### Logo, company name Description automatically generated

Applicant Manager Guidance Notes



Basic Online Disclosure Guide (eBulkPlus)

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Applicant Manager Guidance Notes - Basic

An online DBS check can be completed by accessing the internet from any device that has this facility. This includes a smart phone, tablet, laptop or PC. It is supported on the latest versions of all modern browsers; however, we do not recommend access via Internet Explorer as this browser is unsupported both by our technology and soon by Microsoft also. The software is simplistic and easy to use. You can gain access to the system within minutes.

You have been granted access to eBulkPlus in the role of an Applicant Manager. An Applicant Manager can view all applications created under the organisation or specific division they have been created under. An Applicant Manager can stipulate what ID has been seen in relation to an applicant. After an applicant’s ID has been verified an Applicant Manager has the authority to approve an application for submission.

Logging onto the System

Please enter the following address into your web browser:

[www.carecheck.co.uk](http://www.carecheck.co.uk)

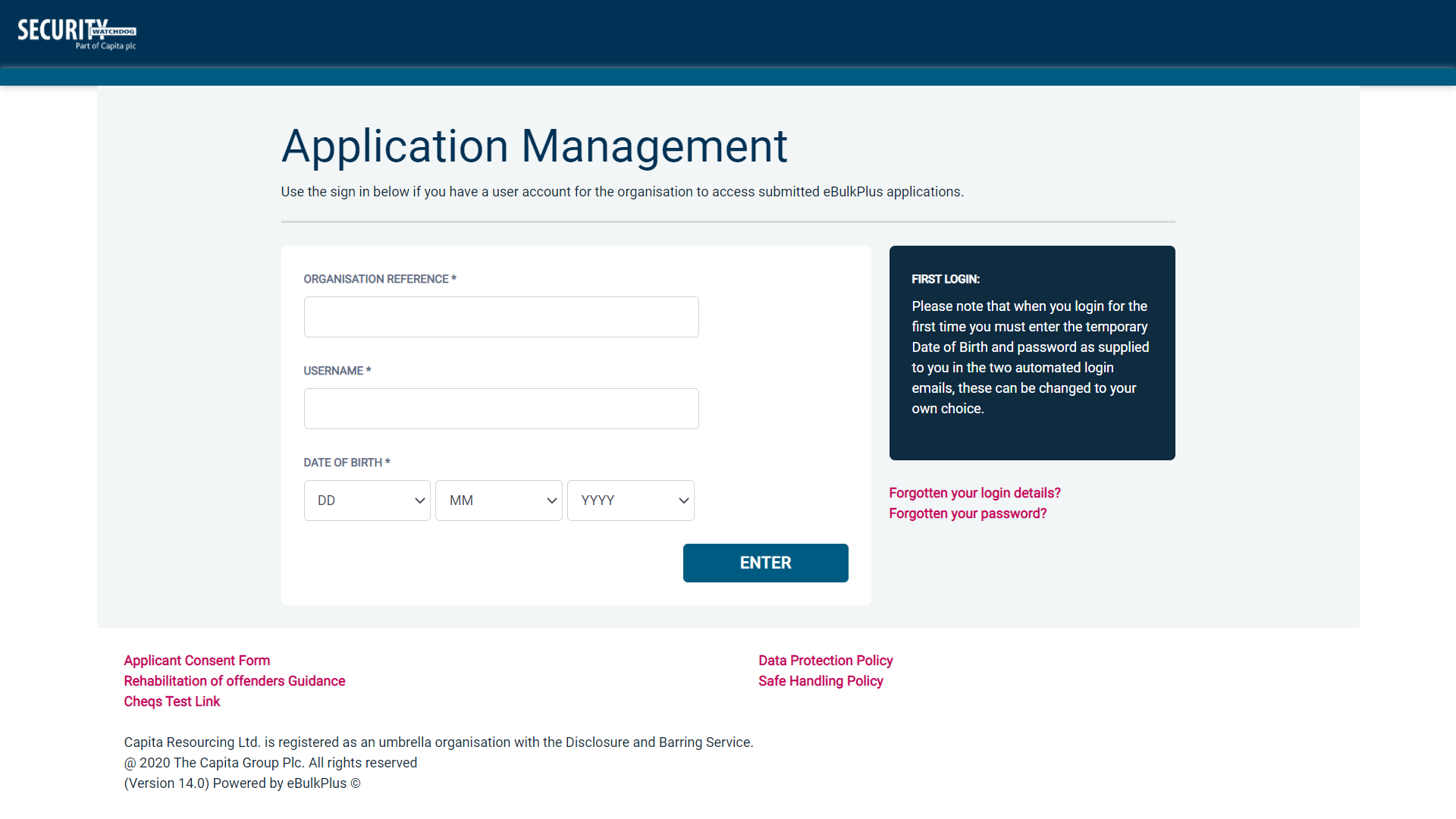
You will now be on our main home page, where you will need to go to the icon ‘Manage Your DBS Checks’

**Graphical user interface, website

Description automatically generated**

You will now be on the main login page that shows three boxes. Please note at this stage of the process, your login details are case sensitive.

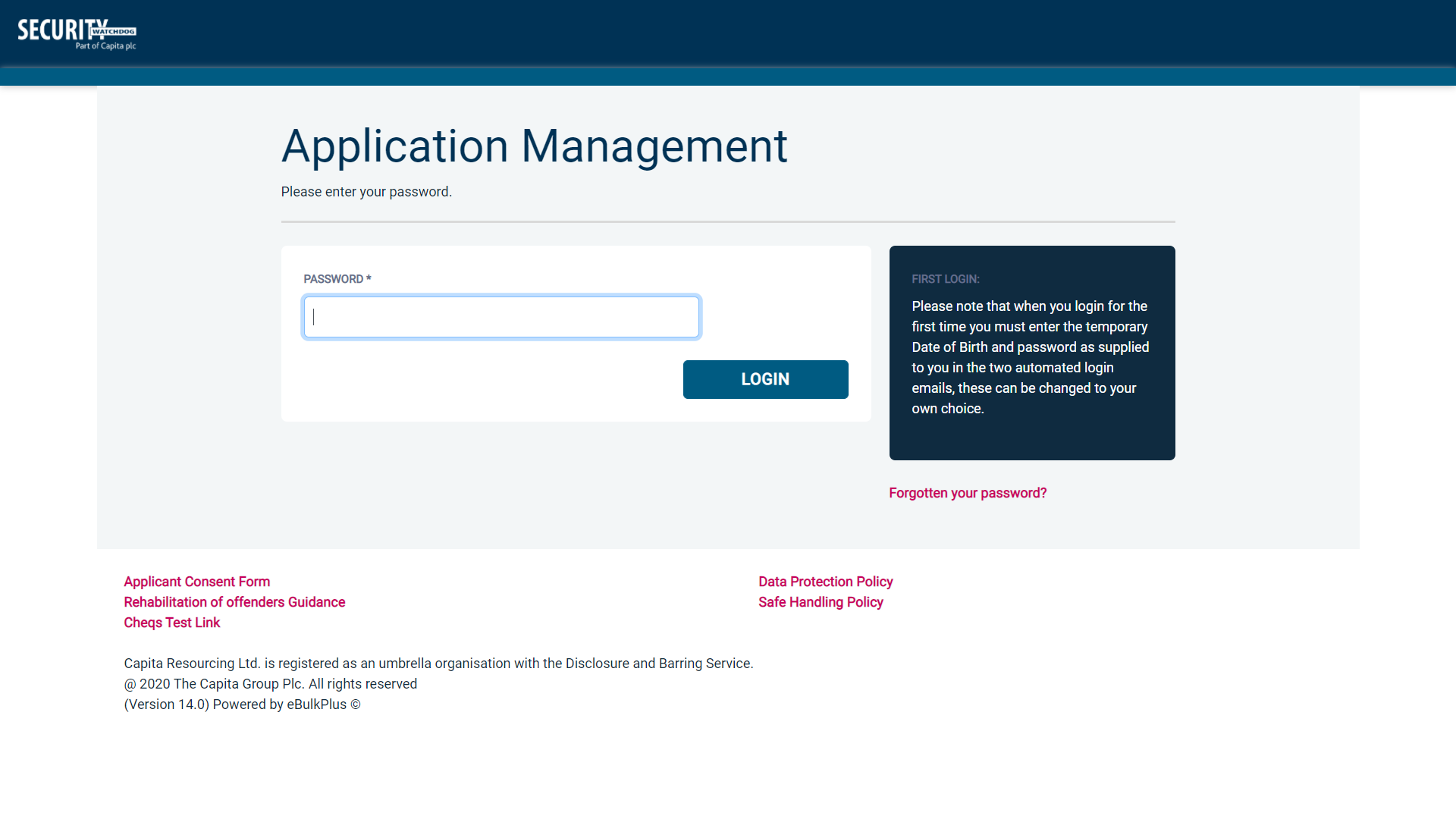
* Click on **‘Application Management’**.
* Enter your company Organisation Reference - this will have been supplied to you in an automated email **(if you cannot remember this please click on the *‘Forgotten your login details?’* icon at the bottom of the screen to be sent a reminder).**
* Enter your Username.
* Enter your Date of Birth **(for first initial login please ensure you enter the default date of birth 01 Jan 1998. Failure to do so will deny you access to the system).**



**Screen Shot 1**

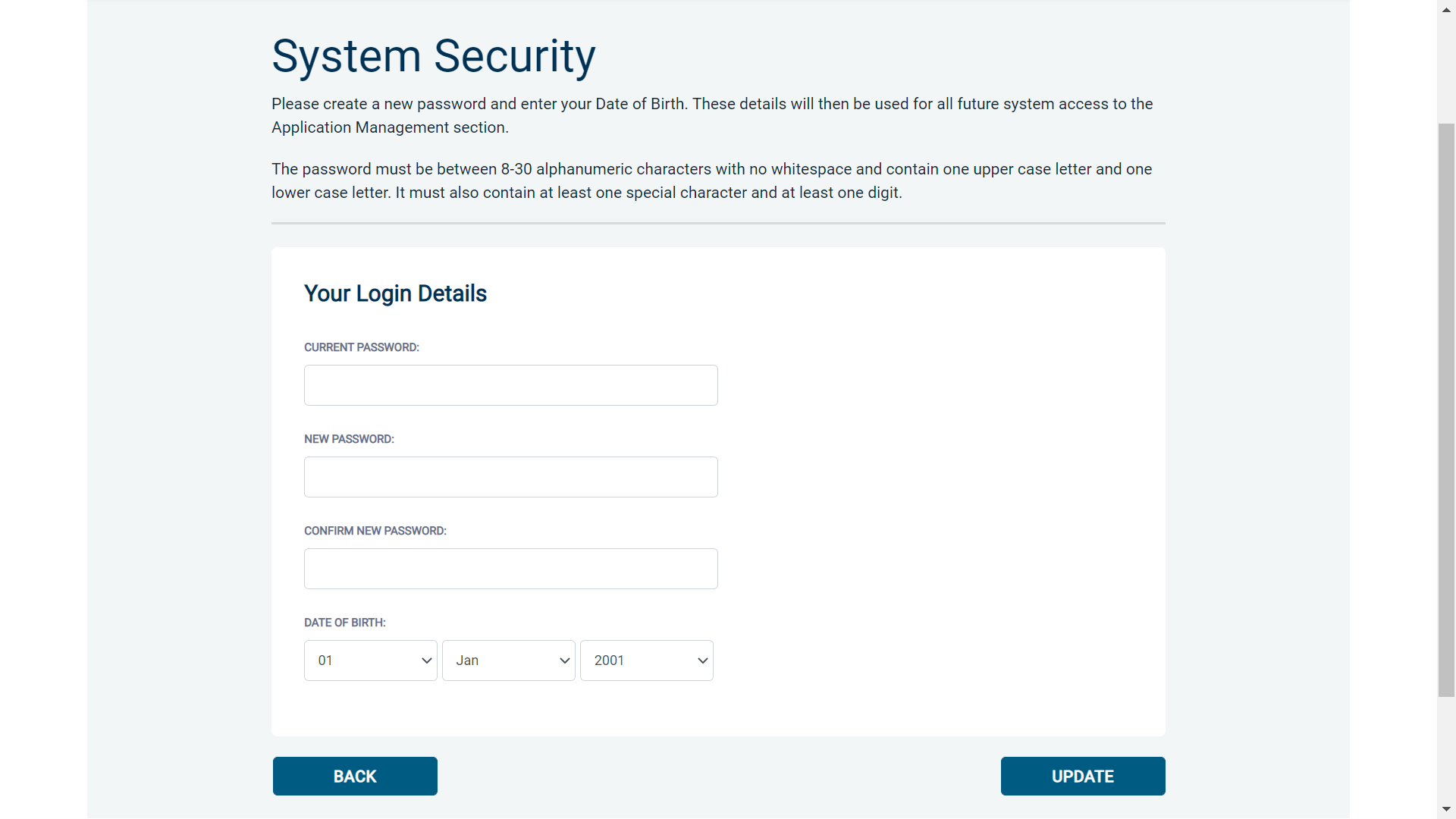
* Once you have completed this section click ‘**Enter**’.
* Enter your password (this will be supplied to you in an automated email) – see screen shot 2 below **(If you cannot remember this please click on the *‘Forgotten your password?’* icon at the bottom of the screen to be sent a new one-time password).**

If you have difficulty gaining access to the system, please contact XXX on XXX however please ensure the first time you login that you have not been denied access because of entering your own date of birth. **The first time you login you must enter the temporary default date of birth 01 Jan 1998.**



