Diocese of Derby - In Parish Processing and Verification of DBS Applications

Introduction

This guidance document is intended to be used by parishes who are processing and verifying their own DBS checks under support and guidance of the Diocesan Safeguarding Administrator. To do so, the Parish Safeguarding Officer and any approved DBS Administrators will have received training; the Diocesan Safeguarding Administrator will have registered the parish with APCS[1] and the Parish will have a set of unique identity numbers to use for creating online applications.

If your parish has not yet received training or does not have a Parish Safeguarding Officer / DBS Administrator, please contact the Diocesan Safeguarding Administrator for further guidance. Contact details can be found on the diocesan web site.

Criteria for making a DBS Application

A DBS Application should only be started once all processes of Safer Recruitment practice have been followed and it has been determined that a DBS check is needed for the role a worker or volunteer is applying for. In this case work should not begin until the Diocesan Safeguarding Team (DST) Administrator has advised that an appointment can go ahead.

To determine if a DBS is required for a role (and that will either be an Enhanced check with or without Barring or a Basic Check), refer first to Appendix B of this document which is a simple table of common roles and the type of check most often required. If this does not provide a quick answer then please refer to the separate document "Regulated Activity Decision Making Notes and Flowchart Derby Diocese 050121.pdf" which has a useful flowchart to determine if a role may require an enhanced check and if barring checks are needed, with detailed notes and a longer list of roles again with further explanatory notes.

Collect Necessary Identity Information and House of Bishops Confidential Declaration Form

You must see proof of the applicant's identity in line with the government's identity checking guidelines. A minimum of three original documents must be seen, one must contain date of birth, and 1 must contain the current address[2]. Make a note of Date of Birth, and current address. If

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[1] APCS – Access Personal Checking Services https://criminalrecordchecks.co.uk/

[2] Full UK government Identity Checking Guidelines can be found on the UK.GOV website. As at 5th January 2021 the following link reached the page with associated downloadable documents: https://www.gov.uk/government/collections/dbs-eligibility-guidance To assist we provide a short list of acceptable documents which was correct as of July 2018 as a separate document to this process guide: DocumentaryEvidenceSheet2018.pdf

possible, also note Driving Licence number and Date of Issue, Passport Number and Date of Issue, and National Insurance Number.

The applicant, if they have not already done so, must complete a House of Bishops Confidential Declaration Form (CDF) (downloadable from the Diocese of Derby website), which they must sign and date. This must also have their FULL name and current address.

Check this form carefully. ALL questions must be answered. If any question is answered YES, then **STOP** and refer the application to the DST Administrator at Church House. It <u>must not</u> proceed to an online application until it has been reviewed by a member of the DST.

Provide the Applicant with an Identity Number to make their online application

Having seen and noted identity details, and with a completed (CDF), you can give the applicant their own unique Id from your 'batch' provided by APCS. For an Enhanced DBS check this will be the number only, for a Basic Check, please add the letter B to the end of the number and ask the applicant to use the number and letter when creating the application. Provide the number / numberB with the instructions for reaching the correct webpage and the information they will need to complete the application. Alternatively, you may choose to have them sit with you whilst you do this together. See Appendix A for an example email text which can be sent if you choose.

The applicant should then make their online application. If they do not, remind them that it must be completed, or the DBS application cannot move forward, and they cannot take up the position if it is offered to them.

Occasionally applicants might have issues with errors using a batch number – this may be due to batch numbers being wrongly used by others or getting part way through an application and then going back quite soon and the system not recognizing it or the password. In these circumstances the best solution is to give them a new number and advise them to complete the application in one sitting and not close or minimize the window.

Almost as soon as they complete the application, the registered email address of the approved parish verifier / batch owner will receive an email which look like the following example:

Dear Judie Fogarty,

The DBS Application for Another Volunteer (7909885993) needs to be ID checked by you, to verify the application details supplied by them are correct.

