



Homecare
Association

Disclosure Service

Application Guidance
for Employers



This Application Guidance is your step-by-step guide for using the Online Disclosure System.

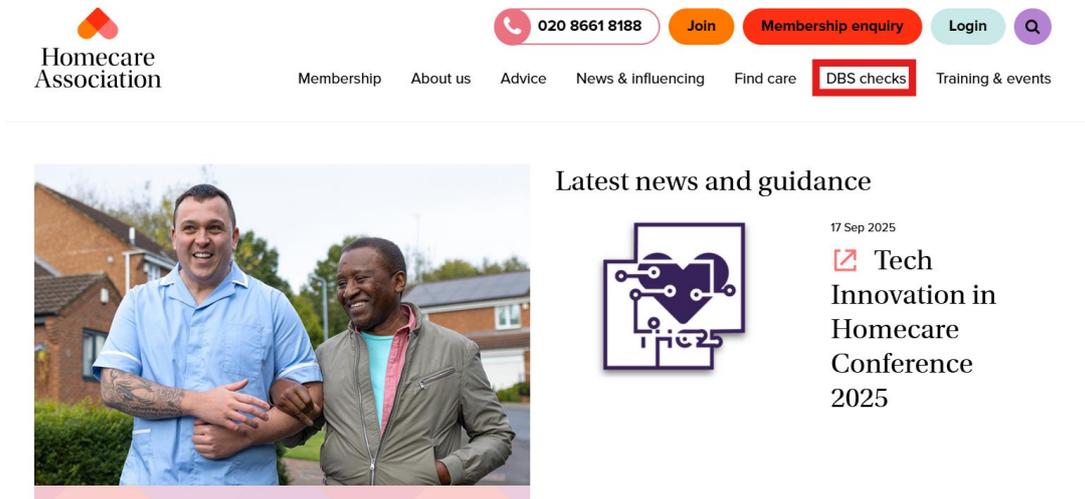
This Guidance is for **Employers** – individuals responsible for submitting DBS check applications for their staff.

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

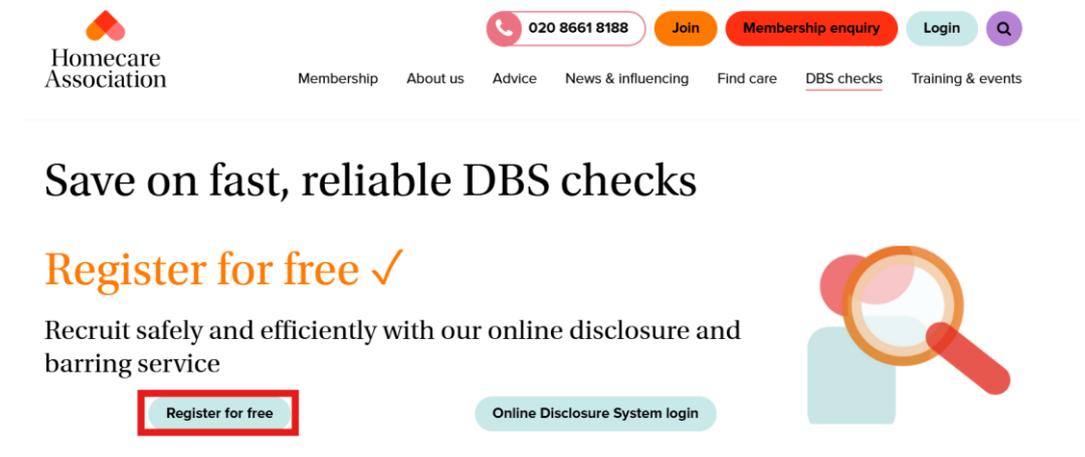
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1. Register your Organisation



From our website <https://www.homecareassociation.org.uk/> click on 'DBS Checks'. This will take you to a page like the below. 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 your information will be checked. Once your registration has been approved you will be sent a Welcome Email with information about how to login and some useful links.

