



Disclosure Service Frequently Asked Questions

Why do I need to put a date that an applicant's name has been used from?

To ensure compliance, the DBS require the candidate to confirm their birth name and date this name has been used from, even if the candidate has not changed their name.

How long does the address history need to be on an application?

It is a DBS requirement to provide 5 years' worth of address's, applications cannot be submitted without a full 5 year address history.

Which documents can be used for ID and proof of address?

The document list for ID and proof of address is outlined by the Disclosure and Barring Service and can be viewed here: [ID checking guidelines for standard/enhanced DBS check applications from 1 July 2021](#). This will change within the next 6 months, please see the released guidance from 22.04.2025 here: [ID checking guidelines for Standard/Enhanced DBS check applications from 22 April 2025](#).

Can I make amendments to a submitted application?

The DBS do not allow amendments to an application once an E0 number has been provided. If the candidate has made a discrepancy the application will be withdrawn.

How long can I view an application for on the Disclosure Service system?

Our system will only hold applications for 12 months from their completion date, it is up to the organisation submitting the application to store and archive previous applications. The preliminary verifiers are sent result emails and should view the hard copy of the certificate from the candidate.

How long do Enhanced DBS checks take?

Enhanced DBS checks are currently taking 1-8 weeks , they can only be escalated once they have reached 60 days in stage 4. As no two applicants are the same the turnaround times for one application may be longer than a another application. The DBS are unable to give definitive turnaround times for specific applications on submission.

Is there a fast track option for Enhanced DBS checks?

Unfortunately the DBS do not have the option of urgent / fast track Enhanced DBS checks. We understand how frustrating the delays within the Police force are and are in regular communication with the DBS regarding progress, the monthly updates can be viewed on our website.

As an employer can I register an applicant for the DBS Update Service?

Applicants can sign up for the update service DBS Update Service, employers cannot sign up for this service on the applicants behalf.

Why have DBS check prices increased?

Homecare Association had to increase our prices on the 2nd of December 2024 due to the Disclosure and Barring Service (DBS) price increase.