Disclosure Service

Application process and guidance

Step 1: Register your Organisation

On our website https://www.homecareassociation.org.uk/ click on 'Disclosure Service'. This will take you to a page like the above. Then click on 'Register for free'.

1. Fill in your organisation details.
2. Next you will need to enter details for your primary account.
3. Register

Once registered you will be sent an email with information about how to login and some useful links.

On the Disclosure Service page: Login by clicking 'Disclosure service login' https://entry.disclosureservice.uk/login.aspx?ReturnUrl=index.aspx and entering your details.

Once you have logged in, it will look like the below. This is your Organisation home screen. Here you will start new applications, pay for applications, edit the details of your organisation, and see your in progress applications.
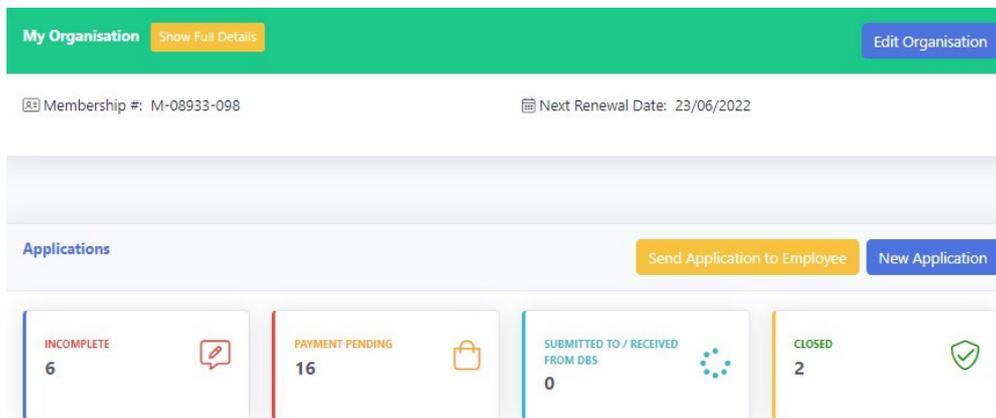
Editing your organisation:

On the top right corner of your screen, you can click on '<mark>Edit Organisation</mark>'. This will take you to a screen where you can edit any of your organisation details, keeping it up to date.

Company Verifiers:

- Preliminary verifiers can be added onto your organisation by clicking ' <mark>Show full details</mark>' on the home page and then '<mark>New Verifier</mark>'.
- You can also make preliminary verifiers active or non- active here too.

Starting a new application:

You can either click 'Send application to Employee' or 'New Application'.

1. <mark>Send application to employee</mark>: you will be able to set a login for your employee, you will then need to send your employee their login information.
   They will enter their personal details. Once complete you will be notified by email, and you must complete the remainder of the application before submitting it for processing.
   You can view the list of applications sent to candidates on the home page, below is an example:

Temporary Access List (Applicants)					Send Application to Employee	
Name	Created By	Date Expiry	Application Reference	Application Status		Delete
▬▬▬▬▬▬▬▬	Charlotte Taylor	17-Nov-2023				🗑

2. <mark>New Application:</mark> This will allow you to fill in a full application yourself.

How to fill in an application:

1. Read the instructions carefully, this will show you what documents you will need to complete the application.
2. You will need to fill out **personal details**, be sure to input these accurately.
3. When entering the applicant's **full name**, be sure to put any middle names in the middle name sections (if you are unsure if it is a middle name, clarify with the applicant).
4. **Name history** can be a bit tricky. If they have not had any other names, click 'No' and enter their first, last name, and their date of birth.

Confirm Name at Birth

Has the applicant ever used another name ?   ○ Yes   ○ No

First Name :   Surname: 📌

[   ]   [   ]

[Next]

- If their name has changed since birth, click 'Yes'. This will refresh the page.
- If your page refreshes to '404 error' this means something was not entered correctly/something is missing in the personal information above.
- Here you will be able to confirm what their name was at birth and confirm what date they started using their current name.
- After clicking 'Next' it will take you to a page like the below, here you can add more names if needed.

Name History

If you need to change current or birth name, please do so on the personal details tab.

