



How to Use the On-line Disclosure and Barring Service (DBS) Check

All DBS checks are to be completed on-line. All applications that need a DBS check will have to use this service unless you have previously registered with the DBS Update Service. The cost is £63.50. If you use the Post Office ID checking service, then the fee is £69.50. (Fees as of the 2nd December 2024).

To obtain your online DBS check you will **need to have a current email address** so that you can register on the system. If you do not have access to the internet and/or need help getting an email address, you can get assistance at Rushcliffe Borough Council Customer Contact Point, West Bridgford Library, Bridgford Road, West Bridgford, Nottingham, NG2 6AT.

You will need to follow the on screen instructions with the main points being reproduced for you in this guide. Once you have registered online you will need to bring all supporting documents such as your passport and driving licence to the Rushcliffe Customer Contact Point where staff will check and verify them against what you have entered online. You will then need to make your payment, preferably by card. If you choose to pay by cash you will have to attend a main Post Office. The online DBS check is expected to be quicker and in cases of a clear check you will not be required to present your disclosure certificate to the Council.

The basic steps to make an application are as follows:

1. Go to [GBG Online Dislosures](https://gbg.onlinedisclosures.co.uk) (https://gbg.onlinedisclosures.co.uk)
2. Register your details on the system

Register on the System

FirstAdvantage

Sign In

Organisation pin Don't have this?

Supplied by your organisation

Email address

john.doe@email.com

Password

Sign In

[Forgotten sign in details?](#)

Need to Register?

If you have been directed here to self register by your organisation you can do so below.

[Register](#)

Notices

New logo! Same commitment to help you Hire Smarter and Onboard Faster.

Disclosure and Barring Service (DBS) Applications - Stage 4 Delays

We ask that you do not contact First Advantage if your application is delayed at Stage 4. First Advantage will escalate any applications with the DBS at Stage 4 for more than 60 days on your behalf.

Stage 4 is the Police queue which can vary across regions. Although Police performance remains strong, they have found it difficult to keep on top of the increased demand received.

To tackle any backlogs, many forces are currently onboarding additional resource receiving support from other forces and working extended hours.

Further information relating to Stage 4 processing can be found on the DBS website [here](#).

[Need Help? Click. Chat. Call](#)

Application Help

- [Contact Us](#)
- [OnlineDisclosures Privacy Policy](#)
- [PostOffice-Locations](#)
- [The Applicant - How to Get Started](#)
- [The Customer - How to Get Started](#)
- [The Customer - How to Verify an Application](#)

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To submit an application through **Rushcliffe Borough Council** you will need to use the following information:

PIN NUMBER 139143

To submit an application through the **Post Office** you will need to use the following information:

PIN NUMBER 139145

Step 1 of 2

The first time you use Online Disclosures you need to **Register**. Click **Register** on the right hand side of the screen.

Org Pin: This is a specific number supplied by your organisation.

Your Full Name: Enter your full name.

Email: Enter your own email and confirm it by entering it again.

Click **Next Step**

Please Note: If you do **not** have on Org Pin, then you should contact the organisation requesting you complete an Online Disclosures check.

The screenshot shows the 'Online Disclosures' registration interface. At the top, it says 'Online Disclosures Formerly TMG CRB a GIBGroup solution'. Below this is the heading 'Register - Step 1 of 2'. A sub-heading reads: 'You can self register to access our online application service if you have been provided with a PIN and secret word by your organisation.' There are four input fields: 'Org pin' (with a 'Don't have this?' link), 'Your full name', 'Email address' (pre-filled with 'john.doe@email.com'), and 'Confirm email address'. A blue 'Next step' button is at the bottom, with a 'Cancel registration' link below it.

Step 2 of 2

Secret Word Z4LQX (use for both Rushcliffe and Post Office applications)

The screenshot shows the second step of the registration process. It features the 'Online Disclosures' logo at the top. The heading is 'Register - Step 2 of 2'. The instruction is 'Please enter the secret word This should have been provided by your organisation'. There is a text input field for the secret word. Below this is a checkbox with the text 'I confirm Rushcliffe Borough Council - (Org) is my organisation'. A section titled 'Create password' provides instructions: 'Please choose a password at least eight characters in length using a combination of UPPER CASE, lower case and numbers (0-9). Add special characters (!%\$£) to increase your password security strength.' There are two input fields for the password and its confirmation. At the bottom, there is a blue 'Complete registration' button and a 'Cancel registration' link.

