



## DBS (Disclosure and Barring Service) Online Disclosure Guide (e-Bulk) Applicant Guidance Notes

### Applicant guidance notes

An online DBS check can be completed by accessing the internet from any PC/Laptop that has this facility. Please be aware that you must complete your on-line application in full as part completed applications form cannot be saved.

### Logging onto the system

Please enter the following address in the web browser:

<https://www.matrixscreening.com/herefordshire/>

If you are **not** taken directly to the 'Start New Application' page, please click on 'Start Application' in the orange box entitled '**CRIMINAL RECORDS BUREAU (DBS) APPLICATION FORM**' to enter the system and start your application.

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

1. Enter the Organisation Reference **TAXI**

2. Enter the Password **TAXICRB12**

Once you have completed this section click 'Enter'.

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Please enter your reference number and password to start a new application.

**Start New Application**

Organisation Reference (\*):

Password:

Enter ➔

## Statement of Fair Processing

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

### EBULK DISCLOSURES

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#### CRVS Statement of Fair Processing

By accessing this website and providing Capita Recruitment Vetting Service (CRVS) with your personal details, you agree to accept and be bound by the terms of the CRVS statement of fair processing which is summarised below.

Using the IT specification supplied by the CRB Capita Recruitment Vetting Service has produced 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 Criminal Records Bureau certificate and is collected, stored and processed by CRVS and the Criminal Records Bureau 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 CRVS e-Bulk online disclosure service is obliged to sign a service contract requiring them to:

- Abide by the Data Protection Act 1998
- Have a policy for secure storage, handling, use, retention and disposal of Disclosures and Disclosure Information

The CRVS e-Bulk solution is hosted within an ISO27001, Capita owned data centre and all components of the service are protected by intrusion detection and intrusion prevention devices. Completed applications are fully encrypted and securely transferred to Criminal Records Bureau using the e-Bulk Interface.

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

Next 

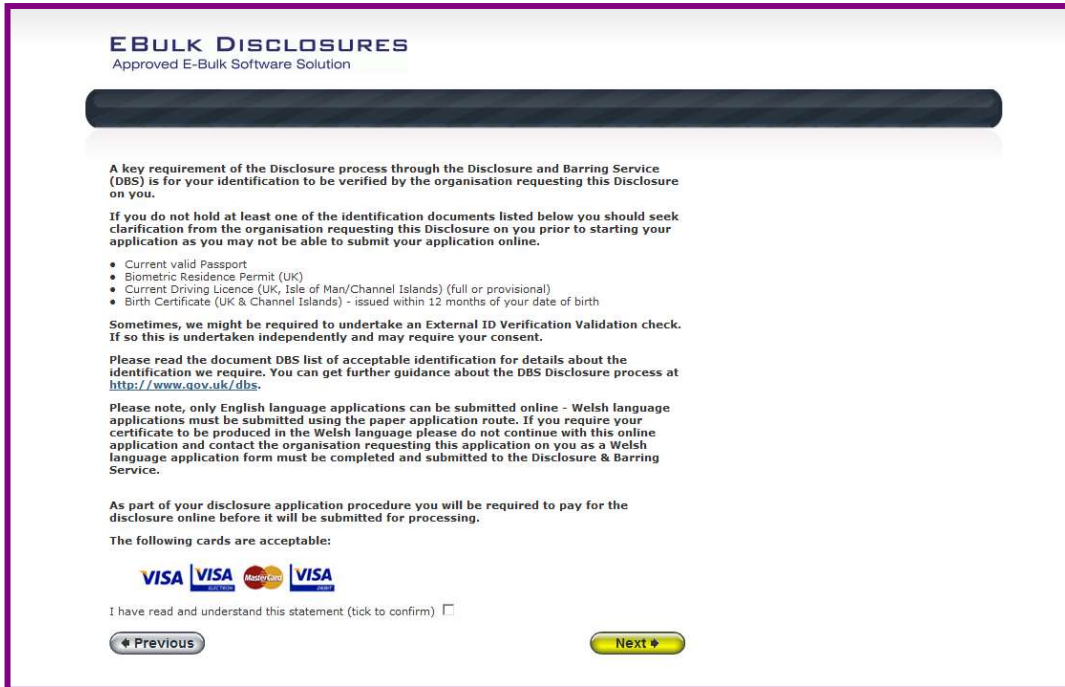
Once you have ticked the consent box please click 'Next'

## APPLICATION PRE-ENTRY STATEMENT/PAYMENT INSTRUCTION

You will now see at the top half of the screen, 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.

