



Quick Start Guide – DBS Checks

Quick Start Guide for Quakers in Britain

Welcome to your new DBS online application system provided by Due Diligence Checking Limited (DDC).

Due Diligence Checking Limited are the new provider for the DBS checking service for the meetings that form Quakers in Britain. In this Quick Start Guide for verifiers and safeguarders you will find some introductory information about the online process. You can log-in to your online application area using the website www.ddc.uk.net . We recommend that you save this website to your favourites.

This guide is for you as a Verifier, which we would encourage you to use. Applicants are guided through the process as they complete their online form, so you do not need to give them a copy of this guide. If you would like more detailed information you can find this on our "How To" pages in the client area of the website when you log in. All verifiers should have received their login details, please contact DDC if you haven't received them.

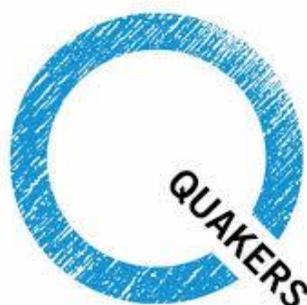
If you need any assistance as you start to use the system you are welcome to contact our support team on 0116 260 3055 or by email at contact@ddc.uk.net. Helen Palethorpe and Kim Scullion lead this team and would be happy to answer any questions you may have.

On behalf of the team at DDC, we look forward to working with you, and to supporting the meetings groups and committees that form Britain Yearly Meeting and Quakers in Britain.



Jonathan Bazely
DDC Director

Working in partnership with:



Contents

Logging In.....	4
Adding an Applicant.....	4
Checking an Applicant's Identity Documents.....	7
Tracking Applications.....	11
Settings.....	12
Protection of Vulnerable Groups (PVG) applications	13
Frequently Asked Questions	14
Job roles	17

Logging In

1. You will receive your log in details by email directly from DDC. If you do not receive your username and password or have misplaced it please contact one of the team on 0116 260 3055 and we would be happy to help.
2. Once you have received your login email, please go to the DDC website via the link contained in the email, or direct to www.ddc.uk.net
3. If you wish to read more about the general services that DDC offer then please go to www.ddc.uk.net where you will find a frequently asked questions (FAQ) section. You can also click on the link at the top of the webpage to log-in.

Please note that the screenshots may vary between the different user types depending on the access level granted.

Adding an Applicant

1. To initiate a DBS check for a new applicant, click on either the “**Online applications**” or “**Add new applicant**” links on the Client Area home page.

The screenshot shows the DDC Quakers in Britain Client Area home page. The top navigation bar includes links for Home, Add New Applicant, Add Existing Disclosure, Manage Applications, Document checkers, Check Documents, Recipient Actions, Reports, and Settings. The 'Add New Applicant' link is circled in red. Below the navigation bar, there is a search bar for applicants. The main content area features several sections: 'How to use the Client Area', 'Further information', 'Handouts for applicants', and 'Support & Contact'. The 'Add a new applicant' button is circled in red and has a dropdown menu with three options: 'Online applications', 'Send paper form', and 'Send PVG form'. Other sections include 'Add an existing disclosure', 'Document checkers', 'Manage current applications', 'News', and 'Recipient Actions'.

- Fill in the details as requested on screen, selecting the applicant's job role from the drop down menu and input any of your own references in the ID section.

DDC Quakers in Britain General User [Logout](#)

[Home](#) [Add New Applicant](#) [Add Existing Disclosure](#) [Manage Applications](#) [Document checkers](#) [Check Documents](#) [Recipient Actions](#) [Reports](#) [Settings](#)

[Home](#) > [New applicant](#) Search for applicant

New Applicant (online form)

for **Leicester Meeting** [\[change\]](#)

SUBMIT - Applicant present. I will input data
SUBMIT - Applicant to input own data

Personal

Title *

Forename *

Middle

Surname *

Date of Birth *

Title: Please select from our pre-defined list.

Date of Birth: If you do not know the applicant's date of birth, type in any valid date.

Contact

Contact telephone number (mobile preferred) *

Daytime telephone number

We will send the access codes to this email address. If the applicant does not have an e-mail address please enter your own address, and only click on the **'SUBMIT - Applicant present, I will input data'** button. You will need to enter data for the applicant.

Email *

Confirm Applicant Contact Email *

Telephone numbers: If the applicant does not respond, we will call this number to check that they have received the email.

A mobile number is preferred. If applicant does not have a contact telephone number please enter your own office number so we can notify you if the applicant does not complete the online form.

