

Version Control Document
Version: 0522

Personal Documents

We need to carry out your
Background Checks



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Why

You will be asked to upload copies of your **personal documents** onto our secure VOLT Screening Portal as part of our identity, right to work, address, and criminality checks to satisfy employment legislation and/or comply with the 'acceptable document' list rules for UK criminality checks, if applicable. Sometimes we may need them to carry out international criminality checks. Your signed 'Declaration' document lists the checks we carry out.

What do I need to provide?

To comply with the 'acceptable document' list rules, please **provide us with the right documents in an acceptable format** (clear scans or photos) to avoid delays to your screening and remove the need for us to contact you again. Mobile phone bills, for example, are not accepted, as proof of address. Some on-line documents won't be accepted by the Home Office/DBS, but others will.

Check the Acceptable Personal Documents Table below to guide you on what you need to provide for us to start your screening. Worth noting, if your chosen documents show your previous name prior to your current legal name (before marriage or deed poll change, for example), we'll need a supporting document such as your marriage certificate or deed poll.

1. Proof of Address
2. Proof of Identity
3. Proof of Right to Work

How do I make sure the document image quality is acceptable for checks?

You can scan the acceptable document or use a camera phone to take a photo of it. Photos should be high resolution with the flash turned off, otherwise the image is washed out and hard to read. To take the clearest photo, find the best lighting near a window or under a lamp. Capture the whole document and then email the photograph to your computer, ready to upload to us.

What Proof of address document should I provide if I am aged 16-19 years and don't have any of the below?

It does depend on the level of screening that you've been submitted for. If you're a full-time student in the UK, a letter from your head teacher or college principal confirming your address is acceptable.

What if I am applying from outside the UK?

A letter of sponsorship from your future employer confirming your address is only acceptable for non-UK nationals living outside the UK. If you're living and working outside the UK, a non-UK bank or building society transaction statement dated within the last three months is acceptable. The bank or building society branch must be located in the country where you are living/working.

Proof of address document options

Driving licence?

Proof of address document	Must-haves ✓	It should look like this example	We can't accept ✗
<p>Photocard driving licence (UK)</p> <p>or</p> <p>Paper version current driving licence (full or provisional if issued before 1998)</p>	<p>Current (full or provisional) with current address</p>		<p>✗ Expired</p> <p>✗ Paper counterpart driving licence documentation (this was abolished on 8th June 2015 and is no longer a legal document)</p> <p><i>Tip: if you're supplying your driving licence as a proof of address, it can't be used as a proof of identity as well</i></p>

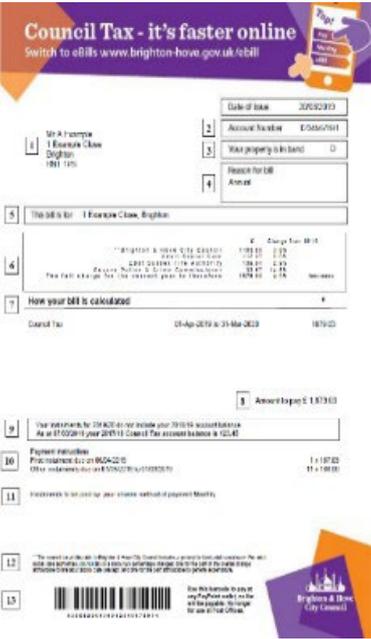
Or, if you don't have a driving licence, can you provide a P45 or P60 document?

P45 or P60?

Proof of address document	Must-haves ✓	It should look like this example	We can't accept ✗
<p>P45 or P60 statement issued by employer (UK/Channel Islands)</p> <p>Paper (scanned) and online copies are acceptable</p>	<p>Current address (dated within last 12 months)</p> <p><i>Tip: P60 is dated to April of issue year</i></p>		<p>✗ A P45 or P60 that's dated older than 12 months</p>

Or, if you don't have a P45 or P60, can you provide a council tax statement/bill?

Council tax statement/bill?