At the bottom half of the screen you will see the payment instruction screen that advises you that payment is required at the end of the application before it is submitted. This screen outlines the credit or debit cards accepted by the online system when making the payment.

**PLEASE NOTE THAT WITHOUT PAYMENT AT THE TIME OF COMPLETION, YOUR APPLICATION WILL NOT BE SUBMITTED.**



The screenshot shows a web page titled "EBULK DISCLOSURES" with the subtitle "Approved E-Bulk Software Solution". Below the title is a dark blue horizontal bar. The main content area contains the following text:

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.

As part of your disclosure application procedure you will be required to pay for the disclosure online before it will be submitted for processing.

The following cards are acceptable:



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

At the bottom of the page, there are two buttons: "Previous" (with a left arrow) and "Next" (with a right arrow).

Once you have ticked the consent box please click 'Next'

- The application form is a simple 5 step process. Please complete all fields.
- Mandatory fields are denoted by (\*)

## 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.

## EBULK 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

Title (\*):

Forename (\*):

Middle name 1:

Middle name 2:

Middle name 3:

Surname (\*):

Date of birth (\*):

Gender (\*):

NI Number:

### Contact Details

Language (\*):

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:

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**  
This determines whether the disclosure certificate will be printed in English or Welsh.

◀ Previous
Next ▶

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 'no fixed abode' for Address Line 1. Please then enter the Town/City and Country of where you were residing within this period.

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

Please enter your current address

**Current Address**

Address Line 1 (\*):

Address Line 2:

Town (\*):

County:

Country (\*): -- Please select --

Date from (\*): -MM- -YYYY-

[Previous](#) [Next](#)

**Information**

**Address Dates**  
There cannot be any gaps or overlaps in your address history. Please ensure that the month and year from a previous address are repeated as the same date at the start of your next address. Students who switch between their permanent residence and educational establishment must enter each address with dates consecutively e.g. parents address Dec 09-Jan 10, University address Jan 10-March 10, parents address March 10-April 10 etc. Do not run addresses/dates simultaneously as your form will be rejected by the CRB.

**Postcode**  
Please ensure you fully enter your postcode, partial postcodes will cause your form to be rejected by the CRB. If you can't remember your postcode use the Royal Mail [UK Postcode Finder](#).

**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**  
If you have travelled overseas and cannot supply the address for a foreign country then please enter "no fixed abode" in address line 1 and town.

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 known as Bill, please also supply these details.

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

Please complete the following additional information

**Place of Birth**

Town (\*):

Country (\*):

Nationality (\*): -- Please select --

Nationality at birth (\*): -- Please select --

Have you changed your nationality since birth? (\*): -- Please select --

Have you changed your birth surname? (\*): -- Please select --

**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 CRB.

Once you have completed this section click 'Next'.

## Section 4 – Employment Details

### Position Applied For

Please insert the correct job role as **TAXI DRIVER**

**Failure to enter the correct job role may cause your application to be delayed.**

### Employer Name

This has been defaulted to the organisation you are applying through and should not be amended.

### Conviction History

If you have never been convicted of a criminal offence then please select 'No'.

If you have an 'unspent' conviction, then please select 'Yes'. An 'unspent' conviction is any conviction that is still held on your criminal record.

For exceptions to this legislation or 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'.

### ONLINE PAYMENT

You will now be required to make payment for your online application, the first screen will show you what level of DBS check you are paying for and the total amount. Please click on the card you wish to make the payment with to proceed.

Please now complete the necessary payment details then click the 'Proceed' button on the Card Details Payment page.

**sage pay** **CAPITA**  
RECRUITMENT VETTING SERVICE

**Transaction Details**

To Pay For : **Enhanced Disclosure**  
Amount : **56.60 GBP**

**Enter Card Details**

Card Number\*  (enter without spaces)

Card Type **Visa**

Firstname\*  (name as it appears on card)

Surname\*  (name as it appears on card)

Valid From Month:  Year:  (if not present, leave blank)

Expiry date\* Month:  Year:

Security Code\*

Billing Address Line 1\*

Billing Address Line 2

Billing City\*

Sage Pay - Keeping Money Moving

The transaction details of the payment submitted from e-Bulk will be displayed. Please click the 'Proceed' button on the Transaction Details page to complete the online payment process.