2. Logging in



020 8661 8188

Join

Membership enquiry

Login



Membership

About us

Advice

News & influencing

Find care

DBS checks

Training & events

Save on fast, reliable DBS checks

Register for free ✓

Recruit safely and efficiently with our online disclosure and barring service

Register for free

Online Disclosure System login



On the **DBS Checks** page: Login by clicking '**Online Disclosure System login**' <https://entry.disclosureservice.uk/> and entering your details.

a. Forgot Password



Online Disclosure System

Username

Password

LOGIN

CANCEL

Forgot password?

Click on '**Forgot Password**' – this will prompt you to then enter your username and registered email address

Forgotten My Password to Disclosure System

Username

Registered Email Address

RESET MY PASSWORD

BACK TO LOGIN

Once you click 'Reset my Password' this will send you an email with a new password.

3. Navigating the System

See below your Organisation home screen. Here you will be able to see your Price Tier, start a new application, find your Pre-submission applications, payment pending applications, search for all applications, and the Applications currently with Applicants.

The screenshot displays the user interface for an organisation's home screen. It is divided into several sections:

- My Organisation:** A green header with a 'More Details' button. Below it, fields for 'Company Name', 'Administrator Email', 'Price Tier: A', and 'Status: Approved' are visible.
- My Details:** A yellow header with fields for 'Name', 'Email', and 'SLA: v2 Not Agreed Agree to SLA'.
- Applications:** A light blue header with a 'New Application' button. Below it, four status cards are shown: 'PRE-SUBMISSION 3', 'PAYMENT PENDING 3', 'SUBMITTED TO / RECEIVED FROM DBS 0', and 'CLOSED 0'.
- Find Application:** A search bar with a 'Search' button and a 'Clear' button. Below it, a note says '(Enter part of name, Reference or E-Number)'. The search bar contains the text 'Find Application'.
- Applications with Applicants:** A blue header with a 'Send Application to Employee' button. Below it, a table shows application details.

Name	Created By	Application Reference	Application Status
[REDACTED]	[REDACTED]	[REDACTED]	In Progress - Applicant

New organisations will be placed into Tier A, progression through the tiers is based on the number of applications submitted annually. More details on the **Price Tiers** can be found here on our website: <https://www.homecareassociation.org.uk/disclosure-service.html>

The **Applications with Applicants** section will show the full list of employees who have been sent applications to complete.

- To delete an application, please click 'pre submissions' and the application you wish to delete. The red delete button is at the top of all applications.



Application : ██████████

Status : In Progress - Applicant

Delete

Close

a. Application Status

We have added new status names so you can view which stage the applications are at easily.

In Progress – Applicant – Awaiting application to complete their section. This includes personal details, name history and address history. The candidate will then need to complete their declaration of consent form. This section only appears if the verifier has sent the link to the applicant to fill out.

In Progress – Employer – Awaiting employer to complete the first section of the application form. This can be done with the candidate. The candidate will then need to complete their declaration of consent form.

Waiting Applicant Confirmation – The declaration of consent form has been sent to the candidate, the form will not progress until they have accepted this consent via their email.

In progress – ID Checking – Awaiting employer to input job details, documents and payments.

If, at any time, the verifier has realised the personal details contain an error and clicks back to amend this, the consent will need to be re-sent and signed.

b. Exporting Application Details

- You can export your application data
- This can be done via each section (Pre-Submission, submitted to / received from DBS, Closed) by clicking 'Export to Excel' as below.

Previous Page 1 of 1 Next >> Export to Excel

Applicant Name	Date of Birth	Reference	DBS Reference	Primary Verifier	Status	DBS Link
██████████	██████████	██████████		██████████	In Progress - Employer	
██████████	██████████	██████████		██████████	In Progress - Employer	
██████████	██████████	██████████		██████████	In Progress - Employer	

c. Service Level Agreement

Before you can submit any applications, you will need to sign the Service Level Agreement (SLA). Please click on 'Agree to SLA' and then when you see the pop up below, open the SLA.

Service Level Agreement ✕

From January 2025, all verifiers must complete the Homecare Association Service Level Agreement (SLA) before they can create applications.