Description	First Name	Surname	Date Effective From	Delete
Birth	▬▬▬	▬▬▬	Jun-2000	
Current	▬▬▬	▬▬▬	May-2017	

[Back] [➜ Add Another Name] [Next]

5. Next is **address history**: you will need 5 years of past addresses.
   - First enter your current address: This will need to be a UK address as it is where your certificate is sent. If the current address goes back 5+ years you will go straight to the next section. If not, you will need to enter the other addresses.
   - Enter as many past addresses as it takes to go back 5 years, it will automatically move on when you reach 5+ years.
   - Previous addresses can be from overseas but you will need to include the full address
   - Go back and double check your current address to make sure it matches any proof of address documents (if it is wrong, the certificate will be sent to the wrong place). We are unable to change any information on the application once it has been sent to the DBS.
6. Next is **job details.**
   - Enter the job title of the applicant. Ensure you have checked whether they are eligible for the check you are requesting here: https://www.gov.uk/find-out-dbs-check
   - Guidance can be located here : https://www.gov.uk/government/publications/dbs-check-eligible-positions-guidance

      - You will need to click on each button that relates to this check:

Level of Disclosure check required: 👉 ⓘ ○ Standard   ○ Enhanced

Unpaid Volunteer: 👉 ⓘ   ○ Yes   ○ No

Workforce: 👉 ⓘ   ○ Adult   ○ Child   ○ Adult and Child

Check if suitable to work with adults: 👉 ⓘ □ YES
(Click YES to confirm that you understand the requirements for requesting an enhanced check when workforce is working with Vulnerable Adults)

Check if suitable to work with children: 👉 ⓘ □ YES
(Click YES to confirm that you understand the requirements for requesting an enhanced check when workforce is working with Children)

Do you require an Adult First check (additional charge applies)?   ○ Yes   ○ No

[Back] [Next]

The page will likely refresh with each button you press (this is normal)

7. **Proof of identity**: You will need to find out which documents your applicant will need, you must confirm these documents in person.
   - Primary Documents are required for candidates who are not British citizens and require right to work documentation.
   - Group 1 - identify documents: You can choose as many as needed
   - Group 2a - Trusted Government Documents
   - Group 2b - Financial and social history documents
   - You cannot choose the same document option in multiple sections; this will create a 404 error.

ID guidance can be located here : https://www.gov.uk/government/publications/basic-check-guidance-and-policies/basic-check-id-checking-guidelines-from-1-july-2021

8. **Confirm details:** It is very important you check over your details, it is up to you as the preliminary verifier to make sure everything is correct.
9. **Declarations**

If at any point you need to leave the application, after the first page it will save automatically. A reference number (DS000XXXXX) is generated once you start any application. You can leave the application back to your home screen; and find it in the 'incomplete' section, or in the 'payment pending' section if you have finished the application.

How to pay for an application:

Once you have finished your application, it will go into the payment pending section. You can either pay for this right away, or later. The application won't be processed until payment has been made.

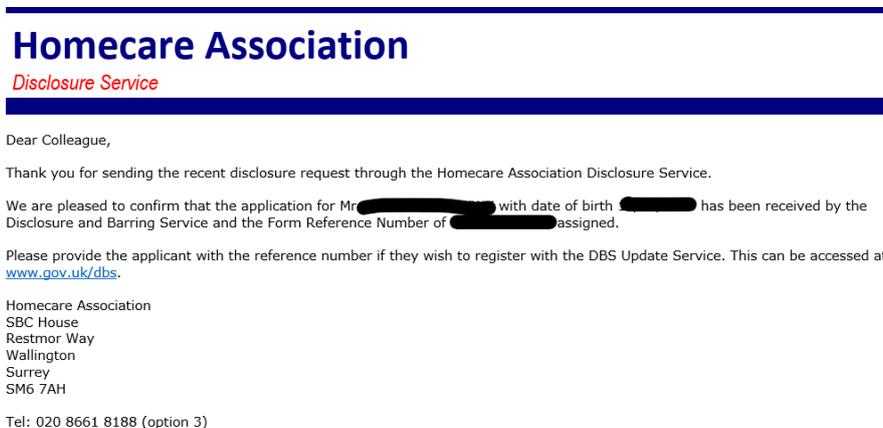1. Go into **payment pending** from your home screen.
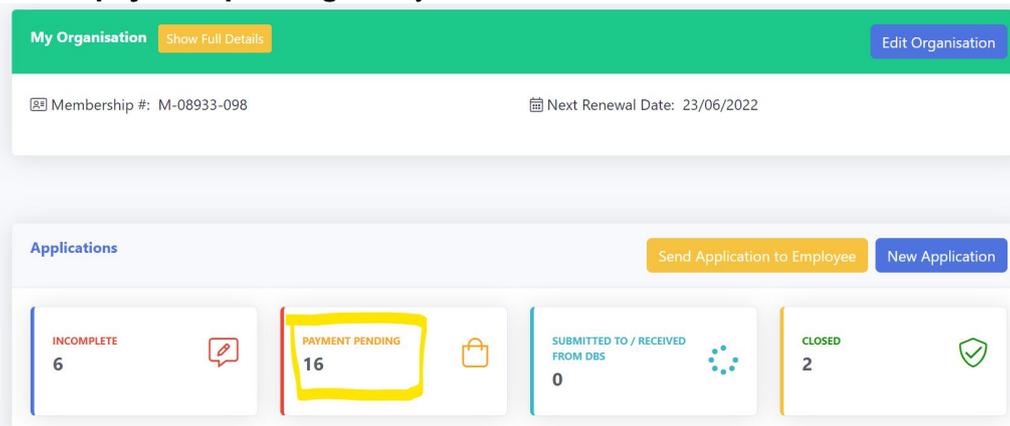
- This will show all your applications that are ready to be paid for. A summary of their name, reference number and cost will show as below.

