



Quick Start Guide – Paper DBS Checks

Quick Start Guide for the United Reformed Church – Paper Process

Welcome to your new DBS application service provided by Due Diligence Checking Limited.

Due Diligence Checking Limited are the new provider for the DBS checking service for the churches and Synods that form the United Reformed Church. We will begin processing checks on behalf of the United Reformed Church from 1st November 2015 onwards. In this Quick Start Guide for verifiers you will find some introductory information about using the paper application process. Details of the PVG system and the online application process are available from our website www.ddc.uk.net/urc.

You should have already been sent a number of blank application packs so you can start allowing members to complete their DBS checks with DDC. Should you require more application packs please contact one of the team on the details below.

If you need any assistance you are welcome to contact one of our support team on 0116 260 3055 or to contact us by email at contact@ddc.uk.net. You can also use the link that will be on the United Reformed Church website from 1st November 2015. Our support team for the United Reformed Church is led by Helen Palethorpe and Kim Scullion so please feel free to ask for them by name, although all of our support staff can assist.

On behalf of the team at DDC, we look forward to working with you, and to supporting the churches and Synods that form the United Reformed Church.



Jonathan Bazely
DDC Director

Working in partnership with:



Contents

Welcome Note	2
Contents.....	3
What do the application packs contain?	4
The Process	5
Step 1 – Applicant completes the application	5
Step 2 – Verify and copy the ID documents.....	5
Step 3 – Return the completed application pack.....	6
Step 4 – Get the issue number and issue date of the Disclosure	6
Frequently Asked Questions	7

What do the application packs contain?

Application Form

Simple two sided DDC application form for the applicant to complete and sign.

Guidance Notes

Two sided guidance on which identity documents the DBS accept in support of an application.

Verifier ID Check Sheet

For the verifier to complete when the applicant provides their original identity documents. This will then be sent to DDC as confirmation that the process has been completed by an authorised verifier.



Addressed Envelope

A strong A5 envelope to return the completed application form, the Verifier ID Check Sheet and the photocopy of identity documents to DDC. Please note postage is required.

The Process

A brief outline of the paper application process is laid out below. We aim to make it simple and easy for you and the applicant. The applicant still may need assistance completing the process and DDC are on hand to offer this.

With the paper application process, DDC will not have any advanced notice that the applicant has been given an application pack. It is therefore very important that the verifier records to whom they have given application packs and ensure they are returned in a timely manner.

The Verifier will also need to see the original identity documents to confirm that they relate to the applicant and that they show no signs of tampering. These will then need to be photocopied and sent to DDC so that we can confirm they match the DBS requirements and record that they have been seen, for audit purposes.

If you have provided an email address we will notify you when a clear Certificate has been issued and the process completed. IF you have no email, please contact DDC to enquire if the Certificate has been issued. A clear Certificate must be issued prior to allowing the applicant to start in their role or a Certificate issued that has had the content assessed by Church House and passed as being acceptable.

Step 1 – Applicant completes the application

Give an application pack to the applicant to complete. This will contain all the information they need. They will be required to bring the completed application form with appropriate forms of identity documentation back to you or another verifier for completion of the process.

If a mistake is made on the form, this can be crossed out and the correct details written next to it.

Step 2 – Verify and copy the ID documents

The applicant should bring you a minimum of 3 identity documents as listed on the guidance notes in the application pack.

As the verifier, you should:

- Ensure the correct forms and combination of documents have been produced

- Check that the documents are authentic and original, and are owned by the applicant.
- Copy all the identity documents making sure all personal data they contain is clear on the copy. (Acceptable copies can be made by camera, scan or photocopy).
- Complete the Verifier ID Check Sheet which was enclosed with the application pack and ensure it is signed.
- Return the original identity documents to the applicant.

Step 3 – Return the completed application pack



Return the completed application pack in the addressed envelope provided.

Please include:

- Completed and signed application form (signed by the applicant)
- Photocopies of original identity documents (minimum of three)
- Completed and signed Verifier ID Check Sheet
- Continuation sheets if used

PLEASE NOTE: Remember to pay the postage for the return envelope.

DDC will process the application form on to our electronic system and check the details of the identity documents match the information on the form. We will then securely send the application to the DBS.

When the Disclosure is issued, the DBS will send a paper copy to the applicant’s home address and will notify DDC electronically that it has been issued.

Step 4 – Get the issue number and issue date of the Disclosure



There are number of ways you can obtain the Disclosure number and issue date of the issued Disclosure.

- Notified via email if we have your email address
- Call DDC and we will give you the information over the phone
- Check your online area you have been given access to.
- Get sight of the Disclosure from the applicant.
 - Ensure that the applicant checks the Disclosure for any mistakes.
- Ask another verifier at the church who has access to the online area

If viewing the Disclosure please check that the Disclosure is original and has not been tampered with.

Frequently Asked Questions

1. How do I order new application packs?

You can request application packs by calling one of the DDC team on 0845 644 3298 or emailing contact@ddc.uk.net stating your name, which church you are from, the address you would like packs sent to and the number of packs required. We will normally post out 5 packs in each envelope but if you would like more please let us know.

2. I now have access to a computer/the internet, what should I do?

DDC sent you login details in the post on the 1st November 2015. You can use these to access your online area where you can request online applications, verify documents and manage all your applications. You can also track applications and see when Disclosures have been issued.

If you do not have your log in details please contact a member of the DDC team who will be happy to provide them to you. We are open Monday to Friday 9am to 5pm and available on 0845 644 3298.