Please keep your password safe, as you will need this to verify your documents at the Rushcliffe Customer Service Centre

Before you Begin

If you have any of the documents listed it is mandatory to supply the relevant information requested. To make completing the application easier and faster for yourself, make sure therefore that you them readily available.

Before you Begin

This application process should only take around 4-5 minutes to complete. You can save your progress and return at any time to complete the application.

What you will need

If you have any of the following then you will be asked to provide details:

- National Insurance number
- Valid UK Driving licence
- Valid passport
- Valid national ID card

Begin application

Please read the **Statement of Fair Processing** and click **Accept** at the bottom of the page.

Save & sign out

Statement of Fair Processing

Please confirm below that you agree to the following statement

The DBS was established in December 2012 and merges the functions previously carried out by the criminal records bureau (CRB) and independent safeguarding authority (ISA).

Applications for basic criminal record checks are processed by Disclosure Scotland.

In this fair processing statement, "we", "us" and "our" refers to the organisation requesting a criminal record Disclosure.

By accessing the Website and providing us with your personal details, you agree to accept and be bound by our privacy policy, the key terms of which are non-exhaustively summarised in this fair processing statement.

All information is stored in a secure environment, compliant with a co2 room. All information for a Disclosure is encrypted and submitted to and from DBS via secure government pathway.

Data can only be amended by the applicant using the email address and password supplied at registration. Therefore, it is important that you keep this information in a secure place.

All organisations requesting criminal record Disclosures are required to:

- Abide by the Data Protection Act
- Abide by the Data Protection Act
- Have a policy for the recruitment of ex-offenders and a policy for secure storage, handling, use, retention and disposal of Disclosure Certificates and Disclosure Information

All information requested is used solely for the purpose of producing a criminal record Disclosure and is collected, stored and processed by us and the DBS or Disclosure Scotland in accordance with the data protection Act 1998. We will treat your personal information as confidential and we will not disclose it to any third party except: (i) with your prior agreement; (ii) as necessary for providing our Criminal Record online service to you; or (iii) as required by law.

Applicants using this service for the purpose of obtaining a Basic Disclosure from Disclosure Scotland consent to:

- Their Disclosure Certificate dispatched to the Registered/Responsible Body at their home address.
- The exchange of electronic data between Disclosure Scotland and registered/responsible body which may include the presence, or other information on central records.

I have read and accept the above terms

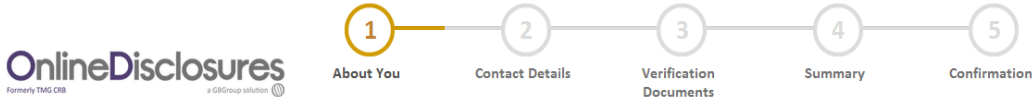
Proceed with application

Select Rushcliffe

You can begin your application by following the instructions.

Complete all the questions with your personal details.

[Withdraw](#) [Save & sign out](#)



Please note - we require all questions to be answered unless labelled as (Optional).

Your Name & Gender

Please provide your full name and any names you have been known by in the past.

Gender

A confidential checking process exists for transgender applicants who do not wish to reveal details of their previous identity to the person who asked them to complete an application for a disclosure. Please contact the Sensitive Team on Sensitive@dbs.gsi.gov.uk

Male Female

Title Forename Surname

Select

Do you have a middle name?

Yes No

Have you been known by any other names?

This could be a change of first or last name

Yes No

Birth Details

Please provide details about your place of birth.

Date of birth

- - e.g. 31 - 12 - 1960

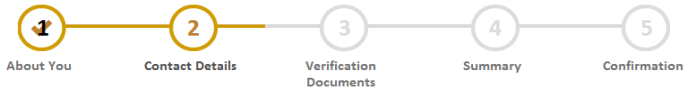
Town you were born in

This can be found on your birth certificate or passport.

County you were born in (Optional)

Your county at birth as it appears on your birth certificate.

[Withdraw](#) [Save & sign out](#)



Contact Details

We may need to contact you regarding your application. The contact details you provide will only be used for this application.

