

Mayflower Disclosure Services Ltd

Website: www.dbsapplication.co.uk

Online DBS (Standard & Enhanced) Single (Eligible Individuals) Applicant User Guide



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Contents

Applicant Guidance Notes	3
Logging onto the System.....	3
Statement of Fair Processing	4
Application Pre-entry Statement	5
Section 1 – About You.....	6
Section 2 – Address History	7
Section 3 – Additional Info	8
Section 4 – Employment Details	9
Section 5 – Confirmation and Consent	10
Complete Application.....	11
DBS List of Acceptable Identification	12-13

Mayflower Disclosure Services Ltd

Website: <https://dbsapplication.co.uk/>

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 partly completed application forms cannot be saved.

Logging onto the System

Important: The online DBS application system is designed and optimized for use on a PC or Laptop. It may not be fully functional if you use another device, for example, a mobile phone or a tablet.

Go to our website www.dbsapplication.co.uk and click on the “[Log In](#)” – scroll down and select the Orange Box for DBS applications

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

1. Enter the Organisation Reference that we emailed to you after you filled in your order form.
2. Enter the Password that we emailed to you after you filled in your order form

Please enter your Organisation Reference and Organisation Code to start a new application

Start New Application

Organisation Reference (*):

Organisation Code:

Enter ➔

Once you have completed this section click ‘Enter’.

Statement of Fair Processing

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

MDS Statement of Fair Processing

By accessing this website and providing Mayflower Disclosure Services Ltd (MDS) with your personal details, you agree to accept and be bound by the terms of the MDS statement of fair processing which is summarised below.

Using the IT specification supplied by the DBS, Mayflower Disclosure Services provides an online disclosure system, e Bulk, which is an alternative to the standard paper forms, therefore allowing you to complete your application at any location with internet access.

Our online service is committed to protecting the privacy of our users. When you supply any personal information to this site we have legal obligations towards you in the way we deal with your data as follows:

1. We will hold your personal information on our systems for as long as needed to meet the service you have requested, and remove it in the event that the purpose has been met.
2. We will ensure that all personal information supplied is held securely, in accordance with the Data Protection Act 1998.
3. We will provide a safe and secure experience for users of this site.
4. We will ensure that the information you submit to us remains private, and is only used for the purposes set out below.

Fair Processing Principles

- Your personal information is only processed with your knowledge.
- Only information that we actually need is collected and processed.
- Your personal information is only seen by those who need it to do their jobs.
- Personal information is retained only for as long as it is required.
- Decisions affecting you are made on the basis of reliable and up to date information.
- Your information is protected from unauthorised or accidental disclosure.
- Inaccurate or misleading data will be corrected as soon as possible.
- Procedures are in place for dealing promptly with any dispute.

All information requested is used solely for the purpose of producing a Disclosure and Barring Service certificate and is collected, stored and processed by Security Watchdog and the Disclosure and Barring Service in accordance with the Data Protection Act 1998. We will treat your personal information as confidential and we will not disclose it to any third party except: (i) with your prior agreement; (ii) as necessary for providing our e-bulk online disclosure service to you; or (iii) as required by law.

Any organisation which uses the MDS e-Bulk online disclosure service is obliged to sign a service contract requiring them to:

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.

EBULK DISCLOSURES

Approved E-Bulk Software Solution

A key requirement of the Disclosure process through the Disclosure and Barring Service (DBS) 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 DBS list of acceptable identification for details about the identification we require. You can get further guidance about the DBS Disclosure process at <http://www.gov.uk/dbs>.

Please note, only English language applications can be submitted online - Welsh language applications must be submitted using the paper application route. If you require your certificate to be produced in the Welsh language please do not continue with this online application and contact the organisation requesting this application on you as a Welsh language application form must be completed and submitted to the Disclosure & Barring Service.

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

[◀ Previous](#) [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.

Please provide an **email address** so you can be sent application progress updates.

The screenshot shows the 'E-Bulk Disclosures' application form, titled 'Approved E-Bulk Software Solution'. The navigation bar at the top indicates five steps: 1) About You (active), 2) Address History, 3) Additional Info, 4) Employment, and 5) Confirm. Below the navigation bar, a message states: 'The application form is a simple 5 step process, please complete all fields provided. Mandatory fields are denoted by (*)'. The form is divided into two main sections: 'Personal Details' and 'Contact Details'. The 'Personal Details' section includes fields for Gender (*), Title (*), Forename (*), Middle name 1, Middle name 2, Middle name 3, Surname (*), Date of birth (*), and NI Number. The 'Contact Details' section includes a Language (*) dropdown, a telephone number field, and an email address field. To the right of the form, an 'Information' box provides additional guidance: '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' (Only English language applications can be submitted online. Welsh language applications must be submitted using the paper application route. If you require your certificate to be produced in the Welsh language please contact the organisation requesting this application on you as a Welsh language application form must be completed and then submitted to the Disclosure & Barring Service.), and 'Minimum age for DBS checks' (Someone who is aged under 16 at the time of application is not allowed to apply for a DBS check.). At the bottom of the form, there are 'Previous' and 'Next' buttons.

E-Bulk 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

Gender (*): -- select --

Title (*): -- select --

Forename (*):

Middle name 1:

Middle name 2:

Middle name 3:

Surname (*):

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

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:

Previous Next

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
Only English language applications can be submitted online. Welsh language applications must be submitted using the paper application route. If you require your certificate to be produced in the Welsh language please contact the organisation requesting this application on you as a Welsh language application form must be completed and then submitted to the Disclosure & Barring Service.