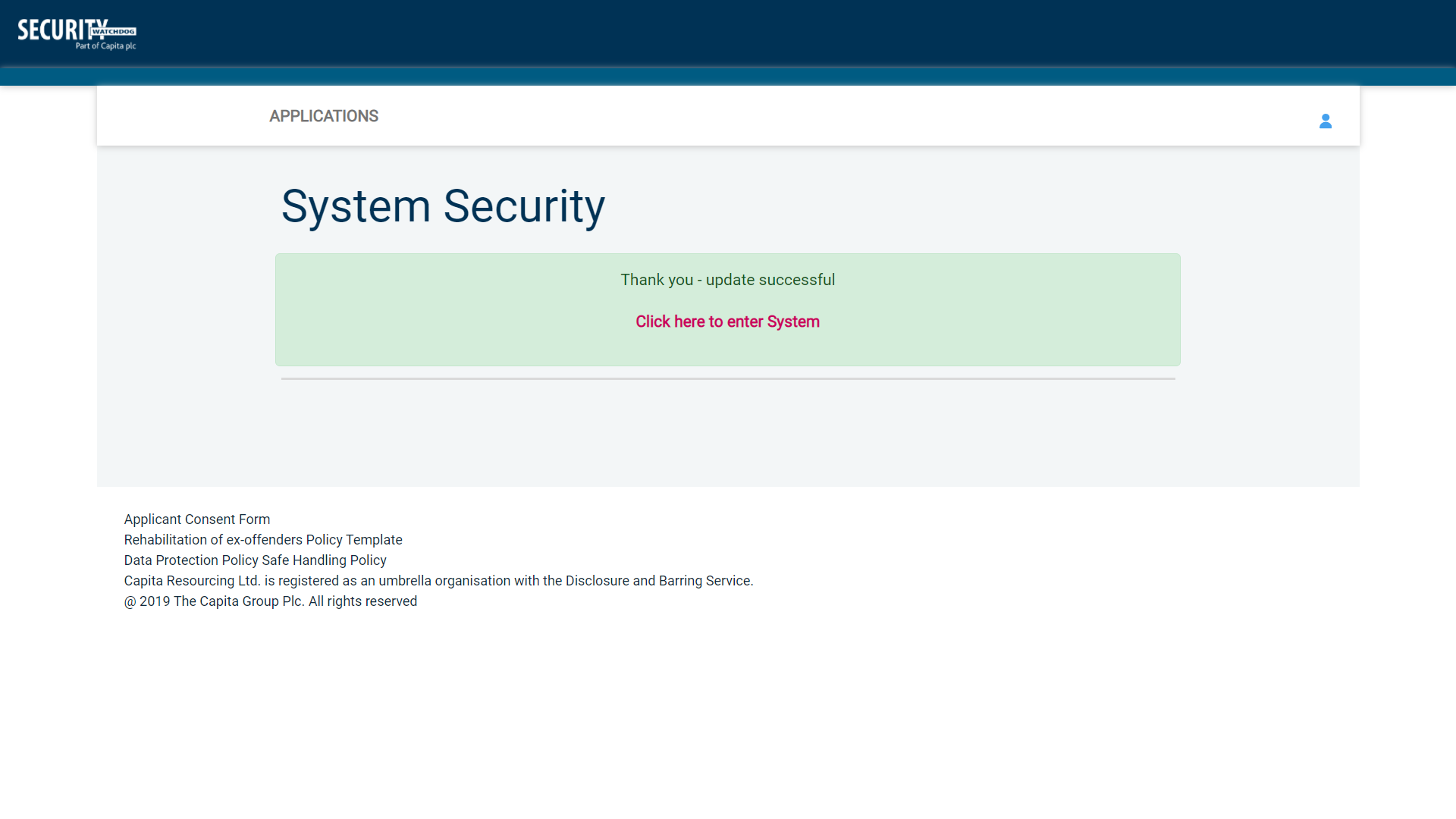
**Screen Shot 2**

* Please note, after initial login you will be required to set your own password and enter your own date of birth for future login purposes.
* Please re-enter into the ‘**Current Password**’ field the temporary password you received in your initial e-mail and then create your own unique password (see screen shot 3 below).
* The password you create must be between 8 & 30 characters containing at least one upper case letter, one lower case letter, one special character and at least one number.
* Please then enter a date of birth of your choice for future login purposes.
* Please then click ‘**Update**’.



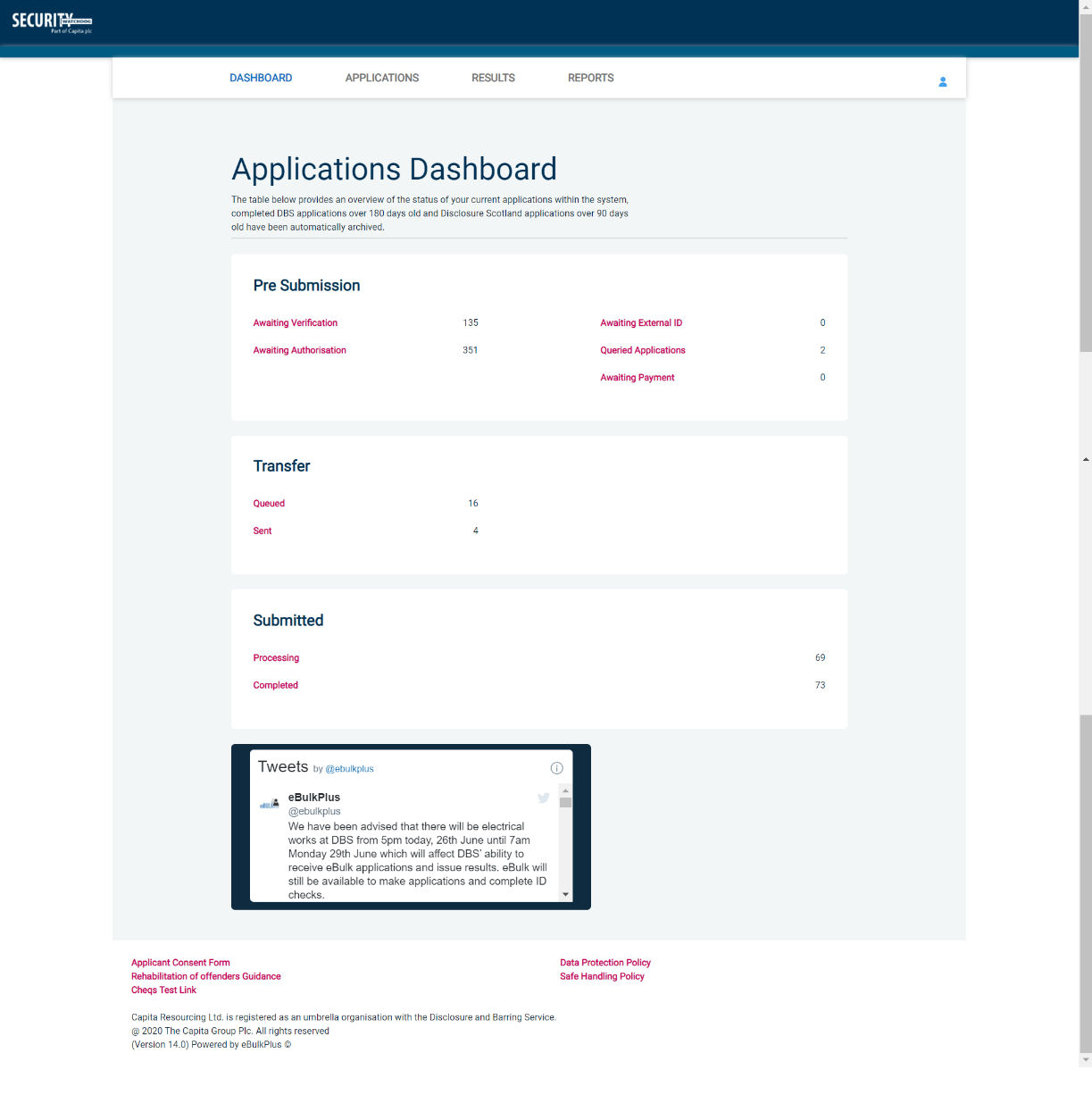
**Screen Shot 3**

* If you have successfully created your own password, you will now be able to enter the system by clicking the ‘**Click here to enter System**’ icon in the green box (please note you do not need to re-enter your password details once the green box has appeared).



**Screen Shot 4**

* This will now take you to the main eBulkPlus Home Page called the ‘**Dashboard**’ (see screen shot 5 below).

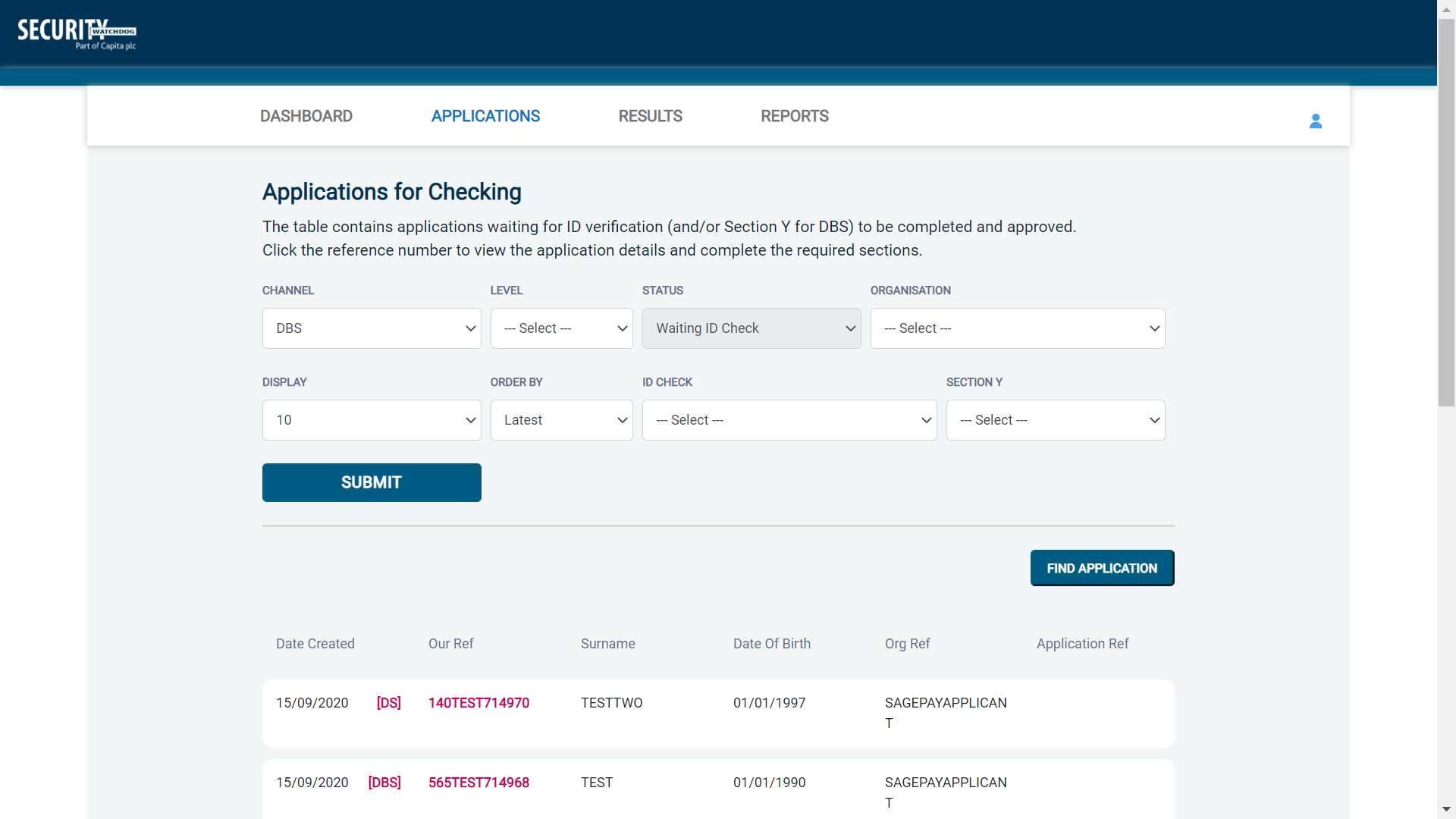


**Screen Shot 5**

How to verify ID – Basic Disclosures

**Step 1 –** On the Dashboard page (see screen shot 5 above), in the top left hand box entitled **Pre-Submission**, click on ‘**Awaiting Verification**’. Please note that you will be able to see the total number of DBS and/or Disclosure Scotland basic application forms you have awaiting ID verification.

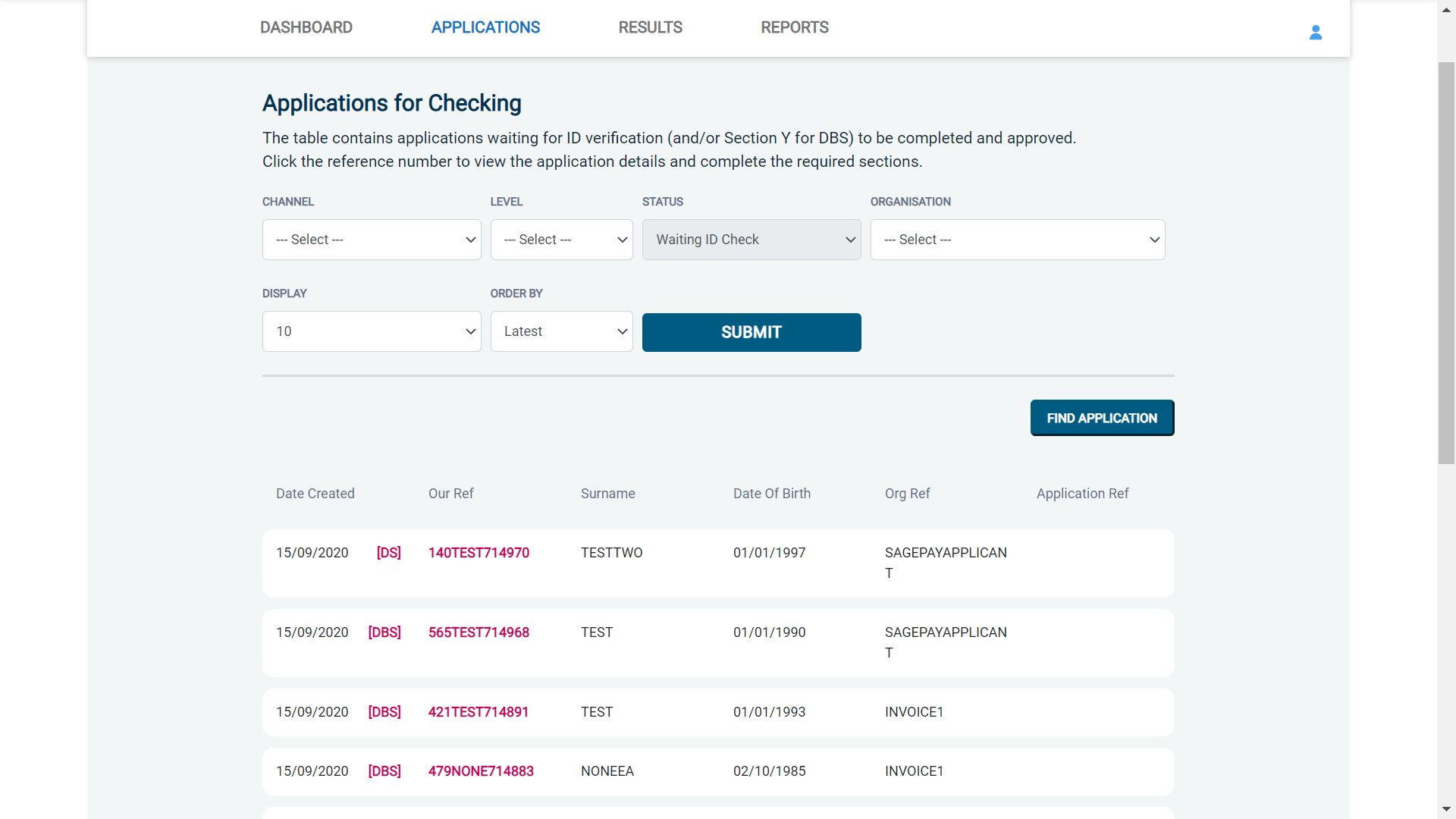
The applications in this folder can be filtered using the ‘**Channel**’ and ‘**Level**’ drop-down menus from the grey toolbar. These can be used to only see DBS basic applications, or only Disclosure Scotland basic applications.



