DDC

DUE DILIGENCE CHECKING

Quick Start Guide – DBS Checks

Quick Start Guide for the Baptist Union of Great Britain

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

Due Diligence Checking Limited are the new provider for the DBS checking service for the churches, associations and colleges that form the Baptist Union of Great Britain. In this Quick Start Guide for verifiers you will find some introductory information about the online process. Details of the paper-based application process are available from our website www.ddc.uk.net/baptists.

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 our 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. Our support team for the Baptist Union 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, associations and colleges that form the Baptist Union of Great Britain.

Jonathan Bazely
DDC Director

Working in partnership with:

BAPTISTS TOGETHER

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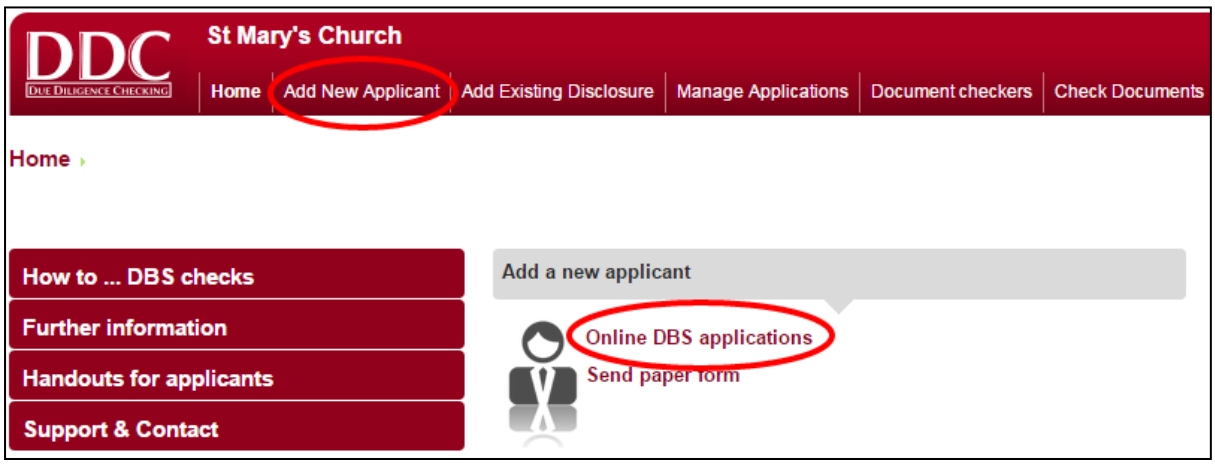
Logging In

