

CAPITA

RECRUITMENT VETTING SERVICE



CRB Disclosure Guide

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Introduction

The Criminal Records Bureau (CRB) provide a regulated 'one stop' service, offering access to records held by the police, together with those held by the Department for Children, Schools & Families (DCSF) and the Department of Health (DH).

In today's world an effective recruitment checking process is becoming more important and the Disclosure service enables employers and organisations to make more thorough recruitment checks, particularly for positions that involve regular contact with children and vulnerable adults.

The Disclosure service is available to organisations that are not registered with the CRB by using an Umbrella Body, such as Capita to obtain their Disclosure.

Getting started

As an Umbrella Body, Capita Recruitment Vetting Service will be responsible for the administration and checking of the Disclosure Application Form (DAF) on behalf of your organisation. The CRB stipulates that anyone involved in the "recruitment process of an applicant" must comply with the '**CRB Code of Practice**'. This is an important document and we have provided you with a copy along with some blank Disclosure Application Forms. You can also obtain a copy of the '**CRB Code of Practice**' from the CRB website at www.crb.gov.uk.

How to register

Registering for the service is easy. You need to read the enclosed information and sign and return the enclosed '**Form of Agreement**' in the envelope provided.

The process summarised

Stage 1	Registration
Registration	<ol style="list-style-type: none"> 1. Read the enclosed Form of Agreement, sign and return it to Capita, in the freepost envelope provided 2. We will provide Blank Disclosure Application Forms for each individual needing to be checked 3. We will provide you with the CRB 'Applicant's Guide to Completing the Disclosure Application Form', the CRB Code of Practice and other relevant guidance notes
Stage 2	Disclosure Application Process
Disclosure application process	<ol style="list-style-type: none"> 4. Your nominated person will explain to your applicant that the CRB check is part of the recruitment process and they complete the Disclosure Application Form 5. Your nominated person will verify your applicant's identity and sign the relevant section of the Application Form to state they have sighted original documents 6. Your nominated person will check the completed Application Form for errors then send it on to Capita for administering 7. On receipt of the completed Application Form, Capita will carefully check that each section is completed correctly, countersign the Form and forward it to the CRB 8. If your submitted Application Form contains mistakes or errors, Capita will work with you to make any corrections as necessary. This may involve returning the Form to you for additional information as required
Stage 3	Receipt of the Disclosure
Receipt of the Disclosure	<ol style="list-style-type: none"> 9. The CRB will return the registered body's copy of the Disclosure to Capita 10. Capita will forward this copy of the Disclosure to the nominated person within your organisation. Guidance on how to store and destroy the Disclosure can be found within the CRB Code of Practice.

Guidance on completing the Disclosure Application Form

To help prevent the applicant making a mistake when they complete their forms, please encourage them to use the purple booklet entitled 'CRB An Applicant's Guide to Completing the Disclosure Form', a copy of which has been provided for you and it is also available as a free download from the CRB website www.crb.gov.uk.

Mistakes on the application forms will cause delays in processing. Forms that are not completed accurately may need to be returned for amendments or additional information – please ensure all forms have been completed accurately.

Main DOs & DON'Ts

- The form is to be completed clearly in **BLOCK CAPITALS** and in **black ink**.
- They should leave an empty box between words but **not** between postcodes or telephone numbers.
- They only need to complete parts **A, B, C, D & H**.
- If they make a mistake, request that they draw a horizontal line through it and write the amended information either above or next to the error. (They shouldn't use correction fluid as the form then can't be accepted).
- If their title is Ms but they have not changed surname at any time, they need to repeat their current surname in C20.
- If they have had more than 2 separate addresses over the last 5 years they need to note their current address and then all other previous addresses, along with the dates they resided there from and until, on to the Address History – Continuation Sheet (provided with each Form).

Examples of how to fill in the Disclosure Application Form

How to correct an error

A		Applicant's details									
1	Title	Mr	<input checked="" type="checkbox"/>	Mrs	<input checked="" type="checkbox"/>	Miss	<input checked="" type="checkbox"/>	Ms	<input checked="" type="checkbox"/>	Other	<input type="checkbox"/>
2	Surname	<input type="text"/>									
3	Forename(s)	<input type="text"/>									
4	Current address	<input type="text"/>									
5	Town/City	S H E F F I E L D									
6	Town/City	S H E F I E L D S H E F F I E L D									
7	County	<input type="text"/>									
8/9	Postcode	<input type="text"/>		At current address since		<input type="text"/>		(month and year)			
10/11	Date of birth	<input type="text"/>		Male	<input checked="" type="checkbox"/>	Female	<input checked="" type="checkbox"/>				

If you make a spelling error on your application form put a single line through the misspelt word and write the correction next to or close to the misspelt word.

