

Identity

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Verification of identification

Overview

Needing to establish a worker's 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. This includes sighting original documentation in the presence of the candidate and saving records in a way which cannot be altered to support the checks completed. Documents presented will be supported by a recent passport sized photograph of the candidate which is provided separately by the individual as part of the recruitment process.

Verification of identity checks are designed to:

1. Determine that the identity is genuine and relates to a real person
2. Establish that the individual owns and is rightfully using that identity
3. Establish that the individual is not trying to avoid detection of a criminal offence

The process involves checking two elements of a person's identity:

1. **Attributable:** the evidence of a person's identity that they are given at birth (including their name, place of birth, parents' names and addresses)
2. **Biographical:** a person's personal history including registration of birth, education and qualifications, electoral register information, details of taxes and benefits paid by or to the person, employment history, interactions with banks and utilities providers

Biometric identity – such as fingerprints, voice, retina and DNA – is not a required part of the NHS verification of identity checks

With all photographic identity documents obtained during the recruitment process, we take copies of all pages which include (but are not limited to): personal details; photographic ID; candidate signatures; issue and expiry dates. A comparison is made between the candidate and also, signatures (manual) provided by the candidate on corresponding documents obtained during the recruitment process.

The interview process is completed by The Nurse Interviewer - with all documents sighted and verified by these persons during the interview process. In all cases, One call 24 take a photocopy or a scanned copy of each of the document presented to them and retain these on file in line with the requirements of the General Data Protection Act 2018 and guidance of lawful processing available from the ICO (<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing/contract/>) and only for as long as it is relevant for legal obligations or inspections.

Verification of documents over a video link

It is best practise to be in physical possession of documents to be checked in order to check that photographs are a true likeness of the person presenting themselves. Other methods include remote video calls and one Call 24 has assessed and implemented processes to mitigate the risks involved. One Call 24 does not only rely on the inspection of documents via a video link, or by verifying faxed or scanned documents without seeing the original documents as soon as practical.

To verify a person's identity remotely, One call 24 follows a four step process;

1. Ask the candidate to provide a scanned copy of photograph of their original identity document(s) via email or by a mobile phone app
2. Arrange a video call with the candidate and ask them to hold up the original documents to the camera and check them against the digital copies sent by email or mobile phone app
3. Record that a check has been done remotely and the date of the check.
4. Seek, verify and copy original documentation as soon as possible, e.g. when the candidate starts the position or during induction

In all cases, One call 24 will take a photocopy or a scanned copy of each of the original documents presented to us and One call 24 will retain these on file in line with Data Protection Act 2018.

Requirements

- Candidates have to provide at interview either of these two combinations of identification:
 - 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
- All documents from each of the lists below must be valid, current, and original.
- Where a signature has not previously been provided, for example because of an e-application, the Candidate will be asked to provide it at interview for checking against relevant documentation
- All documents provided are photocopied by the Interviewer and retained on file. The Interviewer (who is the person taking the copy) is responsible for signing and dating every page of the copy to show it has been certified

List of acceptable photographic personal identification

Acceptable documents of photographic personal identification include:

Full, signed UK (Channel Islands, Isle of Man or Irish) passport or other nationalities passport*

UK Biometric Residence Permit (BRP) card*

UK/EU full or provisional photocard driving licence (if issued in the UK by the DVLA you are not required to see the paper counterpart. Licences issued in Northern Ireland by the DVA must be presented with the paper counterpart)**

Other nationalities photocard driving licence (valid up to 12 months from the date when the individual entered the UK. The person checking the document must be able to assure themselves that the licence is bona fide)

(UK) HM Armed Forces Identity card

Identity cards carrying the PASS (Proof of Age Standards Scheme) accreditation logo (issued in the UK, Channel Islands and Isle of Man only). Organisation identity cards are not acceptable as they do not contain watermarks, holograms or other security markings

EEA Government issued identity cards that comply with Council Regulation (EC) No 2252/2004, containing a biometric.

