



Identity

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Needing to establish a worker identity is a critical part of the recruitment process at One Call 24. Identity must be established prior to the worker being deployed in the provision of the services.

In line with current (2015) NHS standards, One Call 24 will look to establish a worker's identity using the following combination of documentation:

- Two forms of photographic personal identification and one document confirming their address; or,
- One form of photographic personal identification and two documents confirming their address.

Below is a list of acceptable photographic ID documents:

- UK (Channel Islands, Isle of Man or Irish) passport or EU/other nationalities passport / passports of non-EU nationals and other valid evidence relating to their immigration status and permission to work
- UK full or provisional photo-card driving licence
- EU/other nationalities photo-card driving licence (valid up to 12 months up to the date of when the individual entered the UK and providing that the person checking is confident that non-UK photo-card driving licences are bona fide)
- Biometric Residence Permit (formerly known as identity cards for foreign nationals)
- (UK) HM Armed Forces Identity card
- ID cards carrying the PASS accreditation logo (UK and Channel Islands), for example a UK Citizen ID card. This card can be applied for by residents of the UK and is verifiable with similar security marks to UK passports and driving licences. (The Proof of Age Standards Scheme (PASS)).

Below is a list of acceptable proofs of addresses used in combination to prove a worker's identity:

- Financial statement such as bank, building society, or credit card statement* (UK and EEA. Non EEA statements must not be accepted)
- Credit union statement (UK)*
- Mortgage statement from a recognized lender** (UK and EEA – non EEA statements must not be accepted)
- Local council rent card or tenancy agreement*

- benefit statement, book or card; or original notification letter from the Department of Work and Pensions (DWP) confirming the rights to benefit – for example, child allowance, pension (UK)**
- Confirmation from an electoral register search that a person of that name lives at the claimed address.**
- Utility bill (gas, water, electricity or land-line telephone), or a certificate from a utility supplier confirming the arrangement to pay for the services on pre-payment terms at a fixed address. More than one utility bill may be accepted if these are from two different suppliers. Utility bills in joint names are also permissible (UK)*
- Local authority tax statement – for example, a council tax statement (UK and Channel Islands)**
- UK full or provisional driving license – if not already presented as a personal photographic identity (An online check can be completed with the DVLA by the agency with the worker's permission)
- UK full driving license (old-style paper version), old-style provisional driving licences are not acceptable
- Most recent HM Revenue & Customs tax notification (i.e. tax assessment, statement of account, notice of coding but not a P45 or P60)**

**All documents must be dated within the last three months, unless there is good reason for it not to be, for example where there is clear evidence that the individual was not living in the UK for three months or more. These documents must contain the name and address of the applicant.*

*** All documents must be dated within the last 12 months.*

Not denoted means that the document can be more than 12 months old.

Items such as a Full UK Birth Certificate and proof of National Insurance do not provide sufficient evidence of identity. Therefore, this will not be requested to establish identity by One Call 24.

Where the worker provides documentation which shows different names, One Call 24 will look to obtain sufficient proof of name change, in the form of either: marriage certificate; divorce certificate; change of name deed poll or any other legal document which can sufficiently prove a change in the worker's name. Proof of name change documents must be original seen, with verified copies retained in the worker's file.

When acquiring photographic ID from the worker, One Call 24 will ensure that a comparison is made between the pictures within the document, and also check the date of birth to ensure it is consistent with the person who has supplied the document.

Should any concerns arise over the authenticity of a worker's Identity document, One Call 24 will look to seek advice and guidance from a number of external bodies, including (but not limited to): The Home Office, Prado and Neuen Solutions.

All documentation obtained in order to establish a worker's Identity must be original documentation, signed and dated to that effect. All documents will be retained within the agency worker's file.