**sage pay** The new name for **protx** **CAPITA**  
RECRUITMENT VETTING SERVICE

**Transaction Details**

To Pay For : **Enhanced Disclosure**  
Transaction Reference : **907ONLI132318-1**  
Amount : **56.60 GBP**

**Card Details**

Card Type **Visa**

Card Number **XXXX XXXX XXXX1167**

Cardholder Name **ROBERT KNIGHT**

eMail **ADMIN@CHEQS.COM**

Billing Address **PO BOX 4324**

Billing Post Code **S1 4EB**

Delivery Address Line 1 **PO BOX 4324**

Delivery City **SHEFFIELD**

Delivery Post Code **S1 4EB**

Delivery Country **GB**

**Click proceed to complete your payment. Your transaction may take a few seconds to be authorised, please be patient.**

**Proceed**

Once the payment has been made you will be redirected back to e-Bulk to the final overview stage of your application.



## 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.

**EBULK DISCLOSURES**  
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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: TEST  
Surname: TEST  
Date of birth: 01/01/2001  
Gender: FEMALE

**Contact Details**

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

**Address History** [Edit](#)

Address	From	To
TEST TEST S14EB UNITED KINGDOM	Jan 2004	Present

**Place of Birth**

Town: TEST [Edit](#)  
County:  
Country: UNITED KINGDOM  
Nationality:

**Employment Details**

Position Applied For: TEST [Edit](#)  
Employer Name: CHEQS ORGANISATION

**Conviction History**

Unspent convictions: No [Edit](#)

**Applicant Consent**

By completing this form I consent to the transfer of my information to the Criminal Records Bureau for the purpose of a Disclosure Application.

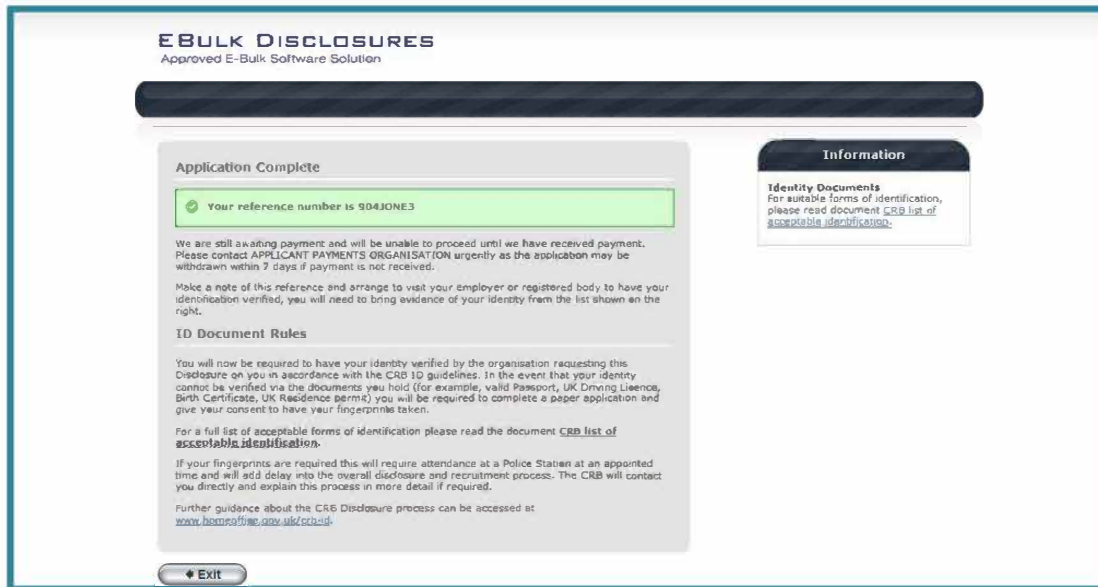
I confirm that the information that I have provided in support of this application is complete and true and understand that knowingly to make a false statement for this purpose is a criminal offence.