** Guidance on immigration status documents can be found in the right to work check standard which is available on the NHS Employers website.*

*** If presented with a UK photocard driving licence and it is relevant to the position you are recruiting to, employers may access information about any entitlements and/or endorsements by carrying out an online check using the share driving licence service which can be found on the gov.uk website. Permission must be sought from licence holder to access this information as they will need to go onto their account to generate a temporary code, this can then be shared with their prospective employer and used to carry out the online check. The check code is valid for up to 21 days.*

Any other document that is not listed above (e.g. organisational ID card) will not be accepted.

If no acceptable photographic personal identification documents are available

If individuals are genuinely unable to provide any form of photographic personal identity, we will need to ask them to provide a passport-sized photograph of themselves, in addition to providing documentary evidence from the lists below. The photograph must be countersigned by a person of some standing in the community who has known the applicant personally for at least two years. The person countersigning the photograph must provide a statement outlining how they know the applicant (for example, as their GP, solicitor, or teacher) and the period of time they have known them. They must also provide their full name, signature and contact details. We will cross-reference the signature provided at the back of the photograph with the one provided in the statement to ensure it matches. To confirm, the below combination of documents will be obtained in instances where candidates cannot provide photographic identity:

1. Two forms of non-photographic personal identification
 2. Two documents confirming their address
 3. A passport sized photograph of themselves
- All documents must be from a different source and photographs must be endorsed on the back with the signature of a 'person of standing' in their community, who has known them for at least three years
 - A 'person of standing' may be a magistrate, medical practitioner, officer of the armed forces, teacher, lecturer, lawyer, bank manager or civil servant
 - The photograph should be accompanied by a signed statement from that person, indicating the period of time that the individual has been known to them
 - The Recruiter will always check that the signature on the statement matches with the one on the back of the photograph and that it contains a legible name, address and telephone number
 - A copy of each of the documents is taken by the Recruiter and retained on file. All copies are:

- signed, dated and certified by the person taking the copy
- It is good practice to contact the signatory to authenticate the details of the statement

List of Persons of Standing

- Accountant
- Airline pilot
- Articled clerk of a limited company
- Assurance agent of a recognised company
- Bank/building society official
- Barrister
- Chairman/director of limited company
- Chiropodist
- Commissioner of oaths
- Councillor (local or county)
- Civil servant (permanent) (excluding those who work for the HMPO)
- Dentist
- Director/manager/personnel officer of a VAT-registered company
- Engineer (with professional qualifications)
- Financial services intermediary (for example, a stockbroker or insurance broker)
- Fire service official
- Funeral director
- Insurance agent (full time) of a recognised company
- Journalist
- Justice of the peace
- Legal secretary (for example a fellow or associate member of the Institute of Legal Secretaries and Personal Assistants)
- Licensee of a public house
- Local government officer
- Manager/personnel officer of a limited company
- Member, associate or fellow of a professional body
- Member of parliament
- Merchant navy officer
- Minister of a recognised religion, including Christian science
- Nurse (RGN and RMN)
- Officer of the armed services (active or retired)
- Optician
- Paralegal (certified paralegal, qualified paralegal or associate member of the Institute of Paralegals)
- Person with honours (for example, OBE or MBE)
- Pharmacist
- Photographer (professional)
- Police officer
- Post Office official
- President/secretary of a recognised organisation

- Salvation Army officer
- Social worker
- Solicitor
- Surveyor
- Teacher/ lecturer
- Trade union officer
- Travel agent (qualified)
- Valuer or auctioneer (fellows and associate members of the incorporated society)
- Warrant officers and chief petty officers (excluding those who work for HMPO)

List of acceptable confirmation of address documents

The primary purpose of requesting documentary evidence to confirm the applicants address is to establish that it relates to a real property and that the applicant actually does reside at that address. Where seeking more than one form of documentary evidence from this list, these should ideally be from different sources.