Minimum age for DBS checks
Someone who is aged under 16 at the time of application is not allowed to apply for a DBS check.

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 'OVERSEAS' for Address Line 1. Please then enter the Town/City and Country of where you were residing within this period.

The screenshot shows the 'E-Bulk Disclosures' application form, specifically the '2) Address History' section. The form is titled 'Please enter your current address'. It contains a 'Current Address' section with fields for 'Address Line 1 (*)', 'Address Line 2', 'Town (*)', 'County', 'Country (*)' (a dropdown menu), and 'Date from (*)' (a date range selector). There are 'Previous' and 'Next' buttons at the bottom. On the right, there is an 'Information' box with 'Address Dates' and 'Postcode' sections. The 'Address Dates' section explains the requirement for consecutive dates and provides examples. The 'Postcode' section advises on the importance of entering a full postcode and mentions the 'UK Postcode Finder' link.

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 also known as Bill, please also supply these details.

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

EBULK DISCLOSURES
Approved E-Bulk Software Solution

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

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 DBS.

Once you have completed this section click 'Next'.

Section 4 – Employment Details

Position Applied For

Please insert your job title (in relation to your DBS application).

Employer Name

This has been defaulted as “Care of Mayflower Disclosure Services” - we will override this with the Employer name or the Name of your Company or your Trading Name (whichever is applicable) that you provided on your DBS order form.

Conviction History

If you have never been convicted of a criminal offence or never received a caution, reprimand or warning then please select '**No**'. If you have been convicted of a criminal offence, or received a caution, reprimand or warning that is 'protected' as defined by the Rehabilitation of Offenders Act then please also select '**No**'.

If you have ever been convicted of a criminal offence, caution, reprimand or warning that is **not** 'protected' as defined by the Rehabilitation of Offenders Act then please select '**Yes**'.

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.

This is important and legally binding. Please ensure you take the time to thoroughly check the details you have entered are accurate and complete before ticking this box.

EBULK DISCLOSURES
 Approved E-Bulk Software Solution

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:
 Surname: APPLICATION
 Date of birth: 18/07/1984
 Gender: MALE
 NI Number: AA123456B

Contact Details

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

Address History [Edit](#)

Address	From	To
115 ROCKINGHAM STREET SHEFFIELD S1 4EB UNITED KINGDOM	Jan 2005	Present

Place of Birth [Edit](#)

Town: SHEFFIELD
 County:
 Country: UNITED KINGDOM
 Nationality at birth: BRITISH
 Current nationality: BRITISH

Employment Details [Edit](#)

Position Applied For: TESTER
 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 Disclosure and Barring Service 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**'.

Complete Application

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.

The screenshot shows a web interface titled "EBULK DISCLOSURES" with the subtitle "Approved E-Bulk Software Solution". The main content area is divided into two panels. The left panel, titled "Application Complete", features a green checkmark icon and the text "Your reference number is 904J0NE3". Below this, it states: "We are still awaiting payment and will be unable to proceed until we have received payment. Please contact APPLICATION 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." It then lists "ID Document Rules" and provides instructions on verification, including a link to a "CRB list of acceptable identification". The right panel, titled "Information", contains a section "Identity Documents" with the text: "For suitable forms of identification, please read document CRB list of acceptable identification." At the bottom of the left panel is a button labeled "EXIT".

Your application form will be processed once we 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. Please refer to the "Step 2" instructions that were emailed to you when you submitted your order form.

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.

CONTACT DETAILS

If you have any problems, please contact us via the contact form on our website: <https://dbsapplication.co.uk/contact-us.php>

Eligible Individuals DBS List of Acceptable Identification:

*Please note: there are unique ID requirements for Paid non-EEA nationals.

All applicants will be required to have at least 3 x original ID documents by a nominated ID Checker in accordance with the [DBS ID Checking Guidelines](#). We will provide each applicant with full instructions on how to do this, when we receive your order. In addition, applicants must also provide COPIES of their ID documents so that we can verify your identity. Do NOT send us original ID documents.

All applicants except paid non-EEA nationals

(3 documents to be seen)

- 1 document from Group 1.
- 2 further documents from Group 1, 2a or 2b

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

* For paid non-EEA nationals only

(3 documents to be seen)

- 1 Primary Non-EEA Document (*see next page)
- 2 Supporting Documents from Group 1, 2a or 2b.

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

Group 1

Primary Identity Documents

- Current valid Passport
- Current Driving Licence – photo card (UK / Isle of Man / Channel Islands and EEA) (Full or Provisional)

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)
- Marriage / Civil Partnership Certificate (UK / Channel Islands)
- HM Forces ID Card (UK)
- Fire Arms Licence (UK / Isle of Man / Channel Islands)
- Immigration document, work permit or VISA (Issued outside of EEA) (Valid only for roles whereby applicant is living and working outside of UK.)
- Biometric Residence Permit (UK)
- Adoption Certificate (UK / Channel Islands)

Group 2b

Financial & Social History Documents

- Mortgage Statement (UK or EEA) **
- Bank/Building Society Statement (UK, Channel Islands or EEA) *
- Bank/Building Society Account Opening Confirmation Letter (UK)
- Credit Card Statement (UK or EEA) *
- 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)

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

* Paid Non-EEA Nationals (3 documents to be seen) 1 x Primary Document (*see below) plus 2 x Supporting Documents from Group 1, 2a or 2b.

Primary Non-EEA Documents

- 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 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 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 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 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.

Applicants providing one of the following documents must also provide a current valid Passport:

- 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 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.