

Identity

Policy Number	10
Version	7
Policy Contact	Matthew Betteridge
Date Issued	1 st November 2017
Reviewed	06 th May 2026
Next Review Date	06 th May 2027
Target Audience	Agency Workers
Approved by	OneCall24 Policy Team

Contents

Verification of identification	2
Overview.....	2
Verification of documents over a video link	2
Requirements	3
List of acceptable photographic personal identification	3
If no acceptable photographic personal identification documents are available.....	5
List of Persons of Standing.....	6
Online Documents	7
Documents presented in different names.....	8
Verification of Identity Documents	8
Supporting Applicants Who Are Furthest from the Job Market and Prospective employees with no fixed abode	9
Refugees	9
Young people who are in or have recently left full-time education (16–19 year-olds)	10
Useful Tools and websites for verification and reporting concerns.....	11
Verification	11
Existing Candidates.....	12
How to verify and authenticate documents	12
If you have doubts on authenticity of information.....	12
General rules for verification	12
Verification of passports (UK or overseas)	13
Verification of photo-card driving licences and photo identity cards	13
Old-style paper driving licences:	13
UK firearms licences	14
HM Armed Forces identity cards.....	14
UK Citizen photocard.....	14
Birth certificates	14
Other supporting documentation	15

Verification of identification

Overview

Needing to establish a worker's identity is a critical part of the recruitment process at One Call 24 Limited (OneCall24). 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. Confirm the identity is genuine and belongs to a real person.
2. Ensure the individual rightfully owns and uses the identity.
3. Prevent individuals from evading detection of criminal offenses.

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

1. **Attributable:** Evidence of identity given at birth, including name, place of birth, and parents' names and addresses.
2. **Biographical:** Personal history, such as birth registration, education, qualifications, electoral register information, tax and benefit details, employment history, and 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 conducted by The Nurse Interviewer, with all documents verified by an authorized staff member. In all cases, OneCall24 take a photocopy or scanned copy of each of the document presented to them and retain these on file in line with the requirements of the UK GDPR and Data Protection Act of 2018 and guidance of lawful processing available from the ICO (<https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/lawful-basis/a-guide-to-lawful-basis/>). Documents are kept only as long as necessary for legal obligations or inspections.

Verification of documents over a video link

It is best practice 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, such as remote video calls, are also utilized, and OneCall24 has assessed and implemented processes to mitigate associated risks. OneCall24 does not solely rely on document inspection via video link or verification of faxed or scanned documents without seeing the original documents as soon as practical.

To verify a person's identity remotely, OneCall24 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, OneCall24 will take a photocopy or a scanned copy of each of the original documents presented to us and OneCall24 will retain these on file in line with current data protection law.

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

And

- A passport-sized photograph of themselves.

All documents from each of the lists below must be valid, current, and original.

OneCall24 does not accept a single form of identification to verify both an individual's name and address. For example, if an individual presents their driving licence as proof of name, OneCall24 will require a separate document, such as a utility bill, to confirm their address.

If a signature has not previously been provided, such as in the case of an electronic application, the candidate will be asked to provide one during the interview, for verification against the relevant documentation.

All documents submitted will be photocopied by the interviewer or an authorised member of staff and retained on file. The person making the copy is responsible for signing and dating each page to certify that it is a true copy of the original.

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* (expired)
- UK full or provisional photocard driving licence (If issued 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 the individual entered the UK. The person checking the document must be able to assure themselves that the licence is bona fide)
- HM Armed Forces Identity card (UK)
- 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
- eVisa (accessed online via Home Office "View and Prove" service) that displays an individual's name, date of birth and photograph***

** The Home Office is no longer issuing biometric residence permits (BRPs) but for individuals with a valid immigration status, expired BRPs can be accepted as photo identification up to 18 months beyond their expiry date.*

*** 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 DVLA's 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.*

**** An eVisa is acceptable evidence of photo identity under section 7 of the Identity Documents Act 2010. To check identity using an eVisa the individual must provide the employer with a share code using the Home Office 'view and prove your immigration status: get a share code' service (also known as 'view and prove' service). For identity checking purposes the individual must select to generate a share code under the category 'to prove your immigration status for anything else'. The employer can then use the individual's share code and their date of birth to verify their identity by using the 'check someone's immigration status: use their share code' service. The individual's status screen will show a photograph of the eVisa holder, their name, and date of birth. Employers can record the check as a PDF or screen print.*

Please note, when you are checking an eVisa to confirm a individual's right to work this must be done separately to the identity check. The person will need to generate a different type of share code in order that you are provided with the correct information to obtain a statutory excuse.