Job

Role

Your reference: Applicant ID

Your reference: Location ID

Any extra comments that require action by DDC

Role: This is the list agreed with your organisation. Please try to avoid creating "other" roles.

Applicant ID: This is for the use of your organisation. You can leave this blank if you are unsure what to fill in here.

Location ID: This is for the use of your organisation. You can leave this blank if you are unsure what to fill in here.

Working from Home: When entering custom roles that are based in the applicant's home address, please use the relevant 'Working at Home Address' option in the role description. When using this option, please follow the DBS guidance, which is summarised on our FAQ page.

SUBMIT - Applicant present. I will input data
SUBMIT - Applicant to input own data

Tel 0845 644 3298 Fax 0845 644 3299 Email contact@ddc.uk.net
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3. Click “**Submit**” to create the applicant on the system. If the applicant is present, click the ‘**Submit - Applicant present**’ button to go directly to the blank application form and fill in the applicant’s details immediately. If the applicant will complete the form in their own time, select ‘**Submit - Applicant to Input own data**’. The applicant is then automatically sent an email containing a link to the online application form.

We will send the access codes to this email address. If the applicant does not have an e-mail address please enter your own address, and only click on the '**SUBMIT - Applicant present, I will input data**' button. You will need to enter data for the applicant.

Email *

Confirm Applicant Contact Email *

telephone number please enter your own office number so we can notify you if the applicant does not complete the online form.

Job

Role

Your reference: Applicant ID

Your reference: Location ID

Any extra comments that require action by DDC

Role: This is the list agreed with your organisation. Please try to avoid creating "other" roles.

Applicant ID: This is for the use of your organisation. You can leave this blank if you are unsure what to fill in here.

Location ID: This is for the use of your organisation. You can leave this blank if you are unsure what to fill in here.

Working from Home: When entering custom roles that are based in the applicant's home address, please use the relevant 'Working at Home Address' option in the role description. When using this option, please follow the DBS guidance, which is summarised on our FAQ page.

SUBMIT - Applicant present. I will input data

SUBMIT - Applicant to input own data

4. The applicant should make contact and bring you their identity documentation once they have completed the application form. DDC can notify you when an applicant has completed their form. Just let one of the DDC team know when you speak to them or contact DDC.
5. You can view the list of created applicants via the ‘**Manage Applications**’ link. For more information on this feature, see the Tracking Applications section of this guide.

Checking an Applicant's Identity Documents

After the online application form has been completed, the applicant is required to present you with some identity documents. You are responsible for ensuring the details entered into the online form correspond to those on the documents presented, and that the documents are genuine. As an option, DDC can send you an email when the applicant has filled in their online application form and this step is ready to be completed.

1. When an applicant brings you their documents, log into the Client Area again. You can click on **“Check Documents”** at the top of the screen and an applicant list will appear, or type the applicant's name in the **“Search for applicant”** search bar or use one of the pre-sorted **“Manage current applications”** lists.

The screenshot shows the DDC Quakers in Britain Client Area dashboard. The top navigation bar includes 'Home', 'Add New Applicant', 'Add Existing Disclosure', 'Manage Applications', 'Document checkers', 'Check Documents' (circled in red), 'Recipient Actions', 'Reports', and 'Settings'. A search bar labeled 'Search for applicant' is circled in red. The main content area is divided into several sections: 'How to use the Client Area', 'Further information', 'Handouts for applicants', and 'Support & Contact'. The 'Add a new applicant' section includes 'Online applications', 'Send paper form', and 'Send PVG form'. The 'Add an existing disclosure' section includes 'To include applicant in re-check reminders'. The 'Document checkers' section includes 'Manage existing Document Checkers', 'Add new Document Checker', and 'Edit your location details'. The 'Manage current applications' section (circled in red) includes 'Show all applications', 'Forms with applicants', 'Applications with DBS or Disclosure Scotland', and 'Completed Applications'. The 'News' section lists several articles with dates, and the 'Recipient Actions' section shows 'Pending employment decisions (0)'.

2. Click on the appropriate applicant name.

- The applicant status screen will appear. Next to the “**Document Checks**” status this will say “**Document Checks not started**” if no documents have been checked or “**Document Checks in Progress**” if any documents have been verified. Click on this status.