Please follow the link below to verify the applicants details:

https://www.onlinecrbcheck.co.uk/idchecking.aspx?idchk= (remainder of this link has been deliberately removed)

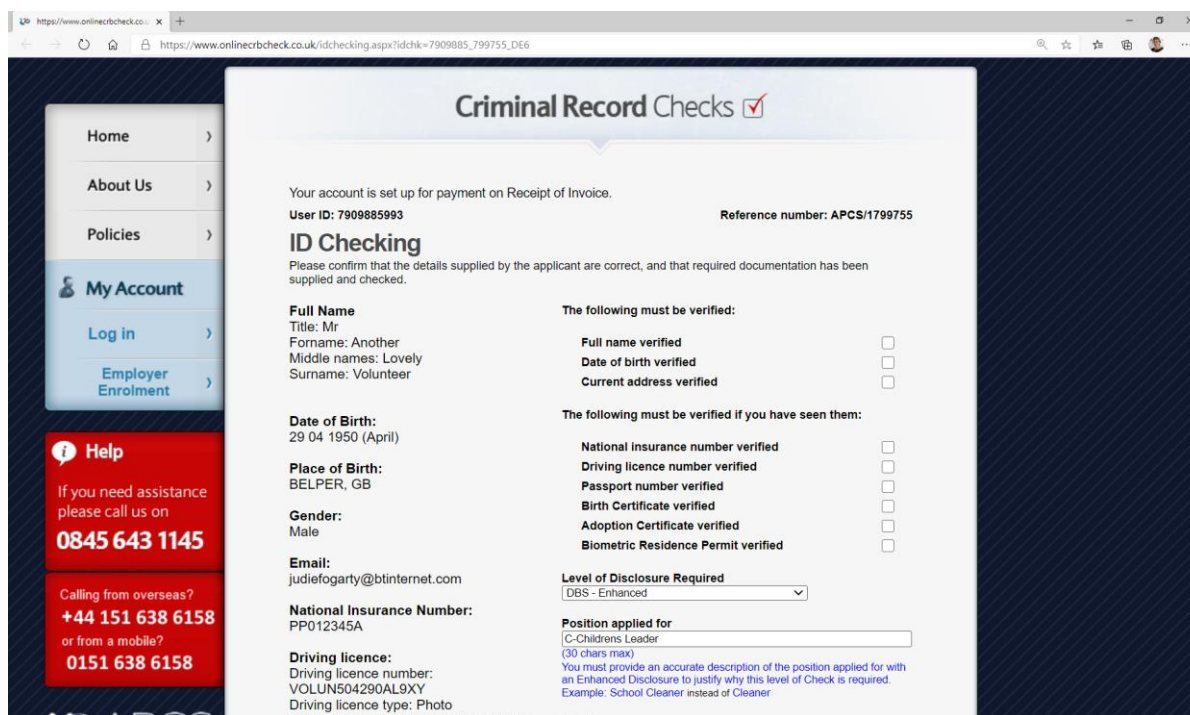If you have any problems or queries, please do not hesitate to contact APCS on 0845 643 1145.

Regards

APCS

Verify the application on the APCS System

In the email you receive from APCS, click the link, and this will take you directly to the application which you need to verify. Don't delete the email until you are sure you have submitted it. You can use the link again if you have to stop the verification process of place the application into a pending state and later return to it.
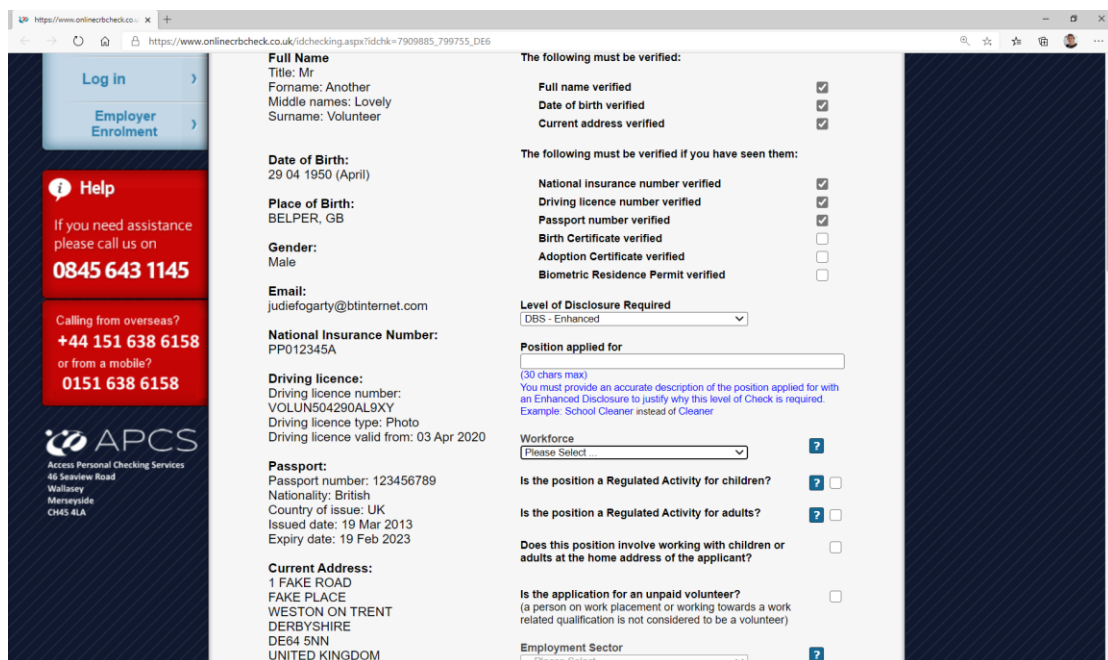
Verify the Identity

