



# Homecare Association

## **Disclosure Service**

**Application Process and guidance**

# How to Guide

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## 1. Register your Organisation

The screenshot shows the Homecare Association website. The navigation bar includes a phone icon with '020 8661 8188', 'Join', 'Membership enquiry', 'Login', and a search icon. Below the navigation bar are links for 'Membership', 'About us', 'Advice', 'News & influencing', 'Find care', 'Disclosure Service' (highlighted with a red box), and 'Training & events'. The main content area features a large heading 'Enhanced DBS checks under £63' and a sub-heading 'Register for free!'. Below this is the text 'We offer a quick, reliable, online disclosure and barring service'. There are three buttons: 'Register for free' (highlighted with a red box), 'Disclosure Service login', and 'Email us'. On the right, there is a quote from Sally Ward: 'Whenever I have had a query or issue the staff are always very polite and helpful.' Below the quote is her name 'Sally Ward' and the text '-Your Support Services'. At the bottom right, it says 'We asked our service users'.

From our website <https://www.homecareassociation.org.uk/> click on 'Disclosure Service'. This will take you to a page like the above. 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 you will be sent an email with information about how to login and some useful links.

## 2. Logging in

The screenshot shows the Homecare Association website. The navigation bar is identical to the previous screenshot, with 'Disclosure Service' highlighted. The main content area features the same heading 'Enhanced DBS checks under £63' and sub-heading 'Register for free!'. Below this is the text 'We offer a quick, reliable, online disclosure and barring service'. There are three buttons: 'Register for free', 'Disclosure Service login' (highlighted with a red box), and 'Email us'. On the right, there is the same quote from Sally Ward: 'Whenever I have had a query or issue the staff are always very polite and helpful.' Below the quote is her name 'Sally Ward' and the text '-Your Support Services'.

On the [Disclosure Service](#) page: Login by clicking 'Disclosure service login' <https://entry.disclosureservice.uk/> and entering your details.

### a. Forgot Password:

## Online Disclosure System

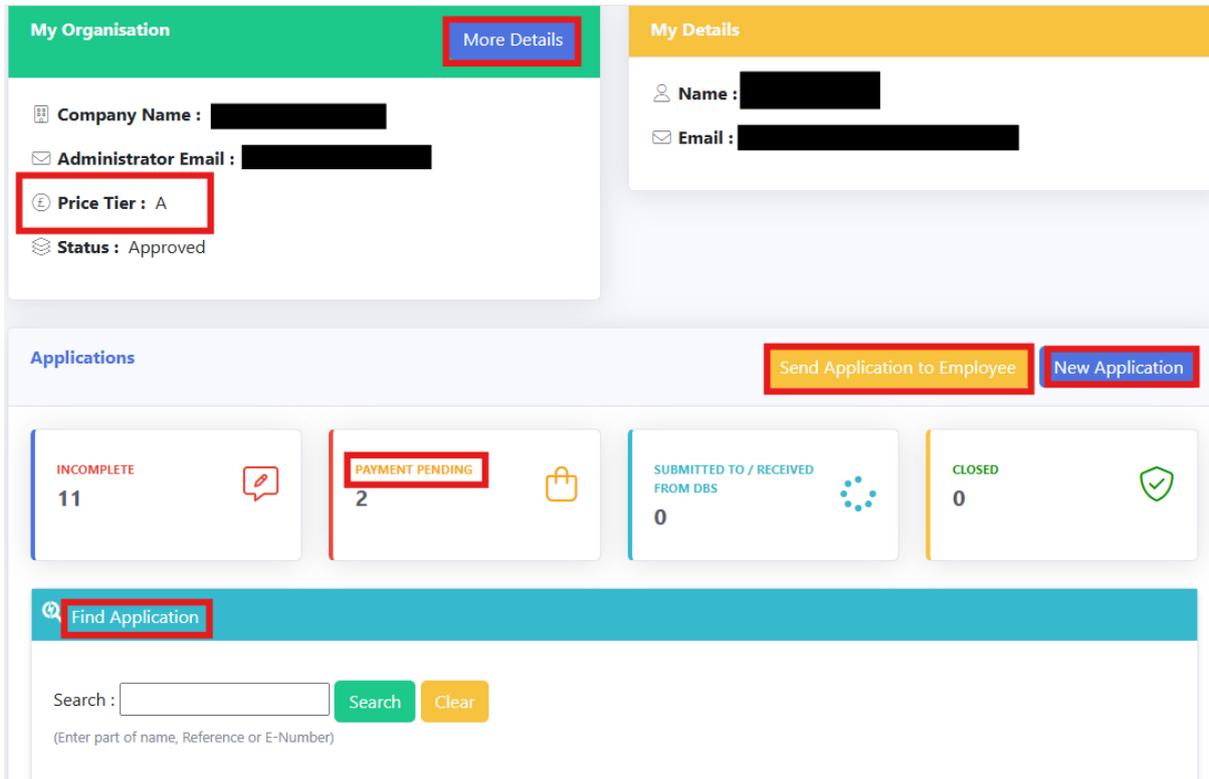
[LOGIN](#) [CANCEL](#)

