



A selection of frequently asked questions and answers relating to completion of the DBS form, original document selection and payment. NB Some examples of document selection can be found on the Providing proof of identity sheet also enclosed.

Q: Do I have to send my original identity documents?

A: As a Registered Body, People Dancing has to make the necessary checks to establish your identity. We do this by verifying your original documents, which must be sent along with your DBS application form to us. However, there is now an option to use the Post Office Identity Checking Service, which allows you to send us Post Office verified photocopies of your identity documents. Please see further information enclosed.

Q: I've made a mistake on the DBS application form. Do I need a new form?

A: Put a line through the mistake and write the correct information to the right of the mistake. If you have completed your form in blue ink or have used correction fluid on it, then you will need a new form.

Q: What's the difference between a Birth Certificate (Group 1) and a Certified Copy of Birth Certificate (Group 2)?

A: A Birth Certificate is the document that was issued at birth - within a year of your birth. A Certified Copy of Birth Certificate is issued *after* your birth – over a year after your birth.

Q: My driving licence is in the old paper format (pre-plastic card format), can I still send it to verify my identity?

A: Yes. The paper style driving licence is classed as a Group 2a document, and therefore can be used within a Route One or Two selection.

Q: I need my passport for travel within the next month, should I still send it with my application?

A: This is up to you, but we are unable to make specific promises about when documents will be returned to you. However, we may keep your documents for up to two weeks.

Q: What happens after I post my application off to People Dancing?

A: The DBS Countersignatory at People Dancing will make the necessary checks on your identity and ensure that your form is completed correctly. Once this part of the application process has been carried out, they will then countersign the application and send it on to the DBS.

Q: What's the difference between having my documents returned to me by Signed For or Special Delivery?

A: At the time of writing there is a maximum successful claim amount of up to £50 for Signed For and up to £500 for Special Delivery.

Q: How do I find out if you've received my application?

A: You can check your tracking reference number online at the Royal Mail website or write your name or initials on the back of the envelope at the time of posting, then after a couple of days, call us on 0116 253 3453 and we'll check if your application has arrived. We do not open applications until they are processed to avoid compromising your documents, which is why we ask you to write on the envelope.

Q: When will my original identity documents be sent back to me?

A: We try not to keep your documents for any longer than two weeks, however if we are experiencing a high volume of applications or are awaiting your response for a query about your application, then this may cause delay in returning your documents to you.

Q: What is an external validity check, and when does it need to be carried out?

A: An external validity check is a way of verifying the identity of an applicant and is obtained by an independent data source. People Dancing requests external validity checks to the DBS advised LEVEL 2 standard, detailed in HMG's Minimum Requirements for the Verification of the Identity of Individuals 2003. It needs to be carried out when the required selection of Primary Trusted Identity Credentials from 'Route One' are not available. See attached list for details.

Q: How long does it take for my application to be processed?

A: We aim to have countersigned and returned your documents to you within approximately two weeks. Your application form is then sent to the DBS.

Q: When will I get my DBS certificate?

A: We are unable to say. Once the DBS have your application form it will usually be within 2 to 4 weeks that you'll receive your certificate. Upon returning your documents to you, we will send a covering letter offering details on how to chase up your application with the DBS. This is easy to do online or by phone.

Q: Is there any way of fast-tracking a DBS application through?

A: No. Applications are processed on a first come-first served basis.

Q: How much does it cost?

A: This will depend on your membership type and your chosen postal option for return of your documents. Fees are shown on the Checklist enclosed in this pack.

Q: I do not have a cheque book, is there any other way to pay?

A: Yes. Please contact us prior to sending in your application to pay Mon-Fri between 10am and 5pm over the phone on 0116 253 3453, to pay by credit/debit card.

Q: The organisation I'm working for is paying for my application, do I still return the People Dancing checklist?

A: Yes. The checklist is essential to your application including obtaining your signature for GDPR purposes. If your organisation is making or has made payment, you must indicate this on the checklist or your application will be returned to you.

Q: I am not a member of People Dancing myself, but my application comes through a Professional Individual member of People Dancing. What do I pay?

A: If you are a volunteer an £8.50 People Dancing administration fee is applied. If you are in a paid position, £44 + £8.50 is payable. Find further details on the checklist. Clearly write the position you have applied for and the Member's name on the checklist.

If you have a different question to the above, please contact Shelley Trevelyan, Membership Development Manager, People Dancing on 0116 253 3453 or email: shelley@communitydance.org.uk