Filling in telephone numbers and post codes

A Applicant's details	
1	Title <input checked="" type="checkbox"/> Mr <input checked="" type="checkbox"/> Mrs <input checked="" type="checkbox"/> Miss <input checked="" type="checkbox"/> Ms <input checked="" type="checkbox"/> Other <input type="checkbox"/>
2	Surname
3	Forename(s)
4	Current address
5	
6	Town/City
7	County
8/9	Postcode S3 6 6 UH At current address since <input type="checkbox"/> M <input type="checkbox"/> M <input type="checkbox"/> Y <input type="checkbox"/> Y <input type="checkbox"/> Y <input type="checkbox"/> Y (month and year)
10/11	Date of birth <input type="checkbox"/> D <input type="checkbox"/> D <input type="checkbox"/> M <input type="checkbox"/> M <input type="checkbox"/> Y <input type="checkbox"/> Y <input type="checkbox"/> Y <input type="checkbox"/> Y <input checked="" type="checkbox"/> Male <input checked="" type="checkbox"/> Female
12	National Insurance number

Leave no gaps in the postcode

	Place of Birth	Please enter town/city names and county/district names in full as recorded on your Birth Certificate
28	Town/City	
29	County/District	
30/31	Born in the UK	Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> If no, please state country
32	Nationality	
33	Home telephone number	01 2 3 4 4 3 6 8 2 1
34	Work telephone number	
35	Preferred contact number and time	

Leave no gaps in the telephone number

What to do if the candidate has convictions

If an applicant has 'unspent' convictions they should select 'Yes' to the question in box H66 'Do you have any unspent criminal convictions'. An 'unspent' criminal conviction is any conviction that is still held on an applicant's criminal record. This is simply a further identity check for the CRB and can be explained as such to the applicant. If an applicant has 'spent' convictions (e.g. they committed a minor offence some time ago that has since been removed from their record) they do not have to answer 'yes' to H66. However where possible please encourage the applicant to include details of any convictions onto a continuation sheet.

Note: Capita expect applicants will be exempt from the Rehabilitation of Offenders Act 1974, because they will have substantial opportunity for access to children. They are therefore required to declare details of any convictions, even if they would be otherwise regarded as 'spent' under this Act, or any cautions or bind-overs, and any pending prosecutions.

Verifying the applicant's identity

To apply for an Enhanced Disclosure your applicant will need to provide personal information, details of their addresses over the last 5 years, documentation to confirm their current address and various forms of ID. You need to check your applicant's identification beyond a doubt before you submit the Form to enable the CRB to proceed with the criminal background check. See the table overleaf for the breakdown of exactly what ID can be accepted.

Which documents should I see to confirm identity?

NB. At least one document must show their current address and at least one document must show their date of birth