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

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.

Where an individual is genuinely unable to provide documentary proof of address despite having a fixed residence, alternative verification methods may be used, such as confirmation via the electoral register or other reliable external sources, following a risk-based assessment and in line with NHS Employers guidance.

If no acceptable photographic personal identification documents are available

If an individual is genuinely unable to provide any form of photographic personal identification, they will be required to supply a passport-sized photograph of themselves in addition to documentary evidence from the lists below. The photograph must be countersigned by a person of standing in the community who has personally known the applicant for at least two years.

The person countersigning the photograph must also provide a signed statement explaining how they know the applicant (e.g., as their GP, solicitor, or teacher) and specifying the length of time they have known them. This statement must include the signatory's full name, signature, and contact details. The recruiter will cross-reference the signature on the back of the photograph with the one provided in the statement to ensure they match.

To confirm, the following combination of documents must be obtained in cases where a candidate cannot provide photographic identification:

1. Two forms of non-photographic personal identification
2. Two documents confirming their address
3. One passport-sized photograph of the individual

All documents must be from different sources. The photograph must be endorsed on the back with the signature of a 'person of standing' in the community who has known the individual for at least three years.

A 'person of standing' may include a magistrate, medical practitioner, officer of the armed forces, teacher, lecturer, lawyer, bank manager, or civil servant (see full list below).

The photograph must be accompanied by a signed statement from the countersigning individual, indicating how long they have known the applicant.

The recruiter must always verify that the signature on the statement matches the one on the back of the photograph and ensure the statement includes a legible name, address, and telephone number.

Copies of each document will be taken by the recruiter and retained on file. All copies must be:

- Signed, dated, and certified by the person taking the copy
- Verified where possible by contacting the signatory to authenticate the details of the statement (recommended as best practice)

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)

Online Documents

If applicants are genuinely unable to provide original documentation, OneCall24 may request that they obtain an endorsed and stamped copy from their bank or utility provider.

Alternatively, OneCall24 may ask applicants to log in to their online account in the presence of an authorised member of staff. This allows staff to verify that the printout is linked to a legitimate account in the applicant's name and at their current residential address. If this approach is taken, OneCall24 will ensure that the online verification process is conducted solely for identity confirmation purposes and that any sensitive financial information remains strictly confidential.

OneCall24 will never accept documents downloaded from the internet in isolation. Any such documents must always be cross-referenced with additional original documentation provided by the applicant.

List of acceptable non-photographic proof of personal identification documents

Acceptable non-photographic documents include:

- Full birth certificate (UK and Channel Islands) issued after the date of birth by the General Register Office or other relevant authority (e.g. 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 licences are not acceptable)
- Most recent HM Revenue and Customs (HMRC) tax notification, such as an assessment, statement of account, P45, P60, or notice of coding (UK and Channel Islands)**
- 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)
- Evidence of entitlement to Department for Work and Pensions benefits, such as child allowance, pension, etc. (UK)**
- A document from a local/central government authority or local authority giving entitlement, such as Employment Services, Job Centre, or 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 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.

Documents presented in different names

There are several legitimate reasons why an individual may have documents in different names—for example, due to marriage, divorce, religious or professional reasons, gender transition, or a personal preference such as using a middle name. People may also choose to change their name at any time and be known by that name without undergoing a formal legal process.

OneCall24 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:

- a marriage or civil partnership certificate
- a decree absolute/civil partnership dissolution certificate
- a deed poll certificate
- a gender recognition certificate
- a statutory declaration.

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.