**Screen Shot 6**

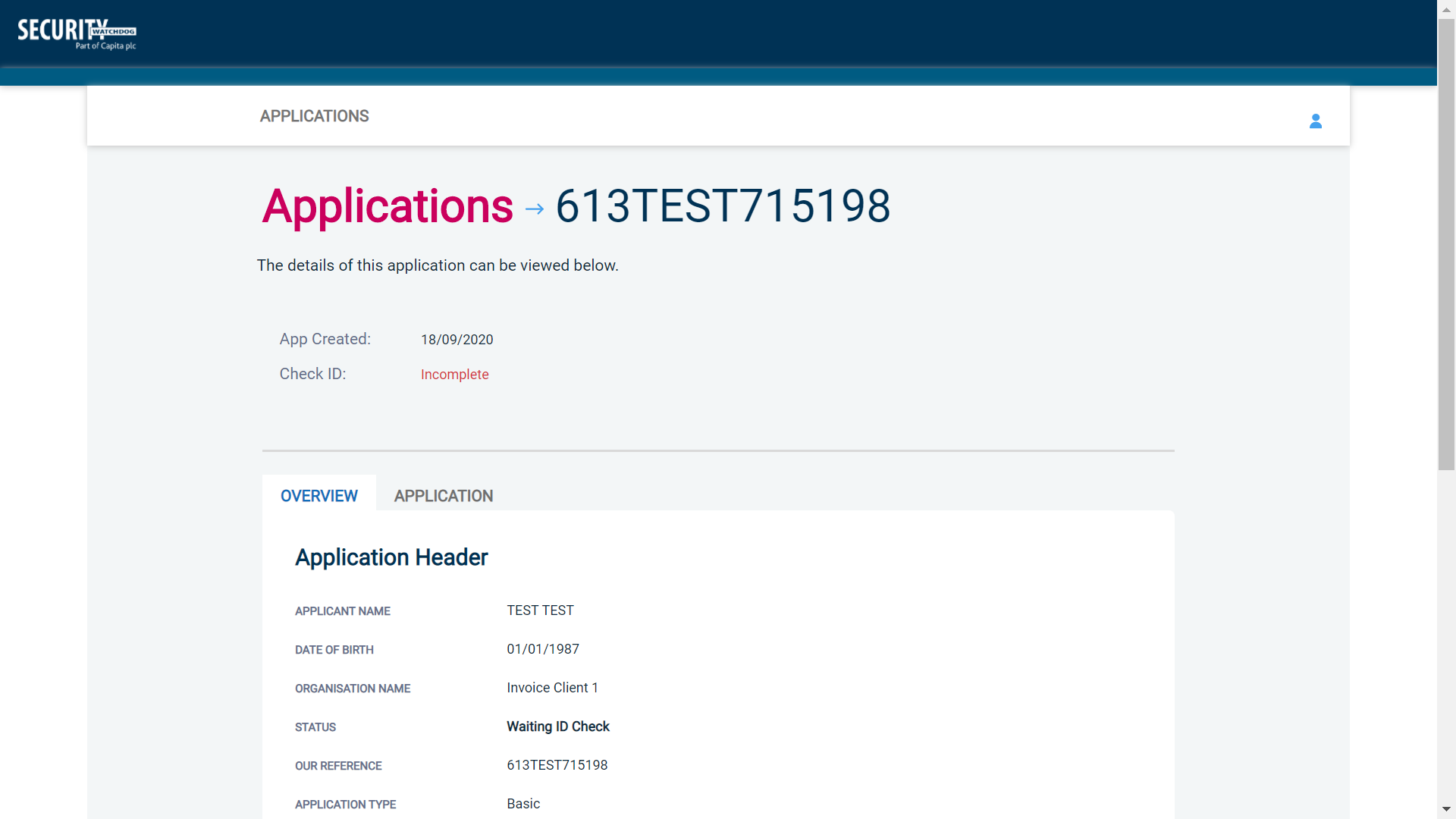
**Step 2 -** Opening an application form:

Click on an applicant’s reference number to open up their application form (see screen shot 7 below)



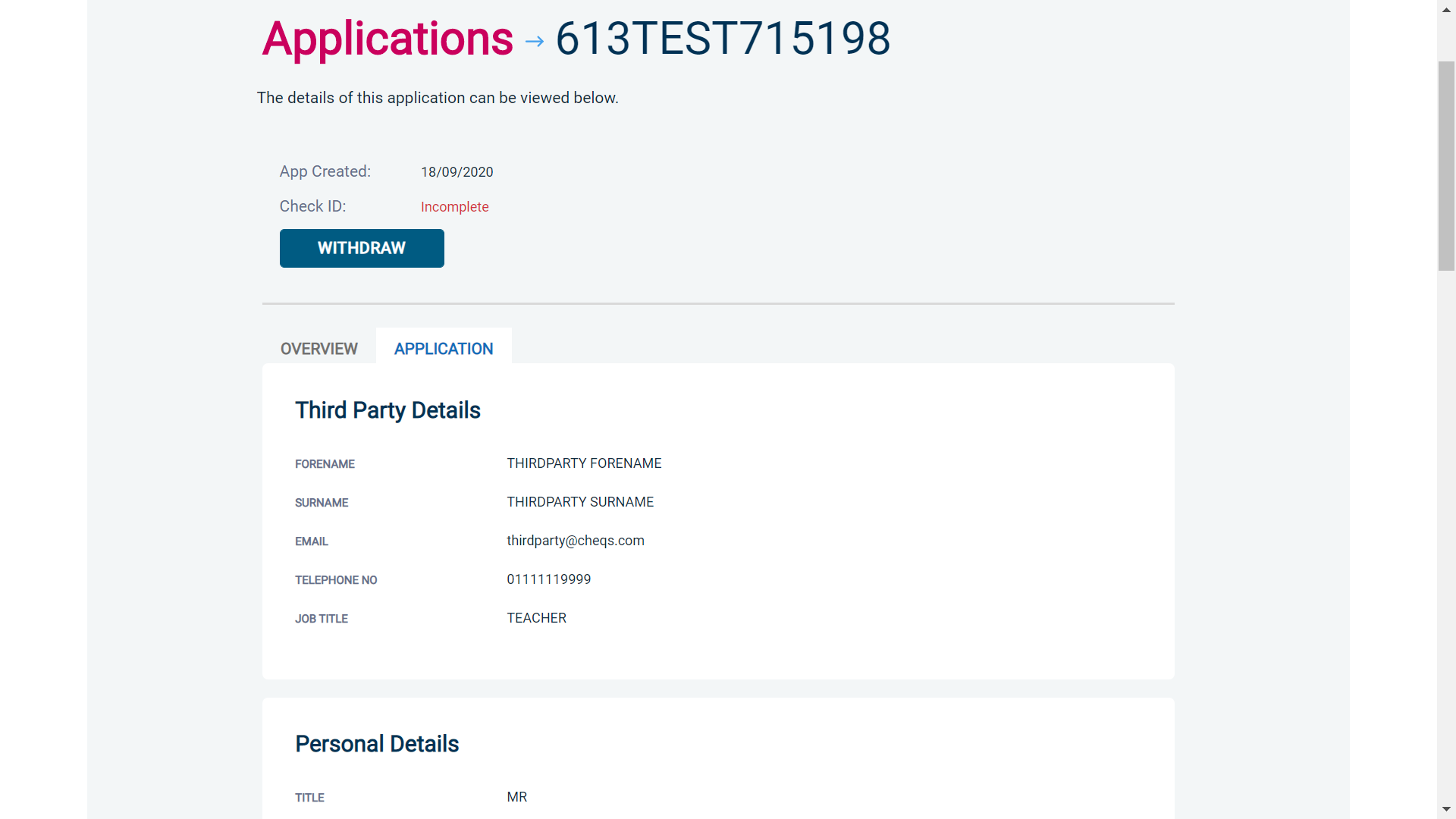
**Screen Shot 7**

**Step 3 –** Overview, you will now see two tabs of the applicant’s completed form (see screen shots 8 & 9 below).



**Screen Shot 8**

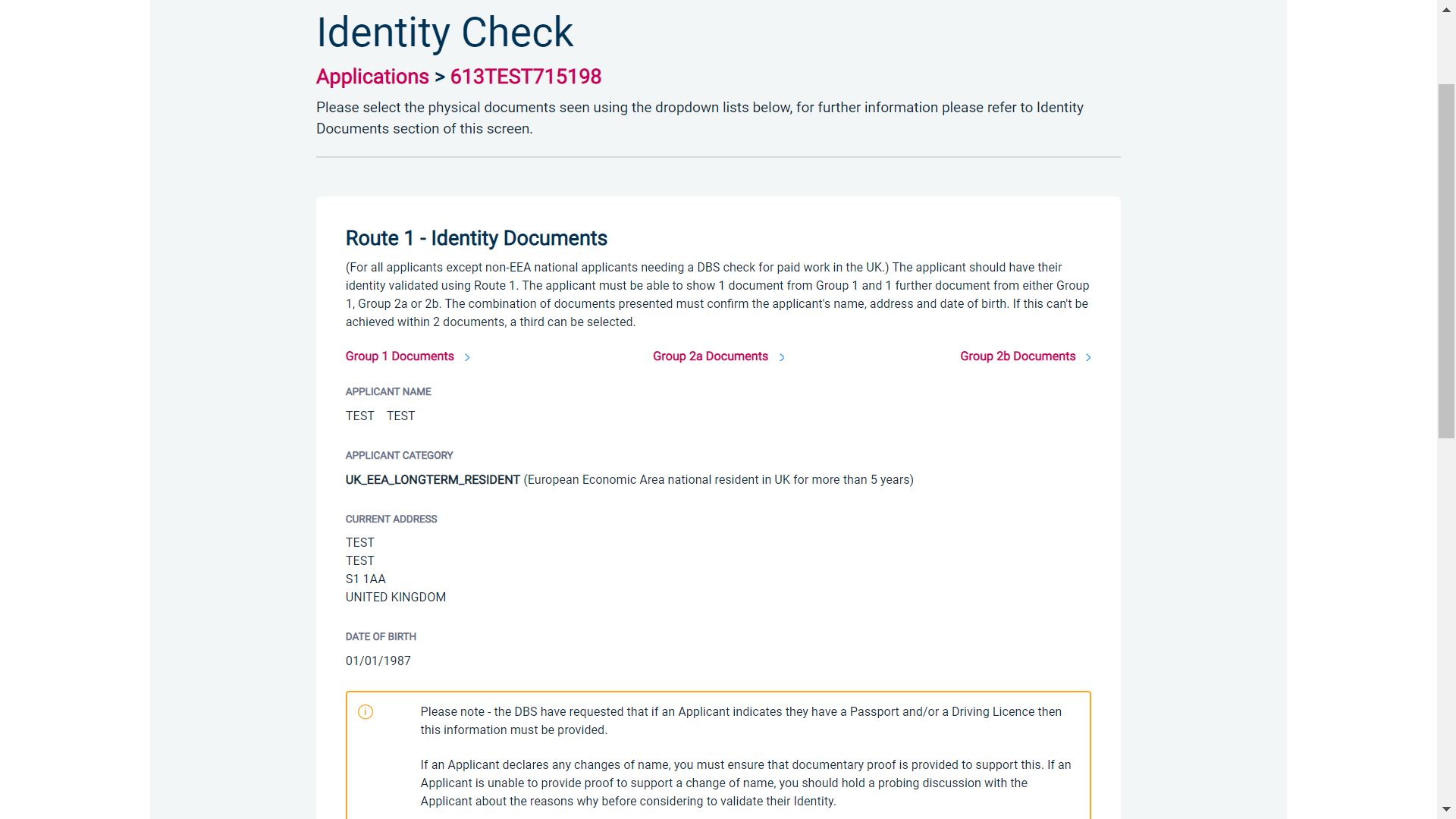
**Step 4** – Application, to view the application details entered by the applicant, click on the ‘**Application**’ tab. Here you can see the entire application submitted by the applicant, this can be used to ensure the correct job role has been entered or to verify any ID given by the applicant in a previous surname or previous address (see screen shot 9).



