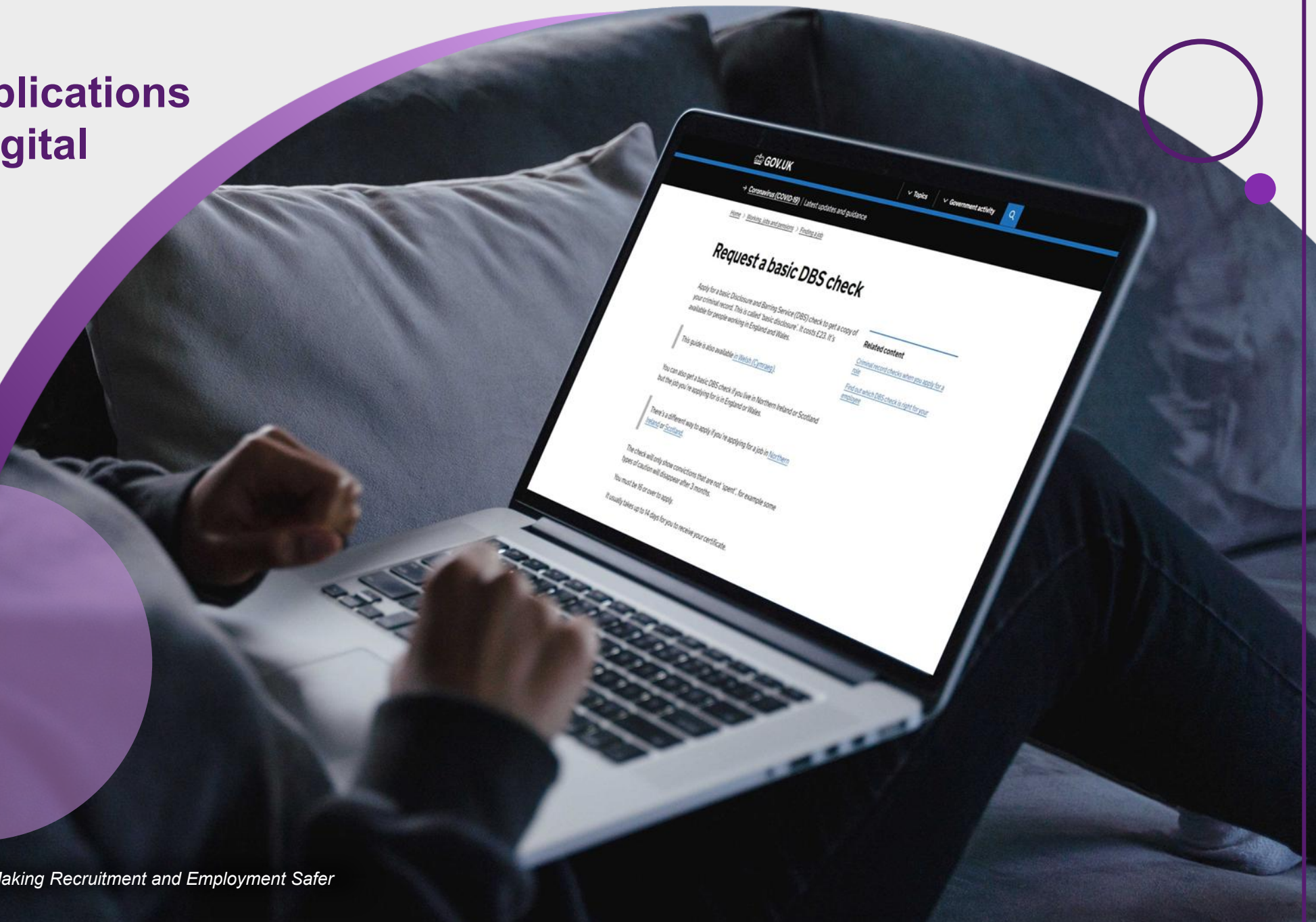


Basic Check Applications Via The Basic Digital Service



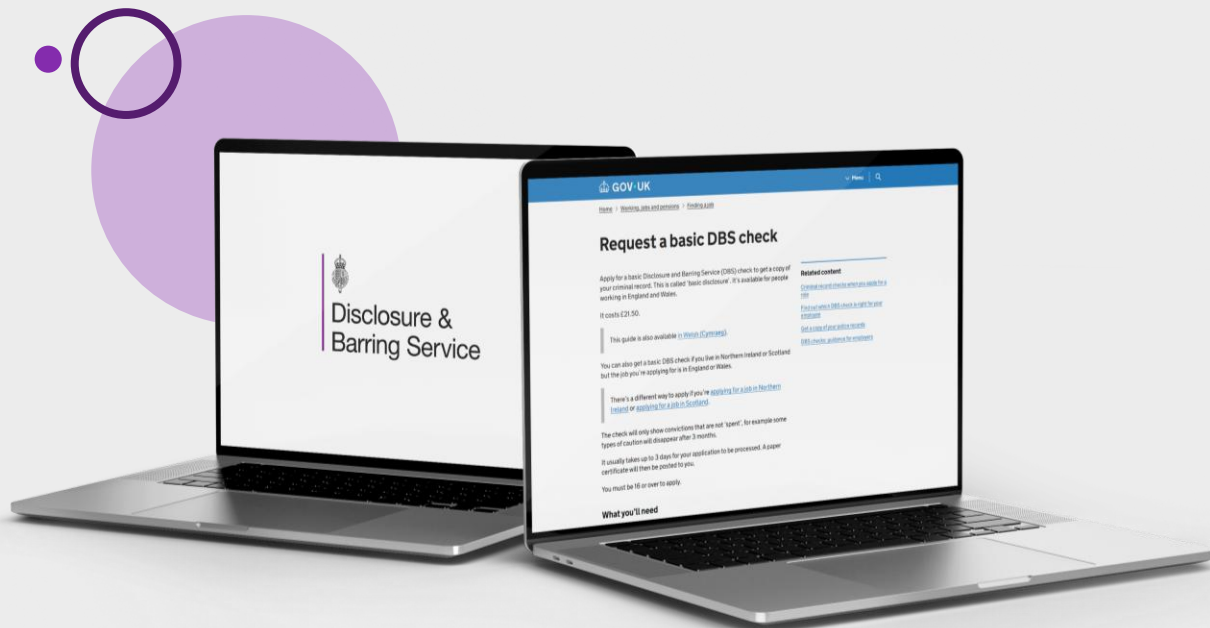
Disclosure &
Barring Service

Making Recruitment and Employment Safer





The Disclosure & Barring Service.



- ▶ Created on **1 December 2012**, bringing together the work of the former **Criminal Records Bureau (CRB)** and the **Independent Safeguarding Authority (ISA)**.
- ▶ Designed to **combine criminal record disclosure with safeguarding and barring functions**, helping **prevent unsuitable people from working with children or vulnerable adults**.
- ▶ The DBS exists to help **protect the public by supporting safer recruitment**, sharing appropriate criminal record information, and **helping organisations make informed decisions** about people working in positions of trust.





Different levels of checks.



Different DBS check levels exist to ensure that the depth of criminal record disclosure is proportionate to the role's risk.

