DDC

DUE DILIGENCE CHECKING

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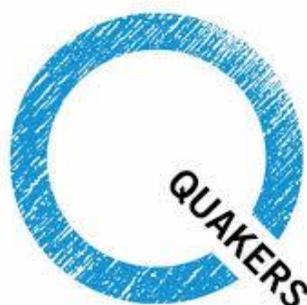
If you need any assistance as you start to use the system you are welcome to contact our support team on 0116 260 3055 or by email at contact@ddc.uk.net. Helen Palethorpe and Kim Scullion lead this team and would be happy to answer any questions you may have.

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

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.

OP-EXT-0125-V1.3-Quick Start Guide – Online DBS Checks Quakers

2. 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.

OP-EXT-0125-V1.3-Quick Start Guide – Online DBS Checks Quakers

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.

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.

2. Click on the appropriate applicant name.

OP-EXT-0125-V1.3-Quick Start Guide – Online DBS Checks Quakers

3. 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.

4. 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.

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.

OP-EXT-0125-V1.3-Quick Start Guide – Online DBS Checks Quakers

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

OP-EXT-0125-V1.3-Quick Start Guide – Online DBS Checks Quakers

Tracking Applications

1. To see the status of applications already initiated click "**Manage current applications**" or "**Manage Applications**"

2. 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'**

OP-EXT-0125-V1.3-Quick Start Guide – Online DBS Checks Quakers

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.*

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 <u>not</u> 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/