1. Is the Full Name of the applicant the same as on the primary identity documents examined (e.g. Passport, Driving Licence, Birth Certificate):
    - Yes – Tick the Full Name Verified Window
    - No – Contact the applicant and resolve the discrepancy – They may need to make a new application, in which case reject this one, or provide different ID documents (suspicious id?), in which case mark this as a pending ID and stop further processing.

2. Is Date of birth the same as on the primary identity documents examined (e.g. Passport, Driving Licence, Birth Certificate):
    - Yes – Tick the Date of birth Verified Window
    - No – Contact the applicant and resolve the discrepancy – They may need to make a new application, in which case reject this one, or provide different ID documents (suspicious id?), in which case mark this as a pending ID and stop further processing.

3. Is the current address the same as on the identity documents examined and consistent on all of them (e.g. Driving Licence, Bank Statement, Council Tax Document): Hint – If they have moved within the past 5 years and have had to enter previous addresses, sometimes these can appear in the incorrect order and an old address may be shown as the current. In this

case scroll to the bottom and look for the print button – this will open a new window which will show previous addresses – if the current address is shown, continue at a below and add a comment in the notes to APCS box to state the current address is shown in previous addresses section.

- Yes – Tick the Current Address Verified Window
- No – Contact the applicant and resolve the discrepancy – They may need to make a new online application, in which case reject this one, or provide different ID documents (suspicious id?), in which case mark this as a pending ID and stop further processing.

4. Verify further identity items only if you have seen them. It is advisable to verify at least one of Driving Licence, Passport, or Birth Certificate where possible. N.B. National Insurance Number should not be verified from a National Insurance Number Card.

Enter Role Assignment and Level of Check

5. Level of Disclosure Required – Always DBS – Enhanced. Note if it is a Basic Check this does not apply you will not need to enter / change this.

6. Position Applied For (limited to 30 Characters in total)
    a. Prefix (Not applicable for Basic Checks)
        i. C- Child Barring requested
        ii. A- Adult Barring requested
        iii. CA- Child and Adult Barring requested
    b. Remainder of Title

    Please use titles from the Diocese of Derby lists and include differentiator of Leader and Helper where appropriate. Use Worker only for Paid employees. Roles can be combined and abbreviated, e.g. C-Youth Leader/PCCMembr to show some one leads the youth group and is also a PCC member. The role which requires the highest level

of DBS barring check should be stated first. You must always DBS check at the highest level for the roles someone does.

7. Workforce

Select as applicable for the groups they work with.