A **Basic check** supports general recruitment by showing unspent convictions, while **Standard** and **Enhanced** checks are reserved for roles with higher levels of trust where an employer is legally entitled to see more relevant conviction and caution information.

Enhanced checks can also include checks against the **children's and adults' barred lists** where the role involves regulated activity, centred around working with children or vulnerable adults.

This tiered approach **helps employers make safer recruitment decisions** while keeping the **information shared appropriate and proportionate to each role.**





DBS check levels at a glance.

Basic DBS check

- ▶ Shows **unspent convictions** and **conditional cautions**.
- ▶ Available for **any role**, there is **no legislative eligibility requirement**.
- ▶ Can be **requested directly by the individual**, or via a **Responsible Organisation** if the employer prefers.

Standard DBS check

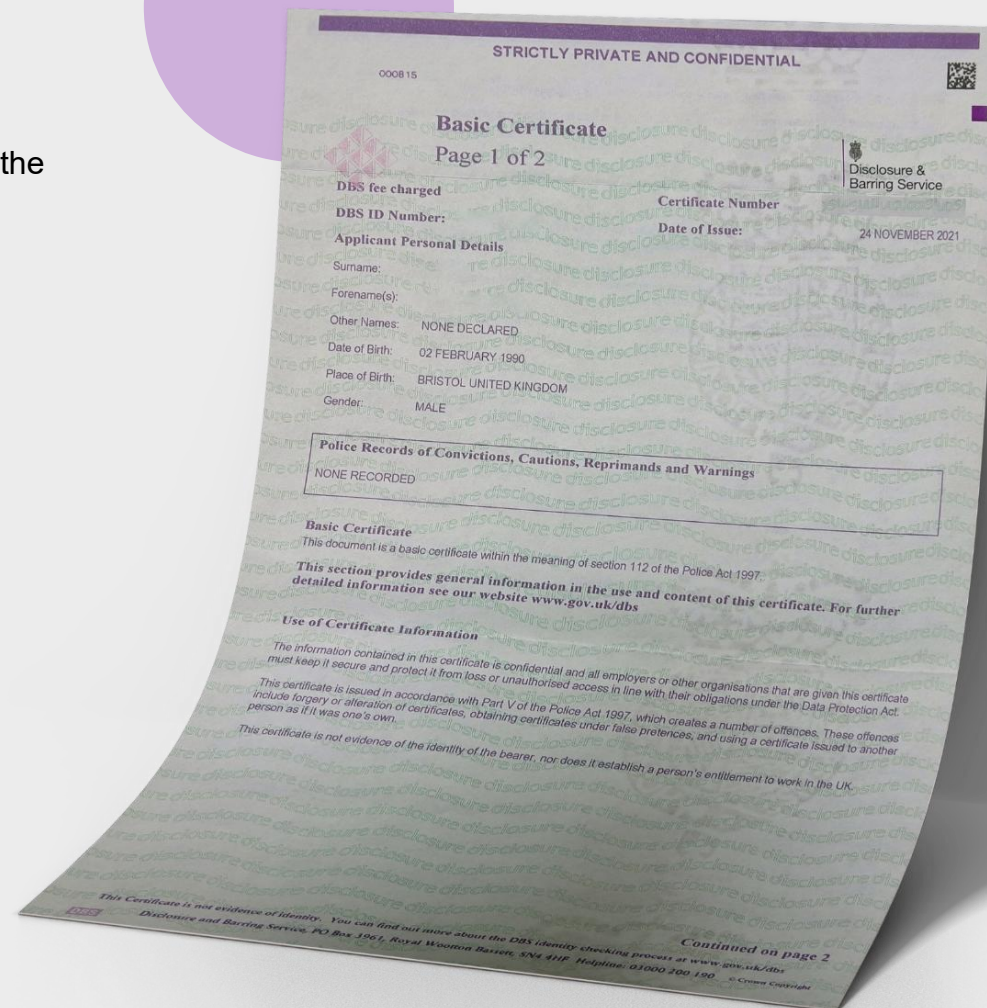
- ▶ Shows **spent and unspent convictions and cautions**, subject to filtering.
- ▶ Only **available for roles specifically eligible** under legislation.