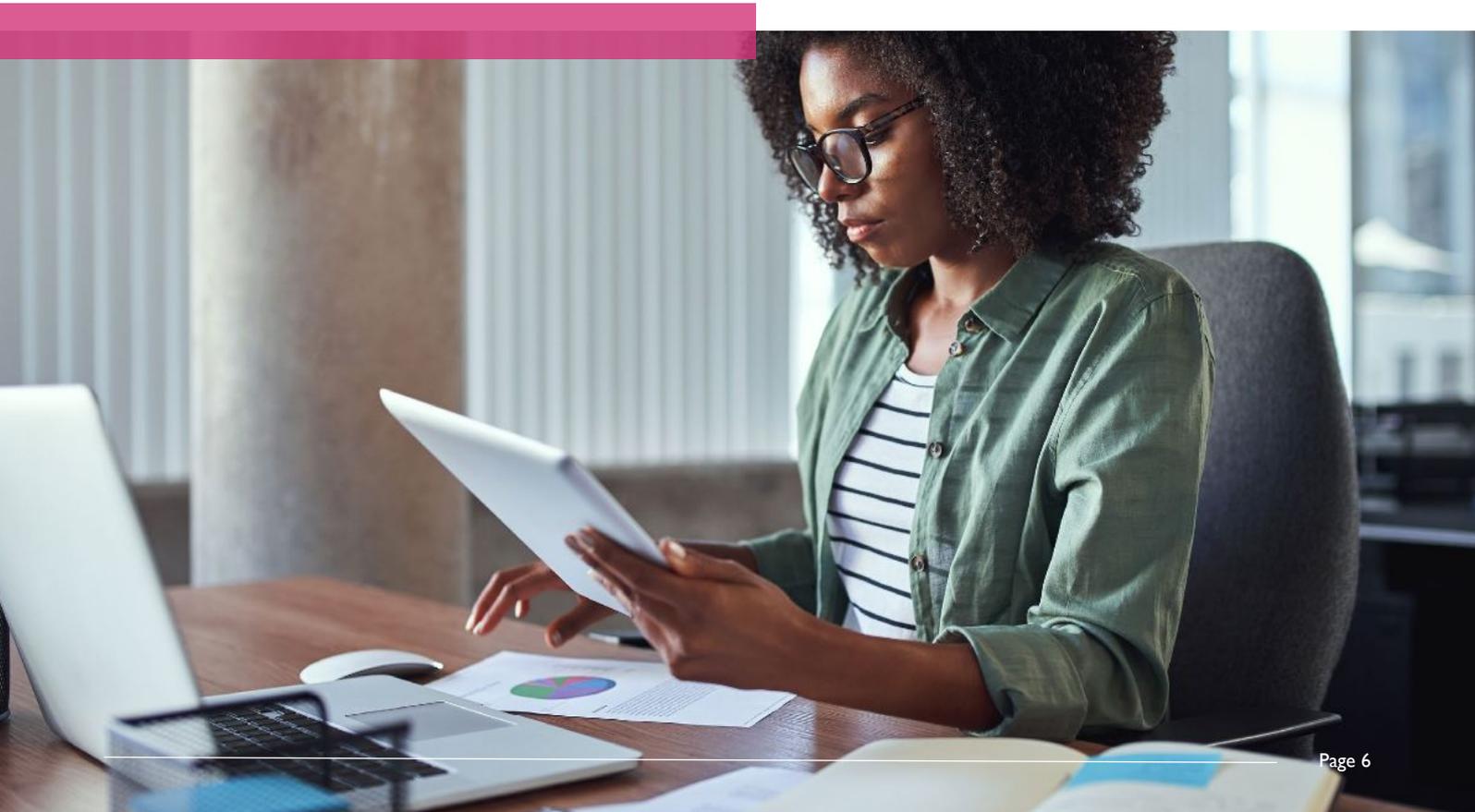
Proof of address document	Must-haves 	It should look like this example	We can't accept 
<p>Local authority council tax statement/bill (UK/ Channel Islands)</p> <p>Paper (scanned) copies are acceptable</p> <p>On-line digital copies not acceptable</p>	<p>Current address (dated within last 12 months)</p> <p>Must be dated and addressed to you (jointly addressed documents are acceptable)</p>		<p> A council tax statement that's dated older than 12 months</p> <p> A council tax letter that's addressed to another member of your household</p>
<p>Local authority council tax letter – amendments / arrears notices (UK /Channel Islands)</p> <p>Paper (scanned) copies are acceptable</p> <p>On-line digital copies not acceptable</p>	<p>Current address (dated within last 3 months)</p> <p>Must be dated and addressed to you (jointly addressed documents are acceptable)</p>		<p> A council tax letter (amendments/arrears notice) that's dated older than three months</p> <p> A council tax letter that's addressed to another member of your household</p>

Or, if you don't have a council tax statement/letter, can you provide a document issued by a government agency?