8. Regulated Activity Children and Adults – This is the barring Checks
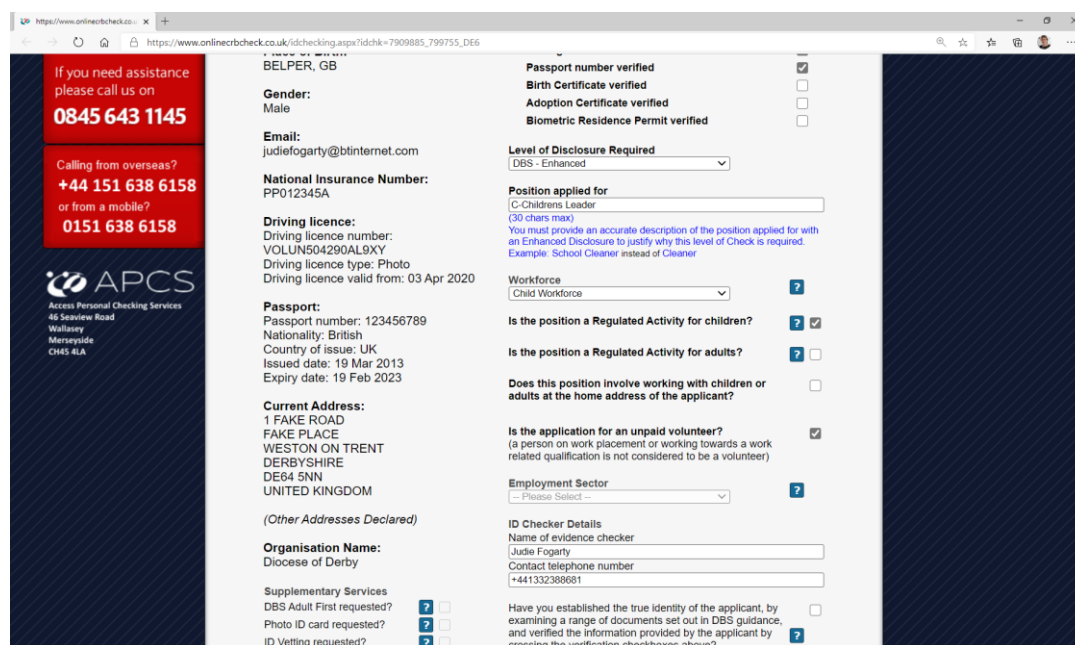
See Appendix B and the separate document "Regulated Activity Decision Making Notes and Flowchart Derby Diocese 050121.pdf" for which roles require or may require Regulated Activity for Child and Adults to be checked. For detailed information refer to Appendix 7 of the Practice Guide to Safer Recruitment 2016 on the National Church of England website.

9. Work from home

Does the applicant work with this group or any of this group in their own home, if so then tick the box – n.b. they need to agree with this, as it will check anyone over the age of 16 living at the address. (refer to the confidential declaration form for further information).

10. Are they an unpaid volunteer?

If they are an unpaid volunteer tick this box. If they are paid then leave this clear.

11. Enter your Name e.g. Volunteer Checker

12. Enter your Phone Number e.g. 01234 567890

13. Tick the box to confirm to confirm you have established the true identity of the applicant.
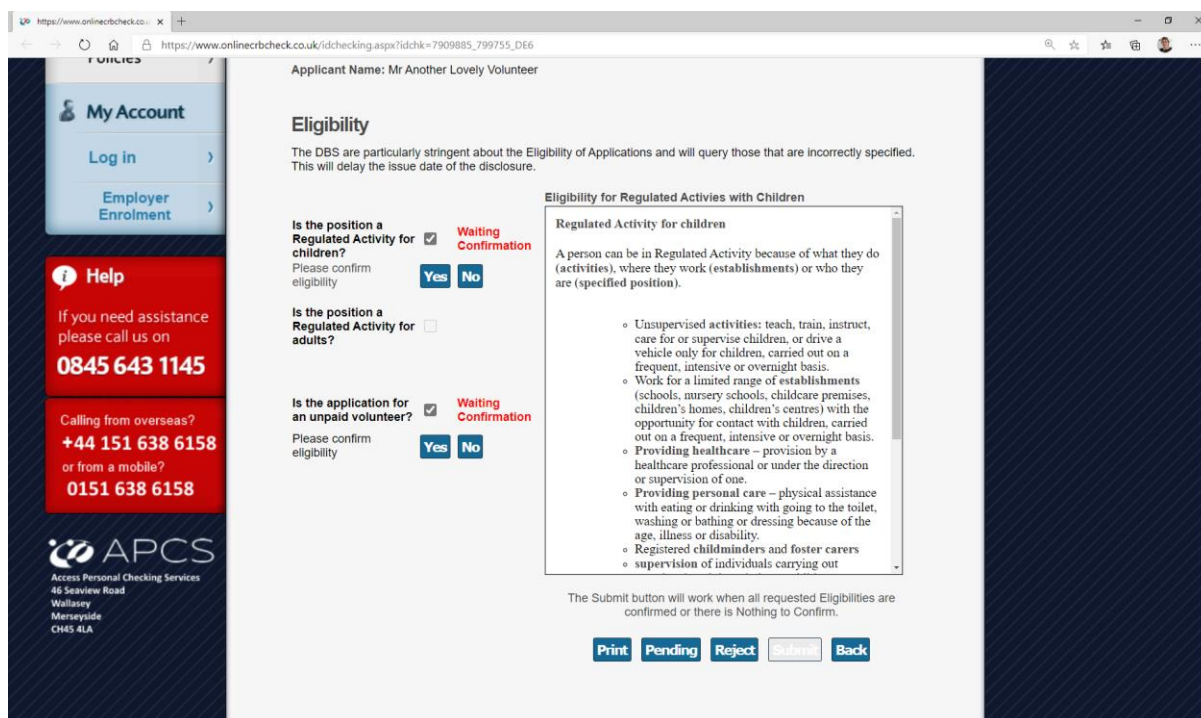
14. Check the chosen Route selected is Route 1 – If not then a primary source of Id has not been ticked as verified. Select Pending then close the application and contact the Diocesan Safeguarding Administrator for guidance.