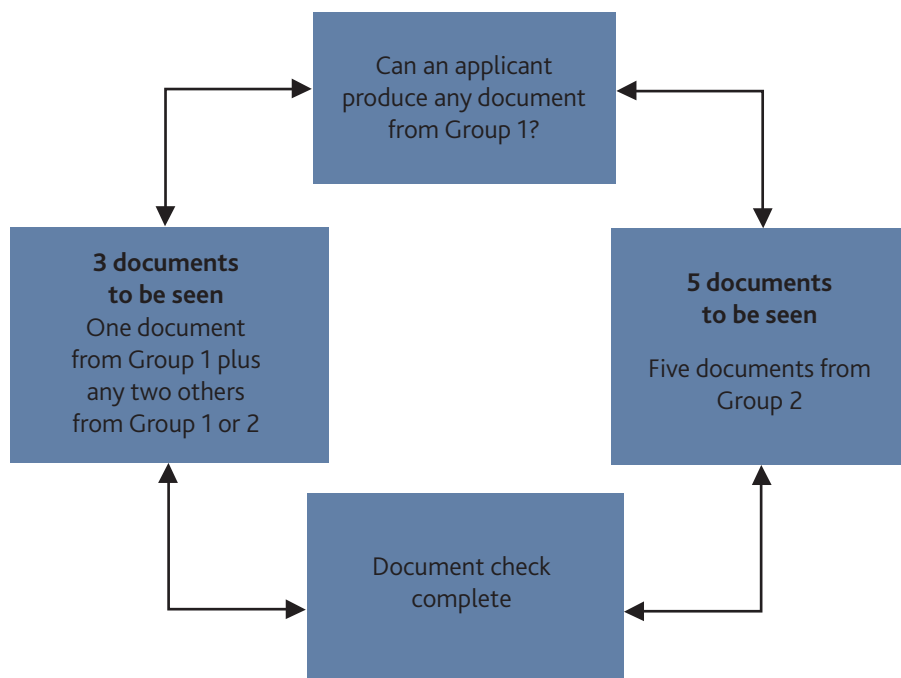


Table of acceptable Group 1 and Group 2 documents

Group 1		
Valid passport (any nationality) Original UK Birth Certificate (issued within 12 months of date of birth) (full or short form acceptable) UK Driving Licence (either photo card or paper) Valid photo identity card (EU countries only) UK Firearm's Licence Adoption Certificate		
Group 2		
Issued whenever	Issued within last 3 months	Issued within last 12 months
<ul style="list-style-type: none"> • Marriage certificate • 'Re-issued' UK birth certificate, issued after 12 months of date of birth (full or short form acceptable) • Valid NHS Card • Exam certificate (e.g. GCSE, NVQ) • Valid vehicle registration document • Valid TV Licence • Certificate of British nationality • Valid insurance certificate • National Insurance number card • Connexions card • Asylum registration card 	<ul style="list-style-type: none"> • Utility bill (electricity, gas, water, telephone, mobile phone contract / bill)* • Credit card statement* • Store card statement* • Mail order catalogue statement • Correspondence or a document from: the Benefits Agency; Employment Service; Inland Revenue; or a Local Authority • Addressed payslip • Bank or building society statement • Letter from Head Teacher 	<ul style="list-style-type: none"> • Financial statement (e.g. pension, endowment, ISA) • Child benefit book • Work permit / visa • Mortgage statement* • P45/P60 statement • Court summons • Disclosure Certificate

*If a document of this type is used please ensure they are from different organisations.

Verifying ID and documentation – Guidance for nominated persons

- Check the applicant's documentation carefully (see table below for hints & tips).
- If a document is not in a presentable state, please request further documentation.
- Documents must contain the applicant's correct current details (i.e. current name and present address). Please ensure that the details on the documentation exactly match section A of the application form (once completed).
- Any document offered as proof of ID must be an original.
- Check the number and types of documentation provided to ensure the appropriate number has been provided. Suggest other documents that they could provide as alternatives.
- If the applicant has recently moved and does not yet have any documents containing their new address, correspondence from the solicitor who handled the purchase of their property can be accepted – so long as it is on headed paper and mentions their new address. If the applicant is living in rented accommodation, their rent book or letter from their landlord can also be accepted.
- Crossing X15 (once the form has been completed) tells the CRB that you have sighted a document showing evidence of the applicant's current address (Group 2).

Passport	The passport must be valid. Check its general quality and condition. Treat it with suspicion if it is excessively damaged, 'accidental' damage is often used to conceal tampering. Photos should be examined for signs of damage to the laminate or excessive glue or slitting of the laminate, these would indicate photo switching. If the photo appears excessively large, this might indicate an attempt to hide another photo underneath. There should also be an embossed strip embedded into the laminate, which will catch a portion of the photograph. Check there is no damage.
Photocard driving licence	Examine the licence for evidence of photo tampering or any amendment of the printed details.
Paper driving licence (no photograph)	Remove the document from the plastic wallet and check that it's printed on both sides. It should have a watermark visible by holding the licence up to the light, and there should be no punctuation marks in the name or address. The 'Valid To' date should be the day before the bearer's 70th birthday (unless the bearer is already over 70). The 'Valid To' date can therefore be cross-referenced with the applicant's date of birth.
Old style Birth certificate	Birth certificates are not wholly reliable for confirming identity, since copies are easily obtained. However, certificates issued at the time of birth are more reliable than recently issued duplicates. Check the quality of paper used: genuine certificates use a high grade. There should be a watermark visible when the document is held up to the light. Any signs of smoothness on the surface would indicate that original text may have been washed or rubbed away. There should be no signs of tampering, changes using liquid paper, overwriting or spelling mistakes.
Group 2 documents	Group 2 documents can only be used if the personal details they contain match those entered on the application form. If they do not, they must be disregarded.