Document issued by a government agency?

Proof of address document	Must-haves ✓	It should look like this example	We can't accept ✗
<p>Document from central government/ agency (DWP, Employment Service, HMRC, Job Centre, Social Security, NHS) (UK/Channel Islands) NHS appointment letter HMRC self-assessment letter/tax code notice Universal Credit statement/letter Jobseekers statement/ allowance State Pension letter Child Allowance statement</p> <p>Paper (scanned) copies are acceptable</p> <p>On-line digital copies not acceptable</p>	<p>Current address (dated within last three months)</p> <p>Must be dated (jointly addressed documents are acceptable)</p>		<p>✗ A document that's dated older than three months</p> <p>Note: These documents are not accepted due to having no date of issue:</p> <ul style="list-style-type: none"> ✗ HMRC annual tax summary ✗ DVLA tax reminder notice ✗ Polling card

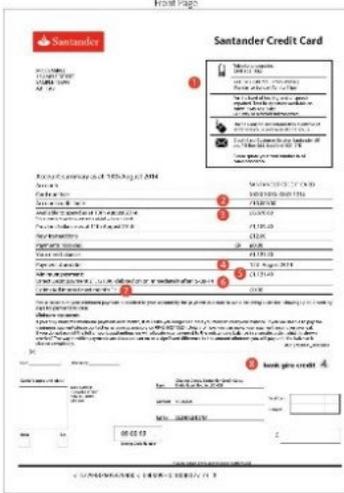


Utility bill?

Proof of address document	Must-haves ✔	It should look like this example	We can't accept ✘
<p>Utility bill (water, electricity, gas). Broadband bill must show line rental (UK)</p> <p>Paper (scanned) copies are acceptable</p> <p>On-line digital copies not acceptable</p>	<p>Current address (dated within last three months)</p> <p>Must be dated (jointly addressed documents are acceptable)</p>		<p>✘ Mobile phone bills (because these can be sent to different addresses)</p> <p>✘ A document that's dated older than three months</p> <p>✘ Generic correspondence (welcome letter, service notification)</p>

Or, if you don't have a utility bill, can you provide a financial statement?

Financial statement?

Proof of address document	Must-haves ✔	It should look like this example	We can't accept ✘
<p>Credit card account transaction statement (UK)</p> <p>Paper (scanned) copies are acceptable</p> <p>On-line digital copies not acceptable</p>	<p>Current address (dated within last three months – recent transaction dates can be used to date the statement if a clear issue date is not shown)</p> <p>Must be dated (jointly addressed documents are acceptable)</p>		<p>✘ Generic correspondence (interest rate or T&C changes or statements of fees)</p> <p>✘ A document that's dated older than three months</p>
<p>Mortgage statement/private pension statement/endowment/ISA (UK)</p> <p>Paper (scanned) copies are acceptable</p> <p>On-line digital copies not acceptable</p>	<p>Current address (dated within last 12 months)</p> <p>Must be dated (jointly addressed documents are acceptable)</p>		<p>✘ Generic correspondence (interest rate or T&C changes or statements of fees)</p> <p>✘ A document that's dated older than 12 months</p>

Proof of address document	Must-haves 	It should look like this example	We can't accept 
<p>Bank/Building Society Account opening confirmation letter (UK/Channel Islands)</p> <p>Bank/Building Society Statement (UK/ Channel Islands)</p> <p>On-line digital copies not acceptable</p>	<p>Current address (dated within last three months – recent transaction dates can be used to date the statement if a clear issue date is not shown)</p> <p>Must be dated and addressed to you</p> <p>Current address (dated within last three months – recent transaction dates can be used to date the statement if a clear issue date is not shown)</p> <p>Must be dated and addressed to you (jointly addressed documents are acceptable)</p> <p>Please note we need to see your name and address and date of issue. Any financial information can be freely censored.</p>		<p> Generic correspondence (interest rate or T&C changes or statements of fees)</p> <p> A document that's dated older than 3 months</p> <p> Generic correspondence (interest rate or T&C changes or statements of fees)</p> <p> A document that's dated older than three months</p>

Proof of identity document options

If you are not a UK national, we will also require proof of your right to work for your screening. DBS guidance requires RTW for Irish nationals as well.

UK/Irish national identity document

UK/Irish passport?