Acceptable documents for confirmation of address include:

- Utility bill or letter from the service provider confirming the pre-payment terms of services at a fixed address (for example, gas, water, electricity or landline telephone). More than one than one utility bill can be accepted if they are from two different Agency. Utility bills in joint names are also acceptable (UK)*
- Local authority tax statement. For example, a council tax statement (UK and Channel Islands)**
- UK full or provisional photo-card driving licence, if not already presented as a form of personal photographic identity
- Full old-style paper driving licences (that were issued before the photocard was introduced in 1998 and where they remain current and in date). Old-style paper provisional driving licences should not be accepted
- HM Revenue & Customs tax notification (HMRC) tax notification such as, an assessment, statement of account, or notice of coding**
- A financial statement such as bank, building society, credit card statement, pension or endowment statement (UK)*
- Bank or building society statement from countries outside of the UK. Branch must be located in the country in which the applicant lives and works*
- Credit union statement (UK)*
- Mortgage statement from a recognised lender (UK)**
- Local council rent card or tenancy agreement*
- Evidence of entitlement to Department for Work and Pensions benefits, such as child allowance, pension etc (UK)**

**All documents must be dated within the last six 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.

Online Documents

If applicants genuinely cannot provide original documentation, employers may request that applicants ask their bank or utility provider to endorse and stamp the copy. Alternatively, employers may choose to ask applicants to log in to their online account while in their presence, so that they can verify that the printout is attributed to an actual account in the individual's name and residing address. If taking the latter approach, any online verification must be purely to ascertain the applicant's identity, copies of sensitive financial information should remain strictly confidential.

Documents downloaded from the internet should never be accepted in isolation and always be cross-referenced with other forms of original documents presented by the applicant.

List of acceptable non-photographic proof of personal identification documents

Acceptable non-photographic documents include:

1. Full birth certificate (UK and Channel Islands) issued after the date of birth by the General Register Office or other relevant authority, for example registrars
2. Full birth certificate issued by UK authorities overseas, such as embassies, high commissions and HM Forces
3. UK full old-style paper driving licence – old-style provisional driving licences are not acceptable
4. Work permit/residency permit (UK) valid up to the expiry date
5. Adoption certificate (UK and Channel Islands)
6. Marriage or civil partnership certificate (UK and Channel Islands)
7. Divorce, dissolution or annulment papers (UK and Channel Islands)
8. Gender recognition certificate
9. Deed poll certificate
10. Firearms certificate/licence (UK, Channel Islands and Isle of Man)
11. Police registration document
12. Certificate of employment in the HM Forces (UK)
13. Benefit statement, book or card or original notification letter from the Department of Work and Pensions (DWP) confirming the legal right to benefit for example, child allowance, Pension**
14. A document from a local/central government authority or local authority giving entitlement such as Employment Services, Job Centre, Social Security Services (UK and Channel Islands)*
15. Most recent tax notification from HM Revenue and Customs (i.e. tax assessment, statement of account, notice of coding, P45 or P60 (UK and Channel Islands)).**

**All documents must be dated within the last six 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.

Prospective employees with no fixed Abode

Applicants who have no fixed abode are unable to open bank accounts, receive credit or claim benefits so it is highly unlikely that they will be able to present the range of recommended 15 documents that would normally evidence their identity and residency.

If a supplier operates schemes that support the homeless getting back into the workforce, NHS Employers recommend that we refer individuals to the charity body, Crisis. This charity can help them to obtain a copy of their birth certificate or apply for a passport so that they can have some form of identity.

Further information on employing homeless people can be found on the Crisis website or by emailing enquiries@crisis.org.uk.

Refugees

Refugees are permitted to work in the UK under the United Nations Convention relating to the Status of Refugees (the Refugees Convention). Individuals who do not meet the Refugee Convention's criteria for refugee status may still qualify either for humanitarian protection (granted for a period of five years), or discretionary leave to remain (granted up to a period of three years).

When granted leave to remain in the UK, the Home Office will issue a refugee with the following documentation and these documents can be accepted to verify their identity:

- A biometric residence permit and/or an immigration status document (ISD)
- A national insurance number

If pre-employment checks are being conducted for refugees who are overseas, employers may choose to accept other forms of documentary evidence such as a passport or a travel document to check identity. Once granted leave to remain in the UK by the Home Office, employers must ask individuals to present their biometric residence permit and national insurance number to verify their identity and must check right to work in the UK with a share code using the Home Office online service (<https://www.gov.uk/view-right-to-work>).