DDC Quakers in Britain General User Logout

Home Add New Applicant Add Existing Disclosure Manage Applications Document checkers Check Documents Recipient Actions Reports Settings

Home > Applicants > Quaker Applicant Search for applicant

Leicester Meeting
Quaker Applicant Overview

Applicant status: **Document checks in progress**

Initial Application Form	Received by DDC
Applicant Online Form	Submitted to DDC
Document Checks	Document Checks in progress

- The applicant should have nominated some identity documents to present to you. Click on each one and answer the questions about the document. If the application is proceeding through Route 2 or 3 the screen will indicate as such, and may seek confirmation that a ‘Third Party ID Check’ can be carried out.

Currently Nominated Documents

If you entered a document on the previous pages, it will be shown in the table below. You can nominate further documents in the orange box below.

These document will have to be Verified; [How to verify documents](#)

Nominated Document(s)	Issuer	Group	Confirms DOB	Confirms Address	Verified
Passport (Any Country)		1	✓	-	verify
Bank or Building society statement (UK/EEA)	Natwest	2b	-	✓	✓
Council Tax Statement (UK)	Leicester City Council	2b	-	✓	✓

5. If documents have not been nominated, or more documents are needed, you can select more from the 'Acceptable Documents' section at the bottom of the screen. Simply click on the document type to begin entering the correct details.

Acceptable Documents

Nominating Further Documents

To nominate or check further documents, please **click** on a document from the list below.

Group 1: Primary identity documents

- Photocard Drivers Licence (UK)
- Photocard Drivers Licence (EU)
- Birth Certificate (UK only. Issued within 12 months of Birth)
- Adoption Certificate (UK)

Group 2a: Trusted government documents

- Paper-style Driving Licence (UK)
- Paper-style Driving Licence (EU)
- Birth Certificate (UK only. Issued 12+ months after Birth)
- Marriage / Civil Partnership Certificate (UK)
- Firearm Licence (UK)
- HM Forces ID Card
- Photocard Driving Licence (Non-EU/UK. Only valid for 12 months after entry into the UK)

Group 2b: Financial and social history documents

- Mortgage Statement (UK/EEA) 12
- Bank or Building society statement (UK/EEA) 3
- Bank or building society account opening letter (UK) 3
- Credit Card Statement (UK/EEA) 3
- Financial statement (e.g. pension, endowment, ISA. UK only) 12
- P45 12 N.I.
- P60 12 N.I.
- UK Work Permit or Visa 12
- Sponsorship Letter (Non-UK/EEA)
- Utility Bill (Not Mobile Telephone) 3
- Benefits Statement e.g. Child Allowance, pension etc. 3
- Correspondence or Personalised document from a local or central UK Government body giving entitlement 3
- EU National ID card
- PASS Card
- Letter from a Head Teacher
- State Entitlement Letter 3

3 Less than 3 months old
 12 Less than 12 months old
 N.I. Requires N.I. number

- After answering questions for each document a **“Submit application”** button will appear. Click this and the application will now be submitted to DDC.

✓
Document Nomination Overview

Your Requirements

Minimum of three documents	✓
Document showing date of birth	✓
Document showing current address	✓
All documents must be verified	✓
All requirements met	✓✓

Submit
application

You are following the Route 1 application process

The submit button will only become active when all the requirements have been met.

☰
Currently Nominated Documents

If you entered a document on the previous pages, it will be shown in the table below. You can nominate further documents in the orange box below.

These document will have to be Verified; How to verify documents

Nominated Document(s)	Issuer	Group	Confirms DOB	Confirms Address	Verified
Passport (Any Country)		1	✓	-	✓
Bank or Building society statement (UK/EEA)	Natwest	2b	-	✓	✓
Council Tax Statement (UK)	Leicester City Council	2b	-	✓	✓

Tracking Applications

- To see the status of applications already initiated click **“Manage current applications”** or **“Manage Applications”**

- From this section, you can sort applicants into categories, order them or search for individual applicants. To find out more about the progress of a particular applicant, click on **‘Current Status’**

	Forename	Surname	Account	Requested by	Client ID	Location ID	Job Function	Active?	Online	Check Level	Current status	Status Date
<input type="checkbox"/>	Test	Applicant	Demonstration Only	Duncan Coppel	2468	NationalMeeting	Meeting Carer	Active	Yes	Enhanced Disclosure	Applicant confirmed receipt of form	01/02/2013
<input type="checkbox"/>	Quaker	Applicant	Leicester Meeting	Graham Topham	Friend26	Meeting22	Friend in Residence	Active	Yes	Enhanced Disclosure	Applicant input complete, awaiting document checks	28/11/2017
<input type="checkbox"/>	Kim	Scullion	Leicester Meeting	Kim Scullion			Pastor	Active	Yes	Enhanced Disclosure	Form resent to applicant on	30/11/2017

Settings

As part of the Document Checking process, applicants are provided with some instructions, informing them where they can take their documents to be checked. You can change these instructions to suit your requirements. This may come in handy if you are not at the same location all the time or work an irregular shift pattern or would like the applicant to call you to arrange a meet time.

