

# Supporting Documents

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Supporting documents are required for [Basic Criminal Record Checks](#) and [Passport Checks](#).

## Basic Criminal Record Checks

The candidate must provide TWO documents:

- 1 document from Group 1
- 1 further document from either Group 1, 2A or 2B

The combination of documents provided must confirm the candidate's name, date of birth and address.

Group 1	Notes
Passport	Current and valid passport. Any country.
Driving Licence Photocard	Current. Full or provisional. UK, Isle of Man, Channel Islands and EEA.
Biometric Residence Permit	Current, UK.
Birth Certificate	Issued within 12 months of birth. UK, Isle of Man and Channel Islands.
Adoption Certificate	UK and Channel Islands.

Group 2A	Notes
Driving Licence Photocard	Current. Full/Provisional. All countries outside EEA.
Driving Licence – Paper	Current. Full/Provisional. UK/IoM/Channel Islands/EEA. Issued pre-1998.
Birth Certificate	Issued after 12 months of birth. UK, Isle of Man and Channel Islands.
Marriage / Civil Partnership Certificate	UK and Channel Islands.
HM Forces ID Card	UK.
Firearms Licence	UK, Isle of Man and Channel Islands.

Group 2B	Notes
Bank or Building Society Statement	Issued in last 3 months.
Bank or Building Society Opening Letter	Issued in last 3 months.
Credit Card Statement	Issued in last 3 months.
Utility Bill	Issued in last 3 months. Not mobile phone bill.
Benefit Statement	Issued in last 3 months, e.g. Child Benefit, Tax Credits.
Central/Local Gov. Entitlement Doc.	Issued in last 3 months. Document giving entitlement from central or local government e.g. DWP, HMRC, Local Council.
Mortgage Statement	Issued in last 12 months.
Council Tax Statement	Issued in last 12 months.
P45 or P60	Issued in last 12 months.
Financial Statement	Issued in last 12 months. E.g. Pension / Investments.

## Passport Checks

A clear copy of the Passport photo page, ID Card or Visa. Any document provided must have a machine readable zone (that's the bit with the chevrons beneath the photograph on most passports) and must be fully visible, i.e. not truncated or have anything written across it and at least 300dpi by 300dpi quality.

# Supporting Documents – Common Problems

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Send accurate supporting documents to avoid delays to your order. These are the top 7 issues we see:

1	<b>Expired Documents</b> Passports / Driving Licences must be valid and address documents must be dated within 3 or 12 months.
2	<b>Address proof for previous address</b> The proof of address provided must display the candidate's current address.
3	<b>Screenshots</b> DBS/Disclosure Scotland do not accept screenshots from online banking / utility accounts etc.
4	<b>Fuzzy / Illegible / Truncated</b> We need to be able to clearly see the details which verify the candidate's identity and address.
5	<b>Documents NOT addressed to the candidate</b> Documents addressed to the candidate's partner or limited company or 'The Occupier', are no good.
6	<b>Two documents must be provided</b> A Driving Licence photocard can only be used to verify the candidate's identity or address – not both.
7	<b>Mobile Phone Bills / Tenancy Agreements</b> These documents are not accepted by the DBS.