Enhanced DBS check

- ▶ Shows the same as Standard, **plus relevant police information** where applicable.
- ▶ Only **available where the role meets eligibility** for Enhanced level.

Enhanced with Barred Lists DBS check

- ▶ Includes Enhanced information **plus whether someone is on the Children's and/or Adults' Barred Lists**.
- ▶ Only **available for roles involving relevant regulated activity**.





Benefits of using Basic DBS checks in Retail.

Store Managers ● ● ● ●

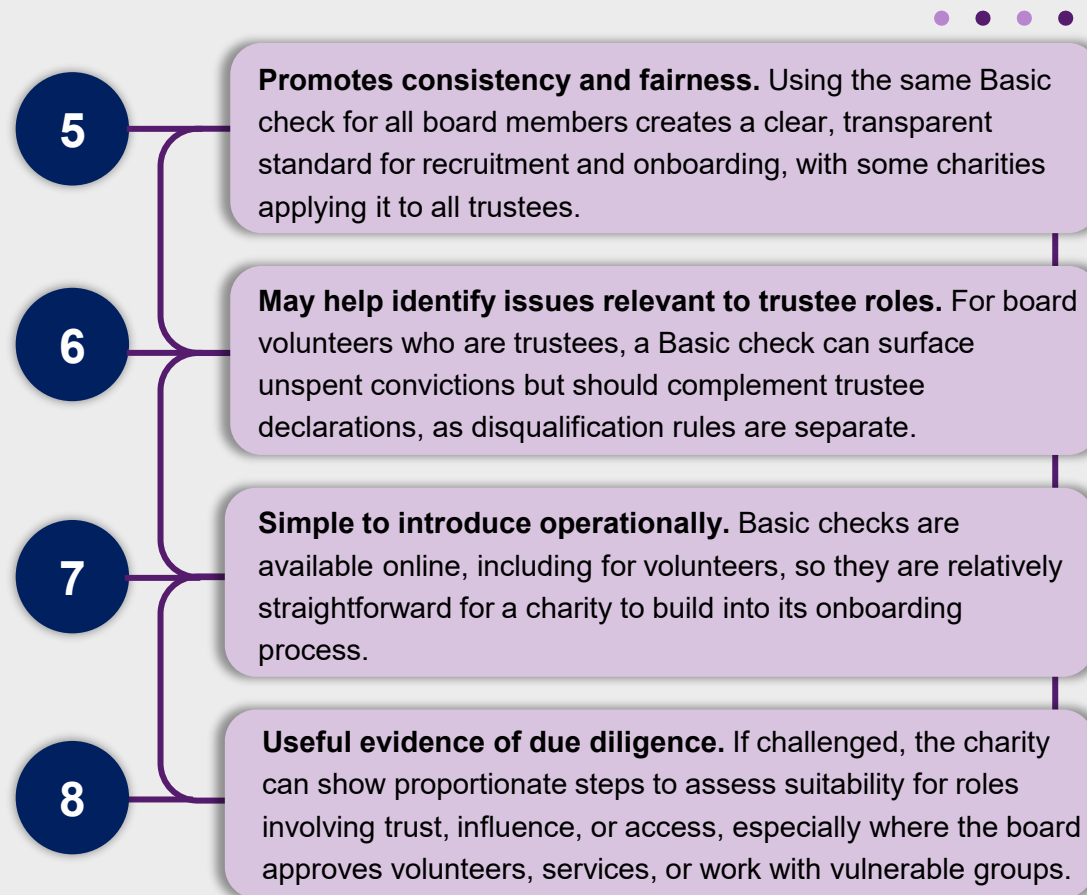


Agency Staff ● ● ● ●



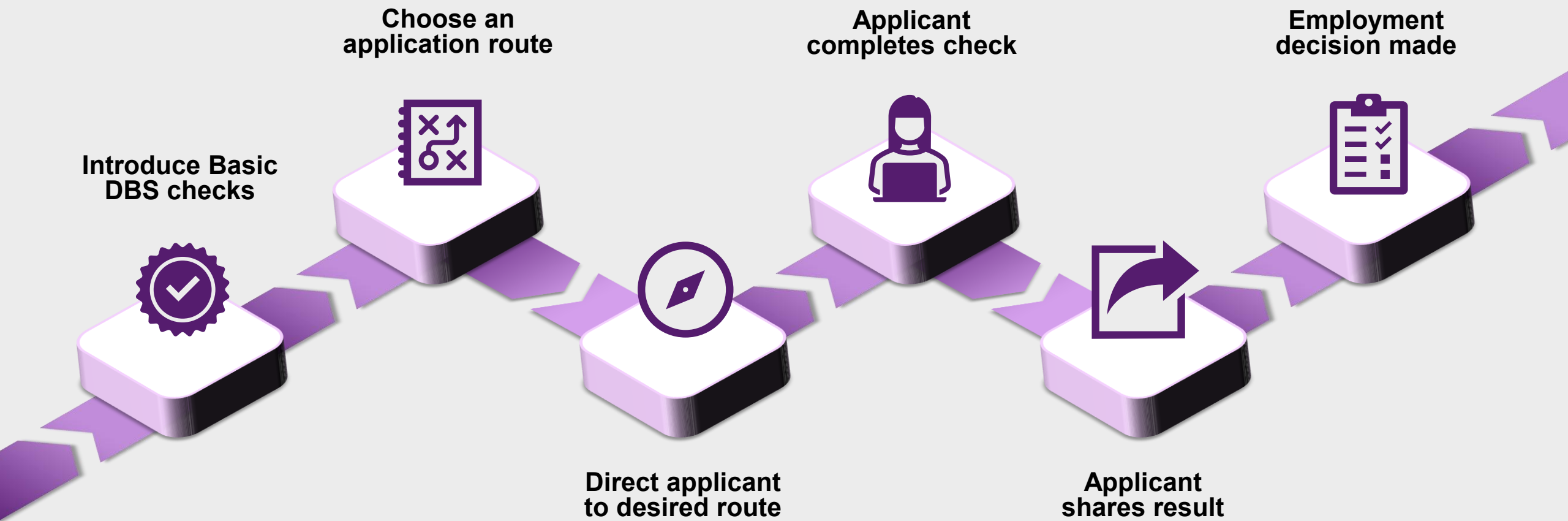


Benefits of using Basic DBS checks for roles outside of regulated activity.



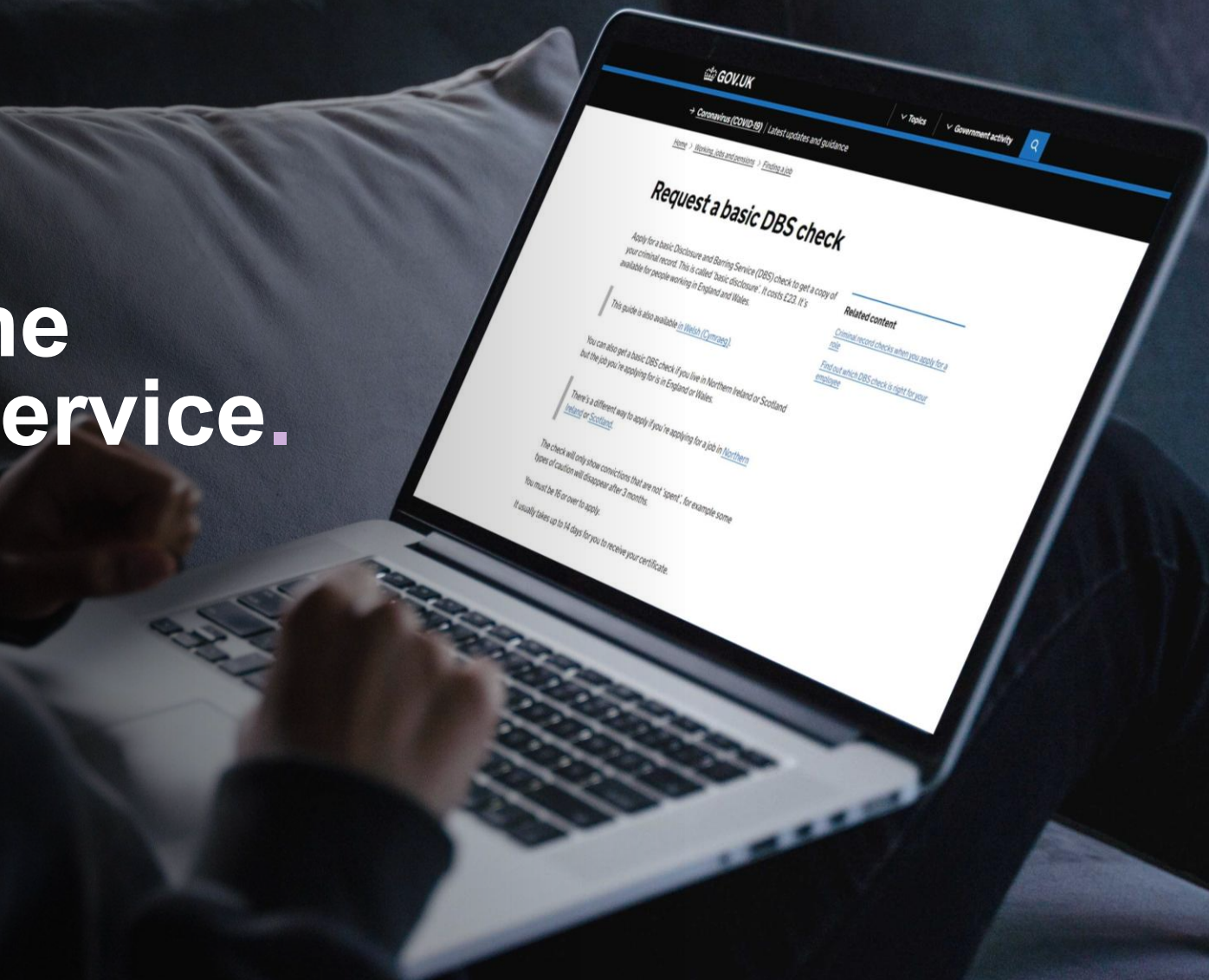


Introducing Basic DBS checks into your recruitment process.



