



Homecare  
Association

# Disclosure Service

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Application Guidance  
for Applicants



## **This application guidance provides step-by-step instructions for using the Online Disclosure System.**

This guidance is for **applicants** whose employer is submitting a DBS check application on their behalf.

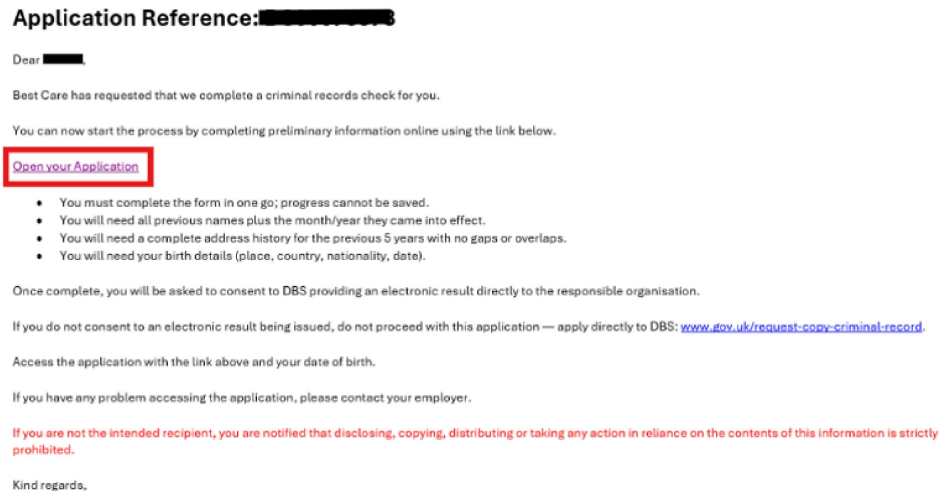
If you need help with anything covered in this guidance, please contact the Homecare Association Disclosure Service team on 020 8661 8188 (option 3) or email [disclosure@homecareassociation.org.uk](mailto:disclosure@homecareassociation.org.uk).

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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](mailto:noreply@disclosureservice.uk). See an example of this email below:




- You must complete the form in one session; you will not be able to save your progress and return later.
- Have all previous names ready, including the month and year each name came into effect.
- Have a complete address history for the last 5 years, with no gaps or overlaps.
- Have your birth details ready, including your place and country of birth, birth nationality, and date of birth.

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 are marked with a red arrow.
- If you leave a required field blank and try to continue, you will see an error message like the one shown below.

▶ Birth First Name:

You must enter the birth first name

### a) Personal

- Enter your current personal details accurately.
- Your first name and surname will already be entered by your employer. Check that they are spelled correctly.
- Enter all middle names in the middle name fields. **Do not** enter middle names in the first name field.
- These details must match your **current** legal details exactly as shown on your documents.

## b) Birth Details

- Enter your first name and surname **at birth**. If your name has not changed since birth, re-enter it in the relevant fields.
- Only enter middle name(s) if they are different from your current middle name(s).
- Confirm your date of birth.
- Complete the remaining fields accurately.

## c) Name History


### Name History

First Name	Middle Names	Surname	Used From	Name Type
██████		██████	Jan-2009	Birth
██████		██████	Sep-2012	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.









- In this section, provide any name changes you have had since birth.
- If you have never changed your name, 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:

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

## Name History

First Name	Middle Names	Surname	Used From	Name Type
██████		██████	Jan-2009	Birth
██████		██████	Mar-2010	History
██████		██████	Feb-2012	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

- Enter your email address. This is where the declaration will be sent.
- Enter any other details you wish to provide.
- Select the appropriate box.
- Click 'Next' when you are ready to continue.

### e) Current Address and Address History

- You must provide your **last 5 years** of address history.
- Previous addresses may be overseas, but you must include the town, country, and dates.
- If you have any unusual addresses, please refer to the DBS Guide to Unusual Addresses.

#### Current Address:

- Make sure your current address matches the proof of address documents you have provided.
- This address must be in the UK and entered correctly, as this is where your certificate will be sent.
- If the system does not allow you to enter a postcode, call 020 8661 8188 and select option 3 to speak to a member of staff.
- Enter the date you started living at this address.
- Click 'Next' to continue to the next page.

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

You have provided sufficient address history. Please click next.