1. Click on the **“Edit your location details”** under the **“Document checkers”** section or click **“Profile”** in the **“Settings”** section.*

The screenshot shows the DDC Quakers in Britain user interface. The top navigation bar includes 'Home', 'Add New Applicant', 'Add Existing Disclosure', 'Manage Applications', 'Document checkers', 'Check Documents', 'Recipient Actions', 'Reports', and 'Settings'. The 'Settings' menu item is circled in red. Below the navigation bar, there is a search box for applicants. The main content area is divided into several sections: 'How to use the Client Area', 'Add a new applicant', 'Add an existing disclosure', 'Document checkers', 'Manage current applications', 'News', and 'Recipient Actions'. In the 'Document checkers' section, the 'Edit your location details' link is circled in red.

2. Edit the location or give the applicant an instruction on where or how to bring documents to you.
3. Once you have made any changes click **“Save changes”**

*Please note that some of these options may not display for all users, based upon access to the system.

Protection of Vulnerable Groups (PVG) applications

For those Verifiers in Scotland with applicants wishing to join the Protection of Vulnerable Group (PVG) please contact DDC directly and they will be able to provide a stock of Scheme Record and Scheme Update forms. Applicants should complete these forms and return them to the Verifier with original documents and a set of copy documents. The Verifier should then sign and date each document to confirm they have seen the original, and is a valid and true copy of the original document.

DDC will then check the copy documents to confirm all the information is accurate and consistent before countersigning the form and sending it to Disclosure Scotland. Copy documents will be securely shredded 24 hours after the application has been sent to Disclosure Scotland.

A copy of the document issued (Scheme Record or Scheme Update) will be sent to DDC who will liaise with the BYM to confirm if there is information that needs to be evaluated.

Frequently Asked Questions

1. The applicant has no email address/is not confident using a computer, how do I complete the process?

An online application can still be submitted. There are a few solutions to this:

- The applicant can sit with you while you complete it on their behalf (or you can complete it together). This is initiated in the same way as normal but click **“Submit – applicant present I will input data”** at the bottom of the new applicant form. This takes you directly to the blank form followed by the document checking section. The form can be saved at any point as normal.
- A paper application form can be printed off from the “Handouts for applicants” section of the Client Area. The applicant can fill this in and bring it back to you with their identity documents (a handout for what documentation is required can also be printed). You then initiate the check in the same way as usual but as above click **“Submit - applicant present I will input data”** and copy the information across.
- Use your email address as the contact and when you receive the application email with log in details, print this off and hand it to the applicant. The applicant can then use any internet enabled computer or device. They can change their password when logging on to the blank form.

2. How do I know when a 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 will be sent an email confirming it has been issued. This email confirms the Certificate issue number and issue date, which can also be found in the **“Manage Applications”** section of the Client Area. The applicant should **not** start working in their role until you have received this email or the applicant’s Disclosure shows as issued in the Client Area. You do not need to view the applicant’s Certificate.

3. What happens 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. Verifiers are not required to see or request to see blemished Disclosures.

The Safeguarding Team at Britain Yearly Meeting (BYM) is responsible for handling blemished Disclosures. They will request the original certificate from the applicant and carry out a risk assessment of the information contained, with the Area Meeting Safeguarding Coordinator. If an applicant is cleared to work in a role, you will receive a standard email notification confirming 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.

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

The required documentation is explained to the applicant during the online application process. You can find a printout of the documentation required in the Client Area under “**Handouts for applicants**” or if you would prefer you can view our website www.ddc.uk.net/help-advice/guidance-for-applicants.

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

If the applicant provides different documents to those nominated via their application, this is not a problem providing the document is still valid as per the DBS requirements. You can add the document directly by clicking on the document type, reading the guidance and entering the basic document information. If the documents provided do not meet the DBS requirements, the applicant will need to provide alternatives.

6. Does using the online service make the check portable?

No, using the online system is just a quicker and more efficient way of applying for a DBS check. Once the DBS have issued the Disclosure, the applicant can choose to subscribe to the Update Service so their Certificate can potentially be reused in certain situations.

7. How often are checks carried out?

The BYM advise that a new check is requested every 3 years for those in eligible positions. Unfortunately the only way to obtain a new Certificate is to apply for a new one, and follow the DBS process for identity verification and form declaration. DDC will email each Meeting directly to advise when a recheck is required, providing 3 months notice.

