

DBS Online Disclosure Guide (e-Bulk)

Applicant Guidance Notes

Applicant guidance notes

An online DBS check can be completed by accessing the internet from any PC/Laptop that has this facility. If you do not own your own computer you can go to any internet café or local library. **Please be aware that you must complete your application form in full as part completed applications form cannot be saved.**

Logging onto the system

Please enter the following address in the web browser:

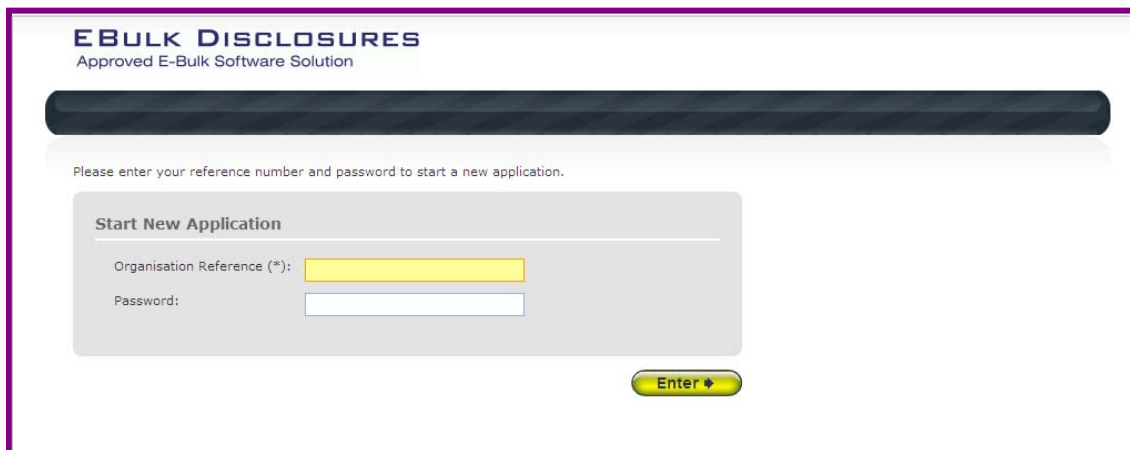
<https://disclosure.capitarvs.co.uk/sandwell/>

If you are **not** taken directly to the 'Start New Application' page, please click on 'Start Application' in the orange box entitled '**Disclosure and Barring Service (DBS) APPLICATION FORM**' to enter the system and start your application.

Please note at this stage of the process your login details are case sensitive.


1. Enter the Organisation Reference that has been supplied to you by the company that you will be/are working for.
2. Enter the Password that has been supplied to you by the company that you will be/are working for.

Once you have completed this section click 'Enter'.



Statement of Fair Processing

You will now be taken to the 'Statement of Fair Processing' outlining our terms and conditions. Please read the statement and tick the box to confirm this has been read and agreed to.



Sandwell M.B.C.
CRB Applications - 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 parties outside of the Disclosure process, except where required by Law, without the express consent of the individual. If as a Registered Body we utilise a 3rd party supplier who has access to CRB electronic application data then this 3rd party has been approved prior by CRB to process and handle this data securely.

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

In line with Section 7 of the Act you will be provided with a copy of any information we hold on you, on request.

If further information required, please contact the Sandwell MBC HR Service Centre:

Telephone: 0121 569 3300
email: HRServices_contactcentre@sandwell.gov.uk
Post: Sandwell MBC HR Service Centre, Sandwell Council House, PO Box 2374, Oldbury, B69 3DE