Verification of Identity Documents

If any concerns arise regarding the authenticity of a worker's identity document, OneCall24 will seek advice and guidance from a number of external bodies, including (but not limited to) the Home Office, PRADO, and the Metropolitan Police.

All documentation obtained to verify a worker's identity must be original, signed, and dated to confirm authenticity. These documents will be securely retained in the agency worker's file.

OneCall24 may choose to verify identity and Right to Work (RTW) documentation through an Identity Document Verification Technology (IDVT) provider. This approach aligns with best industry practices and complies with the NHS Employment Standards, as well as all current and future legislation and regulatory requirements. Additionally, all documentation will be stored in accordance with WORM (Write Once, Read Many) principles to maintain data integrity.

The verification of identity documents is carried out by OneCall24's Compliance Team. Online tools—such as those provided by the Home Office and PRADO—may also be used to support this

process. Verifying the authenticity of documents is a critical step in identity validation. As no single form of identification can be fully guaranteed as genuine, a cumulative and thorough verification process is essential.

Supporting Applicants Who Are Furthest from the Job Market and Prospective employees with no fixed abode

At OneCall24, we recognise that some individuals who are furthest from the job market may face significant challenges in meeting standard identity verification requirements. This includes, but is not limited to, homeless individuals, refugees, asylum seekers, people with learning disabilities, and others in vulnerable situations.

Applicants without a fixed address may be unable to open bank accounts, access credit, or claim benefits. As a result, they are often unable to present the full range of recommended documentation typically used to confirm identity and residency.

In such cases, OneCall24 exercises discretion and adopts a flexible, risk-based approach to identity verification, in line with NHS Employers' recommendations. The alternative documents that may be accepted will depend on the nature of the role and the level of assurance that the individual is able to provide. All decisions to accept non-standard forms of documentation will be made by the Compliance Team, based on an assessment of risk and the information genuinely available to the applicant.

For applicants experiencing homelessness, we may refer individuals to the charity Crisis, which supports people in obtaining identity documents such as a copy of their birth certificate or a passport. This can help establish a form of official identification and support their reintegration into the workforce.

Further information about employing people who are homeless can be found on the Crisis website or by contacting them at 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 criteria for refugee status under the Refugees Convention may still qualify for either humanitarian protection (granted for a period of five years) or discretionary leave to remain (granted for up to three years).

When granted leave to remain in the UK, the Home Office will issue a refugee with an eVisa and a National Insurance number, which can be used to verify their identity. Refugees must provide OneCall24 with a share code using the "View and Prove Your Immigration Status: Get a Share Code" service. OneCall24 can then use the share code and the individual's date of birth to verify their identity using the "Check Someone's Immigration Status: Use Their Share Code" service. The status screen will display the individual's name, date of birth, and photograph, allowing for a check to ensure it is the person presenting themselves for work. This verification can be recorded as a PDF or screen print for our records.

Please note, the Home Office no longer issues biometric residence permits (BRPs). However, for

individuals with valid immigration status, expired BRPs may be accepted as photo identification up to 18 months after their expiry date.

If pre-employment checks are conducted for refugees who are currently overseas, OneCall24 may accept other forms of documentary evidence, such as a passport or travel document, to verify their identity. Once the individual is granted leave to remain in the UK by the Home Office, OneCall24 must use the Home Office's online checking services to verify their identity and confirm their right to work in the UK.

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

At OneCall24, we are committed to ensuring that our recruitment processes are inclusive and do not create barriers that could discourage or restrict the employment of young people, particularly those who are in or have recently left full-time education.

We recognise that it may be challenging for some young people, particularly those who are entering the workforce for the first time after completing their education, to provide the full range of documents typically required for identity verification. OneCall24 is committed to ensuring that recruitment processes do not impose unnecessary obstacles for these individuals.

Where a young person is genuinely unable to provide the standard documents, OneCall24 will accept the following minimum combination of documents to confirm their identity and eligibility:

1. One form of personal photographic identity:
 - a. 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).
 - b. A passport-sized photograph that is counter-signed by a person of some standing in the individual's community.

