

Applying for a DBS Check: An Applicant's Guide



Introduction

Leicester City Council uses the Disclosure and Barring Service's (DBS) 'eBulk' service to process DBS Checks, meaning that all our DBS Check Applications are sent to the DBS electronically, and the results received back the same way. This speeds up the Checking process for you and for us.

Logging on to the System

Your DBS Check Application can be completed from any device with an internet connection, such as your PC, laptop, tablet or smartphone.

If we need you to complete an Application for a DBS Check, you will receive an email from us telling you this. If you were expecting to hear from us and you haven't this email may have gone in to your spam or junk folder rather than your inbox.

The email will give you your username and PIN. It contains a link to take you straight through to the log in page of the Council's DBS Check processing portal. **Your PIN will expire after 7 days.**

Some General Pointers...

- Help text can be accessed by hovering over the ? icon. Clicking on ? will display the help text for longer if you need more time to read it. Click on the icon again to hide the text again.
- For security reasons, Applications will time-out after five minutes of inactivity. **Any data that is not saved will be lost - save your data regularly by clicking on  or**
- When you have completed each 'tab' of the Application Form, click on save and  to take you to the next tab. You click on the tab headers (shown at the bottom of the page) to switch between tabs.
- Please have your National Insurance Number, Passport and Driving Licence (if applicable) available before completing your DBS Application, as details from these documents will be requested during the Application process.
- If you need further assistance with completing your application please contact Recruitment Team on 0116 454 4370.
or ask the person who asked you to complete the Application.

Guidance on completing your Application

You must complete the following tabs:

Personal

Please provide your **title, current forename, middle name and surname** in the appropriate fields.

Some important points to bear in mind when providing information about your name:

- Please provide your middle name(s) if applicable, particularly if it/they appears on your identity documents, eg, your passport, driving licence, etc. as if you don't your Application may be delayed. You can enter a maximum of three middle names.
- You will be asked whether you have ever been known by any other names. If you respond **yes**, the **additional names** panel will be enabled. You **must** provide all other names you have been known by from **birth**, with two exceptions: (a) applicants who were adopted before the age of 10; and (b) transgender applicants.
 - (a) Applicants adopted before the age of 10 are not required to provide their name at birth but should provide names used from the age of 10 onwards.
 - (b) Transgender Applicants can complete their DBS Application with the name used for their previous gender. However, should an Applicant wish to provide only their current names, the details relating to their previous gender **must** be provided to the DBS sensitive applications team. This team can be contacted on 0151 676 1452, or via email at sensitive@db.sgs.gov.uk.
- Female Applicants are required to provide their birth surname if they enter **Ms** or **Mrs** as their title, even if their surname name has not changed.
- For each name provided, you must ensure that **both** the forename **and** surname fields are completed, and provide the **from** and **to** dates for every name you have been known by using the **DDMMYYYY** format.

Please also provide your date of birth, place (town/city) and country of birth, and gender. Please note that the country of birth defaults to 'United Kingdom' so be sure to change this if you were born elsewhere.

Providing a contact telephone number (that you can usually be reached on during office hours) ensures that either ourselves or the DBS can contact you quickly should there be any queries regarding your Application.

Proofs of Identity

The DBS require you to indicate whether you have:

- a National Insurance (NI) number;
- a valid **UK** driving licence (including the Channel Islands and the Isle of Man); and
- a valid passport.

If you select **yes**, further details, such as your NI number, must be provided. If you have a valid UK driving licence, the driving licence number and the date and country of issue must be entered. If you have a passport, the passport number, date/country of issue and nationality must be provided.

Your NI number can be obtained from a payslip, P60, National Insurance Numbercard or a copy of an Annual Self-Assessment Tax return. HM Revenue and Customs can be contacted via www.hmrc.gov.uk

Your driving licence number is printed on your driving licence. If you cannot locate your driving licence but know your driving licence number, please provide this. Replacement driving licences can be obtained from the Driver and Vehicle Licensing Agency (DVLA): www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency.