I have read and understand this statement (tick to confirm) ☐

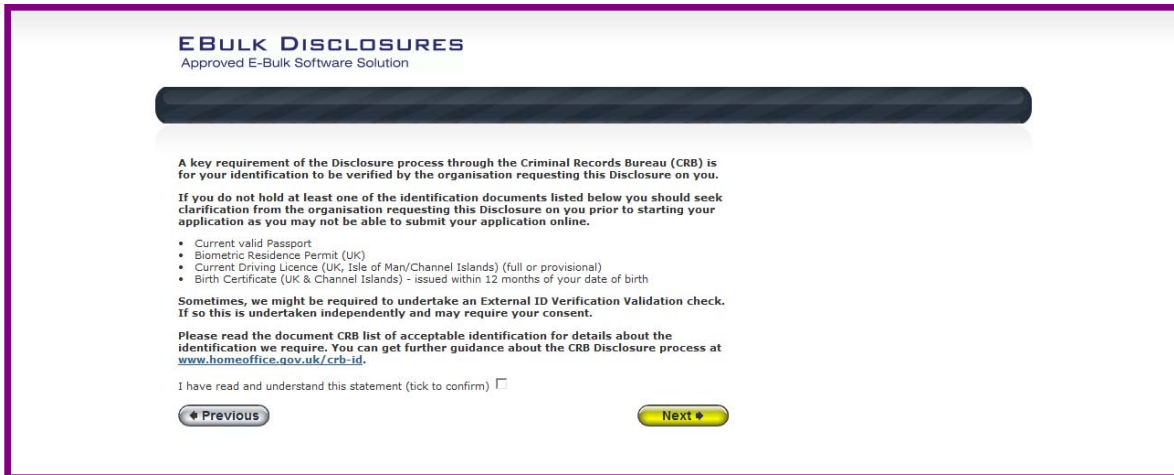
Next ➔

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Once you have ticked the consent box please click 'Next'

Application Pre-Entry Statement

You will now see the application pre-entry statement; this gives concise information in regards to the requirements by the DBS regarding acceptable identification in support of your DBS application.



The screenshot shows a web page titled "EBULK DISCLOSURES" with the subtitle "Approved E-Bulk Software Solution". Below the title is a dark blue horizontal bar. The main content area contains the following text:

A key requirement of the Disclosure process through the Criminal Records Bureau (CRB) is for your identification to be verified by the organisation requesting this Disclosure on you.

If you do not hold at least one of the identification documents listed below you should seek clarification from the organisation requesting this Disclosure on you prior to starting your application as you may not be able to submit your application online.

- Current valid Passport
- Biometric Residence Permit (UK)
- Current Driving Licence (UK, Isle of Man/Channel Islands) (full or provisional)
- Birth Certificate (UK & Channel Islands) - issued within 12 months of your date of birth

Sometimes, we might be required to undertake an External ID Verification Validation check. If so this is undertaken independently and may require your consent.

Please read the document CRB list of acceptable identification for details about the identification we require. You can get further guidance about the CRB Disclosure process at www.homeoffice.gov.uk/crb-id.

I have read and understand this statement (tick to confirm) ☐

At the bottom of the page are two buttons: "Previous" (disabled) and "Next" (active).

Once you have ticked the consent box please click 'Next'

- The application form is a simple 5 step process. Please complete all fields.
- Mandatory fields are denoted by (*)

Mistakes on the application form will cause delays in processing.

Section 1 – About You

Please enter your personal details. **If you have any middle name(s) ensure that you enter these details**, particularly those that appear on your identity documents, e.g. passport, driving licence, birth certificate, etc. Any missing information from this or any other section can severely delay the processing of your criminal record check.

EBULK DISCLOSURES
Approved E-Bulk Software Solution

1) About You : 2) Address History : 3) Additional Info : 4) Employment : 5) Confirm

The application form is a simple 5 step process, please complete all fields provided.
Mandatory fields are denoted by (*)

Personal Details

Title (*): -- select --

Forename (*):

Middle name 1:

Middle name 2:

Middle name 3:

Surname (*):

Date of birth (*): -DD- -MM- -YYYY-

Gender (*): -- select --

NI Number:

Contact Details

Language (*): -- select --

To speed up the resolution of any queries with your application please provide a telephone number or email address we can use to contact you

Telephone No:

If you have an email address please supply this to allow an automated email to be sent to you to confirm your application has been submitted

Email Address:

Information

Middle Names
Please supply all middle names, especially those that appear on your identity documents, e.g. passport, driving licence, birth certificate, etc.
Failure to comply will result in delays.

Language
This determines whether the disclosure certificate will be printed in English or Welsh.

Previous Next

Once you have completed this section click 'Next'.