Name	Level	Verifier	Already in Basket	Reference	Cost
▆▆▆▆▆	E	▆▆▆▆▆		▆▆▆▆▆	£58.40

2. Add the application/s you want to pay for to your basket.
   • Click the icon to the left of their name (green box), this will add them to your basket.
   • You can remove them from your basket, pressing the same button (now red).
3. Follow the steps and pay or your applications.
4. Our full list of DBS prices can be found on our website https://www.homecareassociation.org.uk/disclosure-service.html

Once the application has been paid for it becomes available for us as the counter signatory's to send to the DBS. At this stage we will reach out to the preliminary verifier for additional information and eligibility if required.

Once the application has been submitted to the DBS and E0 number has been generated the preliminary verifier will receive the below email.

Homecare Association
Disclosure Service

Dear Colleague,

Thank you for sending the recent disclosure request through the Homecare Association Disclosure Service.

We are pleased to confirm that the application for Mr▓▓▓▓▓▓ with date of birth ▓▓▓▓▓ has been received by the Disclosure and Barring Service and the Form Reference Number of ▓▓▓▓▓ assigned.

Please provide the applicant with the reference number if they wish to register with the DBS Update Service. This can be accessed at www.gov.uk/dbs.

Homecare Association
SBC House
Restmor Way
Wallington
Surrey
SM6 7AH

Tel: 020 8661 8188 (option 3)

• Enhanced DBS applications can be in progress for 1-8 weeks before completion.
• They can stage in stage 4 for up to 60 days before we can escalate them with the DBS. You can keep track of the progress of each application from the home screen. Once the application is with the DBS, you can track it here: https://secure.crbonline.gov.uk/enquiry/enquirySearch.do

Completed applications:

Once the Disclosure and barring service have completed the application it will be moved to closed. The preliminary verifier receives a completion letter from the system stating if the ==certificate is clear== or if ==information is liste==d , this is **not** the candidates certificate issued by the DBS. The candidate needs to provide the verifier with the hard copy of the certificate once it has arrived at their current address.
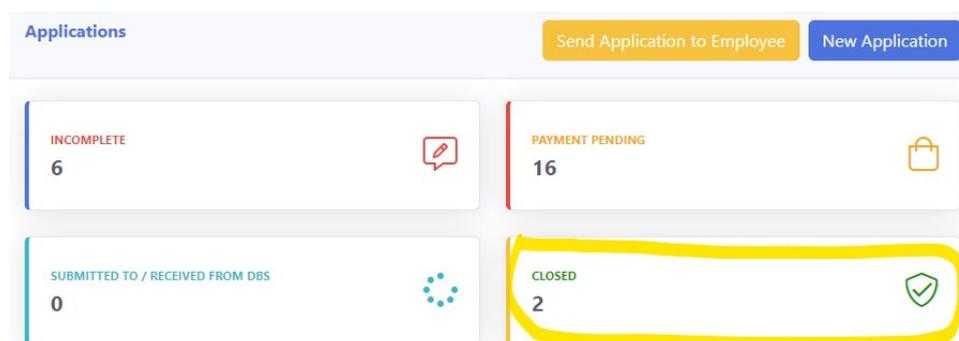
Invoices:

- Invoices for all DBS applications can be viewed by clicking ' ==Show full details'== on the home page and scrolling past company verifier to the red banner

- By clicking on the reference number it will bring up your invoice for you to download and save