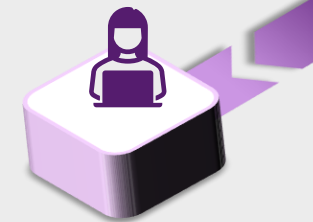


Applying via the Basic Digital Service.





Start your application.



GOV.UK

Home > Working, jobs and pensions > Finding a job

Request a basic DBS check

Apply for a basic Disclosure and Barring Service (DBS) check to get a copy of your criminal record. This is called 'basic disclosure'. It's available for people working in England and Wales.

It costs £21.50.

This guide is also available in [Welsh \(Cymraeg\)](#).

You can also get a basic DBS check if you live in Northern Ireland or Scotland but the job you're applying for is in England or Wales.

There's a different way to apply if you're [applying for a job in Northern Ireland](#) or [applying for a job in Scotland](#).

The check will only show convictions that are not 'spent', for example some types of caution will disappear after 3 months.

It usually takes up to 3 days for your application to be processed. A paper certificate will then be posted to you.

You must be 16 or over to apply.

What you'll need

To use this service, you'll need to prove your identity using GOV.UK One Login. You'll be able to create a GOV.UK One Login if you do not already have one.

You'll need to provide addresses for the last 5 years (including the dates you lived at each address), and if you have them you:

- passport
- driving licence (full or provisional)
- National Insurance number

Apply

The service is available from 8am to 11:30pm.

[Start now >](#)

Related content

- [Criminal record checks when you apply for a role](#)
- [Find out which DBS check is right for your employee](#)
- [Get a copy of your police records](#)
- [DBS checks: guidance for employers](#)

GOV.UK

BETA This is a new service – your [feedback \(opens in new tab\)](#) will help us to improve it.

English | [Cymraeg](#)

Create your GOV.UK One Login or sign in

You can use your GOV.UK One Login to access some government services.

In the future, you'll be able to use it to access all services on GOV.UK.

You'll need:

- an email address
- a way to get security codes - this can be a mobile phone number or an authenticator app

You can also [use GOV.UK One Login in Welsh \(Cymraeg\)](#).

[Create your GOV.UK One Login](#)

[Sign in](#)

[Services you can use with GOV.UK One Login \(opens in new tab\)](#)

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Step 1

Start your application

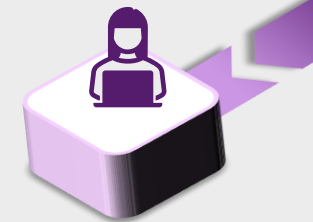
Sign in using your existing **GOV.UK One Login** or create one.

You will need a current and valid **email address** and a **mobile phone** to authenticate your account.





Prove your identity online.



GOV.UK

Basic criminal record check

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Prove your identity

Before completing your basic DBS check application, you need to prove your identity with GOV.UK One Login, either online or at the Post Office.

To prove your identity you will need to use an identity document.

The name shown on your identity document will be the name shown on your basic DBS check result.

Continue

I have already taken my identity document to the Post Office

To view the result of your recent identity check select 'Continue.'

If your identity check has been unsuccessful you will be offered another way to prove your identity using the DBS in-branch verification service.

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Sign out

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English | [Cymraeg](#)

Tell us if you have one of the following types of photo ID

This will help us find the best way for you to prove your identity.

You can use one of the following types of photo ID:

- UK photocard driving licence
- UK passport
- non-UK passport with a biometric chip
- UK biometric residence permit (BRP)
- UK biometric residence card (BRC)
- UK Frontier Worker permit (FWP)

Your photo ID must not have expired.

Find out more about the different types of [photo ID we accept \(opens in new tab\)](#)

Do you have any of these types of photo ID?

You'll need to have your photo ID ready. You cannot use a photocopy or digital copy.

☐ Yes

☐ No

Continue

Step 2

Prove your identity online

A range of identification documents can be used including a passport or driving licence.

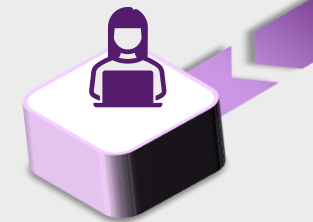
Upload your photo ID via the simple, user-friendly verification system.

Verify your identity with your smart phone camera **on your mobile phone** to ensure it matches your ID.





Input your personal details.



GOV.UK

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We've successfully matched you to the photo on your ID

You'll need to enter your current home address (and previous address, if you've recently moved) when you continue.

[Continue](#)

GOV.UK Basic criminal record check

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English | [Cymraeg](#)

Is this your full name, date of birth and address?