Asylum Seekers

An asylum seeker is a person who has applied for recognition as a refugee under the Refugee Convention and is awaiting a decision on their asylum claim. The right to seek asylum from persecution is a fundamental human right to which everyone is entitled. The Home Office will issue asylum seekers with an Application Registration Card which will clearly indicate whether they are able to work in the UK or not. Where the card indicates that employment is permitted we may accept this document as suitable evidence of their identity and right to work in the UK.

Further guidance about employing refugees and asylum seekers, their right to work and restrictions is provided in the right to work check standard (<https://www.nhsemployers.org/publications/right-work-checks>).

If the applicant has changed their name recently and cannot provide ID documents in this new name

Recruiters will only accept identity documents in the applicants' previous name where they are able to provide documentary evidence of the recent name change because of:

1. Marriage/civil partnership (i.e. marriage/civil partnership certificate)
2. Divorce/civil partnership dissolution (i.e. decree absolute/civil partnership dissolution certificate)
3. Deed poll (i.e. deed poll certificate)

When acquiring photographic ID from the worker, we ensure that a comparison is made between the pictures within the document, and 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, we look to seek advice and guidance from several external bodies, including (but not limited too): The Home Office, Prado and the Metropolitan Police.

All documentation obtained 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.

One call 24 will always ensure that, ID and RTW documentation is verified with the use of an ID Verification scanner. This will meet with good industry practice and the standards set by the Framework Agreement and any current (and future) legislations and regulations. Furthermore, all documentation will be saved in line with WORM principles.

Verification of identity documents is conducted by the Compliance Manager within One call 24. Online tools can also be utilised, including those promoted by the Home Office and PRADO - European Council of Right to Work and identity documents. Checking document authenticity is an integral and important part of the verification of identity process. No single form of identification can be fully guaranteed as genuine and therefore the verification process must be cumulative. The below are examples of tools utilised in order to validate the authenticity of documents provided.

Young people who are in or have recently left full-time education (16–19 year-olds)

One call 24 recognises that there should not be any unintended barriers to discourage or restrict young people seeking employment. Certain young people may find it difficult to present the documents required, especially if they have just left full time education and are seeking employment for the first time. However, One call 24 should ask of the following combination of documents as a minimum.

One form of personal photographic identity:

- An identity card carrying the PASS accreditation logo (UK, including Channel Islands and Isle of Man), such as a UK Citizen ID card or a Connexions card (must be valid and in date)
- A passport-sized photograph that is counter-signed by a person of some standing in the applicant's community

and

Two forms of documentary evidence from the list below:

- A grant or student loan agreement from a local education authority (UK)
- A qualification certificate
- A full birth certificate (UK and Channel Islands) issued after the date of birth by the General Register Office or other relevant authority, for example registrars
- A full birth certificate issued after the date of birth by UK authorities overseas, such as embassies, high commissions and HM forces
- National Insurance card, or letter from the HM Revenues and Customs, Job Centre or Employment Services evidencing the issue of a National Insurance number
- A letter from their head teacher, tutor or college principal (UK), verifying their name and other relevant information, for example, address and date of birth
- A document from a local/central government authority or local authority giving entitlement such as Employment Services, Job Centre, Social Security Services (UK and Channel Islands)*

**All documents must be dated within the last six 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 six months or more.*

*** All documents must be dated within the last 12 months. If not denoted, the document can be more than 12 months old.*

Useful Tools and websites for verification and reporting concerns

- <https://www.gov.uk/employee-immigration-employment-status>
Employers Checking Service
- <http://www.consilium.europa.eu/prado/en/7266/index.html>
European Council of Right to Work Documents
- <https://www.gov.uk/report-immigration-crime>
Reporting Immigration Crime
- <https://www.gov.uk/check-biometric-residence-permit>
Biometric Residence Permit Check
- <https://www.nhsemployers.org/publications/identity-checks>
NHS Employers Identity Check Standards

Verification

We utilise an ID Verification Scanner in order to further verify documentation provided in order to prove a candidate Identity. This tool automatically checks all security features and details present on ID documents against information provided by various government bodies and agencies across the globe.

A printout is provided which confirms what checks have been undertaken and their individual status's (i.e. PASS/FAIL). This is retained on file and made readily available for auditors during any audit process undertaken.

The scanner undertakes multiple checks against security features on identity documents supplied, including passport; driving licences, Visas and Biometric Residence Permits.