3. I now have an email address, what should I do?

Please contact DDC via email or phone and we will update our system and issue you with login details to access the online area. You can then start requesting the online application process which is a lot quicker and easier. Our email is contact@ddc.uk.net.

4. How do I know when a disclosure has been issued?

If you have given DDC or the United Reformed Church an email address, you the verifier will receive an email saying the Disclosure has been issued.

When a Disclosure is issued the applicant is always sent a paper copy to their home address directly from the DBS. You can call the DDC team who will tell you if it has been issued and the issue number and date. Alternatively you can also get sight of the Disclosure from the applicant directly and allow them to start working providing it is clear.

If you have access to your online Client Area you can check your online area to confirm the Certificate issue number and issue date, which can be found in the “**Manage Applications**” section. The applicant should not start working in their role until you have seen the clear Disclosure or received the issue number.

5. How will I know if a Disclosure is blemished? (i.e. is not clear.)

The DBS Code of Practice requires that Disclosure information, including whether a Disclosure has content, is only made known to those who need to know as part of their duties. You are not required to see or request to see blemished Disclosures.

The United Reformed Church Safeguarding Team at Church House is responsible for handling blemished Disclosures. DDC will contact the applicant directly if their Disclosure is blemished and send them a special pack in the post. DDC will make arrangements for the Disclosure to be sent directly to us to pass onto the Safeguarding Team.

The United Reformed Church Safeguarding Team will carry out a risk assessment of the information contained. If an applicant is cleared to work in a role, you will be able to obtain the certificate issue number and date. If an applicant is deemed unsuitable to work in a role, or should work within particular conditions, you will receive a specific notification containing the relevant information. Applicants should not start working in their role before you receive such notification.

6. What documentation will the applicant need to submit to me as the verifier?

The required documentation is explained to the applicant in the guidance contained in the application pack. You can also use this as guidance or the Verifier ID Check Sheet. If you would prefer you can view our website www.ddc.uk.net/documents or you can find a printout of the documentation required in the Client Area under “**Handouts for applicants**”.

7. What do I do if the applicant has brought the wrong documentation?

If the documents provided do not meet the DBS requirements, the applicant will need to provide alternatives. Please wait until you have the correct documentation before returning the application pack to DDC, to prevent any delays with the process.

8. Why do I need to send photocopies of the identity documents with the application?

The checking of identity is the most crucial part of the process and any errors at this point can lead to an inaccurate Certificate being issued, and an employment decision based upon wrong information. The Verifier plays a crucial role in ensuring that the correct identity documents are presented by the applicant. Sending photocopies of documents enables us to carry out the second and third stages of the identity checking outlined below and ensure that a DBS compliant process has been followed.

The initial part of the process requires the Verifier to check that the identity documents presented match the person presenting them. This includes all initial checks such as matching the photo to the individual, ensuring any signatures are consistent and checking the documents show no sign of tampering.

The second part of the process is checking that documents presented match the requirements of the Disclosure and Barring Service for identity verification. DDC will also assist in this process by double checking the copy documents that we receive against the current DBS requirements and advising if any further information or documents are required.

Finally DDC will run additional checks to make sure that all form information submitted matches the information contained in the documents and there are no discrepancies, for example another name not declared on the form. We will then keep a log of the information to provide an audit trail for the United Reformed Church, should they require it.

9. What is the Update Service?

The DBS Update Service was launched by the Disclosure and Barring Service on 17th June 2013.

When applicants receive their Disclosure they can subscribe online and pay an annual fee. Subscription for volunteers is free. This will potentially allow the applicant to show future employers

their current Disclosure and to check this is up to date using an online portal on the DBS website. The Disclosure can be accepted by a participating employer providing it is at the same level, workforce, barring lists and volunteer status as the Disclosure that the new employer would normally request. They should also recheck identity documents and the original Certificate.

The applicant has 19 days from the date of issue of the Certificate to join the service and can do so at www.gov.uk/dbs. More information can be found at <http://www.ddc.uk.net/question/what-is-the-dbs-update-service/>

10. How do I register another verifier for my church?

If a church wishes another representative of the church to help manage the DBS application process and verify identity of applicants undertaking a DBS application, please complete form F99SG which can be found at:

www.urc.org.uk/images/Ministries/Safeguarding/Disclosure_and_Barring_Service_Checks/DBS-PVGVerifier_Declaration_Form_99SG.doc and send it to the United Reformed Church Safeguarding office.

Blank paper F99SG forms can also be obtained from United Reformed Church Safeguarding office: United Reformed Church Safeguarding Office, 86 Tavistock Place, London WC1H 9RT; safeguarding@urc.org.uk; 020 7520 2729. The United Reformed Church will notify DDC of the additional representative.

11. I am stepping down as a verifier, who should I tell?

Please contact the United Reformed Church Safeguarding office using form F99SG. www.urc.org.uk/images/Ministries/Safeguarding/Disclosure_and_Barring_Service_Checks/DBS-PVGVerifier_Declaration_Form_99SG.doc.

Blank paper F99SG forms can also be obtained from United Reformed Church Safeguarding office: United Reformed Church Safeguarding Office, 86 Tavistock Place, London WC1H 9RT; safeguarding@urc.org.uk; 020 7520 2729.

12. I need to change my details, who do I tell?

Please contact the United Reformed Church Safeguarding office: United Reformed Church Safeguarding Office, 86 Tavistock Place, London WC1H 9RT; safeguarding@urc.org.uk; 020 7520 2729.

13. Do I need to renew peoples DBS Certificates? If so, when should this be done?

The United Reformed Church requires you to renew Certificates every 5 years. We advise these new Certificates are applied for 3 months prior to reaching 5 years.