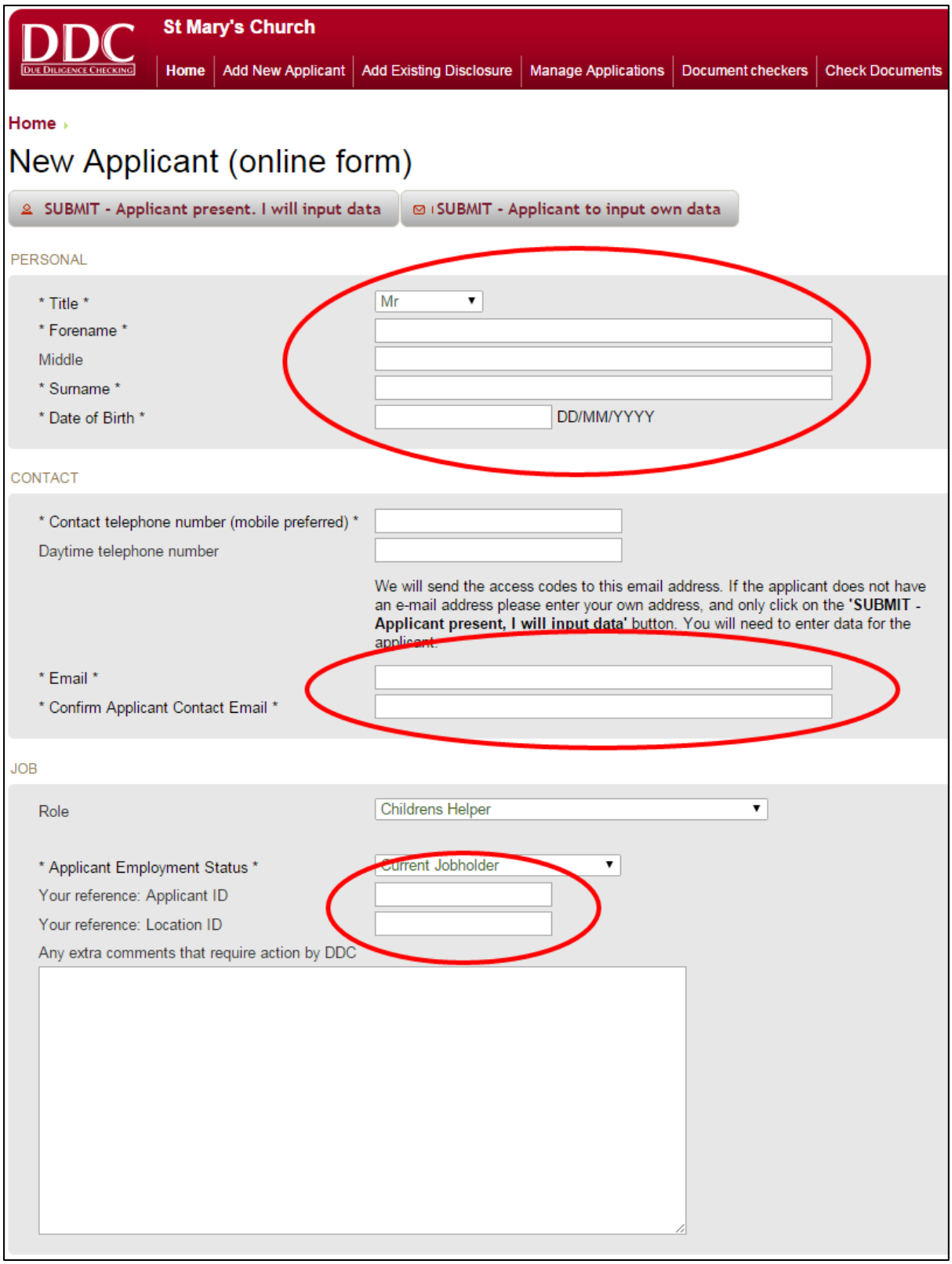
1. You will receive your log in details by email or post directly from DDC. If you do not receive your username and password or have misplaced it please contact one of the team on 0116 260 3055 and we be happy to help.
2. Once you have received you login email, please go to the DDC website via the link contained in the email, or direct to www.ddc.uk.net
3. If you wish to read more about the process there are specific webpages for the BUGB (www.ddc.uk.net/baptists). You can also click on the link at the top of this page to log-in.

