



Homecare
Association

Disclosure Service

Application Guidance
for Applicants



This Application Guidance provides step-by-step instructions for using the Online Disclosure System.

This Guidance is for **Applicants** – individuals whose employer is submitting a DBS check application for them.

If you require any assistance with anything covered in this guidance, please contact the Homecare Association Disclosure Service team. You can reach us over the phone on 020 8661 8188 (option 3), or via email at disclosure@homecareassociation.org.uk

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1. Find and Open your Application

Your application will be sent to you via email. This email will be sent from noreply@disclosureservice.uk. See an example of this email below:

You have been sent a request to begin a DBS check application

 No Reply <noreply@disclosureservice.uk>
To: 



 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Application Reference : 

Dear 

Homecare Association has requested that we complete a criminal records check for you.

You can now start the process by completing preliminary information online using an online form by clicking on the link below.

[Open your Application](#)

Please note the following:

- You must complete the form in one go; you will not be able to save progress and come back later
- You will need to have available all your previous names and the month and year they came into effect
- You will need to have available a complete address history for the previous 5 years with no gaps or overlaps
- You will need to have your birth details, e.g. place and country of birth, birth nationality and birth date

Once you have provided all the data required, you will be asked to consent to the DBS providing an electronic result directly to the responsible organisation that has submitted my application. An electronic result contains a message that indicates either the certificate does not contain criminal record information or to await certificate which will indicate that your certificate contains criminal record information. In some cases the responsible organisation may provide this information directly to your employer prior to you receiving your certificate.

If you do not consent to an electronic result being issued to the responsible organisation submitting your application you must not proceed with this application and should apply directly to DBS and request a basic DBS check - www.gov.uk/request-copy-criminal-record.

You will need to use the link sent to you and enter your birth date to access the application.

If you have any problem with accessing the application please contact your employer.

If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

Kind regards,

Homecare Association Disclosure Team

- You must complete the form in one go; you will not be able to save progress and come back later.
- You will need to have available all your previous names and the month and year they came into effect.
- You will need to have available a complete address history for the previous 5 years with no gaps or overlaps.
- Your will need to have your birth details, e.g. place and country of birth, birth nationality and birth date.

When you are ready, please select '**Open your Application**' in the email to begin.

Please enter your Date of Birth and click 'Verify' to start your application:

Verify Your Identity

Please enter your date of birth to continue.

Date of Birth
dd/mm/yyyy



VERIFY

If you are unable to verify your information, please contact your agency direct.

2. How to fill in your application

Once you have successfully entered your application, you will see the page below. Please read the instructions carefully.

By starting this application you confirm you have read and understood the barred check lists for :

- [Vulnerable adults](#)
- [Regulated activities with children](#)
- [Identity checking](#)
- [Eligibility for DBS Enhanced Disclosure checks guidance](#)

Statement of Fair Processing

All personal information provided will be treated with the strictest of confidence and in accordance with the Data Protection Act 1998.

Personal data will only be processed with the consent of the individual for the purpose of administering a Disclosure application. Any information provided will be securely held on a password-protected database with access restricted to named individuals who require access as part of their normal duties.

Information will not be shared with any other third parties outside of the Disclosure process, except where required by Law, without the express consent of the individual.

All information held following a Disclosure application will be securely destroyed when no longer required.

[View Instructions](#)

[Start](#)

Click 'Start' when you are ready to begin.

- All required fields will be marked with a Red Arrow: ▶ [Birth First Name:](#)
- If you do not fill out a mandatory field and try to progress, you will see an error message like the below:

▶ [Birth First Name:](#)

You must enter the birth first name

a) Personal

- Please fill out your current personal details accurately.
- Your first name and surname will already be entered by your employer – please check to make sure these are spelled correctly.
- Be sure to provide all middle names in each of the middle name sections. Please **do not** put middle names in the first name section.
- This information must be your **current** legal details as shown on your documents.

b) Birth Details

- Please enter your First name and Surname **at birth** – if your name has not changed since birth, please re-enter your name in the relevant sections.
- Only enter any middle name(s) if they are different from your current middle name(s).
- Please confirm your Date of Birth.
- Please enter the remaining fields accurately.

c) Name History

First Name	Middle Names	Surname	Used From	Name Type
[REDACTED]		[REDACTED]	Jun-2000	Birth
[REDACTED]		[REDACTED]	Jun-2000	Current

Has the applicant been known by any other name.