Section 2 – Address History

Please enter your current address. If you have not lived at this property for more than five years, you will be taken to another screen. Here you will be required to add any additional addresses to ensure your address history goes back the required five years. **Please note if you do not provide a minimum of five years address history, you will not be able to proceed to the next stage of the application process.**

Address Dates

There cannot be any gaps/overlaps in your address history. Please ensure that the month and year of each address follows that of the previous address. Students who switch between their permanent residence and education establishments must enter each address with dates consecutively, e.g. parents' address Dec 2009 – Jan 2010, university address Jan 2010 – March 2010, parents' address March 2010 – April 2010 etc. Do not run addresses/dates simultaneously as your application form will be rejected by the DBS. Once an address has been entered, you can edit any information by clicking on the 'Edit' button.

Postcode

Please ensure that all UK addresses have a full postcode; if you cannot remember your postcode please use the Royal Mail [UK Postcode Finder](#) link provided within the address information box.

No Fixed Abode UK

If you were of no fixed abode within the UK please enter the nearest hostel address to the location you were based.

Foreign Addresses/Travelling Overseas

If you have travelled overseas and cannot supply the address for a foreign country then please enter 'no fixed abode' for Address Line 1. Please then enter the Town/City and Country of where you were residing within this period.

E-BULK DISCLOSURES
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1) About You : **2) Address History** : 3) Additional Info : 4) Employment : 5) Confirm

Please enter your current address

Current Address

Address Line 1 (*):

Address Line 2:

Town (*):

County:

Country (*):

Date from (*):

Information

Address Dates
There cannot be any gaps or overlaps in your address history. Please ensure that the month and year from a previous address are repeated as the same date at the start of your next address. Students who switch between their permanent residence and educational establishment must enter each address with dates consecutively e.g. parents address Dec 09-Jan 10, University address Jan 10-March 10, parents address March 10-April 10 etc. Do not run addresses/dates simultaneously as your form will be rejected by the CRB.

Postcode
Please ensure you fully enter your postcode, partial postcodes will cause your form to be rejected by the CRB. If you can't remember your postcode use the Royal Mail [UK Postcode Finder](#).

No Fixed Abode UK
If you were of no fixed abode within the UK please enter the nearest hostel address to the location you were based.

Foreign Addresses
If you have travelled overseas and cannot supply the address for a foreign country then please enter "no fixed abode" in address line 1 and town.

Once you have completed this section click 'Next'.

Section 3 – Additional Info

Place of Birth

Please enter details of your place of birth.

Nationality at Birth

Please enter your Nationality at birth and state YES or NO as to whether this has changed since you were born. If this has changed, you will be required to enter your current nationality.

Changed Surname

If you have changed your surname please provide your birth surname and the year you changed it. Please ensure that where names change they run in date order and with no gaps.

Other Names

Please provide details of any other names used at any time during your lifetime and the dates during which the names were used. Please enter each forename, middle name(s) and surname separately using the 'Add Name' button below. If you have used any aliases, e.g. William known as Bill, please also supply these details.

Failure to supply any additional information may cause your application to be delayed.

Please complete the following additional information

Place of Birth

Town (*):

County:

Country (*):

Nationality at birth (*):

Have you changed your nationality since birth? (*):

Have you changed your birth surname? (*):

Other Names

Please provide details of any other names used at any time during your lifetime and the dates during which the names were used. Please enter each forename and surname separately using the 'Add Name' button below.

Name	Type	From	To
No records have been created			

Information

Change of name(s)
Please ensure that where names change they run in date order and with no gaps.

Other names
If you have used any other names at any time during your lifetime please provide them.

Aliases
Please supply details of any alias names you may have used including dates from and to, e.g. William known as Bill etc within the Other Names section. Failure to do so could cause your application to be delayed or rejected by the CRB.

Once you have completed this section click 'Next'.

Section 4 – Employment Details

Position Applied For

Please insert the correct job role as supplied to you by your current/new employer. No abbreviations are permissible, e.g. Admin Asst should read Administrative Assistant. If you are a volunteer do not enter just volunteer, please enter in which capacity your job role is, e.g. Coach.

Failure to enter the correct job role may cause your application to be delayed.

Employer Name

This has been defaulted to the organisation you are applying through and should not be amended.