[Click here to view the SLA and confirm acceptance.](#)

Cancel

Follow the instructions and read the SLA carefully. Once read, please click on **'Agree to SLA (Version 2)'**.

Instructions

Authorisation and Agreement

From January 2025, all verifiers must complete the Homecare Association Service Level Agreement (SLA) before they can create applications.

Please read the following Service Level Agreement (SLA), then :

- Click the 'Agree to SLA' button below;
- Fill in the information requested in the pop-up and click on the 'Send Confirmation Email';
- Click the 'Confirm SLA Agreement' button on the email. You will then be able to make new application requests.

Agree to SLA (Version 2)

Service Level Agreement ✕

For :

Your Name :

Position in Organisation :

Your Email Address :

Cancel Send Confirmation Email

- Fill in your name, position in your organisation, and your email address.
- This email address can be any email you have access to.
- Click 'Send Confirmation Email'.

Instructions

Confirmation Email Sent

✔ A confirmation email has been sent to [REDACTED]

Please check your email inbox (and spam folder if necessary) for the confirmation email.

To complete the SLA agreement process:

- Open the email you just received
- Click the "Confirm SLA Agreement" button in the email
- Once confirmed, you will be able to create new applications

The confirmation link is valid for 1 hour. If you don't receive the email within 10 minutes, please check your spam folder.

[Return to Dashboard](#)

- You will then see the above page.
- Follow the instructions.
- In the email, click on 'Confirm SLA Agreement'
- Once signed, you will be logged out. Please sign in again to continue.

My Details

 **Name :** [REDACTED]

 **Email :** [REDACTED]

 **SLA :** v2 agreed 27-Oct-2025 [Open SLA Document](#)

To open the SLA once signed please click 'Open SLA Document'. On the last page you will see the time, date and email address used to sign the SLA.

PART B

For and on behalf of the Service User Organisation

Signed: Verified by Email : [REDACTED] @ 27-Oct-2025 08:5

Name: [REDACTED]

Organisation: [REDACTED]

Position: [REDACTED]

Date: 27-Oct-2025

4. Editing your Organisation and Company Verifiers

Under My Organisation, click on 'More Details'.

The screenshot shows two panels. The left panel, titled 'My Organisation', has a green header and contains the following information: Company Name, Administrator Email, Price Tier: A, and Status: Approved. A blue 'More Details' button is highlighted with a red box. The right panel, titled 'My Details', has a yellow header and contains: Name, Email, and SLA: v2 Not Agreed Agree to SLA.

You can edit and update your organisation details by clicking on 'Edit Organisation'

A green horizontal bar contains a blue 'Edit Organisation' button and a red 'Close' button. The 'Edit Organisation' button is highlighted with a red box.

Contact Details

This section shows redacted contact information. It includes fields for phone number, email, and a note that 'No Web Address entered'.

Registration Details

This section shows registration information: Homecare Association Membership #, Original Registration Date, and Next Renewal Date. All fields are redacted.

Setting up a new Verifier:

The 'Company Verifiers' section has a yellow header and a blue 'New Verifier' button highlighted with a red box.

Name	Security Level	
[Redacted]	Administrator	Make Active

- Verifiers can be added to your organisation by clicking on 'New Verifier'.
- You can make verifiers active or non-active here too.
- Verifiers are unable to be deleted once created; they can only be made non-active.
- You can add as many Company Verifiers as needed, **each person using the system will need their own account** – Only the name on the verifier account can sign in to that account. If another person is signing into an account that is not under their name, this will be stopped immediately.

5. Application Process

a. Starting a New Application

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

The screenshot shows a dashboard with a header 'Applications' and a 'New Application' button. Below are four status filters: 'PRE-SUBMISSION' (3), 'PAYMENT PENDING' (3), 'SUBMITTED TO / RECEIVED FROM DBS' (0), and 'CLOSED' (0). A search bar is present with 'Find Application' text, a search input field, and 'Search' and 'Clear' buttons. Below the search bar is a blue bar with 'Applications with Applicants' and a 'Send Application to Employee' button.