The last question asks whether you are a Council employee. Please select **yes** if you are a current employee **and the DBS check is being obtained for the purposes of your employment**. If you are a Council employee but the DBS Check is not being obtained in respect of your job, for example, if you do not need a DBS Check for your job but also act as a Governor for a Leicester City Council and the Governing Body has elected to conduct DBS Checks on all Governors, please respond **no** to this question. If **yes** is selected, your payroll number/ID must be entered. This can be obtained from a Payslip or P60. Providing this information means that your record on the HR/Payroll System will be updated with the details of your DBS Check.

Addresses

The DBS require that a full five year address history is provided.

For Leicestershire addresses, enter your postcode and click **find address**. Select the correct address from the drop-down list of addresses matching that postcode. If the postcode is not recognised, double-check the details you have entered. If these are correct, you can select manual entry and enter the address manually. The dates you lived at each address from and to must be given in the **MMYYYY** format (for your current address, the **At Address To** field will be de-activated). If you cannot remember your postcode, please use the Royal Mail UK Postcode Finder.

Addresses outside of Leicestershire, and non-UK addresses must be manually entered.

Overlaps in address history are permitted, however, there must be no gaps. The Application will not allow you to save your data until a complete address history has been provided.

Click after you have entered each address

Guidance on circumstances not covered by the above, eg, Applicants who have had no fixed abode for a period, have resided at British Forces Post Office (BFPO) addresses, etc, is provided in the DBS Publication: [An Applicant's Guide to completing the DBS Application Form](#)

Please note that, if you have lived outside the UK within the last five years, you will be required to provide an overseas criminal records check, sometimes called a Certificate of Good Conduct, to us before you can start work. Guidance on how to do this this is provided at <https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>

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.

Declaration

You will be asked if you have ever been cautioned or convicted of a criminal offence. If you want to check whether your conviction or caution is on the DBS' list of offences that will always be included in criminal record checks, please see: <https://www.gov.uk/government/publications/dbs-list-of-offences-that-will-never-be-filtered-from-a-criminal-record-check>

Once you submit your Application, a pop-up message tells you about the next stage in the process, ie, that you are now required to contact the ID Checker and arrange to share your proofs of identity with them. You will also receive an email giving you further information about the identity check and providing you with a summary of the information you provided on your Application for your records. Should you discover that you have made an error in any of the information you provided, you will have the opportunity to correct this when you attend the appointment for your proofs of identity to be checked. Please note that the Identity Checker will not be able to amend any the details you have entered on your behalf, you will need to do this yourself.

The Next Steps...

Your DBS Check Application cannot be forwarded to the DBS for processing until the Council has verified your identity in line with the DBS' requirements. You are required to **verify your name, address and date of birth** by providing specified proofs of identity to a nominated representative of the Council. The DBS provide clear [Guidance](#) regarding the documentation that can be used as proof of identity – please read this before attending your appointment to provide your proofs of identity.

Getting the results back

You will receive a certificate from the DBS through the post. The Council will receive a notification that your DBS Check is complete, however, should any criminal record information, or information from police records, be detailed on your Certificate, **this will not be shared with the Council**. In such cases, you will need to take your DBS Certificate to the person who requested you complete the DBS Check Application **as soon as possible**. You will not be able to start work, volunteering, etc before this has been done and the bearing of this information (if any) on the post you have applied for has been considered using the Council's DBS Contra-Indicator Risk Assessment Process. If your DBS Check does not detail any criminal record information, or give any information from Police Records, there is no need to provide your DBS Certificate to the Council.

Further information...

- [The DBS Code of Practice](#)
- [Leicester City Council's Policy on the Recruitment of Ex-Offenders](#)
- [Leicester City Council's Policy on the Storage and Handling of Disclosure Information](#)

The following document is available on request

- Leicester City Council's DBS Contra-Indicator Risk Assessment Process