Adding an Applicant

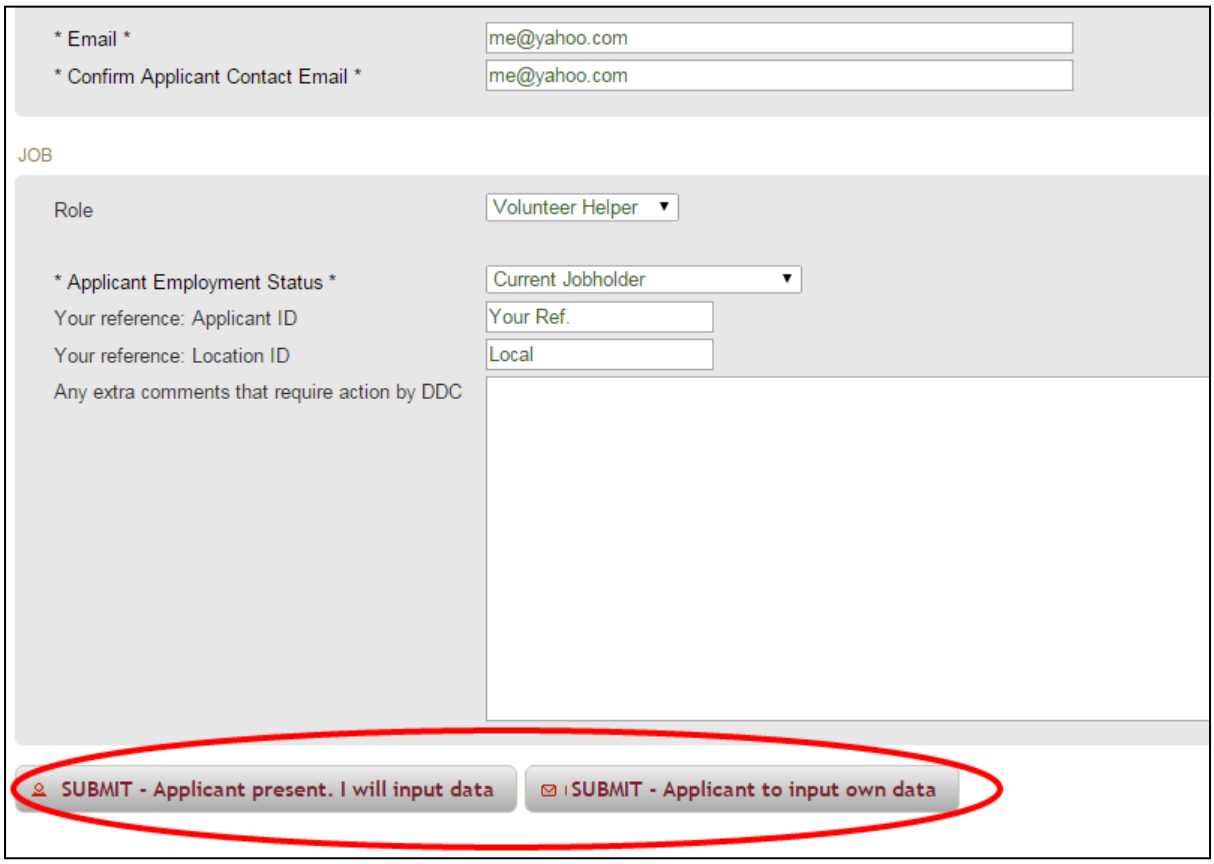
1. To initiate a DBS check for a new applicant, click on either the "**Online DBS applications**" or "**Add new applicant**" links on the Client Area home page.



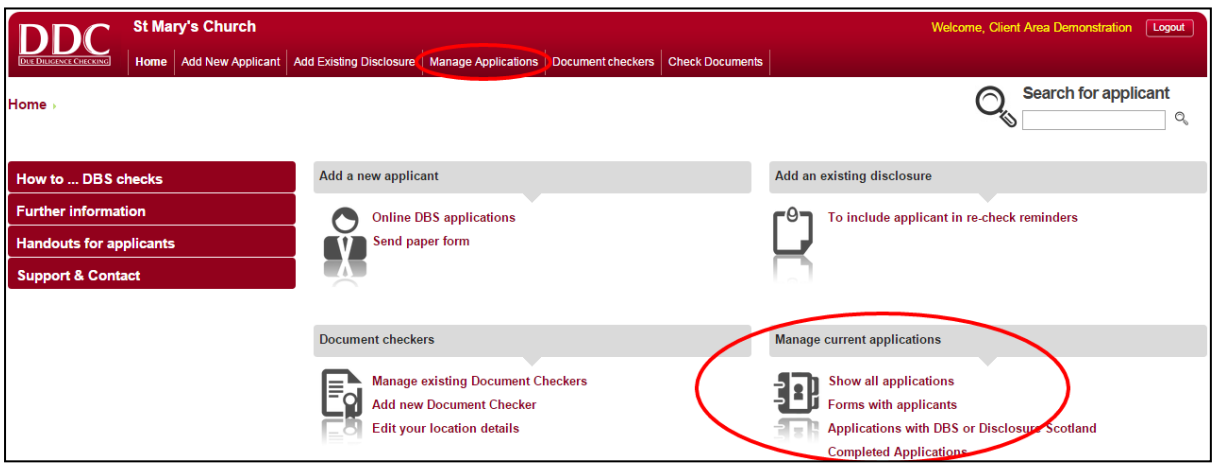
2. Fill in the details as requested on screen, selecting the applicant's job role from the drop down menu and input any of your own references in the ID section.



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 applicants 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.