- **Send Application to Employee:** You can send your employee the application to fill out.

The screenshot shows a form titled 'Send Application Link'. It includes a section for 'Application Link' with instructions: 'Sending an application link will allow the employee to enter their personal details (name and address history), once this is completed, you will be notified by email. You can then continue to verify the identity of the employee and provide details of the DBS check you are requesting.' The form has fields for 'First Name', 'Surname', 'Email Address' (with 'xyz@abc.com' as a placeholder), and 'Date of Birth' (with 'dd/mm/yyyy' as a placeholder). There are 'Send Link' and 'Cancel' buttons at the bottom.

Once 'send link' has been selected it will state the below:

Application Link

Email sent to admin, using the email [redacted]

Application Reference : [redacted]

If you need to resend a link, this will send a NEW code and the old one will no longer work.

Resend

Close

The candidate will be sent an email like the below:

Application Reference [redacted]

Dear [redacted]

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, eg 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,

The applicants need to select '**open your application**'.

Once the employee has completed their section and signed the SLA, the Verifier will be notified by email and 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 under '**Applications with Applicants**' at the bottom of the home page.

You can click on each candidate to resend the link.

Application Link

Application Reference : [REDACTED]

If you need to resend a link, this will send a NEW code and the old one will no longer work.

Resend

Close

- **New Application:** This will allow you to fill in a full application. The candidate must provide you with the information before you start this process.

b. How to fill in a New Application

- Once you have created a New Application, you will see the below page. Please read the instructions carefully.

The screenshot shows a web interface for an application. At the top left, there is a clipboard icon and the text 'Application [REDACTED]'. To the right are two buttons: 'Delete' (red) and 'Close' (yellow). Below this, the status is 'Status : In Progress - Applicant'. The main content area contains a confirmation message: 'By starting this application you confirm you have read and understood the barred check lists for :'. This is followed by a bulleted list: 'Vulnerable adults', 'Regulated activities with children', 'Identity checking', and 'Eligibility for DBS Enhanced Disclosure checks guidance'. Below the list is a section titled 'Statement of Fair Processing' with three paragraphs of text regarding data protection and consent. At the bottom of the content area, there are two buttons: 'View Instructions' (blue) and 'Next' (green).

- Once this application has been created, you will be able to find the application number at the top of the page.
- Please read the instructions carefully.
- 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

1. Personal

- Please fill out the applicant’s current personal details accurately.
- Be sure to provide all middle names in each of the middle name sections. **Do not** put middle names in the first name section.
- This information must be the applicant’s **current** legal details as shown in their documents.

2. Birth Details

- Please enter the applicant’s **birth** first name and **birth** surname – if the name has not changed since birth, please re-enter the same names.
- Only enter any middle name(s) if they are different from their current middle name(s).
- Please enter the remaining fields accurately.

3. Name History

First Name	Middle Names	Surname	Used From	Name Type
TIM		TEST	Jun-2000	Birth
TIM		TEST	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 the applicant has had since birth.
- If the applicant has never changed their name, please click Next to continue
- If their current name is different to their birth name, you will be asked to provide the date the applicant started using their 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 they have had another name, please click 'Add Another Name' and add this name here. Click 'Next' to save this name.

4. Additional Details

- Please provide the applicant's email address. Ensure this is correct as this is where the Declaration will be sent.
- Select the appropriate boxes.

5. Current Address

- Please ensure the current address matches any proof of address documents (if it is wrong, the certificate will be sent to the wrong place). This address must be in the UK.
- 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 the applicant **started** living at this address.
- Click Next to progress to the below page.

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

You have provided sufficient address history. Please click next.



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

Address	From	Until	Delete
[REDACTED]	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.



- You can delete and add new addresses as needed.
- Once you reach 5 years, you will be able to progress.
- Previous addresses can be from overseas; you **MUST** include a Town, country, and dates.

- **Care Of addresses** may only be used in exceptional circumstances – please see further information on Unusual Addresses here: [DBS Guide to Unusual Addresses](#)

6. Applicant Declaration

- 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 the documents provided.
- This is not the end of the form; you are able to amend the application as needed.
- If anything is changed prior to the Applicant declaration, the applicant will need to resign the declaration.
- 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.

