

1.1 External validation service

An external ID validation check is an alternative way of verifying the identity of an applicant, as part of [Route 2](#).

It will involve you providing an applicant's details (as presented on the application form) to your chosen supplier, who will compare the data you have obtained from the applicant against a range of independent, external data sources.

For the purposes of accessing DBS services we request that employers pursue a check that is aligned to the following standard:

- Medium confidence – as detailed in the [Good Practice Guide \(GPG\) 45](#)

This document was produced by the [Cabinet Office](#) and provides guidelines for verifying the identity of individuals, prior to granting access to government services. A 'Medium confidence' check (previously known as 'identity level 2') provides substantial assurance that the registrant's real world identity is verified.

It is important to note that standards set out in the above are widely acknowledged within the ID checking industry.

DBS countersignatories will not be required to have any in-depth knowledge of what a 'Medium confidence' check involves. Those organisations who provide the check, will be in a position to give an assurance that they comply with the standards described within the guidance.

1.2 How can I access an external ID validation check?

There are a large number of suppliers that may be able to perform a check for you to the required standard. We recommend you begin enquiries through an internet search e.g. UK search for 'Identity Validation'.

We know that Call Credit Group, Equifax, Experian, and GB Group are working towards the provision of ID validation services tailored for DBS purposes.

Registration to access an external ID validation service may differ for each supplier. We would encourage you to discuss your requirements with more than one supplier to gain access to checks in the most appropriate way for your organisation and to agree charges.

1.3 How do I decide whether an applicant has passed or failed an external ID validation check?

You should specify when sourcing a potential ID validation supplier that a 'PASS/FAIL' decision is required as part of the check that you request.

Dependent on the result, you will then either authenticate the applicant or consider moving to route three of the process.

1.4 Easy five-step guide to accessing an external ID validation check

General information on how to access a suitable external ID validation check. This is a guide and not exhaustive.

1.4.1 Step 1

Research suppliers that provide an ID validation service (i.e. through use of an internet search engine – entering wording like ‘ID verification’ should return a number of suppliers websites). You should read the general information provided by these suppliers regarding the type of services they provide before deciding whether to contact them.

1.4.2 Step 2

Once you have identified a suitable supplier, you should make contact using the telephone number or email address provided on their website. Use the following requirements in your discussions to decide whether the supplier can provide an ID check that is suitable for DBS purposes:

We require an ID validation check which:

- complies with the standards set out in Level 2 (remote) of ‘HMG’s Minimum Requirements for the Verification of the Identity of Individuals/Version 2.0/January 2003’
- provides a straightforward PASS/FAIL result (some suppliers may return a score or a percentage, neither of which are acceptable)
- provides a hard copy or printable result page

1.4.3 Step 3

If the ID validation supplier can meet the above requirements; you should then gather further information by asking questions such as:

- can you perform this type of check now, or is the service still in development?
- how much will it cost?
- how do I register with you?

- what are the payment methods and processes?
- what are your terms and conditions?

1.4.4 Step 4

You may wish to contact a number of ID validation suppliers to establish which is best suited to your requirements.

1.4.5 Step 5

Start conducting external ID validation checks on applicants to establish their identity.

The process of accessing an external ID check supplier should only need to be carried out once. When you have identified a suitable supplier there should be no need to source an alternative, unless you decide the service is unsatisfactory.

1.5 Applicants who have been adopted

If they were adopted before the age of 10, they do not need to provide their surname at birth in section A of the DBS application form, they should give their adoptive name in this section.

This is because the age of criminal responsibility is deemed to be 10 years, under the Children and Young Persons Act 1933, Chapter 12, Section 50. This means that there is no possibility that an individual could have a criminal record in a name that was used until the age of 10.

1.6 What if the applicant's identity cannot be established using one of the three routes?

If you or your ID checker cannot establish an applicant's identity in accordance with DBS ID guidelines then you should mark W59 on the application form with a NO.

Applicants who are unable to provide the required documents will then be asked to give their consent to have their fingerprints taken in line with the current procedure. Employers should note this will require attendance by the applicant at a police station at an appointed time, and may add delay to the overall application process.