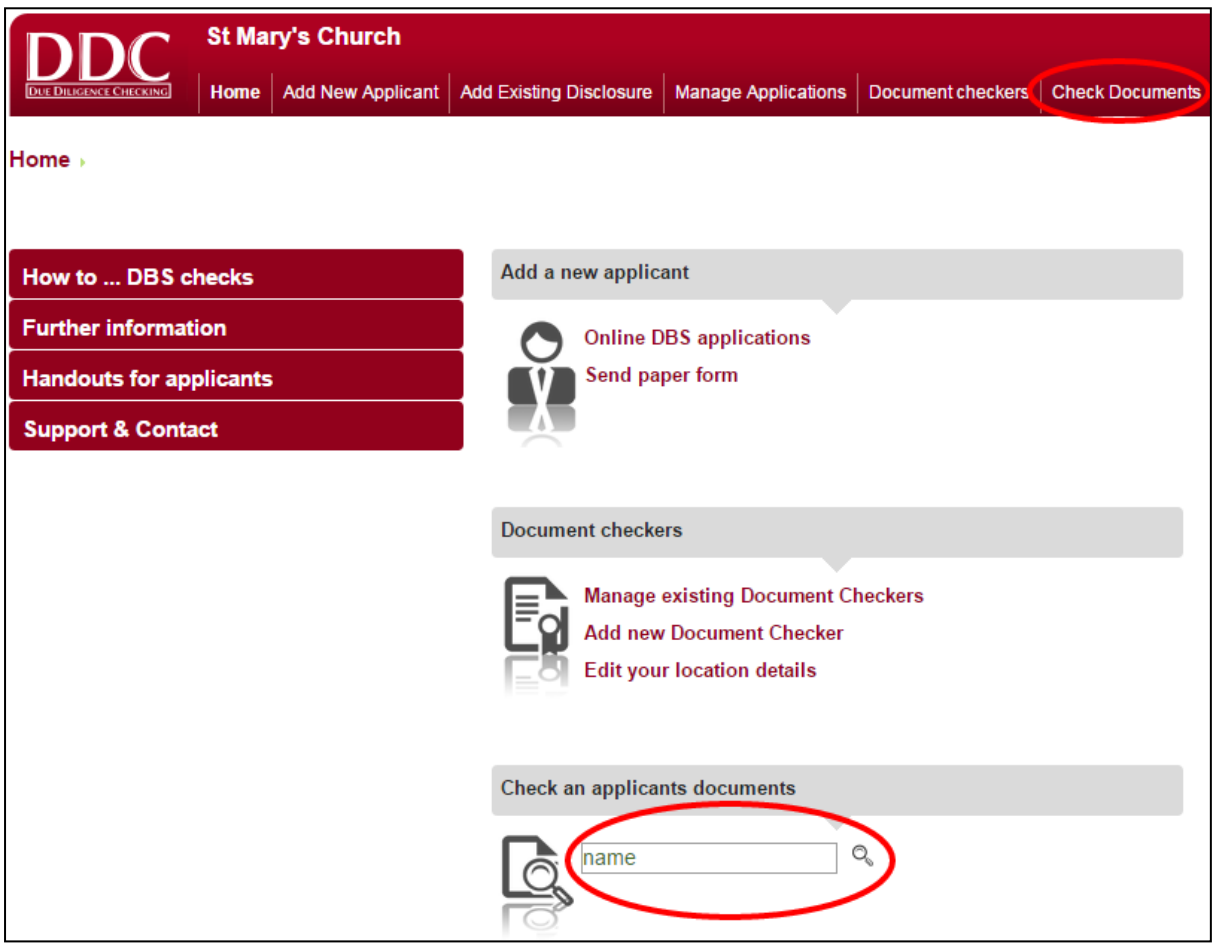
4. The applicant should make contact and bring you their identity documentation once they have completed the application form. DDC can notify you when an applicant has completed their form. Just let one of the DDC team know when you speak to them or contact DDC.
5. You can view the list of created applicants 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