We are unable to change any information on the application after it has been sent to the DBS.

- If there are no errors, you will see the message below at the bottom of the page.



All Details Validated Successfully

You can proceed to the next step

- 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 information below.

Declaration Email Sent

An email has been sent to the email address.

The Applicant must check their email and click on the link in the email to confirm their acceptance to the declaration statements (shown below).

Decalaration Sent to Applicant

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.

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..

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.

Edit the Application

Resend Declaration

- The email the applicant receives will be from noreply@disclosureservice.uk – please be sure to ask the applicant to check their junk if they are unable to locate the email.
- The applicant will need to carefully read the email and click on the below link in the email stating **'I agree to the statements above'**.
- If multiple Declaration emails have been sent to the applicant, please ensure they are clicking on the link from the **most recent email received**.

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

[I agree to the statements above](#)

You must confirm your agreement for the application to proceed.

- If any further changes are made to the application, the applicant will need to re-sign the application.
- You will not be able to complete the application until the Declaration of Consent has been signed by the applicant. If it has not been signed, you will be shown the below:

🕒 Waiting Applicant Consent

⚠️ Awaiting Confirmation

The applicant has not yet confirmed their consent. A declaration email has been sent to the applicant. The application cannot be submitted until consent is received.

- Once the applicant has successfully signed the declaration, you will receive an email confirming this. After refreshing your page you will now see the below message confirming when the declaration was signed:

✅ Applicant Consent Received

To comply with General Data Protection Regulation (GDPR) a declaration of consent and the privacy policy has been made available to the applicant. This has been confirmed by the applicant via email.

Applicant Consented: **2 March 2026 8:54**

- If you need to edit the application and/or re-send the declaration, you can click on 'Edit Application' which will take you back into the application:



7. 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>
- Please enter a Job Description if the job title needs further explanation as to why this applicant is eligible for a DBS check.
- Do not put the Workforce (i.e. ADULT or CHILD) in the job title – this can create delays and withdrawals.

Application Details

- You will need to click on each button that relates to this check. This includes the barred list the candidate is eligible for. The page will refresh with each button you press (this is normal).
- Access to Standard, Enhanced, and Enhanced with Barred List(s) DBS checks is only available to employers who are entitled by law to ask an individual to reveal

their full criminal history, including spent convictions. This is known as asking 'an exemption question'. [DBS checks: guidance for employers - GOV.UK](#)

a. Further guidance on eligibility can be located here:

<https://www.gov.uk/government/publications/dbs-check-eligible-positions-guidance>

Right to Work

- Please confirm that you have checked the applicant's Right to Work.
- Candidates' Right to Work needs to be confirmed by the verifier before submitting the DBS application.

8. ID Documents

You will need to find out which documents your applicant will need; you must confirm these documents **in person**.

a. **Group 1 - Identity Documents:** You can choose as many as needed.

b. **Group 2a - Trusted Government Documents**

c. **Group 2b - Financial and Social History Documents**

To see a description of the document, please hover over the name, as below:

Document

UK, Isle of Man and Channel Islands - including those issued by UK authorities overseas, for example embassies, High Commissions and HM Forces

Biometric residence permit

Birth certificate - issued within 12 months of birth

Driving licence

- You cannot choose the same document option in multiple sections; you will not be able to progress.
- ID guidance can be located here: [DBS ID Checking Guidelines](#) This includes the three routes that the DBS accepts.
- External ID Verification – if the applicant is a British Citizen and does **NOT** have a Group 1 Document, the application will have to go through External ID Verification. Please provide as much information/personal details of the applicant as possible. See more information here: [External Verification Information](#)
- External ID verification is an additional fee, as Homecare Association must manually validate the candidate's identity.

9. Confirm Details:

As Homecare Association does not see the candidates' personal documents, the Preliminary Verifier must check over the candidates' details before submission.