8. 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 the employer providing it is at the same level, workforce, vetting and 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 30 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/>

9. How do verifiers keep their password and login details safe?

Verifiers should not share their password or login details with anyone else as they are individual to them. If your meeting needs an additional verifier to cover holidays or ill health please let us know and we will arrange for them to have their own login and password. Where several verifiers are in the same meeting, the DDC system will allow all verifiers at that meeting to see checks in progress so there is an easy way to share this information with each other.

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

If a Meeting wishes another representative of the Meeting to help manage the DBS application process and verify the identity of applicants undertaking a DBS application, the name and contact details of additional representatives should be sent to BYM central team to add new details (updates@quaker.org.uk)

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

You can notify DDC that this is happening but you must also contact your Meeting clerk and ideally copy this message to the BYM central team (updates@quaker.org.uk). Please do not share your log-in with anyone else within your meeting as this represents a security risk.

12. How will checks be paid for?

All applications will be paid for centrally by the BYM Team. Please be aware that each application is chargeable so try to avoid adding applicants numerous times. If you have made an error with the request please contact DDC on 0845 644 3298 or 0116 260 3055.

13. The checking process for Transgender applicants

A Transgender applicant completing a DBS form should contact the DBS Sensitive Application Team, ideally a few days before the application form is submitted. This will ensure that any previous gender/name is not released on the DBS certificate, unless permission is provided. A member of the DBS team will be able to answer any questions about completing the application form and will record details to allow the tracking of the application when it arrives. For more information on this process please go to <https://www.ddc.uk.net/question/dbs-process-transgender-applicants/>

14. Welsh language applications

For Meetings in Wales the easiest, quickest and safest way to request and carry out checks is through the online application system, and there are numerous ways to do this. Unfortunately the DBS do not allow online applications in Welsh, and therefore all electronic forms are to be submitted in English, with the Certificate also issued in English. DDC can provide Welsh Language forms to complete where necessary. This information should then be entered on to the online application system by the Verifier, with the applicant's permission.

Job roles

The system has been pre-loaded with job roles that meet the requirements of the Quakers in Britain. The following types of check will be requested when the corresponding job role is selected. Below is a brief description of the kind of work that the applicant should be undertaking to require a check. Please note more information on Regulated Activity can be found on the DDC website (<https://www.ddc.uk.net/help-advice/what-is-regulated-activity/>). All checks will be at the enhanced level. Please select the role that best suites the work being undertaken by the applicant. If an applicant is undertaking a dual role please select the highest check to ensure a suitable check is requested.

Job Role	Description of work undertaken	Workforce	Barring List	Paid / Volunteer
Children and Young People's helper volunteer (Regulated Activity)	Volunteering with children's activities and event. Supporting children's meeting. Undertaking Regulated Activity	Children	U18s	Volunteer
Children and Young People's helper volunteer	Volunteering with children's activities and events. Supporting children's meeting	Children	(none)	Volunteer
Children and Young People's support worker (paid) (Regulated Activity)	Children and young people's team worker. Undertaking Regulated Activity	Children	U18s	Paid
Children and Young People's support worker (paid)	Children and young people's team support worker	Children	(none)	Paid
Adult helper volunteer (Regulated Activity)	'Overseer' or 'Elder' with responsibility for supporting adults as part of the role. Undertaking Regulated Activity.	Adult	Adults	Volunteer
Adult helper volunteer	'Overseer' or 'Elder' with responsibility for supporting adults as part of the role.	Adult	(none)	Volunteer
Adult support worker (paid) (Regulated Activity)	Residential home worker. Residential events support worker. Undertaking Regulated Activity.	Adult	Adults	Paid

Trustee of charity supporting children	Area Meeting Trustee with responsibility for activities with children	Children	(none)	Volunteer
Trustee of charity supporting adults	Area Meeting Trustee with responsibility for activities with adults at risk	Adults	(none)	Volunteer
Trustee of charity supporting children and adults	Area Meeting Trustee with responsibility for activities with children and adults at risk	Children and Adult	(none)	Volunteer

For those roles in Scotland the term ‘Regulated Activity’ is called ‘Regulated Work’ as there are differences in the eligibility requirements for the Protection of Vulnerable Groups (PVG) Scheme. For help with assessing those roles please see our News Article <https://www.ddc.uk.net/company/5-easy-steps-to-assessing-regulated-activity-in-scotland-the-pvg-scheme/>