ALL names that the applicant has been known by must be listed, enter the full name and month & year when this started. You do not need to enter middle names unless they have changed.

[➔ Add Another Name](#)

[Back](#) [Next](#)

- In this section, you are required to provide any changes in name you have had since birth.
- If you have never changed your name, please click 'Next' to continue.
- If your current name is different to your birth name, you will be asked to provide the date you started using your current name. You can edit this date by clicking on the pencil icon.

Name Change Detected ×

You have entered a different birth name to the current name, in order to get the correct history we need to know the date when the current name was first used

▶ The date current name was first used:

[Cancel](#) [Next](#)

- If you have had another name, please click 'Add Another Name' and add this name here. Click 'Next' to save this name.

First Name	Middle Names	Surname	Used From	Name Type	
[REDACTED]		[REDACTED]	Jun-2000	Birth	
[REDACTED]		[REDACTED]	Jun-2005	History	
[REDACTED]		[REDACTED]	Dec-2010	Current	

- You can delete names as needed using the rubbish bin icon.
- You can edit the date this name was used using the pencil icon.

When you are happy and the details are correct, please continue by clicking 'Next'.

d) Additional Details

- Please enter your email address – this will be where the Declaration is sent.
- Enter any other details you wish to provide.
- Please select the appropriate box.
- Click 'Next' when you wish to continue.

e) Current Address and Address History

- You must provide your previous **5 years** of Address History.
- Previous addresses can be from overseas; you **MUST** include a Town, country, and dates.
- Please see the following [Unusual Address Guide](#) from the DBS if you have any unusual addresses.

Current Address:

- Please ensure your current address matches any proof of address documents you have provided.
- This address must be in the UK, and it is very **important that** it is entered correctly as this is where your certificate will be sent.
- If the system does not allow you to input a postcode, please call 020 8661 8188 and click Option 3 to speak to a member of staff.
- Please enter the date you **started** living at this address.
- Click Next to progress to the page below.

Address	From	Until	Delete
[REDACTED]	Jun-2019	Oct-2025	

You have provided sufficient address history. Please click next.



- If you have been at your current address for 5+ years, you will be able to progress by clicking next. If not, please add the remaining 5 years of address history.

Address History:

Address	From	Until	Delete
	Jun-2024	Oct-2025	

You need to provide your details for at least 5 years with no gaps. Starting with your current address.

Do not use any punctuation(e.g. commas, full stops or colons) in the address fields.

[↩ Add Another Address](#)

[Back](#) [Next](#)

- Please add any other addresses you have resided in the last 5 years by clicking 'Add Another Address' for each additional address.
- You can delete and add new addresses as needed.
- Once you reach 5 years, you will be able to progress.
- **Care Of addresses** may only be used in exceptional circumstances – please see further information on Unusual Addresses here: [DBS Guide to Unusual Addresses](#)