At all times, we follow NHS Employers Identity Check Standards, reviewing policies and processes to ensure that they remain up to date and current at all times.

TRUST ID Document Validation Report

Date of Birth: [REDACTED]

PASSPORT

- PASSED** Document Verification
- LIVE** Liveness Check
- PASSED** Face Match

Notes
No notes given.

Document Details

Document Number [REDACTED]
Gender [REDACTED]
Issuing Country United Kingdom - UK
Nationality United Kingdom - UK
Expiry Date [REDACTED]

Additional Information

Guest Name [REDACTED]
Guest Email Address [REDACTED]
Reference [REDACTED]

Audit Trail
[REDACTED]

Selfie
[REDACTED]

Document Checks

- Document in date
- Document details complete
- Amberhill Check

MRZ/Checksum Validation

- All MRZ lines have the same length
- Valid MRZ codeline length
- All characters valid
- Overall checksum
- Document number checksum
- Date of birth checksum
- Expiry date checksum
- Personal number checksum
- Name formatted correctly
- Issuing state valid
- Nationality valid

Printed MRZ
[REDACTED]

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The interview process conducted by the Nurse Interviewer not only is used to check candidate identity, but also, their competency and experience before being deployed into the provision of the services. The interview is conducted face to face by the Nurse Interviewer. Candidate skills, experience, preferences, and competency is assessed and recorded on the face-to-face interview form. This includes scenario-based testing, drugs calculation testing and English Assessment testing.

The below information is also recorded to further confirm that a face-to-face interview has been completed:

- Date of interview
- Location
- Time
- Questions asked
- Answers provided
- Printed name, signed and dated by the interviewer
- Printed name, signed and dated by the interviewee

Existing Candidates

Retrospective or periodic checks on existing employees are not usually needed. However, standards and practices used to check and validate identity are improved and strengthened over time. One Call 24 consider the standards that have historically been applied to our existing staff and, where any

new standards are significantly different, assess whether checks should be applied retrospectively. Any retrospective identity checks must be proportionate to risk and we carry out repeated checks when suitable opportunities arise. For example, when an existing member of staff or volunteer changes roles within the same organisation, or when a periodic Disclosure and Barring Service (DBS) check is undertaken.

Right to work checks, together with verification of identity checks, must be carried out to assess the eligibility of an individual's legal right to work in the UK in line with current UK Home Office requirements.

There are three steps that One Call 24's recruitment team must go through to confirm a prospective employee has the right to work in the UK:

1. Request right to work documents
2. Validate the documents
3. Copy and securely store documents

Documentation from all prospective agency workers must be seen, validated and recorded on file to provide evidence that they are legally eligible to reside and work in the UK.

To confirm that an applicant has the legal right to work in the UK, the rec must see one of the documents or combinations of documents specified in List of Acceptable Right To Work Documents

- All documents must be valid, current and original
- Photocopies must not be accepted. The documents must show that the holder is entitled to do the type of work being offered
- Documents downloaded from the internet will not be accepted

National Insurance numbers

The provision of a National Insurance number in isolation is not sufficient evidence for the purposes of having a statutory excuse and this must only be accepted when presented in combination with one of the appropriate documents specified in Lists A or B.

How to verify and authenticate documents

Our Recruitment Team: -

- Don't take documents at face value – ensure that they are checked thoroughly. Tax documents, payslips, degree certificates and fake documentation are all available online
- Don't check documents in isolation – cross-reference with other data supplied. If the data doesn't match, ask for further evidence
- If in doubt that the documentation being presented is genuine, ask the individual to come back for a second interview to give you time to follow up with relevant sources

If you have doubts on authenticity of information

In a situation where the checks may return information that contradicts the details provided by the applicant and raises concerns One Call 24 will:

- Proceed in a sensitive manner – there is often a reasonable explanation for apparent inconsistencies
- Attempt to address your concerns directly with the candidate – you may wish to call them back for a second interview so that you can follow up with the relevant sources

In exceptional circumstances, when identity checks reveal substantial doubts, One Call 24 will report these to the NHS Counter Fraud Authority, use the 24-hour fraud and corruption reporting helpline on 0800 028 40 60, or report the matter to the local police.