Checking completed Disclosure Application Forms

It is sensible for you the Nominated Persons to check application forms with the applicant face to face, so that questions can be asked and amendments or missing information added before the applicant leaves the office.

Mistakes on the application forms will cause delays in processing. Forms that are not completed accurately may need to be returned for amendments or additional information – therefore please ensure all forms have been checked thoroughly before submission.

When checking a Disclosure Application Form you should:

- Use the purple booklet, 'CRB – An Applicant's Guide to Completing the Disclosure Form', until you are confident at ensuring nothing is missed.
- Pay particular attention to the clarity of the applicants lettering, particularly 'section A' and their name.
- Check the dates that they have lived at their addresses, to ensure information has been included as far back as 5 years ago, with no gaps between dates, and that all dates show month and year of residence.
- Complete the relevant information in part X of the application form, depending on which original documentation was sighted. Ensure you enter the name of the person that sighted and checked the ID documents into box X16.
- Clearly list all the documents sighted on the 'Documentary Evidence – Continuation Sheet' and please specify which form of ID contained the applicant's current address.
- Please do not complete any of the details in section Y, Statement by Registered Person.

Next step: Once you are satisfied the Disclosure Application Form has been correctly completed, the Form should be returned to Capita, together with the accompanying documentation (i.e. Documentary Evidence – continuation sheet).

Capita will then check the documents before submitting to the CRB on your behalf.

Received Disclosures

When the CRB has completed the Disclosure checking process, two Disclosure certificates are issued – the 'Registered Body Copy' is issued to Capita and the 'Applicant Copy' is sent to the applicant at their home address.

Handling the returned Disclosure

Capita returns the Registered Body's Copy of the Disclosure in its entirety back to your organisation. In all cases your organisation will make the recruitment decision once the Disclosure has been received.

The organisation should be aware that this requires the secure storage, handling and disposal of the Disclosure within strict CRB guidelines. All Disclosure information must be destroyed within 6 months of issue date and the organisation is responsible for the storage, handling, use, retention and disposal/destruction of the Disclosure. Please refer to the enclosed '**CRB Code of Practice**' for further information.

Capita can provide additional support in interpreting Disclosure information and advice is also available from the CRB directly on 0870 9090811.

Organisations and Capita must not disclose information gained from a Disclosure to a third party without the candidate's written consent. Under the terms of the Police Act 1997, unauthorised disclosure of such information is an offence.

Confidentiality

Information provided by the CRB on Disclosures is both sensitive and confidential. Accordingly, it is important that anyone within the organisation or Capita who is party to that information should handle it in an appropriately sensitive and confidential fashion. It is all our responsibility to ensure this information's security.

General Enquiries

For any general enquiries please direct your communication to the following address.

Capita Recruitment Vetting Service
PO BOX 4324
Sheffield
S1 9EW

Telephone: 0870 850 2516
Fax: 0870 850 3740

Email: crb.enquiries@capita.co.uk
Website: www.capitarvs.co.uk

Complaints

Capita strive to offer the highest standards of service and have gained a reputation for quality and integrity. We take all complaints very seriously and if you feel that our service has not matched your expectations we would welcome your feedback. To speak to a Disclosure Advisor please call 0870 850 2516. If in the unlikely event your complaint can not be resolved immediately we ask that you put your complaint in writing to the Disclosure Manager at the above address.

Enclosed are the following useful CRB documents & policies to help with the Disclosure Application process

- **CRB Code of Practice and Explanatory Guide for Registered Persons and other Recipients of Disclosure Information -**
An important document setting out the obligations to be met by Registered Persons and other recipients of Standard and Enhanced Disclosure information.
- **CRB An Applicant's Guide to Completing the Disclosure Application Form (purple booklet)** – Step by step guide to filling in the form including an explanation of the Identification documents required.
- **Additional forms** – Continuation Sheet for Documentary Evidence should be completed for each applicant; Continuation Sheet for Address History as required.

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