Please tick this box to indicate your consent:

[Previous](#) [Complete](#)

Now click 'Complete'.

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.



Your application form will be processed by the **Hoople DBS Team** once they 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.

### How do I have my identity verified?

Please provide original identification to the **Hoople Resource Centre, Auxilium House, Legion Way, Hereford, HR1 1LN** and provide identification as listed in the acceptable ID table (see table below).

***Please note you will need to phone the DBS team on 01432 383003 to make an appointment to have your documents verified.***

Your application form will be processed the **Hoople DBS Team** once they have verified your identity, and then sent onto the DBS.

### 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.

## What Documents Do I Need to Produce?

### Route 1

Route One must **always** be attempted to be taken. Three documents in total must be seen; one document must come from Group 1 and a further two documents from Group 1, 2a or 2b. One document must verify the applicant's current address.

## Route 2

One document must be seen from Group 2a and two further documents from Group 2a or 2b; one of which must verify the applicant's current address. Applicants will also be required to undergo an external ID validation service through Route Two.

## Route 3

A Certified copy of a UK Birth Certificate (UK and Channel Islands, issued after the time of birth by the General Register Office/relevant authority) required to be seen and four further documents must be seen from Group 2 comprising of one document from Group 2a and three further documents from Group 2a or 2b; one of which must verify the applicant's current address.

### Group 1 – Primary Trusted Identity Credentials

- *Current valid Passport*
- *Biometric Residence Permit (UK)*
- *Current Driving Licence (UK, Isle of Man /Channel Islands) (Full or provisional)*
- *Birth Certificate (UK and Channel Islands) - issued at the time of birth;*
  - *Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces. (Photocopies are not acceptable)*

### Group 2a – Trusted Government/State Issued Documents

- *Current UK Driving licence (old style paper version)*
- *Current Non-UK Photo Driving Licence (valid only for applicants residing outside of the UK at time of application)*
- *Birth Certificate (UK and Channel Islands) - (issued after the time of birth by the General Register Office/relevant authority i.e. Registrars – Photocopies are not acceptable)*
- *Marriage/Civil Partnership Certificate (UK and Channel Islands)*
- *Adoption Certificate (UK and Channel Islands)*
- *HM Forces ID Card (UK)*
- *Fire Arms Licence (UK and Channel Islands)*

### Group 2b – Financial/Social History Documents

- *Mortgage Statement (UK or EEA)\*\* (Non-EEA statements must not be accepted)*
- *Bank/Building Society Statement (UK or EEA)\* (Non-EEA statements must not be accepted)*
- *Bank/Building Society Account Opening Confirmation Letter (UK)*
- *Credit Card Statement (UK or EEA)\* (Non-EEA statements must not be accepted)*
- *Financial Statement \*\* - e.g. pension, endowment, ISA (UK)*
- *P45/P60 Statement \*\*(UK & Channel Islands)*
- *Council Tax Statement (UK & Channel Islands) \*\**
- *Work Permit/Visa (UK) (UK Residence Permit) \*\**
- *Utility Bill (UK)\* – Not Mobile Telephone*
- *Benefit Statement\* - e.g. Child Allowance, Pension*
- *A document from Central/ Local Government/ Government Agency/ Local Authority giving entitlement (UK & Channel Islands)\*- e.g. from the Department for Work and Pensions, the Employment Service, Customs & Revenue, Job Centre, Job Centre Plus, Social Security*
- *EU National ID Card*
- *Cards carrying the PASS accreditation logo (UK and Channel Islands)*
- *Letter from Head Teacher or College Principal (16/17 year olds in full time education – (only used in exceptional circumstances when all other documents have been exhausted)*

#### **Please note:**

If a document in the List of Valid Identity Documents is:

- *Denoted with \* - it should be less than three months old*
- *Denoted with \*\* - it should be issued within the past 12 months*
- *Not denoted – it can be more than 12 months old*

## **Contact Details**

If you have any queries in regards to the DBS application process or if you experience any technical issues with the online system, please contact the **Hoople DBS Team on 01432 383003**. Alternatively you can contact us by e-mail at [DBSteam@hoopleltd.co.uk](mailto:DBSteam@hoopleltd.co.uk)