f) Declarations

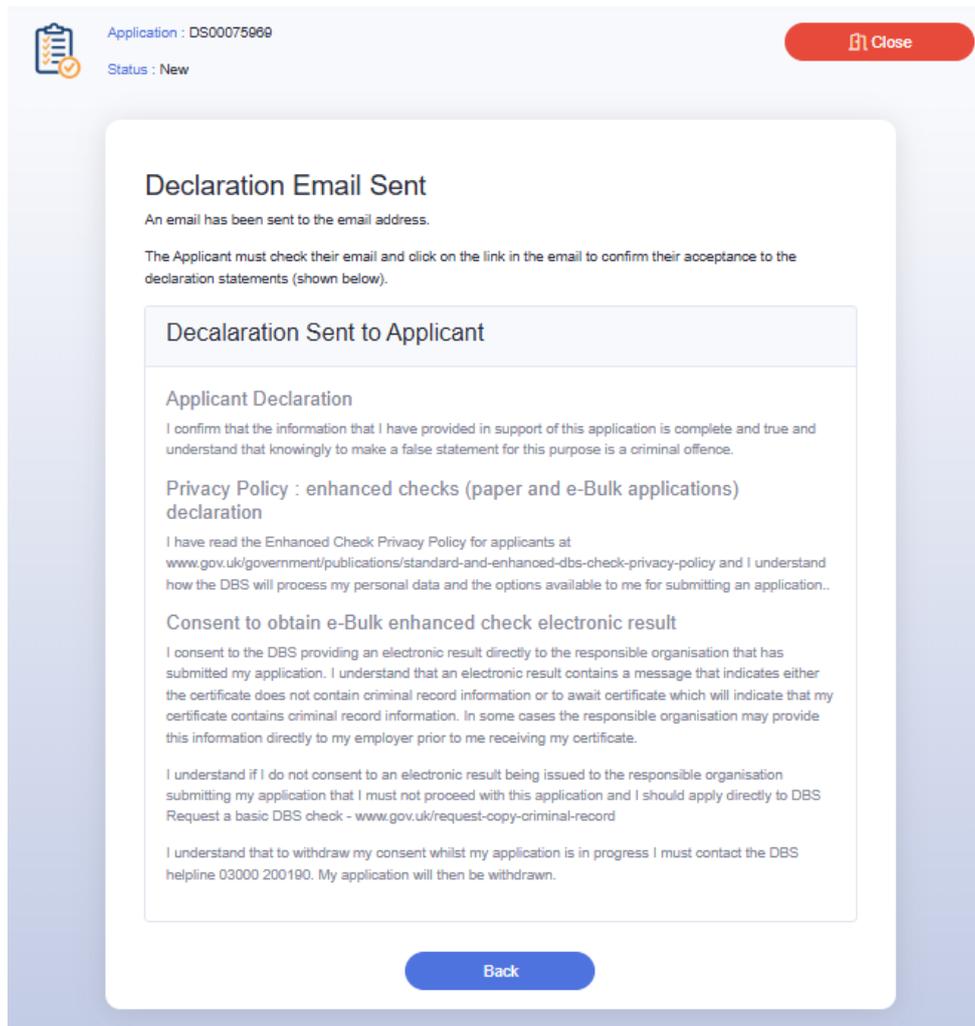
- You will be shown an overview of all the information that has been inputted.
- Please check this information carefully to make sure everything is correct and matches your details and documents.
- If any of the personal details or addresses are incorrect, the application will be **withdrawn** by the DBS. The DBS do **NOT** offer refunds for applications withdrawn due to errors.
- If everything is entered correctly, you will see the message below at the bottom of the page.

 **All Details Validated Successfully**
You can now send a declaration to your email. Make sure to check in spam if it does not arrive within 10 minutes.

- If something is missing or incorrect, you will see the message below. This message will let you know what section is invalid.

 **Validation Errors Detected**
Address history data is invalid

- When you are happy the application is correct, please click on 'Send Declaration'. You will then be shown the page below.
- You can now close this application.



- The email you receive will be from noreply@disclosureservice.uk – please be sure to check your junk if you are unable to locate the email.
- See an example of this email below.
- Please click on 'I agree to the statements above' when you are happy.
- Your employer will be notified via email when you have completed the declaration.

DBS Application : confirmation of statements to continue process

 No Reply <noreply@disclosureservice.uk>
To: [Redacted]

 Reply  Reply All  Forward  

Tue, 28/10/2025 15:06

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Homecare Association Disclosure Team

You are required to confirm your agreement to the statements below in order to progress your DBS check application.

1. Applicant Declaration

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.

2. Privacy Policy : enhanced checks (paper and e-Bulk applications) declaration

I have read the Enhanced Check Privacy Policy for applicants at www.gov.uk/government/publications/standard-and-enhanced-dbs-check-privacy-policy and I understand how the DBS will process my personal data and the options available to me for submitting an application.

3. Consent to obtain e-Bulk enhanced check electronic result

I consent to the DBS providing an electronic result directly to the responsible organisation that has submitted my application. I understand that an electronic result contains a message that indicates either the certificate does not contain criminal record information or to await certificate which will indicate that my certificate contains criminal record information. In some cases the responsible organisation may provide this information directly to my employer prior to me receiving my certificate.

I understand if I do not consent to an electronic result being issued to the responsible organisation submitting my application that I must not proceed with this application and I should apply directly to DBS Request a basic DBS check - www.gov.uk/request-copy-criminal-record

I understand that to withdraw my consent whilst my application is in progress I must contact the DBS helpline 03000 200190. My application will then be withdrawn.

To confirm you acceptance of the above statements click the link here :

[I agree to the statements above](#)