

## **Disclosure Barring Service (DBS) identity checks through the Post Office - Frequently Asked Questions (FAQs)**

This document contains the Frequently Asked Questions received by CIW about the new DBS Identity Checks process through the Post Office.

We have reproduced them here for reference. If you have any queries or other questions you would like to raise, please email us at [CIW@gov.wales](mailto:CIW@gov.wales).

### **From what date will I be able to have my identity checked at the Post Office?**

All applications from 1 July 2021 will have an identity check done at the Post Office.

### **Who needs to go to the Post Office for an identity check?**

Anyone applying for a DBS check with CIW, through our third party provider, Vibrant Nation.

### **Can I take my son's ID documents to the Post Office to be checked?**

Identification checks will be carried out by the Post Office from the 1<sup>st</sup> July 2021, this will be to:

- Confirm an applicant's identity; and
- Validate the applicant's identity documents.

This means that the person named on the application must attend the Post Office ID check to have their identity confirmed and their original identification documents validated.

The Post Office will not be able to complete the ID check if the person named on the application does not attend the ID check.

### **Can I still choose to come to a CIW office to have my identity checked?**

From 1 July 2021, CIW is no longer able to carry out ID checks.

### **How many Post Offices offer the identity checking service?**

There are 191 Post Offices across Wales (including rural areas).

### **How do I find out which Post Offices offer the services?**

A Post Office branch finder has been built into the online application form, which allows you to search for a Post Office located close to where you live.

### **How do I arrange an identity check with the Post Office?**

When completing your online application form, you will have to select what identity documents you will be using to prove your identity. Once you have selected the documents, the system will generate a barcode.

This barcode lets the Post Office know that you need an identity check, and what documents you will be taking with you.

You **must** take the barcode to the Post Office along with the documents you selected on your application form, or they will not be able to do your identity check.

### **Do I need to book an appointment, or can I turn up and queue?**

No, you do not need to make an appointment.

As long as you have your barcode and the documents you have selected on your application form, you can go to any Post Office listed on the branch finder to have your identity checked.

You **must** take the barcode to the Post Office along with the documents you selected on your application form, or they will not be able to do your identity check.

### **Do I have to print out the barcode?**

No, you do not need to print the barcode. You can take a picture of the barcode on your mobile device, or take a screen shot if you have completed your application on your smart phone. If you do not have a phone that takes pictures, you can print the barcode and take that along with your documents.

### **Do Post Offices offer a bilingual service?**

Some Post Offices offer a bilingual service and this information will be available on the Post Office website.

### **What days do Post Offices offer DBS identity checks on?**

This service is offered within the Post Offices normal opening hours. This includes weekends. You will need to check the Post Office website for each offices opening hours.

**What is the cost associated with a check at the Post Office?**

There is a £12 fee payable once you have completed your identity check.

**Will I need to do an identity check with the Post Office if I subscribe to the DBS Update Service?**

Once you have subscribe to the update service, you pay an annual fee to keep your DBS current. This means you do not then need to renew your DBS every three years and undergo an identity check, providing your subscription remains active.

**What do I need to do if I got my DBS through a different company?**

There is no change to the process if you have had your DBS certificate through a different third party, and not through CIW. You will still need to provide CIW with the information within 3 months of the certificate issue date.

**If I have a query, who do I ring?**

If you require any assistance please contact Vibrant Nation on 02920 334995 or email [admin@vibrantnation.co.uk](mailto:admin@vibrantnation.co.uk).