

# Smartcard Identity Verification Guidance

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## Outline

This document outlines the recommended identity documents that can be accepted by RA Managers, RA Agents and RA ID checkers when checking a user identity for the purpose of registering for a new smartcard or changes to verified identity on the Care Identity Service Application.

The documents that can be used have been jointly determined by HSCIC and NHS Employers from the NHS Employers “Verification of Identity Checks” standard. It is essential that all Registration Authorities follow the same standard to ensure that identity verification is proved beyond reasonable doubt irrespective of which local organisation creates the identity.

Below are the two combinations that documents can be presented:

- 1. Two forms of photographic personal identification and one document confirming their address.**
- 2. One form of photographic personal identification and two documents confirming their address.**

The following key aspects of checking a user’s identity must be followed:

- 1. Conducted in a face to face meeting**
- 2. Documentation must be original, from a trustworthy and reliable source, valid, dated and current**
- 3. Listed in approved documentation list below**
- 4. If it is difficult for users to provide original documentation it is acceptable for documents to be downloaded from official sites but this must be done in the face to face meeting.**

## Contents

- 1. List 1 - Acceptable Photo ID**
- 2. List 2 - Acceptable Confirmation of Address**
- 3. List 3 - Acceptable Non-Photographic ID**
- 4. Acceptable documents for those who have recently left full time education (16 to 19 year-olds)**
- 5. What if no acceptable photographic identification documents are available?**



## **1. List 1: Acceptable Photographic Personal Identification**

- 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 (must include counterpart, except Jersey)
- 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.

## **2. List 2: Acceptable confirmation of address documents**

These documents must contain the name and address of the applicant.

- 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 licence (must include paper counterpart) – if not already presented as a personal photographic identity
- UK full driving licence (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 (Not accepted P45 or P60)\*\*



- 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 recognised 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\*\*

\*- All documents must be dated within the last three months.

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

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

Any gaps in residence details should be handled sensitively and probed at the interview stage. There may be many reasons as to why this cannot be accounted for, such as foreign residence or travel.

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

These documents must contain the name and address of the applicant.

- 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 three months.

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

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

#### **4. Acceptable documents for those who have recently left full time education (16 to 19 year-olds)**

When appointing someone who has recently left full-time education you should ask for one piece of personal photographic evidence; or where this is genuinely not possible, a passport sized photograph which is endorsed by a person of some standing in their community as indicated in the section above; and a combination of two of the documents listed below:

- A grant or student loan agreement from a local education authority (UK)
- 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 after the date of birth by UK authorities overseas, such as embassies, high commissions and HM Forces
- National Insurance (NI) number or proof of issue of an NI number – the majority of individuals will be automatically issued with a NI number at the age of 16 and this will be a HR requirement for employment
- A letter from their head teacher or college principal can be requested, verifying their name and other relevant information for example, address or date of birth (UK)



- 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)\*
- A qualification certificate.

## **5. What if no acceptable photographic identification documents are available?**

If an individual genuinely cannot provide any form of acceptable photographic personal identification as outlined within List 1, then the following combination of documentary evidence should be requested:

- Two documents confirming their current address from List 2
- Two forms of non-photographic personal identity from List 3 and
- A passport sized photograph of them.

Each of the documents provided should be from a different source and photographs must be endorsed on the back with the signature of a person of some standing in their community. (A person of some standing in their community may be a magistrate, medical practitioner, officer of the armed forces, teacher, lawyer, bank manager or civil servant who has known them for at least three years.

The photograph should be accompanied with a signed statement from that person, stating the period of time they have known the applicant. Always check that signature provided in the statement matches the one on the back of the photograph, and that it contains a legible name, address and telephone number so that information can be verified.



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