This is the name, date of birth and address shared from your GOV.UK One Login:

Name
Alice Jane Laura Doe

Date of birth
1 January 1970

Current address
SAWLEY MARINA
LONG EATON
NOTTINGHAM
United Kingdom
BH12 1JY

☐ Yes ☐ No

[My personal information is incorrect, what should I do?](#)

The above personal information has been shared from your GOV.UK One Login.

Your name and date of birth have been taken from the details you entered in your GOV.UK One Login. This is the name that will appear on your basic check result.

The above address has been checked with Experian.

If you wish to query any of this information, select 'No' and 'Continue'

You will then be redirected so we can help you continue with your application

[Continue](#)

Step 3

Input your personal details

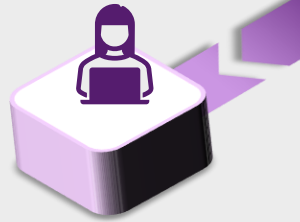
Continue your verification by inputting your personal details including:

- Home address
- Email address
- Mobile number
- National Insurance number
- Name
- DOB
- Gender





Review your application.



GOV.UK

Basic criminal record check

BETA

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< Back

English | [Cymraeg](#)

Who is paying for your check?

☐ I am

Payment is due as soon as your application is complete. You can pay with a debit or credit card. Google Pay or Apple Pay can also be used.

☐ Someone else is (for example, an employer)

We will send you a payment link by email, which you can forward to someone to pay on your behalf, or you can use yourself.

Continue

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Basic criminal record check

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Review your application

Name	THOMAS SMITH	
Date of birth	16 April 1987	
Sex	Male	Change
Place of birth	United Kingdom birmingham	Change
Other names	John Smith Used from December 1987 to December 2020	Change
Address history (last 5 years)	From 2018 to now 12 A ROAD MANCHESTER UNITED KINGDOM AA1 1AA From 2018 to 2020 37 Stroma Road Liverpool United Kingdom L18 9SN	Change

Application details

UK National Insurance number	I don't have a UK National Insurance number / I cannot provide the details right now	Change
Current UK driving licence	I don't have a valid driving licence / I cannot provide the details right now	Change
Current passport	138852307 United Kingdom	

Step 4

Review your application

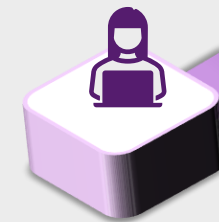
If your employer or someone else is paying on your behalf, you will need to select the **'Someone else'** option. If you are paying you can go ahead and select **'I am'**.

Review your application and ensure all your details are correct. You can go back and **amend any incorrect information**.





Awaiting payment to complete your application.



GOV.UK

Basic criminal record check

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Awaiting payment

What happens next

- we have sent you an email containing a payment link with instructions
- if someone else is completing payment on your behalf, you must forward the email on to them
- if you wish to pay, you can use the payment link yourself
- payment will need to be made before your application can be completed
- if payment is not received after 10 days, your application will be cancelled

[What did you think of this service?](#) (takes 30 seconds).

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From Basic DBS check

Reply to customerservices@dbcs.gov.uk

To [email address](#)

Subject Your payment link for a basic DBS check

Dear [\(name\)](#)

Your application for a Basic check has been submitted. Payment now needs to be made before your application is processed.

What you must do now

If someone else is completing payment on your behalf, you must forward this email on to them.

If you wish to pay, you can use the payment link yourself.

To complete the payment process visit the payment page:

[\(payment link\)](#)

Once payment is complete, we will send you an email. If someone else has paid on your behalf, we will also notify them.

If we do not receive payment within 10 days we will cancel the application.

The payment amount is £21.50.

If you need to contact DBS

- DBS helpline: 03000 200 190 (select option 2 and then press 1)
- Welsh language: 03000 200 191
- Relay UK: If you have difficulty with your speech or hearing, dial 18001 then 03000 200 192
- SignLive: If you are a British Sign Language (BSL) user, you can [use SignLive to connect to DBS](#) via an Interpreter.
- International: +44 (0)151 676 9390

Monday to Friday, 9am to 5pm (except public holidays)

Find out about call charges: <https://www.gov.uk/call-charges>

Step 5

Awaiting payment to complete your application

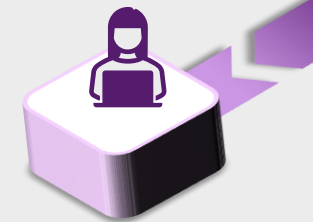
Once you have reviewed your application, and if someone else is paying for you, you will receive an email you can **forward onto this person.**

Read the **next steps** and wait for your check to be completed, normally within **48 hours**, from when your employer has made payment.





Pay and complete your application.



GOV.UK Basic DBS check

Enter payment details

Payment summary
Basic criminal record check
Total amount:
£21.50

Pay with Google Pay

or

Enter card details

Card number
Accepted credit and debit card types

Expiry date
For example, 10/27
Month / Year

Name on card

Card security code
The last 3 digits on the back of the card

Billing address
This is the address associated with the card

Address line 1

Address line 2 (optional)

Town or city

Country or territory

Postcode
Enter a valid postcode

Contact details
We'll send your payment confirmation here

GOV.UK Basic criminal record check

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English | [Cymraeg](#)

Application complete

What happens next

- we'll let you know when your payment is complete
- we will send you another email with your application reference number (always check your spam or junk folders if you haven't received an email)
- the Disclosure and Barring Service (DBS) will process your application - on average it takes 3 days to process an application but it can sometimes take longer
- you'll be able to track your application by following a link we'll email to you
- we'll send you further emails to tell you when your certificate has been issued and the result of your check
- your certificate will then be sent to you by post

[What did you think of this service?](#) (takes 30 seconds).