Proof of identity document	Must-haves ✓	It should look like this example	We can't accept ✗
Passport (UK/Ireland)	<p>Current passport must show your signature</p> <p>Copy the full two pages of personal details/ photo page</p> <p>Coronavirus exception: DBS will temporarily allow expired UK passports to be used for ID checking purposes, if within 6 months of expiry date</p>		<p>✗ Expired passport (unless within 6 months of expiry date, due to the coronavirus exception)</p> <p>✗ Unsigned passports</p>

Or, if you don't have a passport, can you provide a UK photocard driving licence?

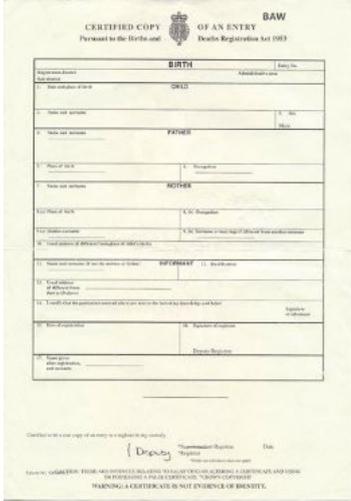
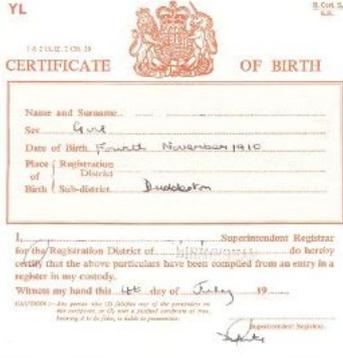
UK driving licence?

(Only use this document if you haven't already submitted it as proof of address)

Proof of identity document	Must-haves ✓	It should look like this example	We can't accept ✗
Photocard driving licence (UK)	<p>Current (full or provisional) with current address</p>		<p>✗ Expired</p> <p><i>Tip: if you're supplying your driving licence as a proof of identity, it can't be used as proof of address as well. Driving licences also can't confirm right to work</i></p>

Or, if you don't have a driving licence, can you provide a birth/adoption certificate PLUS an official document showing name and NI number?

Birth or adoption certificate?

Proof of identity document	Must-haves 	It should look like this example	We can't accept 
<p>Birth certificate (UK/Isle of Man/ Channel Islands)</p> <p>or</p> <p>Adoption certificate (UK/Isle of Man/ Channel Islands)</p> <p>Full/long and short birth certificates to include those issued at HM Armed Forces bases abroad</p>	<p>Certificate originally issued at birth (within 12 months of birth) is preferable (Recent extracts, issued later than 12 months after birth, can be accepted, however additional identity or proof of address documents may be requested).</p>		<p> Birth or adoption certificate without the additional official document showing your name and NI number</p> <p> Birth or adoption certificate without a complete image. This, due to size, may require you to take several images to ensure that you provide the full document</p>
<p>PLUS +</p> <p>Official document showing name and national insurance number</p>	<p>PLUS +</p> <p>Official document showing your full name and national insurance number (NI card /letter, letter from HMRC/DWP /Jobseekers, P45, P60 and most payslips showing your full name /NI number on the same page with employer name /logo/letterhead)</p>		<p> A split envelope style payslip as an official document showing your name and NI number</p> <p><i>Tip: Issue date of the certificate can usually be found on the bottom of the document</i></p>



Non-UK/Irish national identity document

Non-UK/non-Irish passport?

Proof of identity document	Must-haves 	It should look like this example	We can't accept 
<p>Biometric residence permit /card (UK)</p>	<p>Both sides/ all pages of the card must be provided, even if no relevant information is displayed</p>		<ul style="list-style-type: none">  Expired biometric residence permit/card  Biometric Residence Permits can't confirm right to work
<p>or</p> <p>Passport (non-UK/Irish)</p>	<p>Current passport must show your signature and photo</p> <p>If providing only a passport as proof of identity, we will also require proof of right to work as laid out below</p>		<ul style="list-style-type: none">  Expired passport  Unsigned passport

Right to work (RTW) document options

UK national right to work

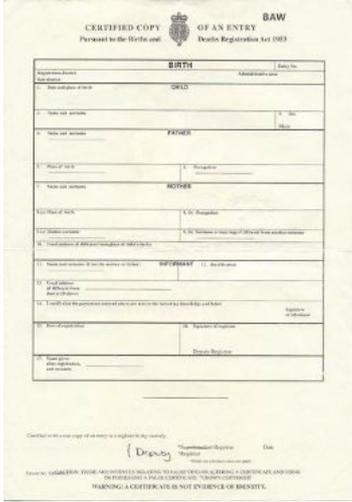
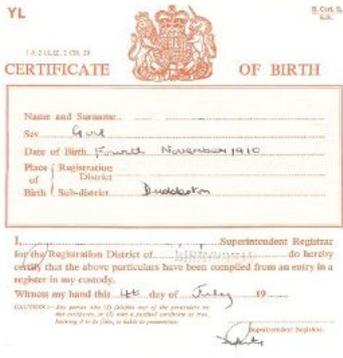
UK passport?