15. Select Next.

Eligibility

Confirm the answers the three questions as needed by clicking on the yes or no options. If you have made an error this is an opportunity to correct, use the back button to return to the previous screen and amend the answer then select next again to return and confirm the answers.

Once you are confident, select Submit (which will only be selectable once you have confirmed the answers to the three questions) and your application will then be processed by APCS. They will send you an email confirming their processing normally within 24 hours / next working day or they will email you with a query.

If there is a query from APCS please refer to the DST Administrator at Derby Church House for advice before responding.

The email from APCS advising they have submitted the to the DBS service will look similar to the following example:

Subject: DBS Application Process Update for 03 Feb 21

From: enquiries@accesspcs.co.uk
To: Judie Fogarty
Dear Judie

This is a quick update email to let you know that the following DBS applications were successfully submitted to the DBS.

Details are provided below:

1. Another Volunteer   Application Form Reference: E0123456789   Date Forwarded: Feb 3 2021 12:20PM
2. Parish Wonderperson   Application Form Reference: E0987654321   Date Forwarded: Feb 3 2021 12:20PM

You can check the progress of any application on the DBS's website. To do this you will need:

1. The Application Form Reference from the list above

2. The Applicant's Date of Birth

If you follow the relevant link below and enter these details, you will be able to see the current status of the application.

Track a standard or enhanced check: https://secure.crbonline.gov.uk/enquiry/enquirySearch.do

Track a basic check: https://disclosure.homeoffice.gov.uk

There are 5 different stages to the DBS process. However, the application will vary if it goes to all stages depending on the level of disclosure and if the barred list are to be carried out. The stages are:

Stage 1: Receipt of Validated Application (as per the date above)

Stage 2: Application to be checked against the police national computer

Stage 3: DBS Children, DBS Adults and List 99 searched, where applicable

Stage 4: Application to be checked by local police forces

Stage 5: Certificate printing

Unfortunately we have no control over the priority in which the DBS or Police Forces process the application so we cannot influence this.

However if the application is for a Standard or Enhanced check (not Basic) and is at the following stages for more than the time stated, we can escalate the applications when necessary

Stage 2 - 28 days
Stage 4 - 60 days

Please note - if an application has exceeded the number of days at either stage 2/stage 4 then we will escalate automatically and send you an e-mail to inform you of this escalation.