Main phone number (Optional)

Phone numbers will only be used between the hours of 9am-5pm

Alternative phone number (Optional)

Email address

enhealth@rushcliffe.gov.uk

This is the email address you registered with and cannot be changed

Your Address

We require 5 years of address history including home and university addresses. Please provide your current address first and you will be asked for further addresses if 5 years are not covered.

For DBS checks, if your current address is overseas it may be advised to use a C/o address in the UK i.e. your employer. To receive your disclosure certificate.

If you have travelled abroad with **no fixed abode**, select 'Enter address manually' where you can then provide your travel details.

Address History Timeline

The chart below shows the last 5 years address history, it will update as you enter your addresses below.



Current Address

Postcode

 [Find](#) [Enter address manually](#)

[Withdraw](#)

Save & sign out



Verification Method

Please confirm your verification method so we can determine the verification documentation required.

Verification method: Organisation [View verifiers](#)

Select verification documents

[Back to step 2](#)

[Withdraw](#)

Save & sign out

You have selected enough documentation

You can now proceed to step 4 below

Which of the following group 1 documents do you own?

Chosen documentation must be provided for verification to prove your identity. **At least one** of your chosen documents must be from the Group 1 documents listed below. Where there is no Group 1 document then a UK Birth certificate must be provided.

Please note all documents must be original, photocopies and documents downloaded from the internet cannot be accepted. [Why are specific documents required?](#)



Current valid passport

Remove



Full or provisional photo card driving licence

(UK, Channel Isles or Isle of Man) accompanied by associated paper counterpart licence

Remove



Birth Certificate (UK or Channel Islands)

Issued within 12 months of date of birth (including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces)

Select



Biometric residence permit (UK)

Select

Group 2 Document Selection

View group 2 documents

[Withdraw](#)

Save & sign out

Please select 1 further item of documentation.

Group 2b Documents

Issued within the last 3 months

- Bank/Building Society Statement (UK or EEA)
- Credit Card Statement (UK or EEA)
- Utility Bill (UK)
Electricity, gas, water, telephone. Not mobile phone bill
- Benefit Statement e.g. child allowance, pension
- Document from Government Agency/Local Authority giving entitlement (UK and Channel Islands)
Document from Government Agency/Local Authority giving entitlement (UK and Channel Islands) eg from Dpt of Work and Pensions, Customs & Revenue, Job Centre

Issued within the last 12 months

- Mortgage Statement (UK or EEA)
- Financial Statement
e.g. pension, endowment, ISA
- P45/P60 Statement (UK)
- Council Tax Statement (UK)
- Work Permit/Visa (UK)

Issued at any time

- EU National Identity Card
- Bank/Building Society Opening Confirmation Letter (UK or EEA)
- Letter of sponsorship from future employer provider (Non-UK/Non-EEA only)
For applicants residing outside the UK at the time of application
- Letter from Head Teacher or College Principal (16/17 year olds in full time education at time of application)

[Back to step 2](#)

[Withdraw](#)

Save & sign out



Application Overview

Organisation name: Rushcliffe Borough Council - (Org)

Personal reference number *(Optional)*

I would like to be updated on my application progress via email updates *(Optional)*

Declaration

Do you have any convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2014)?

Yes No

Please read & confirm the following

By ticking the application declaration box I confirm that the information that I have provided in support of this application is complete and true and understand that knowingly to make a false statement for this purpose may be a criminal offence.

I confirm I have read and agree to the above terms

Confirm & submit application

[Back to step 3](#)

Your application has been submitted for verification

What you need to bring

You are required to pay for your application, please make sure you take your credit/debit card with you when attending the RCSC.

You will also be required to enter your password when starting the verification process. **The cost is £63.50.** (The post office charge for verifying your documentation – as of 2nd December 2024 this has been set at £69.50.)

Bring your proof of identity documents. You can print out confirmation of the documentation you have chosen, this print out is optional and also provides a complete list of acceptable documents should you wish to have alternative documents verified.

Print Document Selection

Sign out

What happens next?

Please do not make an appointment. Please take your application form and proof of identity documentation to the **Rushcliffe Borough Council Customer Contact Point, West Bridgford Library, Bridgford Road, West Bridgford, Nottingham, NG2 6AT** for verification.

Application paperwork must either be posted to:

Rushcliffe Borough Council
Licensing Team
Rushcliffe Arena
Rugby Road
West Bridgford
Nottingham
NG2 7YG

or emailed to licensing@rushcliffe.gov.uk