General rules for verification

- Check that you are being provided with an original document. Photocopies and downloads from the internet cannot be accepted
- Check that the name of the Candidate on the Application Form is that provided on this document
- If the applicant provides you with documents that have different names you must request further documentation to explain the reason for this (marriage/civil partnership certificate, divorce certificate, deed poll, adoption certificate or statutory declaration)
- Check photographs, where available, to satisfy yourself that they are consistent with the appearance of the individual
- Check that the date of birth is consistent with the date given on the application form
- Check the date that this document issued and its expiry date. Do not accept expired documents

Verification of passports (UK or overseas)

- Check the general quality and condition of the passport. Look out for page substitution, incorrect numbering of pages, damage to the cover or spine of the document, poor paper and print quality
- Check that print is clear and even – print processes are deliberately complex on genuine documents
- Check wording, issue and expiry dates – spelling mistakes are common in forged or counterfeit documents, especially on stamps and visas. Forgers often only alter the expiry date so ensure this corresponds with the issue date
- Check for damage – accidental damage is often used to conceal tampering so treat any excessive damage with caution
- Check photographs for size, signs of damage or for excessive glue – this could indicate photo substitution. An excessively large photograph may be hiding another photograph underneath. There should also be an embossed strip embedded into the laminate, which will catch a portion of the photograph
- Check that watermarks can be clearly seen
- Check the name of the country of origin. Unofficial travel documents in the name of non-existent countries, or countries no longer known by their original name, are in circulation
- Countries do sometimes change their passports. If we are in doubt about the authenticity of a passport, One Call 24 will contact the Home Office to make sure the passport of the country in question has or has not changed

Verification of visas

- Check for signs of alteration to the passport number or personal and issue details
- Make sure details correspond with information in the passport
- Check that security features, such as watermarks, are intact
- Check image on the visa for signs of substitution
- Check wording for evidence of alteration or spelling mistakes

Verification of photo-card driving licences and photo identity cards

New driving licences and photo identity cards now contain similar security features to those present in passports.

- Examine the licence carefully, looking for any damage or adjustments
- Ensure that the printed details have not been changed
- Check that watermarks and security features are intact
- Photographs will always be in greyscale, check that this matches the applicant
- Check that the biographical details (i.e. name, date of birth) match the details of the applicant

Verification of driving licences:

- Remove from the plastic wallet and check it is printed on both sides, check that the details on the counterpart document correspond with those on the photo-card, and compare the signature
- Ensure the valid-to date is the day before the owner's 70th birthday (if the owner is over 70 this does not apply). Cross reference the valid-to date with the applicant's date of birth which appears on other verification ID

Verification of national ID cards (UK or EU):

- Check the card number on the front of the card in the top right hand corner – it should contain two letters followed by seven digits. When you run your fingers across it, it should feel smooth and not be raised in any way
- The card should be the size of a credit card, it will appear slightly thicker than a drivers licence and will have a distinctive sound when flicked
- If you have concerns about the validity of a national identity card, you may wish to contact the Home Office card verification line

Verification of birth certificates

Birth certificates are not wholly reliable for the purpose of verifying a person's identity as copies may easily be obtained. However, certificates issued at the time of birth are more reliable than recently issued duplicates.

- Check the quality of paper used; genuine certificates use a high grade
- When the document is held up to the light there should be a visible watermark
- Any signs of smoothness on the surface might indicate that original text has been washed or rubbed away

- There should be no signs of tampering, changes using liquid paper, overwriting or spelling mistakes
- Ensure that the date of birth and registration/issue dates are provided
- Check that the name and date of birth given in the application form match those given in the birth certificate

Verification of supporting documentation

Documents such as utility bills and bank statements support an individual's identity and proof of address but are not identity documents in themselves. Modern IT and the internet mean that supporting documents can be easily obtained or forged and, unlike identity documents, do not have many security features that you can easily check.

Appendix 1

Lists 1, 2 and 3 below outline a range of documents which, when presented in the specified combinations, can be more accurately relied upon to provide the required proof of an individual's identity. This is because the individual has already gone through some form of identity check for the documents to be issued in the first place. The lists are not exhaustive.