And

2. Two forms of documentary evidence from the list below:
 - a. a grant or student loan agreement from a local education authority (UK)
 - b. a qualification certificate
 - c. 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
 - d. a full birth certificate issued after the date of birth by UK authorities overseas, such as embassies, high commissions and HM forces
 - e. National Insurance card, or letter from the HM Revenues and Customs, Job Centre or Employment Services evidencing the issue of a National Insurance number
 - f. 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
 - g. 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
- <https://www.gov.uk/report-immigration-crime>
Reporting Immigration Crime
- <https://www.gov.uk/view-right-to-work>
E-Visa Check
- <https://www.nhsemployers.org/publications/identity-checks>
NHS Employers Identity Check Standards

Verification

OneCall24 may choose to verify identity and Right to Work (RTW) documentation through an Identity Document Verification Technology (IDVT) provider. 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]

This report is prepared strictly for the benefit of the purchaser of the TrustID system that generated it and is subject to TrustID terms and conditions as supplied.

CONFIDENTIAL

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. OneCall24 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.

How to verify and authenticate documents

At OneCall24, we take document verification and authentication seriously to ensure the integrity of our recruitment process. Our Recruitment Team follows the guidelines below to thoroughly verify and authenticate all documents presented by candidates:

- **Don't accept documents at face value** – Ensure that all documents are thoroughly checked. Be aware that tax documents, payslips, degree certificates, and other official-looking documents can be easily fabricated or obtained online.
- **Don't check documents in isolation** – Always cross-reference documents with other information provided by the candidate. If any discrepancies arise or if the information doesn't match, request further evidence to clarify the situation.
- **If in doubt, conduct a follow-up** – If there is any doubt regarding the authenticity of the documents, ask the candidate to return for a second interview. This provides additional time to verify the documents with the appropriate authorities or 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 OneCall24 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, OneCall24 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 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
- 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 individual's date of birth, which appears in Section A of the counterpart document.

Old-style paper 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

UK firearms licences

- Check the licence is printed on blue security paper with a Royal crest watermark and a faint pattern stating the words 'Home Office'.
- Examine the licence for evidence of photo tampering or any amendment of the printed details, which should include home address and date of birth. The licence should be signed by the holder and bear the authorising signature of the chief of police for the area in which they live, or normally a person to whom his authority has been delegated.

HM Armed Forces identity cards

- Check the card for any tampering or alteration of the printed details.
- HM Armed Forces identity cards must be surrendered upon leaving the Armed Forces, therefore only those individuals who are currently serving in the Armed Forces will hold a card.

UK Citizen photocard

Check the card has the PASS (Proof of Age Standards Scheme) hologram. This signifies the card is genuine and is recognised as valid ID under the law.

- The colour photo confirms the person presenting the card is the lawful holder.
- Every photocard card displays ultra-violet markings in the form of two '100 per cent proof' logos.

Birth certificates

Birth certificates are not wholly reliable for the purpose of verifying an individual's identity, as copies may be easily obtained. Certificates that are issued shortly after the time of birth are more reliable than recently issued duplicates, as these will not show if any information has been corrected or superseded by a new registration.

Duplicate copies issued by the General Register Office will state 'certified copy' on the birth certificate.

- Check the quality of the paper used. Genuine certificates use a high grade.
- If the document is held up to the light there should be a visible watermark.
- Check the certificate format used is in the format for the year of registration.
- Check the surname only is entered in upper case and not the forename(s).
- Any signs of smoothness on the surface may 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 the date of birth and registration/issue dates are provided. The date of birth

should be shown with the day and month in words and the year in figures.

- Check the name and date of birth given in the application for match those given in the birth certificate.

Other 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. The following checks will help to identify any inconsistencies or anomalies:

- Check the document is on original, quality, headed paper. Pay particular attention to the company logo, as logos lose their quality when photocopied or scanned.
- Check for even folds on original documents, most bills are machine folded before being sent to customers.

Review

This policy statement will be reviewed annually as part of our commitment to upholding professional standards. It may be altered from time to time in the light of legislative changes, operational procedures or other prevailing circumstances.