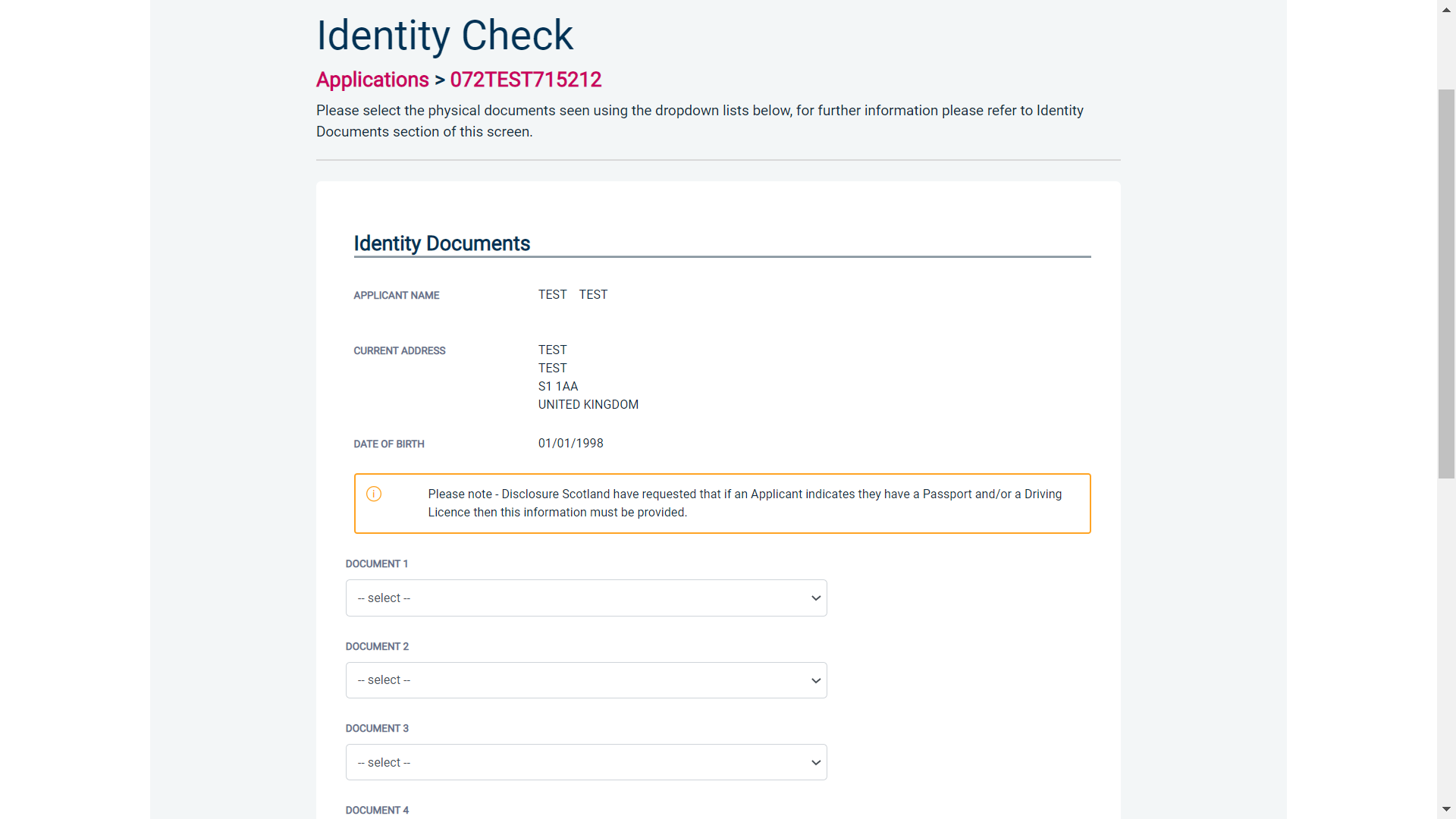
**Screen Shot 9**

**Step 5** - Verifying ID

* You will notice at the top of the screen a box which highlights if the ID has been verified or not (see screen shot 8 above), with a section completion date. It will say in red ‘**Incomplete**’ if the section has not been completed. If there is a date entered it means that this action has been completed and will show the date that it was carried out on.
* To complete the ID verification section, click on ‘**Complete ID Check**’ (see screen shot 8 above), access to this section is located in two places – at the top of the screen or on the overview of the actual form itself. You will now be on the ID screen (see screen shots 10 & 11 below).



**Screen Shot 10 – DBS Basic ID screen**



**Screen Shot 11 – Disclosure Scotland Basic ID screen**

What you must do as part of the ID Checking process

The applicant must provide a range of ID documents as part of the DBS check application process. As an employer you must:

* follow the ID checking process routes as outlined
* check and validate the information provided by the applicant on the application form
* establish the true identity of the applicant through the examination of a range of documents as set out in this guidance
* make sure the applicant provides details of all names by which they have been known
* make sure the applicant provides details of all addresses where they have lived in the last five years
* check that the online application is fully completed and the information it contains is accurate.
* you must only accept valid, current and original documentation
* you must not accept photocopies
* you must not accept documentation printed from the internet e.g. internet bank statements
* identity information for the applicant’s name, date of birth and address recorded on the online application form must be validated
* you should in the first instance, seek documents with photographic identity (e.g. passport, new style driving licence, etc.) and for this to be compared against the applicant’s likeness
* all documents must be in the applicant’s current name
* one document must confirm the applicant’s date of birth
* you must ensure that the applicant declares all previous name changes and provides documentary proof to support the change of name. If the applicant is unable to provide proof to support the change of name, you should hold a probing discussion with the applicant about the reasons why before considering validating their identity
* you must see at least one document to confirm the applicant’s current address, in accordance with the guidance
* a document from each of the groups should be included only once in the document count e.g. don’t accept two bank statements as two of the required documents, if they are from the same bank
* you should not accept the foreign equivalent of an identity document if that document is listed as ‘(UK)’ on the list of valid identity documents

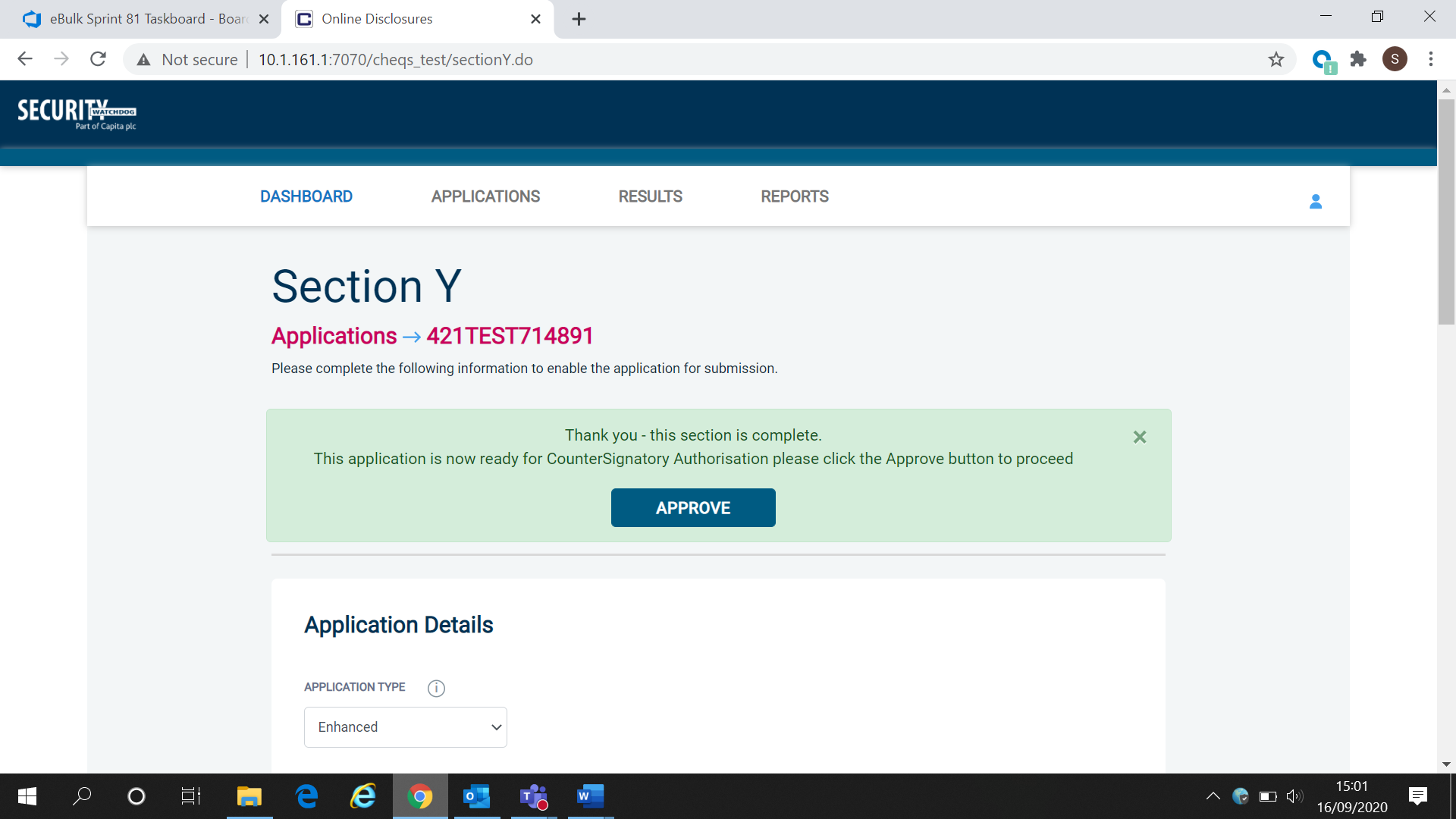
**For DBS basic applications, eBulkPlus will automatically ascertain the route that should (or must) be taken based on the nationality stated by an applicant within their application form and will also take into account their 5 year address history. If an applicant does not hold sufficient ID to be able to go through Route 1, you will then be required to click the ‘Unable to verify ID via Route 1 – proceed to Route 2’ button at the bottom of the screen.**

* Please select the ID the applicant has provided for you from the drop down boxes. Guidance notes can be found on the right hand side of the screen and are in accordance with the DBS or Disclosure Scotland Code of Practice. Please ensure at all times that you follow the ID checking rules e.g. do not accept a utility bill if it is more than 3 months old or do not accept an out of date passport.
* Ensure that you confirm from the drop down boxes that you have verified a document showing the applicant’s address and also that you have verified their date of birth.
* If a Cost Code or Personnel Number is required to be assigned to the specific application, this can be entered in the Cost Code / Personnel Number field.
* Now click ‘**Save**’ and then click the ‘**Return to Application**’ icon in the green box located at the top of the screen.

**Please note, that if an applicant cannot verify their identity via the routes available on screen, they will not be able to process their application through eBulk. If the identity cannot be satisfactorily verified, a basic application cannot be processed.**

**\*A full list of acceptable ID for both the DBS and Disclosure Scotland can be found at the end of this guide\***

* Finally scroll to the top of the screen to the green box and click **‘Approve’**.



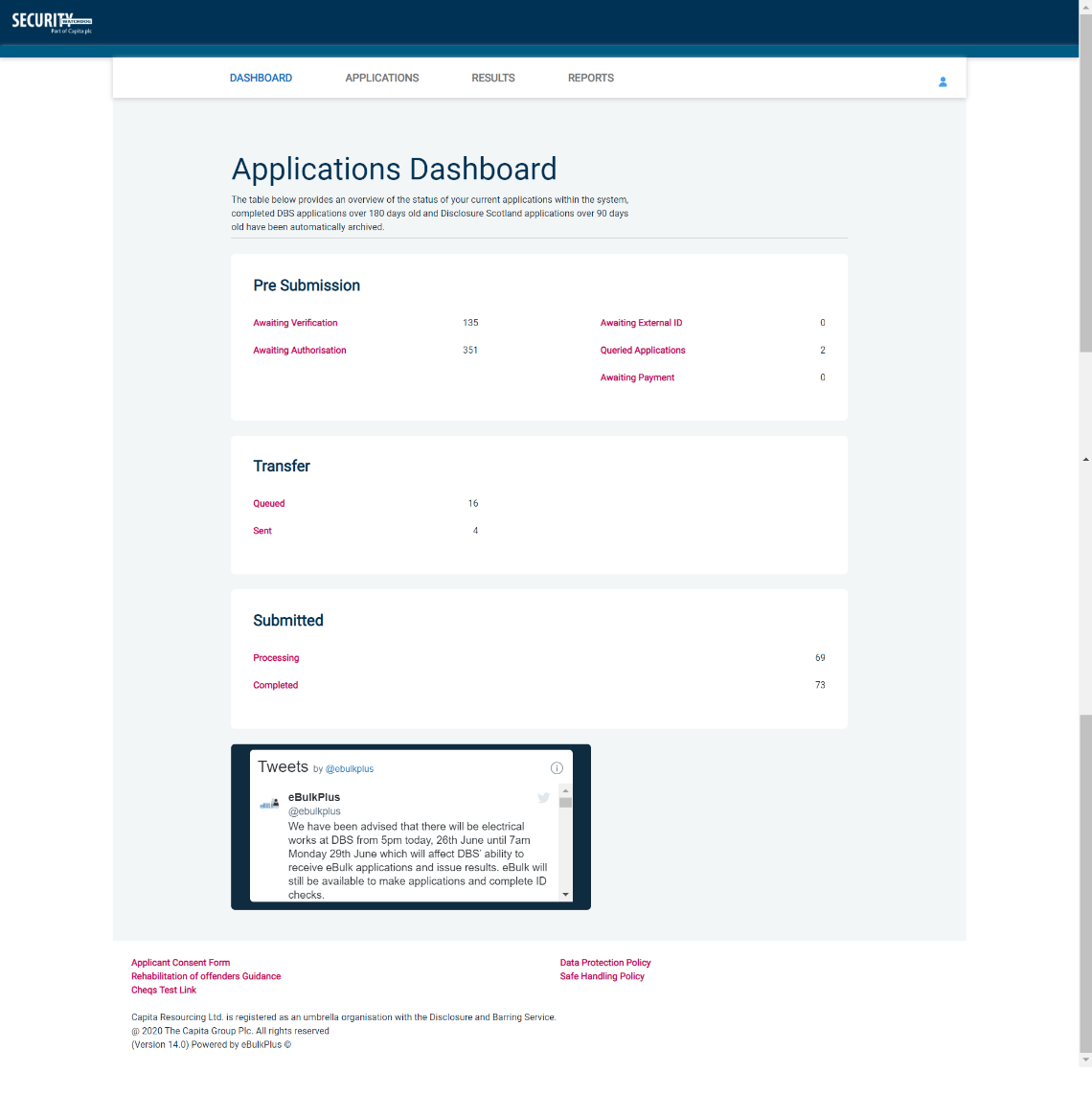
* **Please ensure you click on ‘Approve’ – failure to do so will result in the form not being submitted for Countersignatory Authorisation.**
* You have now completed this section; you will have no further action to take. The form will automatically transfer to us to be countersigned, ready for onwards transmission to the DBS or Disclosure Scotland.
* **\*If an application does require further clarification from us prior to submission, a query will be flagged on the application and we will contact you for clarification. During this time, a copy of the application record move into the ‘Queried Applications’ folder on the Dashboard (see Screen Shot 5).\***
* Once a form has been countersigned by us, the application will be moved to the ‘**Transfer**’ section. Applications at this stage are awaiting collection by the DBS or Disclosure Scotland. Once they have collected them they will move into the processing stage – please see below for further details.

