

Guidance on how to obtain your DBS Disclosure certificate.

The Revitalise DBS service is provided by CBR Business Solutions. We have set out below instructions to ensure you have your Disclosure certificate in time.

It is vital that you complete this process immediately as we cannot allow you to start your placement if your DBS certificate has not come through; whilst a successful application is generally completed within two weeks, it is possible that an application can take much longer.

Step 1 - Choose Your Method:

Choose how you will verify your identity:

Please let us know *how* you are going to provide the three approved documents needed to verify your identity. There are 3 methods.

You can either:

1. Take your original documents to the Post Office and have your identity confirmed there.
2. Take them to one of the Revitalise centres before your placement.
3. Send them directly to CBR Business Solutions.

Note: Verification does not occur until **step 5**, but we need to know which method you are choosing **before** you submit anything.

Everything you need to know about identity each verification method is below.

Method 1: have your identity verified in-branch at a Post Office

You will need to make sure your local branch offers the Post Office "In Branch Verification Service". Please click the URL below to check:

<https://www.postoffice.co.uk/identity/in-branch-verification-service>

You can search using the branch finder tool.

Find your nearest branch

Use our branch finder tool to find your nearest Post Office where you can use the in Branch Verification Service.

Enter postcode, town or street name

In Branch Verification
 In Branch Document Verification

[Search >](#)

Print out your 'ID Verification Service' letter.

It will contain: your details, the details of the documents you have declared that you will be providing, and a number of barcodes that will need to be scanned at the Post Office.

Take the letter to a participating Post Office with your chosen documents – you will not have to make an appointment.

Your identity check will take place in-branch and you will receive your documents back immediately.

Once completed, your application will be forwarded automatically for processing.

As of January 2023, the price for this service is £6.85.

Since the individual only needs to travel to their local branch, the Post Office in-branch verification service is the most convenient and reliable verification method for those who cannot make it into the centres.

Method 2: have your identity verified by Revitalise

A Centre Administrator can verify your identity. Please bring your three original documents to one of the Revitalise centres; this must be done well in advance of your placement as sometimes a DBS Disclosure can take weeks to complete. Please be aware that an appointment *must* be made prior to visiting – please call or email the centre you wish to take your documents to - either Jubilee Lodge in Essex, Sandpipers in Merseyside or the Central Office in London. Copies, scans or documents sent via email cannot be accepted.

Method 3: send original documents to CBR Business Solutions

Please send your three documents to:

DBS Team
CBR Business Solutions
St Clement's House
2-16 Colegate
Norwich
NR3 1BQ

We recommend that you use a tracked postal service if sending original documents. Original documents are returned to you by CBR using Royal Mail's 'Recorded Signed For' 2nd class post. CBR Business Solutions do not hold on to documents any longer than necessary. If there is an issue with your documents, copies will be taken and the originals sent back with a letter explaining the issue. Wherever possible, documents are sent back the same day that they are received. **As of January 2023, to send a 'large letter' weighing up to 100g by 'Special Delivery' (1pm next day) would cost from £6.35.**

Once you have decided which route you will take, please [inform the centre administrator.](#)

Step 2 - Receiving the email to start your application:

Once you have chosen which method suits you, and informed the centre administrator, you will receive an emailed invitation to apply for your Disclosure. This email will come from an organisation called First Advantage (FADV) and will be sent from the email address noreply@onlinedisclosures.co.uk

This email will contain an **Organisation Pin, confirmation** of your **email address** which will be used as your username and a **link** to a registration page which you need to follow to activate your account. Click on this link then create a **memorable password**, confirm the password by entering it again then click 'save password'.

Note: This email may have gone to your spam or junk box so please do check there first if you haven't received it.

Step 3 - What you need to fill in your application:

Before you begin your application, you will need the following information / documents (where applicable) to hand:

- >Dates of any name changes (mm/yyyy)
- >Details of all addresses occupied by yourself in the last five years including dates (dd/mm/yyyy)
- >Passport
- >UK Driving Licence
- >National Insurance number
- >National ID card

In the next steps you will be asked which three approved documents you will be using to verify your identity.

To see the full list of documents accepted for verification please go to

<https://www.gov.uk/government/publications/dbs-identity-checking-guidelines>

Step 4 - Completing your application:

Your emailed invitation will contain a hyperlink that will allow you to activate your account and create a password. You will use this account to complete and submit your application.

Before you begin you will see two statements regarding fair processing, each with a 'tick box'. These statements detail the Privacy Policy and also this is where you give your consent for the Disclosure to be produced.

The first section of the application will ask you about your name and gender. (There are instructions here regarding 'sensitive' applications for transgender applicants). You will be asked about your current name and any previous names.

The second section will ask you about your birth, specifically the date, town, county, and country.

The third section asks you whether you have a National Insurance number, a valid driving licence and/or a valid passport. Further details will be asked if 'yes' is answered to any of these.

You will then be asked about your contact details. There is an option here for providing a telephone number, however this will not be used by CBR Business Solutions. Your email address will also be confirmed at this point. Communication regarding the progress of your application will be sent to this address by FADV.

The next section is regarding your address. You will be asked to provide details of your current address, including asking you when you moved in. The application requires a full five year address history and you will not be able to progress until the last five years have been accounted for. Even when the five years are 'full' you will still be able to add other addresses if necessary before you progress, e.g. if you have been away studying and had two simultaneous addresses. You must declare every address that you have lived in over the previous five years.

Having confirmed the method you will be using to verify your identity and your current nationality, you will be asked which three approved documents you will be providing for your identity check. Please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines> to see the current list of approved documents. Please be aware that internet produced documents are NOT approved documents and cannot be accepted.

NOTE: Do not send print outs of online bank statements/P45s/P60s

One of the most common reasons by far for documents being rejected is because the document is 'internet-produced'.

Please be aware, that if you are having your identity verified in-branch at a Post Office, you must take the specific documents that you have declared to be the documents you are supplying. The Post Office cannot alter the chosen documents

on your application and if the documents provided do not match those declared, you will have to log back into your application and change the document selection, before printing out a fresh 'ID Verification Service' letter. However, if you are having your identity verified by sending original documents to CBR Business Solutions, it may not matter if you send different documents, as long as they are all valid and approved – CBR Business Solutions can alter the chosen documents before they commence your identity verification.

Having chosen your documents, you will need to complete a couple more screens – an overview of the application followed by the applicant declaration and, having navigated these, your application will be ready for you to verify your identity.

Step 5 - Verifying your identity:

Depending on which verification method you have chosen (Method 1 – Post Office in-branch, Method 2 – at a Revitalise centre, or Method 3 – sending documents to CBR) please refer to the relevant instructions in **step 1** to complete this stage.

Step 6 - Waiting for your Disclosure certificate:

Having completed your application and had your identity verified, your application will be counter-signed electronically and sent to the DBS for processing. You will receive your Disclosure certificate in the post, usually in about a fortnight. You can track progress of your application using your FADV account whilst you wait for your Disclosure certificate.

You will not be able to attend your placement until both a DBS Disclosure certificate has been received and inspected and two references have been received. Without these your placement will be cancelled, and you will be asked to rearrange to a later date. Revitalise will email you before your placement to confirm your booking.