[Forgot password?](#)

Click on **'Forgot Password'** – this will prompt you to then enter your username and registered email address. 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 Teir, start a new application, find your payment pending applications, search for all applications, and the Temporary Access list



**My Organisation** [More Details](#)

Company Name : [REDACTED]  
Administrator Email : [REDACTED]  
**Price Tier : A**  
Status : Approved

**My Details**

Name : [REDACTED]  
Email : [REDACTED]

**Applications** [Send Application to Employee](#) [New Application](#)

**INCOMPLETE** 11   
**PAYMENT PENDING** 2   
**SUBMITTED TO / RECEIVED FROM DBS** 0   
**CLOSED** 0 

**Find Application**

Search :  [Search](#) [Clear](#)  
(Enter part of name, Reference or E-Number)

Temporary Access List (Applicants) Send Application to Employee

Name	Created By	Date Expiry	Application Reference	Application Status	Delete
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Waiting for Applicant	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Waiting for 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 **Temporary Access List** will show the full list of employees who have been sent applications to complete.

- To delete a link please click the red bin icon

#### 4. Editing your Organisation and Company Verifiers

Under My Organisation, click on **More Details**.

**My Organisation** More Details

Company Name : [REDACTED]

Administrator Email : [REDACTED]

Price Tier : A

Status : Approved

**My Details**

Name : [REDACTED]

Email : [REDACTED]

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

Edit Organisation
Close

##### Contact Details

[REDACTED]

[REDACTED]

[REDACTED]

No Web Address entered

##### Registration Details

Homecare Association Membership #: [REDACTED]

Original Registration Date: [REDACTED]

Next Renewal Date: [REDACTED]

#### Setting up a new Verifier:

New Verifier

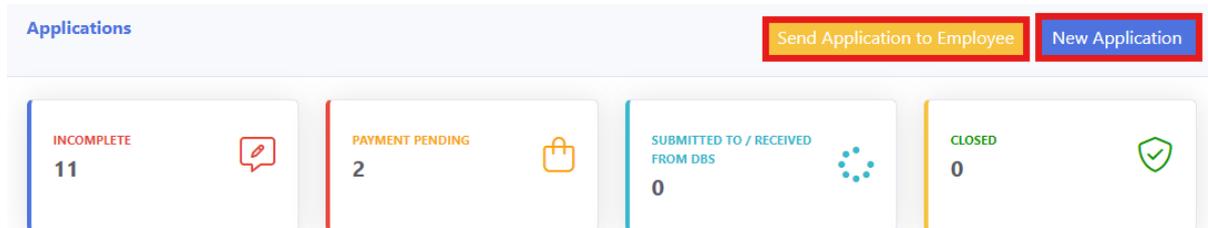
Name	Security Level	Make Non-Active	Make Active
[REDACTED]	[REDACTED]		

- Verifiers can be added onto 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**'.



- **Send Application to Employee:** You can send your employee the application to fill out by creating a login for them, you will then need to send your employee their login information including email and password. Be sure to set the expiry date to a date in the future as they will not be able to login after the date expires.

Once the employee has filled in their personal details, 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 '**Temporary Access List**'. You can click on each candidate to view the password and email used.

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

### b. How to fill in a New Application

- Read the instructions carefully, this will show you what documents you will need to complete the application.
- You will need to fill out **personal details**, be sure to input these accurately. Special characters and spaces after words can cause errors.
- When entering the applicant's **full name**, be sure to put any middle names in the middle name sections (if you are unsure if it is a middle name, clarify with the applicant).

- Name history** - If they have not had any other names, click 'No' and enter their first name, last name, and their date of birth. The page will automatically refresh when you confirm both first name and surname – this is normal.

### Confirm Name at Birth

Has the applicant ever used another name?  Yes  No

First Name :

Surname: 

Next

- If their name has changed since birth, click 'Yes'. This will refresh the page. If your page refreshes to '404 - File or directory not found.' this means something was not entered correctly/something is missing in the personal information above.