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Step 5

Pay and complete your application

If you are paying yourself, you can go ahead and **pay for your Basic DBS check** using the **secure payment system**.

Complete your payment and application.

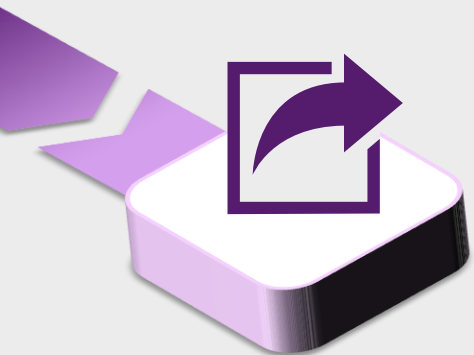
Read the **next steps** and wait for your check to be completed, normally within **48 hours**.





Applicant shares result.

Applicant shares result



If the application was completed via the Basic Digital Service, **the applicant will receive a share code which can be used to view the check result online**, if it does not feature conviction information.

If the application was via a Responsible Organisation, **the RO will receive an indicative result from DBS. RO's can use this information to produce results** to share with the individual and potential employer.

Paper certificates can also be issued.

The screenshot shows a laptop displaying the GOV.UK website. The page title is 'Enter the applicant's details'. Below the title, there is a instruction: 'You should copy and paste the following details that you were sent from the applicant into the sections below. This reduces the chance of making a mistake.' The form has two main sections: 'Certificate number' and 'Share code'. Each section has a text input field and a link that says 'I don't know the certificate number' or 'I don't know the share code'. At the bottom of the form, there is a green button labeled 'View result'.





Employment decision made.

Employment decision made

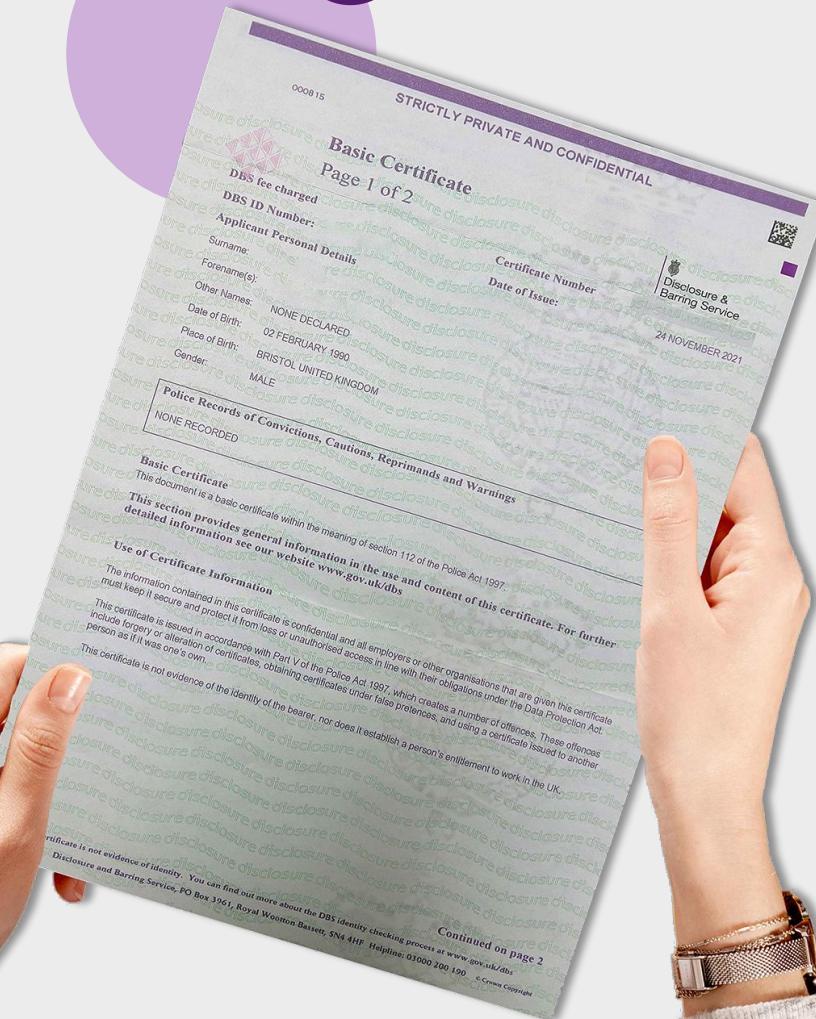


Recruitment decisions are **the responsibility of the hiring organisation** and Basic DBS checks are available to be part of this process.

The DBS advocate that organisations adopt a **risk-based approach** when considering **criminality information** and where possible have a transparent policy for potential employees so that they can understand whether they are likely to be suitable for the role.