10. Employer Declarations:

The Declaration of Consent is sent via email to the candidate; the application is unable to progress without candidate consent. The Preliminary Verifier MUST Tick the two statements as shown below.

Verifiers can see the candidate's declaration and when it was signed in the green box

Declarations

I confirm I have seen sufficient identity documents to confirm the applicant's identity and address

Tick to confirm verifier statement below.

 Verifier Declaration

I, [REDACTED], confirm that I have established the true identity of the applicant, by examining a range of documents as set out in DBS guidance and verified the information provided by the applicant as written above.

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

I certify that, where requested, an application for a DBS check is required for the purpose of asking an exempted question under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 or for a prescribed purpose as defined in the Police Act 1997 (Criminal Records) Regulations 2002.

 Applicant Declaration of Consent

To comply with General Data Protection Regulation (GDPR) a declaration of consent and the privacy policy has been made available to the applicant. This has been confirmed by the applicant via email.

Applicant Consented: [REDACTED]

If you need to leave the application, after you click 'start' at the beginning of the application, it will be saved 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 'Pre-Submission' section, or in the 'Payment Pending' section if you have finished the application.

6. Pay for an Application

Once you have completed 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.

Applications are unable to be amended by the preliminary verifier once they reach Payment Pending. Please reach out to us and we can amend the application if the application has not yet been submitted to the DBS.

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	██████████		██████████	£72.10
	██████████	E	██████████	██████████	██████████	£62.50
	██████████	E	██████████		██████████	£62.50

2. Add the application into your basket by clicking the green icon on the left hand side. If the application is already in a different preliminary verifier's basket, they will need to remove it from theirs before you can add it to your own.
 - You can remove them from your basket by pressing the same button, as below (now red).

	Name	Level	Reference	Cost
	██████████	E	██████████	£62.50
			Total	£62.50

[Place Order](#)

3. Click '**Place Order**' and follow the steps to pay for your applications.
4. Our full list of DBS prices can be found on our website: [Homecare Association - Disclosure Service Information](#)

7. After you have paid for the Application

Once the application has been paid for, it becomes available for us as the counter signatories 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 email below.

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 [REDACTED] with date of birth [REDACTED] has been received by the Disclosure and Barring Service and the Form Reference Number of [REDACTED] 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 stay 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: [DBS Application Tracking Service](#)

Adult First Checks

The Adult first check allows individuals to start working with adults **supervised** under the rules of the Department of Health.

- Adult first applications can only be submitted where the candidate is eligible for an enhanced DBS application with the adult barred list.
- Adult first results will be emailed to the Preliminary Verifier's email address once completed; this takes 24-48 hours from submission.
- If the result is returned to the Verifier as 'No match exists' then the candidate can start work supervised.
- If the result advises the verifier to 'wait for the DBS certificate before making a recruitment decision' then the applicant is unable to start work until the full disclosure has been received.

8. 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 listed**; this is **NOT** the candidates' certificate issued by the DBS.

The candidate needs to show the verifier the hard copy of the certificate once it has arrived at their current address, but the certificate is legally the candidate's property. Please see [Handling of DBS certificate information - GOV.UK](#) for more information.

9. Invoices

- Invoices for all DBS applications can be viewed by clicking under My Organisation 'More Details' on the home page and scrolling past company verifier to the red banner.

Invoices (Showing 2024) <<< Year This Year >>> Year				
Date Paid	Reference	Paid By	Applications Paid For	Invoice Amount
03-Dec-2024 09:45	[REDACTED]	[REDACTED]	[REDACTED]	£72.10

- By clicking on the reference number, it will bring up your invoice for you to download and save. Please see an example below:

Purchaser Details
 [REDACTED]
 Homecare Association
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 Tel: [REDACTED]
 Email: [REDACTED]


Homecare Association

Payment Reference : Not Available VAT Number : [REDACTED]
 Our Reference : [REDACTED] Invoice Date : 21-Aug-2023
 Membership Number : [REDACTED]

Description	Net	VAT	Gross
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Total Net	[REDACTED]
Total VAT	[REDACTED]
Total Gross	[REDACTED]