List 1: Examples of photographic personal identity documents;

Full, signed UK (Channel Islands, Isle of Man or Irish) passport or other nationalities passport*

UK Biometric Residence Permit (BRP) card*

UK/EU full or provisional photocard driving licence (if issued in the UK by the DVLA you are not required to see the paper counterpart. Licences issued in Northern Ireland by the DVA must be presented with the paper counterpart)**

Other nationalities photocard driving licence (valid up to 12 months from the date when the individual entered the UK. The person checking the document must be able to assure themselves that the licence is bona fide)

(UK) HM Armed Forces Identity card

Identity cards carrying the PASS (Proof of Age Standards Scheme) accreditation logo (issued in the UK, Channel Islands and Isle of Man only). Organisation identity cards are not acceptable as they do not contain watermarks, holograms or other security markings

EEA Government issued identity cards that comply with Council Regulation (EC) No 2252/2004, containing a biometric.

* *Guidance on immigration status documents can be found in the right to work check standard which is available on the NHS Employers website.*

** *If presented with a UK photocard driving licence and it is relevant to the position you are recruiting to, employers may access information about any entitlements and/or endorsements by carrying out an online check using the share driving licence service which can be found on the gov.uk website. Permission must be sought from licence holder to access this information as they will need to go onto their account to generate a temporary code, this can then be shared with their prospective employer and used to carry out the online check. The check code is valid for up to 21 days.*

Any other document that is not listed above (e.g. organisational ID card) will not be accepted.

List 2: Examples of confirmation of address documents

The primary purpose of requesting documentary evidence to confirm the applicants address is to establish that it relates to a real property and that the applicant actually does reside at that address. Where seeking more than one form of documentary evidence from this list, these should ideally be from different sources.

Acceptable documents for confirmation of address include:

- Utility bill or letter from the service provider confirming the pre-payment terms of services at a fixed address (for example, gas, water, electricity or landline telephone). More than one than one utility bill can be accepted if they are from two different Agency. Utility bills in joint names are also acceptable (UK)*
- Local authority tax statement. For example, a council tax statement (UK and Channel Islands)**
- UK full or provisional photo-card driving licence, if not already presented as a form of personal photographic identity
- Full old-style paper driving licences (that were issued before the photocard was introduced in 1998 and where they remain current and in date). Old-style paper provisional driving licences should not be accepted
- HM Revenue & Customs tax notification (HMRC) tax notification such as, an assessment, statement of account, or notice of coding**
- A financial statement such as bank, building society, credit card statement, pension or endowment statement (UK)*
- Bank or building society statement from countries outside of the UK. Branch must be located in the country in which the applicant lives and works*
- Credit union statement (UK)*
- Mortgage statement from a recognised lender (UK)**
- Local council rent card or tenancy agreement*
- Evidence of entitlement to Department for Work and Pensions benefits, such as child allowance, pension etc (UK)**

**All documents must be dated within the last six 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.

List 3: Acceptable non-photographic proof of personal identification documents

- Full birth certificate (UK and Channel Islands) issued after the date of birth by the General Register Office or other relevant authority, for example registrars
- Full birth certificate issued by UK authorities overseas, such as embassies, high commissions and HM Forces
- UK full old-style paper driving licence – old-style provisional driving licences are not acceptable
- Work permit/residency permit (UK) valid up to the expiry date
- Adoption certificate (UK and Channel Islands)
- Marriage or civil partnership certificate (UK and Channel Islands)
- Divorce, dissolution or annulment papers (UK and Channel Islands)
- Gender recognition certificate
- Deed poll certificate
- Firearms certificate/licence (UK, Channel Islands and Isle of Man)
- Police registration document
- Certificate of employment in the HM Forces (UK)
- Benefit statement, book or card or original notification letter from the Department of Work and Pensions (DWP) confirming the legal right to benefit for example, child allowance, Pension**
- A document from a local/central government authority or local authority giving entitlement such as Employment Services, Job Centre, Social Security Services (UK and Channel Islands)*
- Most recent tax notification from HM Revenue and Customs (i.e. tax assessment, statement of account, notice of coding, P45 or P60 (UK and Channel Islands)).**

**All documents must be dated within the last six 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.