**NB. An application form can be withdrawn at any time up to and including Countersignatory stage. Once a form has been electronically transferred we cannot withdraw it without incurring the DBS or Disclosure Scotland charge. If you wish to withdraw an application at Countersignatory stage, please contact us immediately, to enable the process to be halted**

DBS Processing

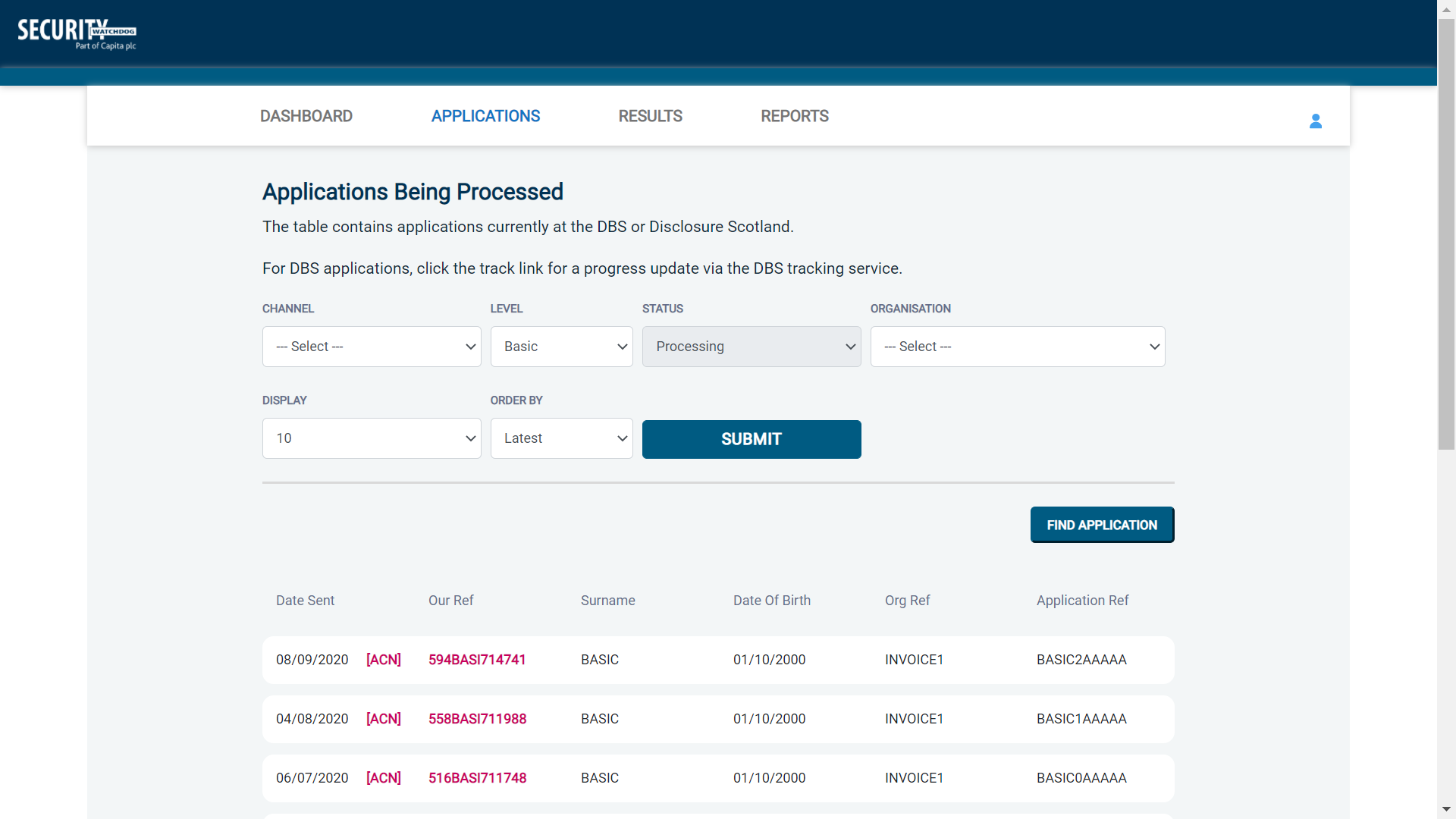
**Step 1** – Tracking an application – see screen shot 12.

* On the Dashboard you will see towards the bottom of the screen, a box called ‘Submitted’.



**Screen Shot 12**

* To view all applications currently being processed by DBS or Disclosure Scotland, click on ‘**Processing**’ (see screen shot 12). This will take you to a screen which will show all the applications for your company that are currently being processed. To view an individual’s application, click on their reference number - this will take you directly into the application form you wish to view (see screen shot 13).



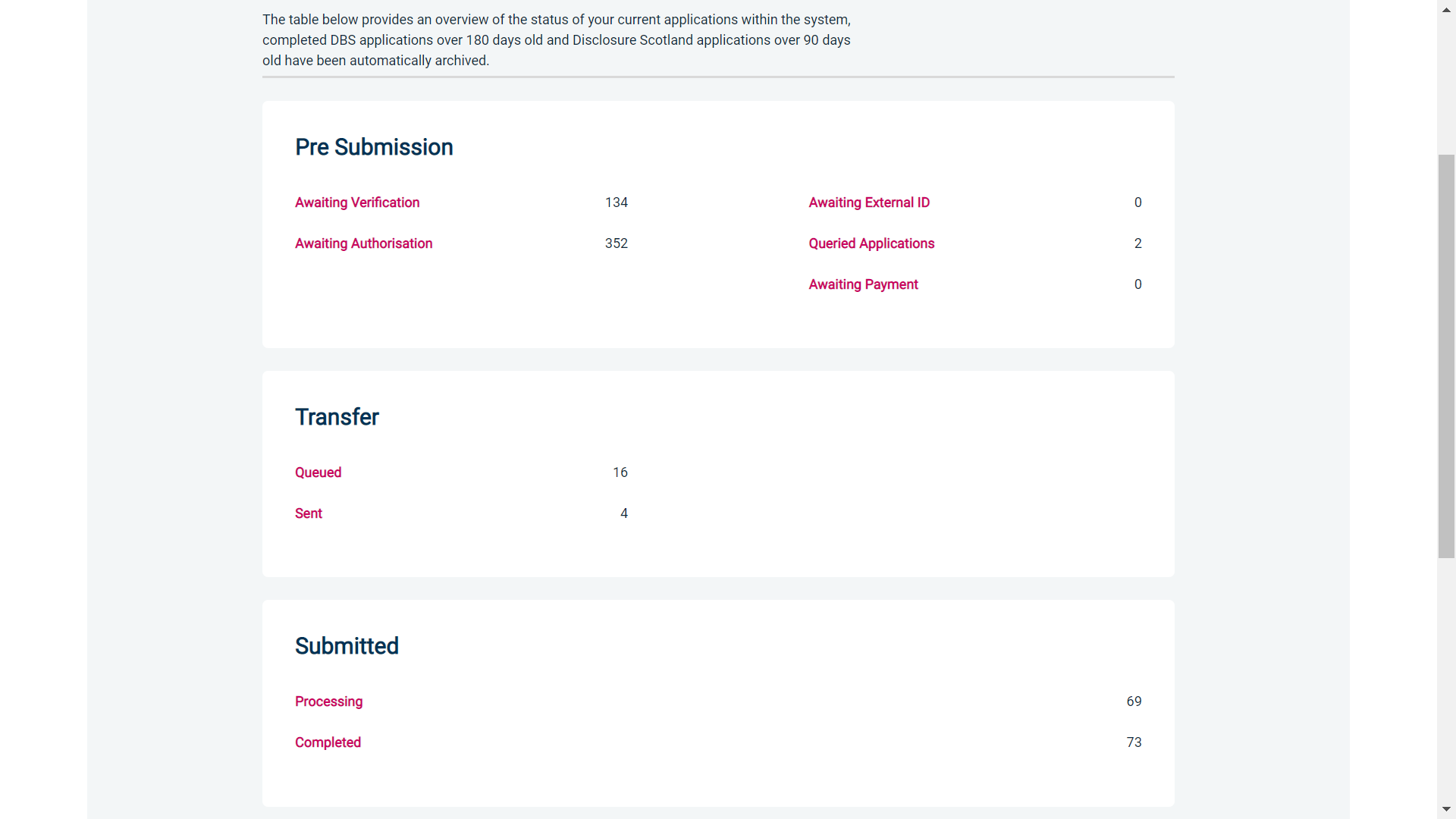
**Screen Shot 13**

Completed Results – Basic DBS

**Results with content**

**Step 1** - Notification – see screen shot 14.

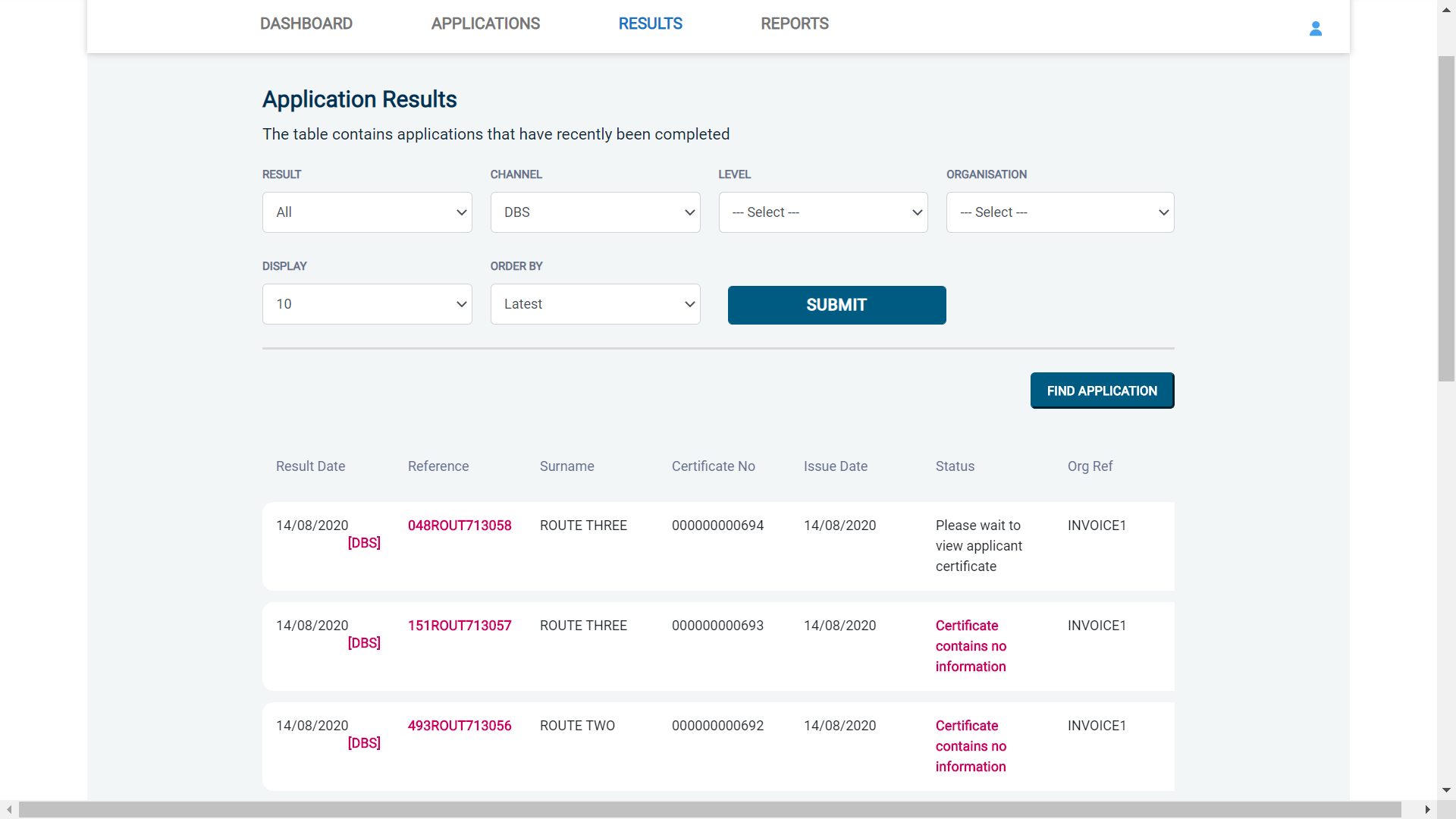
* The DBS will send notification online once an application has been completed. To view a result please return to the Dashboard and click on ‘**Completed**’ in the Submitted section.



**Screen Shot 14**

**Step 2** - Viewing a Certificate result with content – see screen shot 15.

* To view the information of a certificate e.g. certificate issue date, reference number and result status, click on the applicant’s reference number (see screen shot 15). This information will stay in the ‘**Completed’** folder for 180 days from the issue date of the certificate.
* Certificate results with content will state *“****Please wait to view applicant certificate****”* in the Status column – This means the certificate contains information and you will have to view the applicant’s certificate via the DBS portal to see this information.

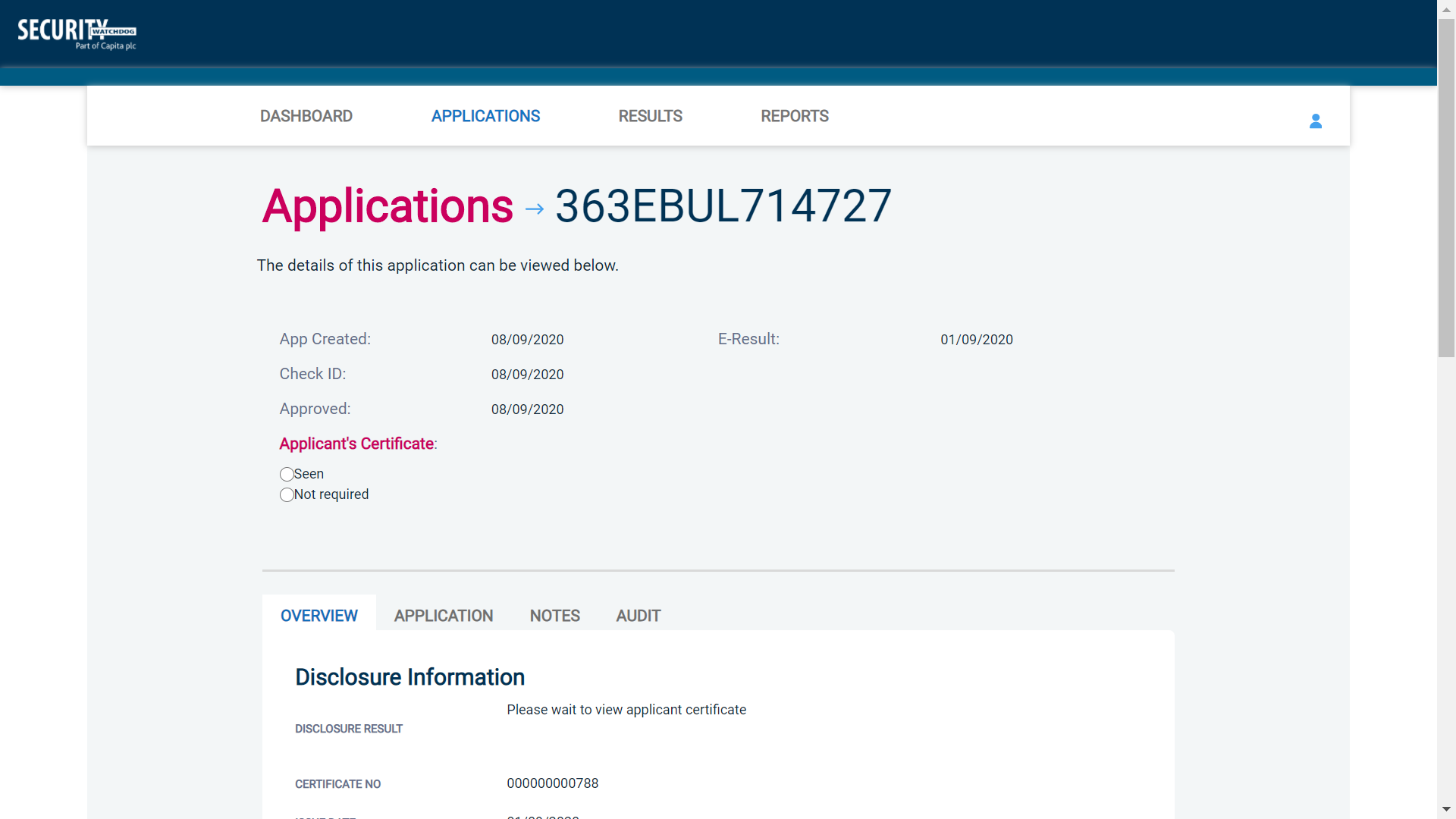


**Screen Shot 15**

**Step 3** – Indicating sight of the applicant’s certificate – see screen shot 16.

To help an organisation keep track of which applicants have brought their certificate in and been viewed by the organisation, the system is able to record the date the applicant’s certificate has been seen by their organisation or whether sight is not required. As an Applicant Manager, you are able to add this date on to an application to indicate that their certificate has been sighted.