The screenshot shows the 'EBULK DISCLOSURES' application form, specifically the '4) Employment' step. The form is titled 'Please complete the fields below'. It contains two main sections: 'Employment Details' and 'Conviction History'. In the 'Employment Details' section, there is a text input field for 'Position Applied For (*)' which is currently empty, and a text input field for 'Employer Name (*)' which is pre-filled with 'CHEQS ORGANISATION'. The 'Conviction History' section contains a paragraph explaining that an 'unspent' conviction is one still held on a criminal record, and a note referring to the Rehabilitation of Offenders Act 1974. Below this is a dropdown menu for 'Do you have any unspent convictions? (*)' with a selection of '-- select --'. To the right of the main form is an 'Information' sidebar with three sections: 'Position Applied For' (repeating the instruction to use the full job role), 'Employer Name' (repeating the instruction that it is defaulted to the application organization), and 'Conviction History' (repeating the instruction to select 'Yes' if there are unspent convictions). At the bottom of the form are 'Previous' and 'Next' buttons.

Conviction History

If you have never been convicted of a criminal offence then please select 'No'.

If you have an 'unspent' conviction, then please select 'Yes'. An 'unspent' conviction is any conviction that is still held on your criminal record.

For exceptions to this legislation or for more information please refer to Rehabilitation of Offenders Act 1974 at:

<http://www.justice.gov.uk/guidance/docs/rehabilitation-offenders.pdf>

Once you have completed this section click 'Next'.

Section 5 – Confirmation and Consent

Now please read through your application to ensure that there are no omissions/errors before you submit your application. If you wish to edit a section of your application click on 'edit' next to the section of the form that requires changes.

At the end of the application please make sure that you complete the Applicant Consent section.

EBULK DISCLOSURES
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1) About You 2) Address History 3) Additional Info 4) Employment 5) **Confirm**

Application Confirmation and Consent
To complete this application, please review the details entered, tick the consent box at the bottom of this page and click the Complete button.

Personal Details
Title: MR [Edit](#)
Forename: TEST
Middle Names: TEST
Surname: TEST
Date of birth: 01/01/2001
Gender: FEMALE

Contact Details
Language: ENGLISH [Edit](#)
Telephone No:
Email Address:

Address History [Edit](#)

Address	From	To
TEST TEST S14EB UNITED KINGDOM	Jan 2004	Present

Place of Birth [Edit](#)
Town: TEST
County:
Country: UNITED KINGDOM
Nationality:

Employment Details [Edit](#)
Position Applied For: TEST
Employer Name: CHEQS ORGANISATION

Conviction History [Edit](#)
Unspent convictions: No

Applicant Consent
By completing this form I consent to the transfer of my information to the Criminal Records Bureau for the purpose of a Disclosure Application.
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.
Please tick this box to indicate your consent: ☐

[Previous](#) [Complete](#)

Now click 'Complete'.

You have now completed your application form and you will be given a submission reference number. **Please make a note of this number for reference purposes.** If you entered an email address onto your application form you will receive a confirmation email containing these details.

EBULK DISCLOSURES
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Application Complete

✓ Your reference number is 904JONE3

We are still awaiting payment and will be unable to proceed until we have received payment. Please contact APPLICANT PAYMENTS ORGANISATION urgently as the application may be withdrawn within 7 days if payment is not received.

Make a note of this reference and arrange to visit your employer or registered body to have your identification verified, you will need to bring evidence of your identity from the list shown on the right.

ID Document Rules

You will now be required to have your identity verified by the organisation requesting this Disclosure on you in accordance with the CRB ID guidelines. In the event that your identity cannot be verified via the documents you hold (for example, valid Passport, UK Driving Licence, Birth Certificate, UK Residence permit) you will be required to complete a paper application and give your consent to have your fingerprints taken.

For a full list of acceptable forms of identification please read the document [CRB list of acceptable identification](#).

If your fingerprints are required this will require attendance at a Police Station at an appointed time and will add delay into the overall disclosure and recruitment process. The CRB will contact you directly and explain this process in more detail if required.

Further guidance about the CRB Disclosure process can be accessed at www.homeoffice.gov.uk/crb-id.

Exit

Information

Identity Documents
For suitable forms of identification, please read document [CRB list of acceptable identification](#).

Your application form will be processed by your employer once they have verified your identity. Please see below for guidance on identity verification.

Next step - identity verification

In line with the DBS code of practice all applicants requiring a DBS check must have their identity verified.