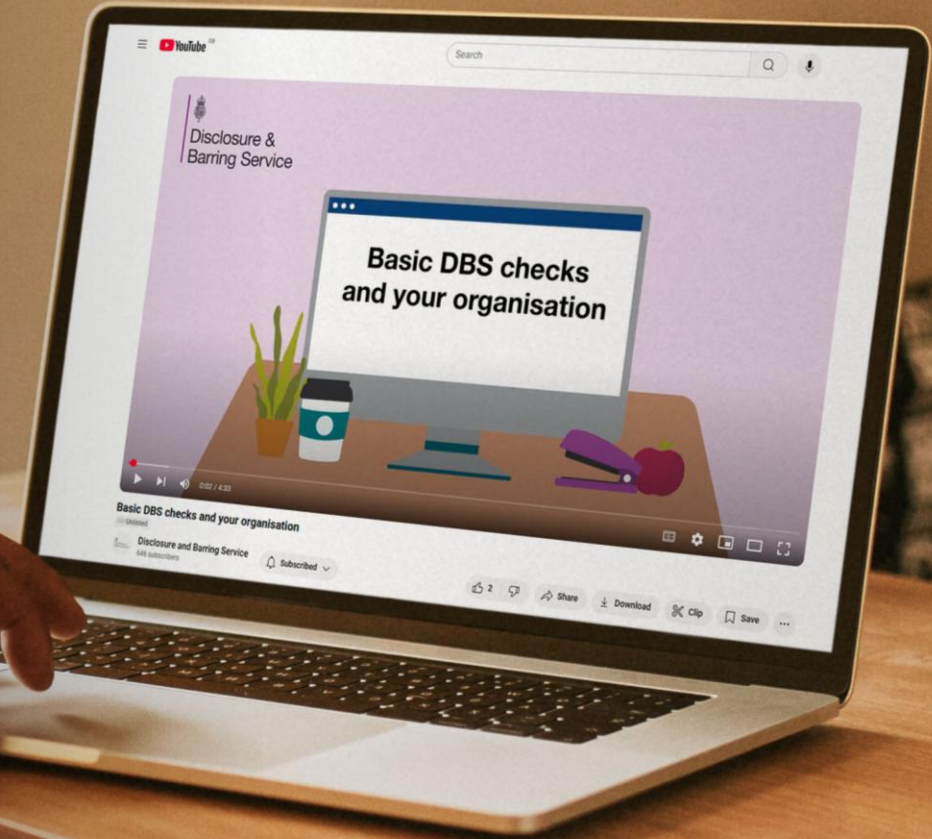
Organisations should consider each disclosure on its merits and speak with the individual to understand the context and how this may impact their ability to undertake the role you are recruiting to.

If the Basic check shows unspent cautions or convictions and you are unsure on what decision to take next, visit **Nacro** or **Unlock** for more help.





Watch our video for more information on Basic DBS checks and the benefits for your organisation.





Common FAQs.

Common application query	Answer
How long does it take?	Most Basic DBS checks are completed quickly. The average processing time is around 3 days, with many completed within 48 hours.
How do I track my application?	Track your application online using your application reference number, surname and date of birth.
Can I save my application and return later?	Yes. You can save an incomplete application and return to finish it before it expires.
What address history must I provide?	Provide your recent address history as requested in the application, ensuring there are no gaps or inaccuracies.
I can't verify my identity online. What happens?	If online identity verification is unsuccessful, alternative identity checking routes are available. Follow the guidance provided during the application.
Can I change my application after submitting it?	Once submitted, changes are limited. Contact DBS as soon as possible if you have made an error.
Can I withdraw my application?	Yes, provided the certificate has not already been prepared for issue. Contact DBS to request withdrawal.
Can employers view my certificate directly?	Only if you choose to share your online result or provide your paper certificate.
Can I dispute incorrect information?	Yes. Contact DBS if the certificate contains incorrect personal details or conviction information.
Does a Basic DBS check expire?	No. There is no official expiry date. Employers decide whether they require a newer certificate.
Can I use one certificate for multiple employers?	Yes, although each employer decides whether to accept an existing certificate.
Can I link a Basic DBS check to the Update Service?	No. The DBS Update Service is not available for Basic DBS checks.
Can I apply if I live overseas?	It depends on your circumstances. If you need a certificate for immigration or overseas employment, DBS may recommend applying for an ACRO Police Certificate instead.
Who do I contact if I need help?	Contact the DBS Customer Services team by phone or webchat using the official contact details.





Useful links.



Basic DBS check

Online application route for Basic DBS checks.



Basic DBS check guidance

Guidance on Basic DBS checks including how to apply, the cost, and what information is disclosed on a Basic DBS certificate.



DBS checks | detailed guidance

A collection of guidance documents and information about DBS checks and processes.



DBS eligibility guidance

A collection of documents that you can use to decide whether a role is eligible for a Basic, Standard, Enhanced or Enhanced with Barred List(s) DBS check.



Rehabilitation periods

A table of rehabilitation periods for the most common sentences and disposals, and example scenarios.



Transgender applications

Guidance and information regarding the sensitive applications route for transgender applicants.



DBS checks | guidance for employers

Guidance for employers about DBS checks, including how to apply, registering with DBS, and the code of practice.



Responsible Organisations

A list of Responsible Organisations (RO) and their responsibilities.



Update Service

A page linking to an online subscription that allows you to keep your Standard, Enhanced, or Enhanced with Barred List(s) DBS certificates up-to-date, and allows employers to check a certificate online.