To add the date or to view whether a date has been added, click on the reference number of the application from the ‘**Completed’** folder (see screen shot 15 above). Once in the application, the date can be added in the ‘**Applicant’s Certificate Seen’** section at the top of the screen (see screen shot 16 below).



**Screen Shot 16**

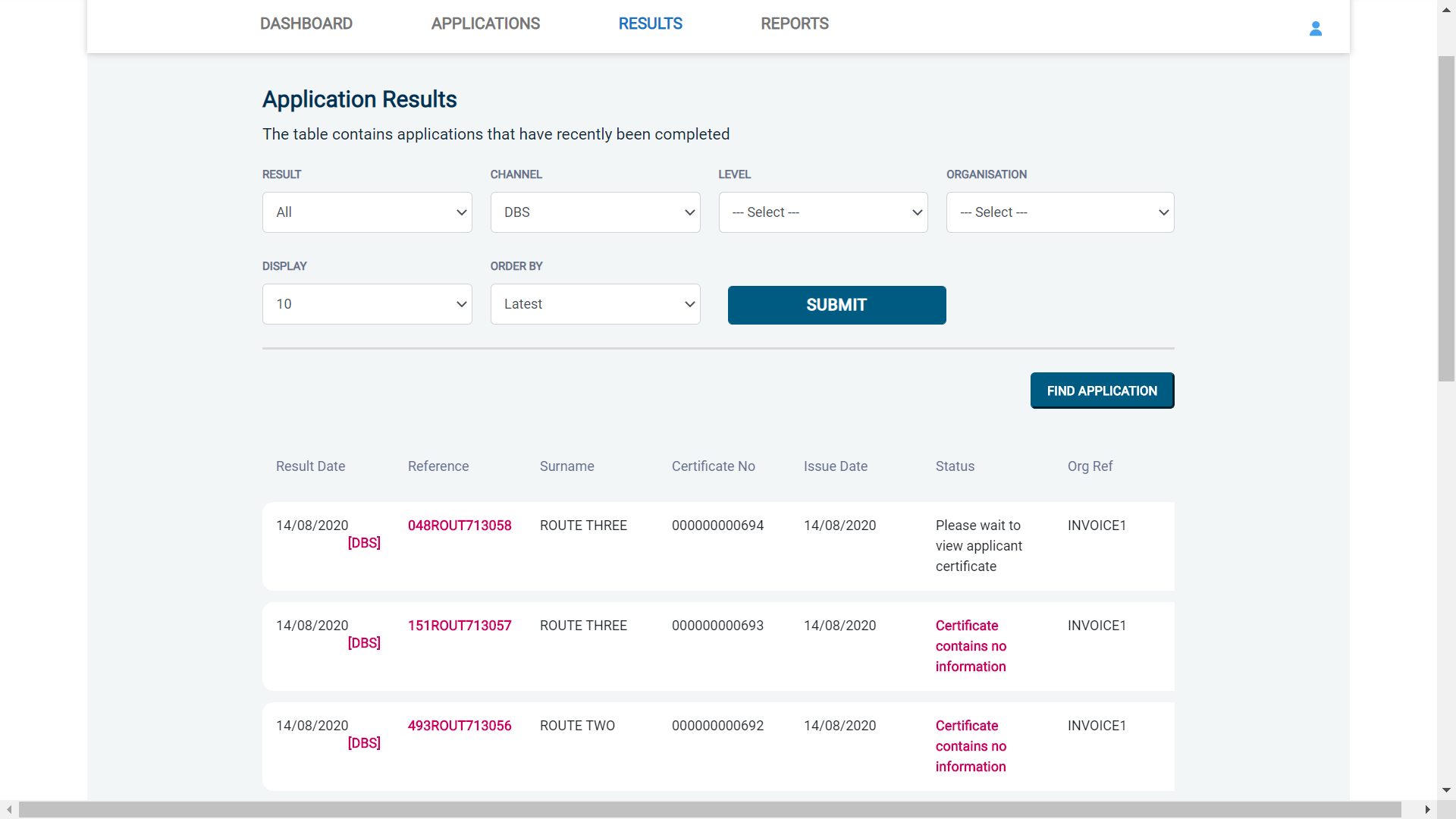
**Clear results**

**Step 1** - Notification – refer back to screen shot 14 above.

* The DBS will send notification online once an application has been completed. To view a result please return to the Dashboard and click on ‘**Completed**’ in the Submitted section.

**Step 2** - Viewing a clear certificate result– see screen shot 18.

* To view the information of a certificate e.g. certificate issue date, reference number and result status, click on the applicant’s reference number (see screen shot 18). This information will stay in the ‘**Completed’** folder for 180 days from the issue date of the certificate.
* Clear certificate results will state *“****Certificate contains no information****”* in the status column – This means the certificate contains no criminal convictions, cautions, warnings or reprimands.

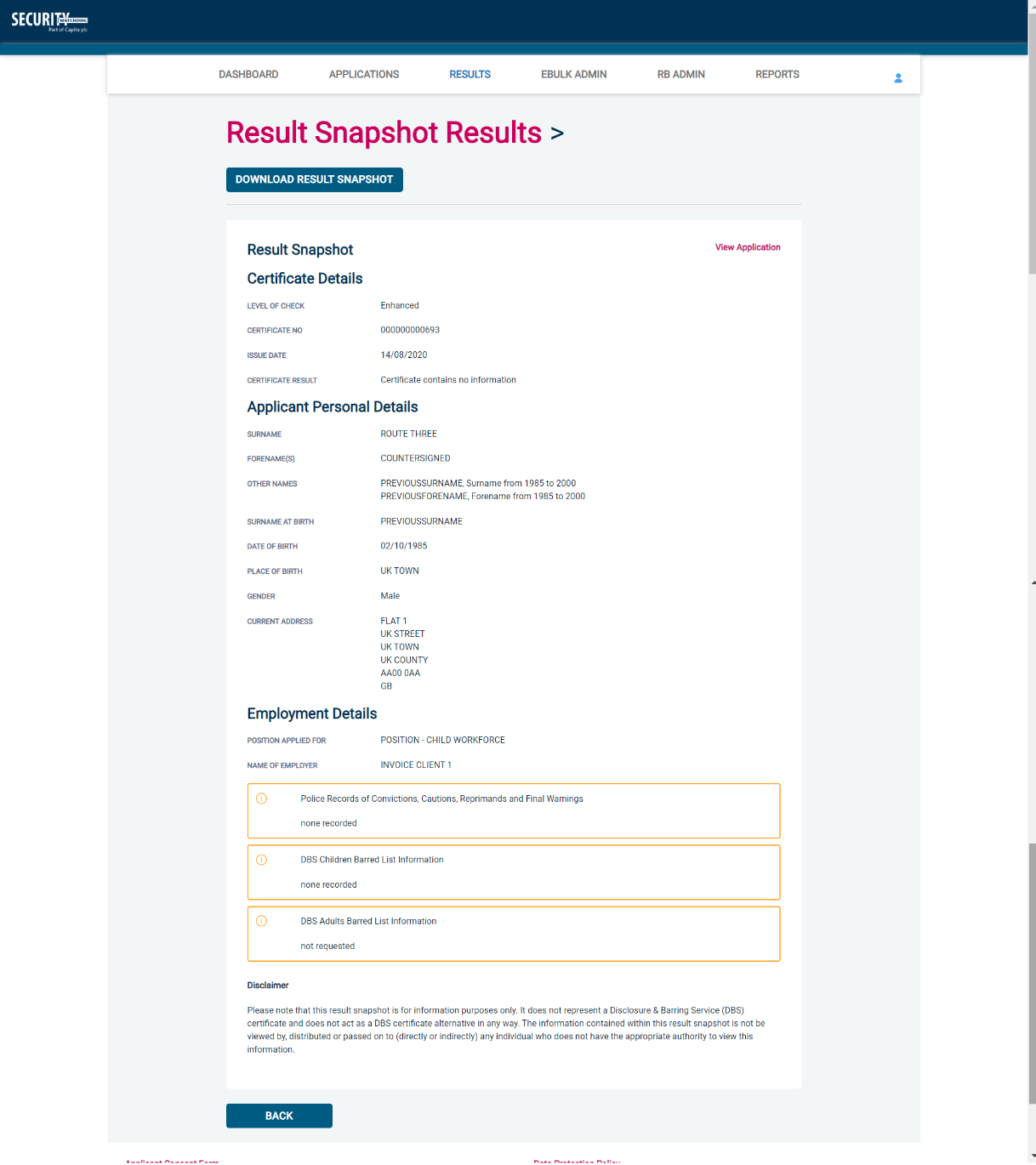


**Screen Shot 18**

**Step 2** - Viewing a Result Snapshot for clear applications – see screen shots 18 & 19.

* As an Applicant Manager you can click on the ‘***Certificate contains no information’*** wording in the status column to view a Result Snapshot for this application (see screen shot 19 below).

**Please note that the Result Snapshot is for information purposes only, it does not represent a DBS certificate or act as a DBS certificate alternative. The information contained within the snapshot is not to be viewed by or passed to any individual who does not have the appropriate authority to view it.**

****

**Screen Shot 19**

**As the Registered Organisation/Employer does not receive a copy of a completed DBS certificate, we advise that you have sight of the applicant’s certificate regardless of the status outcome on eBulkPlus; however this is for your organisation to decide based on your own internal policies. For completed applications with a result status of *“Please wait to view applicant’s certificate”* you mustview the applicant’s certificate before making a recruitment decision.**

Completed Results – Basic Disclosure Scotland

Notification and Viewing Disclosure Certificate Meta Data

Step 1 – Notification

* Security Watchdog will send you an email notification when an application form has been completed and a Disclosure Certificate has been completed. To view all disclosures that have been sent to you within the last 90 days, click on ‘**Completed**’ found on the Dashboard (see screen shot 14).

Step 2 – Viewing Disclosure Certificate Meta Data

* To view the disclosure Meta Data, for example disclosure issue date, reference number and disclosure status, click on the applicant’s reference number (see screen shots 20 & 21). This disclosure result will be retained on the system for 90 days, the rest of the metadata will be retained on the system, even after the disclosure has been archived until it has been purged or deleted.

Results with content:

Step 1 – Care Check receives Disclosure Certificate with content

* Care Check will update the ‘Disclosure Sent On’ date on the online system.
* The Disclosure Certificate will then be sent to you, the Applicant Manager, by post.

Step 2 – Applicant Manager receives Disclosure Certificate with content

* Please ensure that you follow the Disclosure Scotland Code of Practice – secure storage, handling, use, retention and disposal of disclosure information.

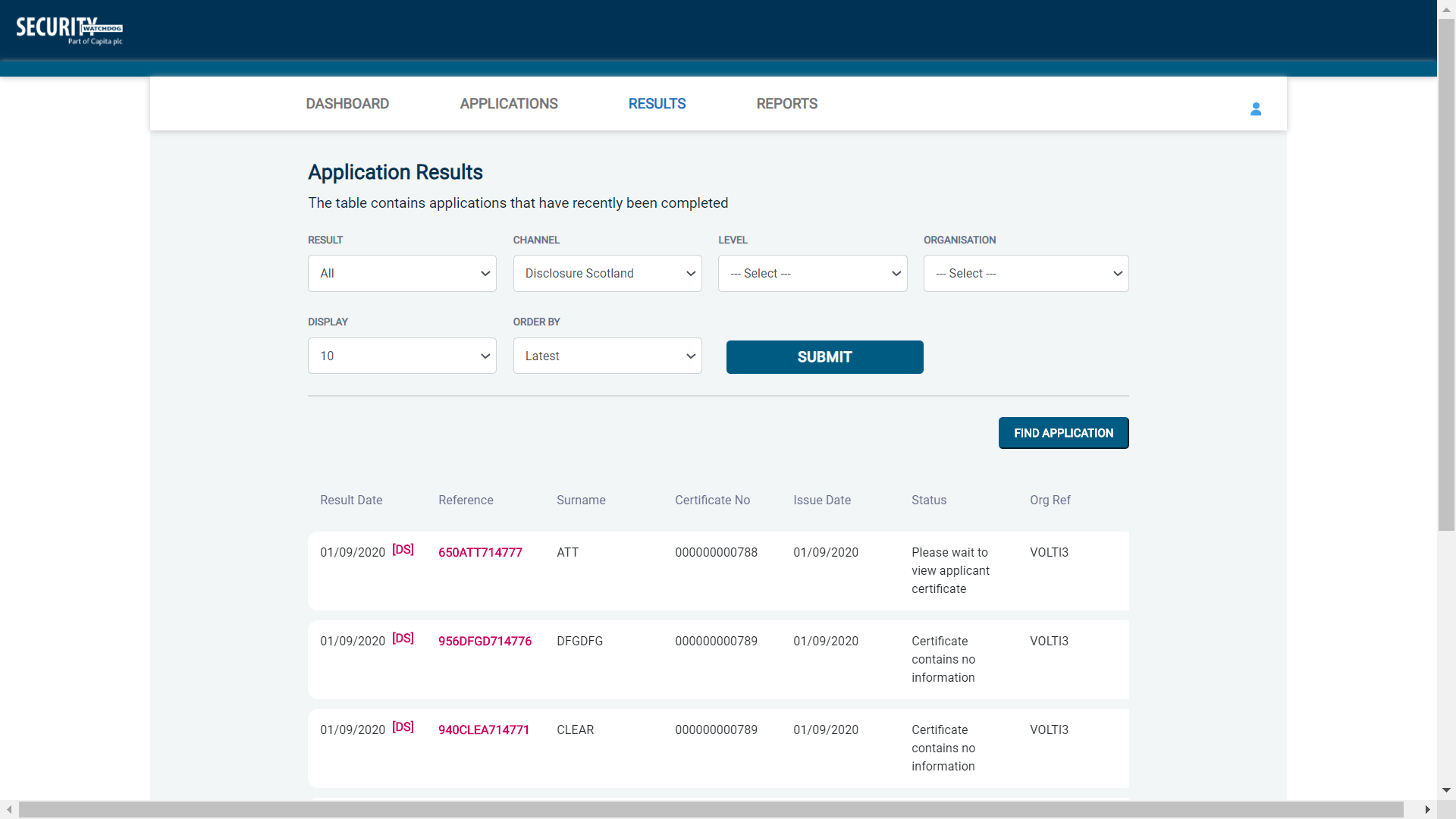
Results with no content:

Step 1 – Care Check receives Disclosure Certificate with no content

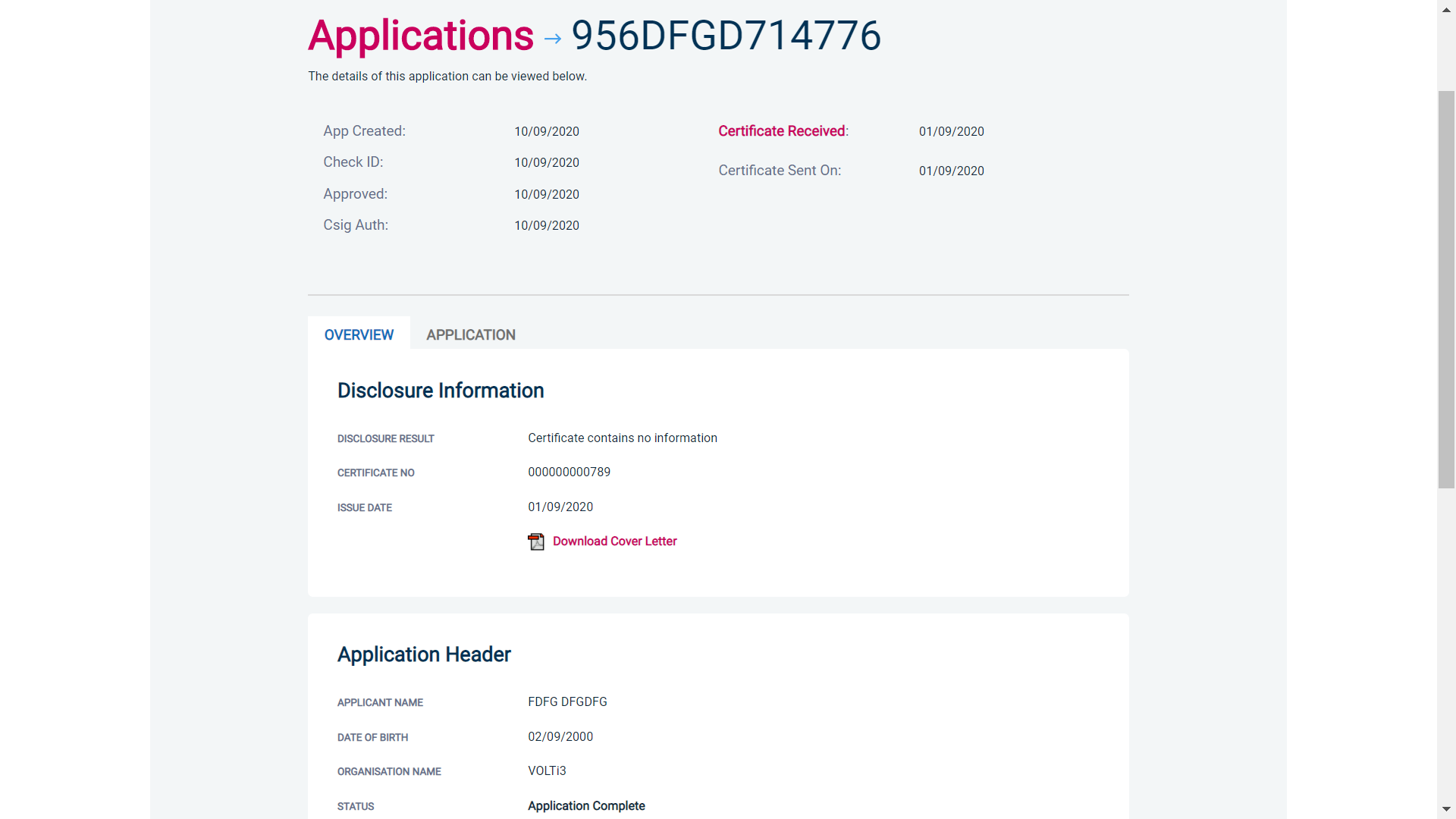
* The Disclosure Certificate will not be sent to you, the Applicant Manager, by post. This will be securely shredded at our office by our document destruction contractors, Shred-It. Shred-It document destruction services were developed specifically to deal with the privacy and confidentiality requirements of the individuals and organisations. All documents are destroyed following Shred-It’s secure shredding process and we receive a Certificate of Destruction from Shred-It on every site visit.

Step 2 – Applicant Manager

* Applicant Manager can view Disclosure Certificate Meta Data from the Dashboard ‘Completed’ (see screen shots 14, 20 & 21).



Screen Shot 20

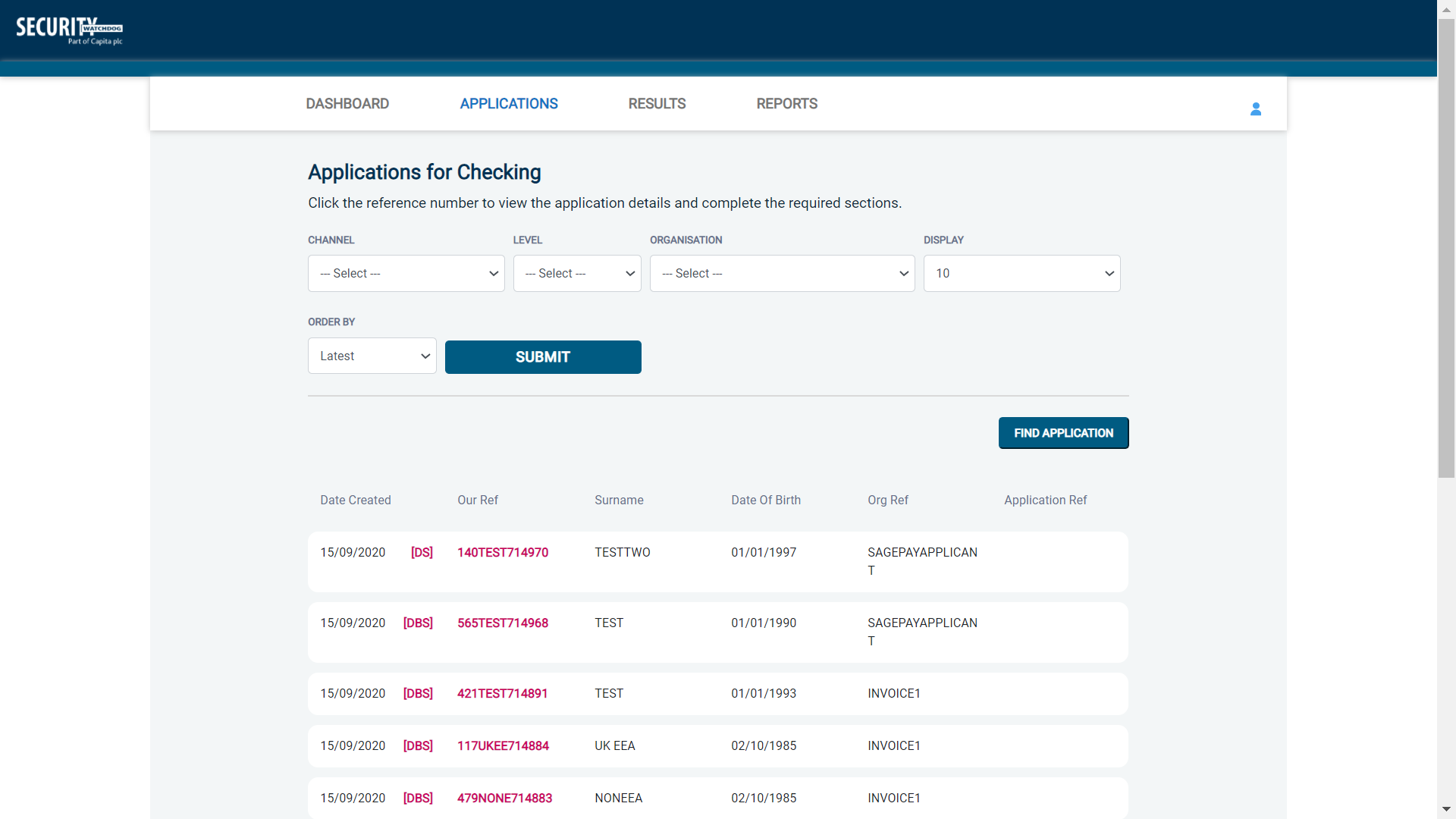


Screen Shot 21

Find an Application

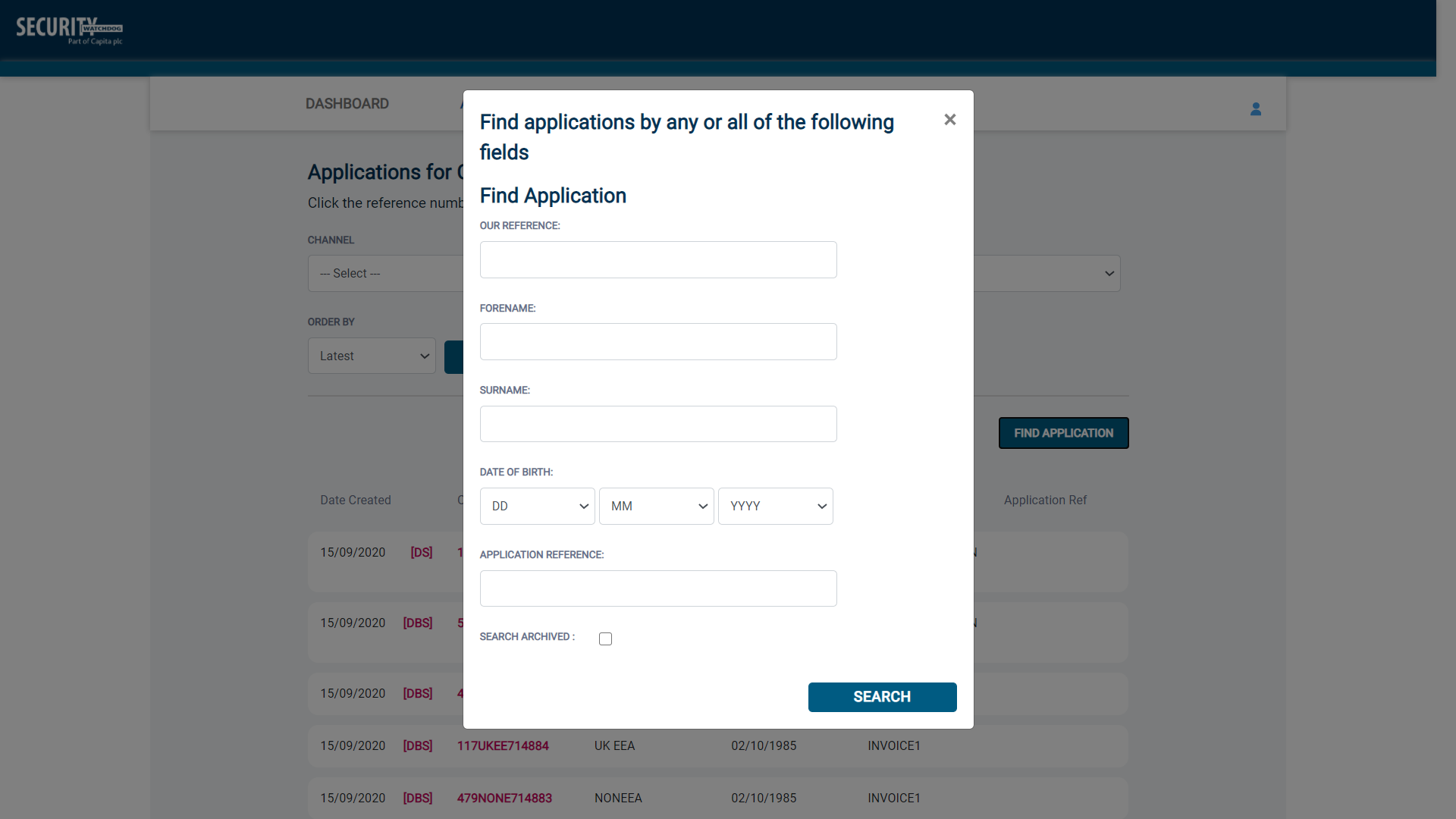
**Step 1 -** Finding an individual application – see screen shots 22 & 23.

* To find an individual application pre or post processing or that has been archived, select from the Dashboard the Applications tab and then click on ‘**Find Application**’.



**Screen Shot 22**

* The following box will appear for you to enter as much of the applicant’s details as you have available. E.g. if you only enter the surname without date of birth or DBS/Disclosure Scotland reference, it will bring up a list of every applicant with that surname. However if you enter their date of birth as well, then this will define the search results accordingly. If you tick the ‘Search Archived’ button, this will display applications that have been archived from the system.