Back
Next

- Add any other addresses you have lived at during the last 5 years by clicking 'Add Another Address' for each one.

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.


➔ Add Another Address

Back
Next

- You can delete addresses and add new ones as needed.
- Once you have entered 5 full years of address history, you will be able to continue.
- **Care of addresses** may only be used in exceptional circumstances. Please refer to the DBS Guide to Unusual Addresses for more information.

#### f) Declarations


- You will be shown an overview of all the information you have entered.
- Check this information carefully to make sure it is correct and matches your details and documents.
- If any personal details or addresses are incorrect, the DBS will **withdraw** the application. The DBS does **not** offer refunds for applications withdrawn because of errors.
- If everything is correct, you will see the message shown 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.

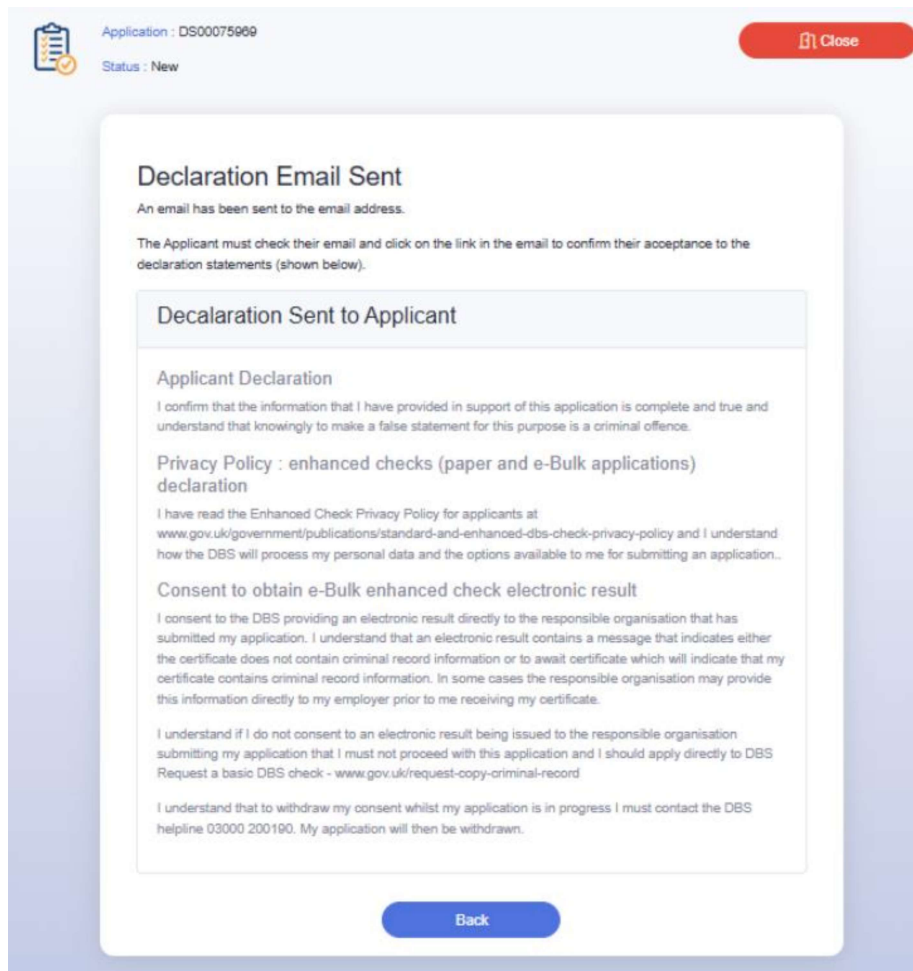
- If something is missing or incorrect, you will see the message below. This message will let you know what section is invalid.



**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](mailto: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.

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](http://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](http://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 your acceptance of the above statements, click the button below:



You must confirm your agreement for the application to proceed

- Your employer will be notified by email once you have completed the declaration.
- The application form will then show the information below.
- At this stage, you will not be able to amend any information on your application form.

**Applicant Consent**

Thank you, we have recorded your agreement to:

- Applicant Declaration
- Privacy Policy
- Consent to obtain e-Bulk enhanced check electronic result

NB. Your application can now proceed. You must now produce your proof of ID documents if you have not already done so.

Application reference: [REDACTED]