How do I have my identity verified?

Please provide original identification to your Company's Nominated Person (usually Recruitment or HR Manager) and provide identification as listed in the acceptable ID table (see table below).

Your application form will be processed by your employer once they have verified your identity, and then sent onto the DBS.

Tracking the progress of your application with the DBS

If you supplied an email address whilst entering your application, as soon as your application has been received at the DBS and is assigned a DBS Application Reference number you will receive a second email detailing this information.

This email will also include details and links to the DBS website to enable you to track the progress of your application from the moment the disclosure process commences.

What Documents Do I Need to Produce?

Route 1

Route One must **always** be attempted to be taken. Three documents in total must be seen; one document must come from Group 1 and a further two documents from Group 1, 2a or 2b. One document must verify the applicant's current address.

Route 2

One document must be seen from Group 2a and two further documents from Group 2a or 2b; one of which must verify the applicant's current address. **Applicants will also be required to undergo an external ID validation service through Route Two.**

Route 3

A Certified copy of a UK Birth Certificate (UK and Channel Islands, issued after the time of birth by the General Register Office/relevant authority) required to be seen and four further documents must be seen from Group 2 comprising of one document from Group 2a and three further documents from Group 2a or 2b; one of which must verify the applicant's current address.

Group 1 – Primary Trusted Identity Credentials

- *Current valid Passport*
- *Biometric Residence Permit (UK)*
- *Current Driving Licence (UK, Isle of Man /Channel Islands) (Full or provisional)*
 - *A photo card is only valid if the individual presents it with the associated counterpart licence (except Jersey)*
- *Birth Certificate (UK and Channel Islands) - issued at the time of birth;*
 - *Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces. (Photocopies are not acceptable)*

Group 2a – Trusted Government/State Issued Documents

- *Current UK Driving licence (old style paper version)*
- *Current Non-UK Photo Driving Licence (valid only for applicants up to 12 months from date entered UK)*
- *Birth Certificate (UK and Channel Islands) - (issued after the time of birth by the General Register Office/relevant authority i.e. Registrars – Photocopies are not acceptable)*
- *Marriage/Civil Partnership Certificate (UK and Channel Islands)*
- *Adoption Certificate (UK and Channel Islands)*
- *HM Forces ID Card (UK)*
- *Fire Arms Licence (UK and Channel Islands)*

Group 2b – Financial/Social History Documents

- *Mortgage Statement (UK or EEA)** (Non-EEA statements must not be accepted)*
- *Bank/Building Society Statement (UK or EEA)* (Non-EEA statements must not be accepted)*
- *Bank/Building Society Account Opening Confirmation Letter (UK)*
- *Credit Card Statement (UK or EEA)* (Non-EEA statements must not be accepted)*
- *Financial Statement ** - e.g. pension, endowment, ISA (UK)*
- *P45/P60 Statement **(UK & Channel Islands)*
- *Council Tax Statement (UK & Channel Islands) ***
- *Work Permit/Visa (UK) (UK Residence Permit) Valid to expiry date*
- *Utility Bill (UK)* – Not Mobile Telephone*
- *Benefit Statement* - e.g. Child Allowance, Pension*

- *A document from Central/ Local Government/ Government Agency/ Local Authority giving entitlement (UK & Channel Islands)*- e.g. from the Department for Work and Pensions, the Employment Service , Customs & Revenue, Job Centre, Job Centre Plus, Social Security*
- *EU National ID Card*
- *Cards carrying the PASS accreditation logo (UK and Channel Islands)*
- *Letter from Head Teacher or College Principal (16/19 year olds in full time education – (only used in exceptional circumstances when all other documents have been exhausted)*

Please note:

If a document in the List of Valid Identity Documents is:

- *Denoted with * - it should be less than three months old*
- *Denoted with ** - it should be issued within the past 12 months*
- *Not denoted – it can be more than 12 months old*

Contact Details

Please contact your HR Team/Recruiting Manager if you have any queries in regards to the DBS application process.

If you experience any technical issues with the online system, please contact the CRVS Client Relations Team on 0870 850 2516 (Option 1). Lines open 9.00am-5.30pm Monday to Friday. Alternatively you can contact us by e-mail at crb.enquiries@capita.co.uk.