Date of Birth: 




### Confirm Name at Birth

Has the applicant ever used another name?  Yes  No

First Name :

Surname: 

Date started using CURRENT Name :



Here you will be able to confirm what their name was at birth and confirm what date they started using their **current** name.

- After clicking 'Next' it will take you to a page like the below, here you can add more names in between if needed.

### Name History

If you need to change current or birth name, please do so on the personal details tab.

Description	First Name	Surname	Date Effective From	Delete
Birth	██████	██████	Sep-1994	
Current	██████	██████	Sep-2012	

Back

 Add Another Name

Next

- Address history:** you will need the last 5 years of addresses.
  - First enter your current address: This will need to be a UK address as it is where your certificate is sent. If the current address goes back 5+ years you will go straight to the next section. If not, you will need to enter the remaining addresses.
  - Enter as many past addresses as it takes to go back 5 years, it will automatically move on when you reach 5+ years.

- 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](#)
- Addresses in this section must be Continuous – **they cannot overlap**.
- Once you complete the Job Details section you can go back and double check your address entered. Please ensure the current address matches any proof of address documents (if it is wrong, the certificate will be sent to the wrong place).
- 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.**

### 3. **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>  
Do not put the Workforce in the job title – this can create delays and withdrawals.
- 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 exempted question'. [DBS checks: guidance for employers - GOV.UK](#)
- Further guidance on eligibility can be located here: <https://www.gov.uk/government/publications/dbs-check-eligible-positions-guidance>
- 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**)

### 4. **ID Documents:**

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

- Primary Documents are required for candidates who are not British citizens and require right to work documentation.
- Group 1 - Identity Documents: You can choose as many as needed
- Group 2a - Trusted Government Documents
- Group 2b - Financial and Social History Documents
- 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.

5. **Confirmation:** As Homecare Association do not see the candidates' personal documents, the preliminary verifier must check over the candidates' details before submission.
6. **Declarations:** The Declaration of Consent can be printed or saved online; the applicant and Preliminary Verifier MUST sign and date this declaration before submission.

If you need to leave the application, after the first page it will save 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 'incomplete' 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 verifiers basket, they will need to remove it from theirs before you can add it to your own.
  - You can remove them from your basket, pressing the same button as below (now red).

Name	Level	Reference	Cost
 [REDACTED]	E	[REDACTED]	£62.50
Total			£62.50

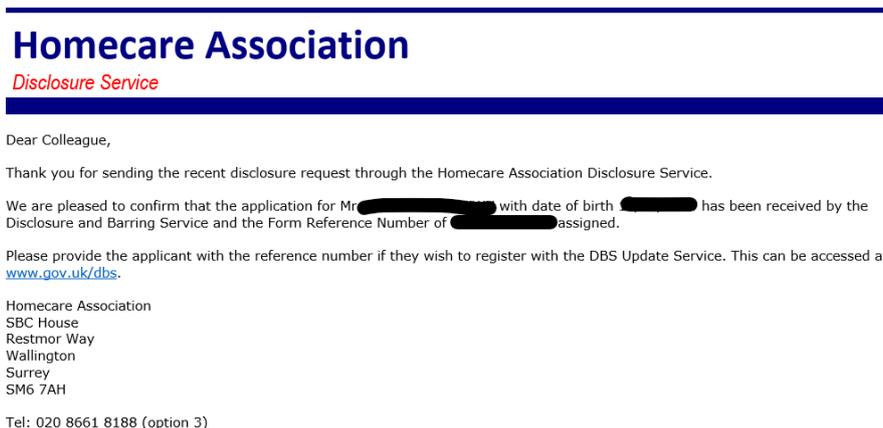
[Place Order](#)

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 signatory's 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 below email.



- 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)					
		<a href="#">&lt;&lt;&lt; Year</a>		<a href="#">This Year</a>	<a href="#">&gt;&gt;&gt; Year</a>
Date Paid	Reference	Paid By	Applications Paid For	Invoice Amount	
03-Dec-2024 09:45	██████████	██████████	██████████	£72.10	

- By clicking on the reference number, it will bring up your invoice for you to download and save.



Purchaser Details

[Redacted]  
Homecare Association  
[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]  
Tel: [Redacted]  
EMail: [Redacted]

Payment Reference : Not Available  
Our Reference : [Redacted]  
Membership Number : [Redacted]

VAT Number : [Redacted]  
Invoice Date : 21-Aug-2023

Description	Net	VAT	Gross
[Redacted]	[Redacted]	[Redacted]	[Redacted]

Total Net	[Redacted]
Total VAT	[Redacted]
Total Gross	[Redacted]