Proof-of-RTW document	Must-haves 	It should look like this example	We can't accept 
<p>Passport (UK) – current or expired (most recently issued expired passport)</p>	<p>Expired passports can be accepted for right to work</p> <p>Copy the full two pages of personal details/photo page</p> <p>Endorsed with right of abode in the UK if you are not a British Citizen but hold another form of British nationality</p>		<p> Unsigned passport</p>

Or, if you don't have a passport, can you provide a birth/ adoption certificate, or certificate of registration or naturalisation as a British citizen PLUS an official document showing name and NI number?

Birth or adoption certificate

Or certificate of registration or naturalisation as a British citizen?

Proof-of-RTW document	Must-haves 	It should look like this example	We can't accept 
<p>British certificate (UK/Isle of Man/ Channel Islands) Full/long and short birth certificates to include those issued at HM Armed Forces bases abroad</p> <p>or</p> <p>Adoption Certificate (UK/Isle of Man /Channel Islands)</p> <p>or</p> <p>Certificate of registration or naturalisation as a British citizen</p>	<p>Certificate originally issued at birth (within 12 months of birth) is preferable (Recent extracts, issued later than 12 months after birth, can be accepted, however additional identity or proof of address documents may be requested)</p>		<p> Birth or adoption certificate without the additional official document showing your name and NI number</p> <p> Birth or adoption certificate without a complete image. This, due to size, may require you to take several images to ensure that you provide the full document</p>
<p>PLUS +</p> <p>Official document showing name and NI number</p>	<p>PLUS +</p> <p>Official document showing your full name and NI number (NI card/letter, letter from HMRC /DWP/Jobseekers, P45, P60 and most payslips showing your full name /NI number on the same page with employer name /logo/letterhead)</p>		<p> A split envelope style payslip as an official document showing your name and NI number</p> <p><i>Tip: Issue date of the certificate can usually be found on the bottom of the document</i></p>

Irish Passport or Passport Card?

Proof-of-RTW document	Must-haves	It should look like this example	We can't accept
<p>Passport/Passport card (Irish)</p>	<p>Expired passports can be accepted for right to work, although in-date passports are preferred</p> <p>Current passport must show your signature and photo page</p>		<p> Unsigned passport</p>

OR Irish birth or adoption certificate?

Proof-of-RTW document	Must-haves	It should look like this example	We can't accept
<p>Irish birth or adoption certificate</p> <p>PLUS</p> <p>An official document showing your full name and either:</p> <p>An NI document, if you're working in the UK</p> <p>Or</p> <p>A PPS document, if you're working in Ireland</p>	<p>Certificate originally issued at birth (within 12 months of birth) is preferable (Recent extracts, issued later than 12 months after birth, can be accepted, however additional identity or proof of address documents may be requested)</p>		<p> Birth or adoption certificate without the additional official document showing your name and NI number</p> <p> Birth or adoption certificate without a complete image. This, due to size, may require you to take several images to ensure that you provide the full document</p>

Non-UK/Irish national right to work

Online right to work verification

For most non-UK & non-Irish nationals, right to work is confirmed using the Home Office online right to work check service. This service can be used at <https://www.gov.uk/prove-right-to-work>.

Once inside the portal, you will need to generate a share code to provide to Security Watchdog, or the organisation that has requested your screening. This can be done by following the steps laid out in the <https://www.gov.uk/prove-right-to-work> portal. Security Watchdog (or your employer) may then use this code on a separate portal to view your working permission.

Please note that other immigration status sharing portals cannot be used for this function – the code must be generated at the right to work portal linked above.

The online service cannot be used on its own as proof of identity – a valid identity document such as a valid passport, biometric residence permit or driving licence must be provided if an identity document is required.

These documents must be endorsed with permission to undertake the work in question for the employer/organisation that we are screening you on behalf of.