Regards

DBS Team

Access Personal Checking Services Ltd (APCS)
46 Seaview Road, Wallasey, CH45 4LA

Tel: 0845 643 1145
Fax: 0845 643 1146
Email: enquiries@accesspcs.co.uk

With no query you should hear from the Diocese with the result any time from within a week to 12 weeks. Sometimes the applicant will let you know that they have received their certificate – however this does not mean it is clear and it is safe for them to work. You must wait to receive our email

Checking the Progress of a DBS Application

You can check the progress of a DBS application once it has been sent to the DBS Service by APCS by entering the Enumber associated with the application from the email sent to you by APCS confirming the email was sent to DBS for processing and the applicants date of birth at the DBS status checking Website:

Disclosure and Barring Service (crbonline.gov.uk)
https://secure.crbonline.gov.uk/enquiry/enquirySearch.do

This will show you the stages of processing and the dates the application was passed to each stage. It is not possible to query the status of an application until it has been in the system for at least 60 days, and we cannot ask for an elevation until it has been in the system for 90 days. Further, if the DBS service raise a query on the application at any point in time, this clock resets to zero.

Creating an example application to practice verification.

It is possible to create a dummy application to practice verification and entering roles / barring once you have a set of batch numbers. To do so, simply use one of your batch, create a dummy online application (feel free to use Another Lovely Volunteer if you wish, but remember to change the last letter of the NI Number to A, and you might need to put your own postcode into the address).   This will generate an email and then you can go and practice verification as many times as you wish for around 5 months before the application automatically expires. Please don't submit it though.

APPENDIX A : Example email text to send to an applicant to request the complete an online application

Dear *Applicant*,

We have received a request to apply for a DBS check for you. Thank you for completing the Confidential Declaration and ID Verification forms. In order to complete the process you must now complete the online form. Please go to:

www.onlineCRBcheck.co.uk

and follow the instructions to create a new application. Once this is complete we will use the paper forms to verify your application.

Please use the ID Number: *NNNNNNNNNN* and choose your own password

Please have to hand the following:
NI Number

5 year address history including postcodes
Passport details
UK driver licence details

Please note this link will take you to an external website. DBS applications are now completed online via APCS which is the Church of England's preferred supplier for this service. You can see their Privacy Policy at https://www.onlinecrbcheck.co.uk/policies.aspx

For further information on DBS applications and joining the updating service please go to http://www.derby.anglican.org/en/about-us/safeguarding-information-menu/disclosure-and-barring-service-dbs.html

Appendix B Levels of Enhanced Criminal Record Check

Roles	Child Workforce	Adult Workforce	Child Barring	Adult Barring
All Church of England ordained & licensed Clergy **Clergy with 'Permission to officiate'** **Those seeking ordination training or ordination** **Chaplains** **Night Shelter Leaders**	✓	✓	✓	✓

Church Officers **(volunteers and employees)**				
Readers & Readers in Training **Authorised Lay Ministers** **Parish Safeguarding Officers** **Street Pastors** **Youth Leaders / Helpers**	✓	✓	✓	**Adult barring is only required for roles involving providing personal care, assisting with cash or bills, or roles having power of attorney.**
Church Wardens	✓	✓	As appropriate	
Pastoral Assistants / Home Visitors **Supervisors**	As appropriate	✓	As appropriate	
Family Workers / Youth Leaders / Helpers **Leaders of Parent & Toddler groups - not parent helpers who supervise their own children** **Messy Church Leaders/Helpers**	✓	As appropriate	✓	
Any of the following who train or work with children: **Organists / Music / Worship Leaders / Choir Leaders / Cathedral Lay Clerks / Tower Captains / Bell Ringers**	✓	✗	As appropriate	
Children's Leaders / Helpers	✓	✗	✓	
PCC Members - priority for those where the parish has children's work and or Adult work	✓	As appropriate	✗	
Parish Volunteer Drivers for vulnerable groups - not including personal arrangements between friends	✓	✓	✗	

Roles eligible for a Basic Check (There is a cost for a basic check even for volunteers, **this is payable by the applicants' parish.**)	Server* Organist* Parish Verger Caretaker"	Sidesperson* Administrator Santa

*May be eligible for an Enhanced check if supervising children in any way forms part of the role

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Please Note:

This list is indicative and not exhaustive as there will be local variations in approaches, titles, and roles. Where possible please use one of the above roles for ID justification and verification form or the Position applied for on the DBS Verification.

The roles of Clergy and Reader are always classed as paid. This cost is paid for by the Diocese. We do not ask Clergy or Readers to sign up to the Update service as they would be charged an annual fee. All other paid posts requiring an enhanced or basic check are subject to a fee payable by the applicants Parish.