK,

and is allowed to do the type of work in question, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer. – *UK Only*

- A current Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.– *UK Only*

3.1.Changes to the Edit Application Page

With the above changes in place there is now a risk that any changes to the volunteer field post verification via the edit application page could now invalidate the route taken under ID verification however this will need to remain editable in case the volunteer field is incorrectly entered by the original admin.

Therefore we have added an additional warning above this field stating

"Please be aware that altering the volunteer status of an applicant post ID Verification may in some cases cause the verification route previously taken to become invalid, please ensure that the selected ID Verification route remains appropriate following any changes made."

The screenshot shows a form section with the following elements:

- A label "Position*" followed by a dropdown menu. The dropdown menu is open, showing "Choose Position" and "SOCIAL WORKER".
- A light blue warning box containing the text: "Please be aware that altering the volunteer status of an applicant post ID verification may in some cases cause the verification route previously taken to become invalid, please ensure that the selected ID verification route remains appropriate following any changes made."
- A label "Volunteer*" followed by two radio buttons: "Yes" (which is selected) and "No".
- A blue bar at the bottom with the text "Business unit" and a small minus sign icon on the right.

4. Appendices

4.1. Diagram of New ID Verification Process (Enhanced and Standard)