Underway applications to the Home Office

If you currently have an application underway with the Home Office for further leave to remain, please indicate this on your form, and upload supporting documentation (e.g., a copy of the Home Office confirmation) alongside your current/most recent immigration document.

Right to work documentation

If you are unable to generate a share code using the previously linked portal and do not currently have an application underway with the Home Office, you will need to provide a copy of a physical document proving your right to work in the UK. The document must be endorsed with permission to undertake the work in question for the employer/organisation that we are screening you on behalf of.

- ✓ Valid passport endorsed to show that the holder is allowed to remain in the UK (including visas, indefinite leave to remain and right of abode)
 - The photo page of the passport containing the endorsement must also be provided.
- ✓ A document issued by the governments of Jersey, Guernsey or the Isle of Man confirming that the holder has been granted or made an application for leave to enter or remain under Appendix EU to the Immigration Rules



- ✓ An immigration status document containing an endorsement to show that the holder is allowed to remain in the UK PLUS an official document showing your name and NI number:
 - NI documents include NI cards/letters, letters from HMRC/DWP/Jobseekers, P45s/P60s and most payslips.
 - Payslips must have your name and NI number shown together on the same page (split envelope style payslips can't be accepted). They must also show the employer's name or logo/letterhead.
- ✓ An application registration card
- ✓ A document issued by the Home Office showing that the holder has made an application to the EU Settlement Scheme.

The following documents are no longer acceptable proof of right to work in the UK.

- Biometric Residence Permits/Biometric Residence Cards/Frontier Worker Permits: As of 6th April 2022, employers are no longer permitted to accept these as proof of right to work. Holders must instead prove their immigration status using the online share code service at <https://www.gov.uk/prove-right-to-work>.
- UK residence cards, permanent cards and derivative residence cards issued under EU treaty law (including those issued to family members EEA nationals): As of 6th April 2022, these are no longer acceptable under any form. Holders must have applied to the EU Settlement Scheme and must now demonstrate a status using the online share code service at <https://www.gov.uk/prove-right-to-work>
- Immigration endorsements (including Indefinite Leave to Remain and right of abode) contained within an expired passport. Please see the next section for more information.
- Letters from the Home Office confirming the holder possesses indefinite leave to remain in the United Kingdom. Please see the next section for more information.

Immigration endorsements contained within expired passports and Home Office letters

In May 2014, the Home Office changed the list of documents that employers can accept as proof of right to work for non-UK nationals in the UK. One of these changes was that endorsements contained within passports can only be accepted if the passport hasn't expired. They also removed letters from the Home Office confirming the holder has indefinite leave to remain/enter from the acceptable documents list.

The Disclosure & Barring Service (DBS) incorporated this new list of acceptable documents into its identity verification process for non-UK nationals, so that endorsements in expired passports and Home Office letters can't be used as proof of right to work for criminal disclosure checks.

This change was part of an effort to move people onto a single, secure document – the biometric residence permit – which grants access to the online right to work verification services, allowing employers to verify right to work directly with the Home Office. Most of the people who have been affected are non-UK nationals who have held indefinite leave to remain or indefinite leave to enter for many years.

Most endorsements contained within expired passports and Home Office letters can be updated to biometric residence permits, although there may be costs associated with the application:

<https://www.gov.uk/biometric-residence-permits/replace-visa-brp>

If you present us with an endorsement contained within an expired passport, or a Home Office letter as proof of right to work, we – in the interest of our clients - will typically inform your employer that your documentation won't provide them with statutory excuse (a defence against a penalty from the Home Office if found to be unknowingly employing illegal workers). If your employer requests a criminal disclosure check through the DBS as part of your screening, we'll also advise that we can't proceed with the check unless you apply for a biometric residence permit. Security Watchdog will generally not directly ask or require you to apply for a biometric residence permit. The final decision on all aspects of your screening rests with your employer, so we'll liaise with them on this matter.

Should you apply for a biometric residence permit, there's no need to wait for it to arrive, as your employer can verify that the application is underway using a Home Office service. This service provides temporary confirmation of your right to work, which can be used to progress your screening – your employer will need to carry out a follow-up right to work check within six months. By then you should have received the biometric residence permit and be able to use the online right to work check service at <https://www.gov.uk/prove-right-to-work> to generate a share code.

For more information regarding employer right to work checks please see the link below.

Right to Work Checks: An Employer's Guide

www.gov.uk/government/publications/right-to-work-checks-employers-guide



SECURITY

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