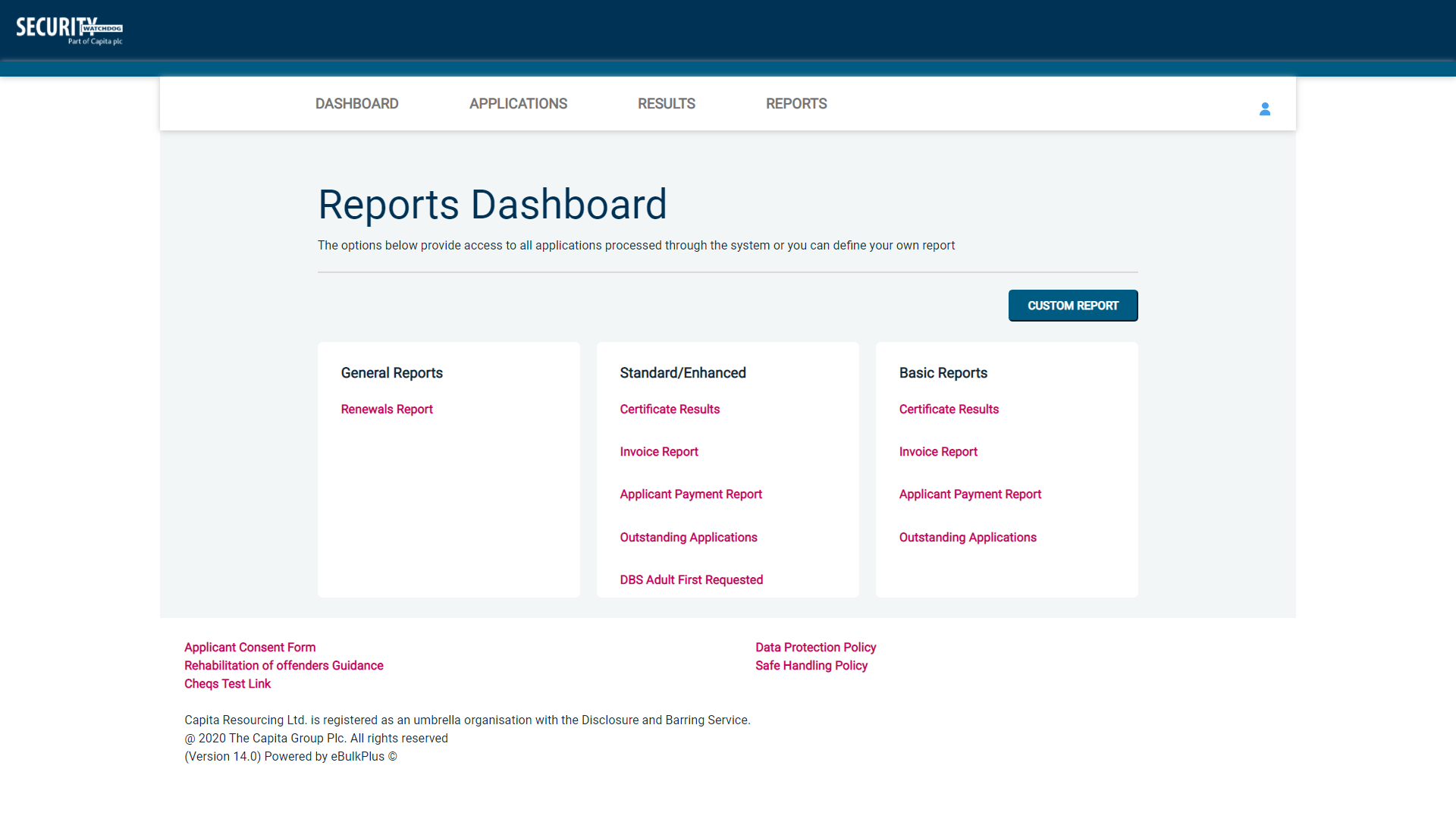


**Screen Shot 23**

Reports

**Step 1 -** Running a report – see screen shot 24.

* To run a report you need to return to the Dashboard and select the tab ‘**Reports**’ and then select the report you wish to run. There are currently a number of standard reports that you can choose from, however it is also possible to run a customised report **(please note that if you only process Basic Disclosure checks, you can ignore the middle section of the reports screen containing Standard / Enhanced report information).**



**Screen Shot 24**

**Stage 2** – Invoice Report – see screen shot 24 above.

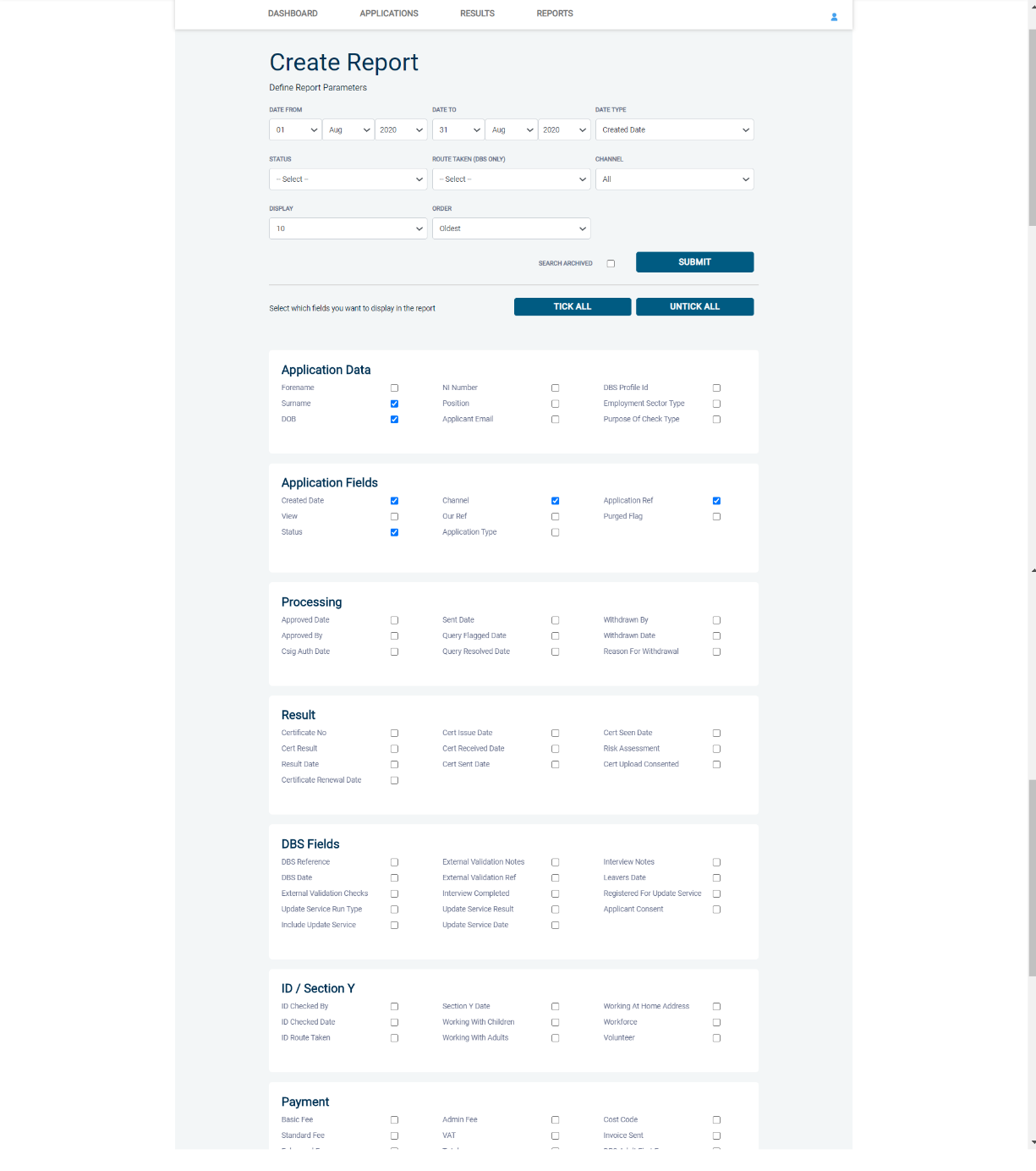
This report can be used to produce an electronic version of the invoice you will receive from us or for you to calculate the company budget required in relation to DBS costs. This can be filtered by a specific division or can be run on all divisions within your organisation. The report captures applicant and organisation data with the addition of;

* Basic, Standard or Enhanced Fee
* Cost Code
* Organisation Postcode
* Admin Fee (referred to as Base Fee on the system)
* VAT
* Total application price

Applications that were submitted before the system was capable to produce invoice reports will not be captured in the report. These will have a zero value against them.

**Stage 3** - Customised Reports and selecting field headings – see screen shot 25.

* To run a customised report you can select the field headings and date criteria that you wish the report to contain. For example this is an ideal opportunity to run a report when carrying out re-checks on your staff or for capturing cost codes for invoicing purposes. All reports can be printed, or saved into an Excel spreadsheet (.CSV file) or PDF document.

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**Screen Shot 25**

**ALL USERS – PLEASE LOG OFF AT THE END OF YOUR SESSION. IF A SESSION IS INACTIVE FOR MORE THAN TEN MINUTES YOU WILL BE AUTOMATICALLY LOGGED OFF FOR SECURITY REASONS.**

**CONTACT DETAILS**

If you experience any technical issues with the online system, please contact Care Check on 0333 777 8585. Lines open 9.00am-5pm Monday to Friday. Alternatively, you can contact us by e-mail at info@carecheck.co.uk

DBS List of Acceptable Identification

**Route 1a – For paid non-EEA nationals only**

(2 documents to be seen)

1 document from Group 1a.

1 further document from Group 1, 2a or 2b

**Combination of documents must confirm name, DOB & current address.**

**If unable to satisfy Route 1a, basic check cannot be submitted.**

**Route 2 – For all applicants except paid non-EEA nationals**

(3 documents to be seen)

1 document from Group 2a.

2 further documents from Group 2a or 2b.

**Combination of documents must confirm name, DOB & current address.**

**If unable to satisfy Route 2, basic check cannot be submitted.**

**Route 1 – For all applicants except paid non-EEA nationals**

(2 documents to be seen)

1 document from Group 1.

1 further document from Group 1, 2a or 2b

**Combination of documents must confirm name, DOB & current address.**

**If unable to satisfy Route 1, proceed to Route 2.**

|  |
| --- |
| **Group 1**  Primary Identity Documents |
| * Current valid Passport * Current Biometric Residence Permit (UK) * Current Driving Licence – photo card (UK / Isle of Man / Channel Islands and EEA) (Full or Provisional) * Birth Certificate (UK / Isle of Man / Channel Islands) (Issued within 12 months of birth)   Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions & HM Forces. (Photocopies not acceptable)   * Adoption Certificate (UK / Channel Islands) |

|  |
| --- |
| **Group 1a**  Primary Identity Documents for non-EEA nationals |
| * A Permanent Residence Card issued by the Home Office to the family member of a national of a European Economic Area country or Switzerland. * A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK. * A **current** passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK. * A **current** Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, **together with** an official document giving the person’s permanent National Insurance number and their name issued by a Government agency or a previous employer. * A **current** passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question. * A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to do the work in question. * A **current** Residence Card (including an Accession Residence Card or a Derivative Residence Card) issued by the Home Office to a non-European Economic Area national who is a family member of a national of a European Economic Area country or Switzerland or who has a derivative right of residence. * A **current** Immigration Status Document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, **together with** an official document giving the person’s permanent National Insurance number and their name issued by a Government agency or a previous employer. * A Certificate of Application issued by the Home Office under regulation 17(3) or 18A (2) of the Immigration (European Economic Area) Regulations 2006, to a family member of a national of a European Economic Area country or Switzerland stating that the holder is permitted to take employment which is **less than 6 months old together with a Positive Verification Notice** from the Home Office Employer Checking Service. * An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, **together with a Positive Verification Notice** from the Home Office Employer Checking Service. * A **Positive Verification Notice** issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question. |

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| **Group 2a**  Trusted Government Documents |
| * Current Driving Licence – photo card only (All Countries except Group 1) (Full or Provisional) * Current Driving Licence – paper version (UK / Isle of Man / Channel Islands / EEA) (Full or Provisional) * Birth Certificate (UK / Isle of Man / Channel Islands) (Issued after time of birth) * Marriage / Civil Partnership Certificate (UK / Channel Islands) * HM Forces ID Card (UK) * Fire Arms Licence (UK / Isle of Man / Channel Islands) * Non EEA Immigration Document/VISA/Work Permit – Valid only when applicant is living and working outside of UK |

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| **Group 2b**  Financial & Social History Documents |
| * Mortgage Statement (UK or EEA) (Non-EEA Statements not accepted) \*\* * Bank/Building Society Statement (UK / Channel Islands / EEA) (Non-EEA Statements not accepted) \* * Bank/Building Society Account Opening Confirmation Letter (UK) \* * Credit Card Statement (UK or EEA) (Non-EEA Statements not accepted) \* * Financial Statement e.g. pension, endowment, ISA (UK) \*\* * P45/P60 Statement (UK / Channel Islands) \*\* * Council Tax Statement (UK / Channel Islands) \*\* * Utility Bill (UK) - Not Mobile Phone \* * Benefit Statement (UK) e.g. Child Allowance, Pension \* * Document from Central/ Local Government/ Government Agency/ Local Authority (UK / Channel Islands) \*   e.g. DWP, Employment Service, HMRC, Job Centre, Social Security   * EEA National ID Card – must be valid * Cards carrying the PASS accreditation logo (UK / Isle of Man / Channel Islands) – must be valid * Letter from Head Teacher or College Principal (16-19 year olds in full time education in the UK) * Irish Passport Card – must be valid (Cannot be used with an Irish Passport) * Non-EEA Bank/Building Society Statement   Valid only for roles where applicant is living and working outside of UK – Branch must be located in the country in which the applicant lives and works   * Letter of Sponsorship from future employer   Non-UK or Non-EEA only – valid only for applicants residing outside UK at time of application |

Please note if a document in the List of Valid Identity Documents is:

* Denoted with \* - issued in the last 3 months
* Denoted with \*\* - issued in the last 12 months

Disclosure Scotland List of Acceptable Identification

Can you produce any document from Group 1?

**NO**

**YES**

**3 documents**

**to be seen**

One document from Group 1 plus any two others from Group 1 or 2

**5 documents**

**to be seen**

Five documents from Group 2

Document check complete

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| **Group 1**  Primary Identity Documents |
| * Current valid Passport (any nationality) * Current UK Driving Licence – photo card or paper (England/Wales/Northern Ireland/Isle of Man) (Full or Provisional) * Original UK Birth Certificate (Issued within 12 months of date of birth)   Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions & HM Forces.   * Adoption Certificate (UK) * Valid photo identity card (EU countries only) * UK Firearms licence * HM Forces ID card (UK) |

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| **Group 2**  Issued whenever | Issued within last 3 months | Issued within last 12 months |
| * Non-original UK Birth Certificate (Issued after 12 months of date of birth, full or short form) * Marriage / Civil Partnership Certificate * P45/P60 Statement * Utility Bill (electricity, gas, water, telephone – including mobile phone contract/bill) * Valid TV licence * Credit card statement * Store card statement * Mortgage statement * Valid insurance certificate * Certificate of British nationality * Asylum Registration Card * Valid vehicle registration document * Court summons * Valid NHS card * Court Claim Form * National insurance number card * Examination certificate (e.g. GCSE, NVQ) * Child benefit book | * Personal correspondence or a document from a Government Department * Mail order catalogue statement * Addressed payslip * Letter from a Head Teacher | * British work permit/visa * Bank or Building Society Document * Financial statement e.g. pension, endowment, ISA |