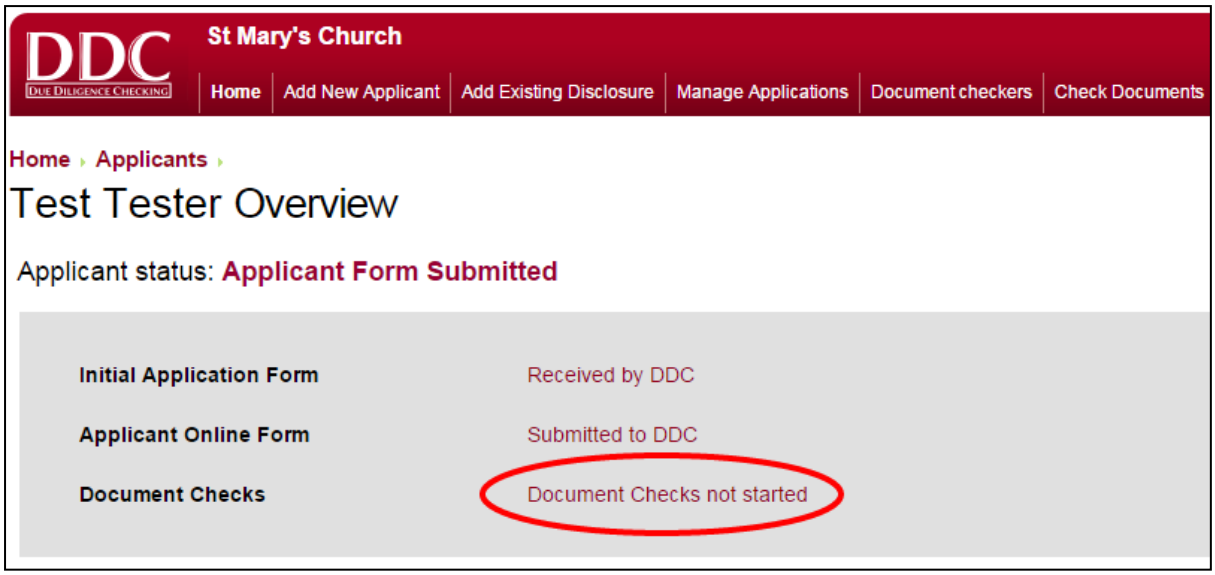
After the online application form has been completed, the applicant is required to present you with some identity documents. You are responsible for ensuring the details entered into the online form correspond to those on the documents presented, and that the documents are genuine. As an option, DDC 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. Either click on "**Check Documents**" at the top of the screen and an applicant list will appear or, type the applicants name in the "**Check an applicant's documents**" search bar.

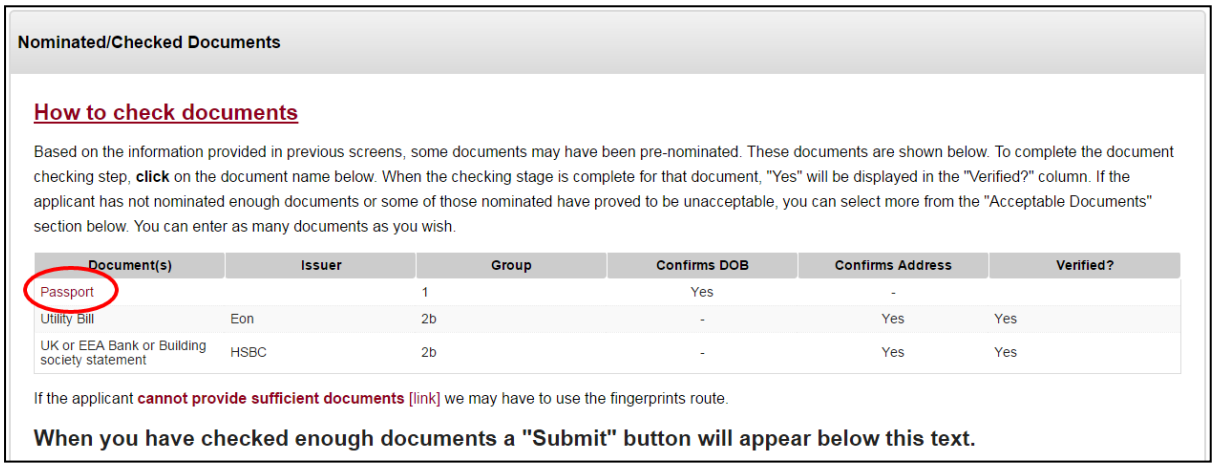


2. Click on the appropriate applicant name.

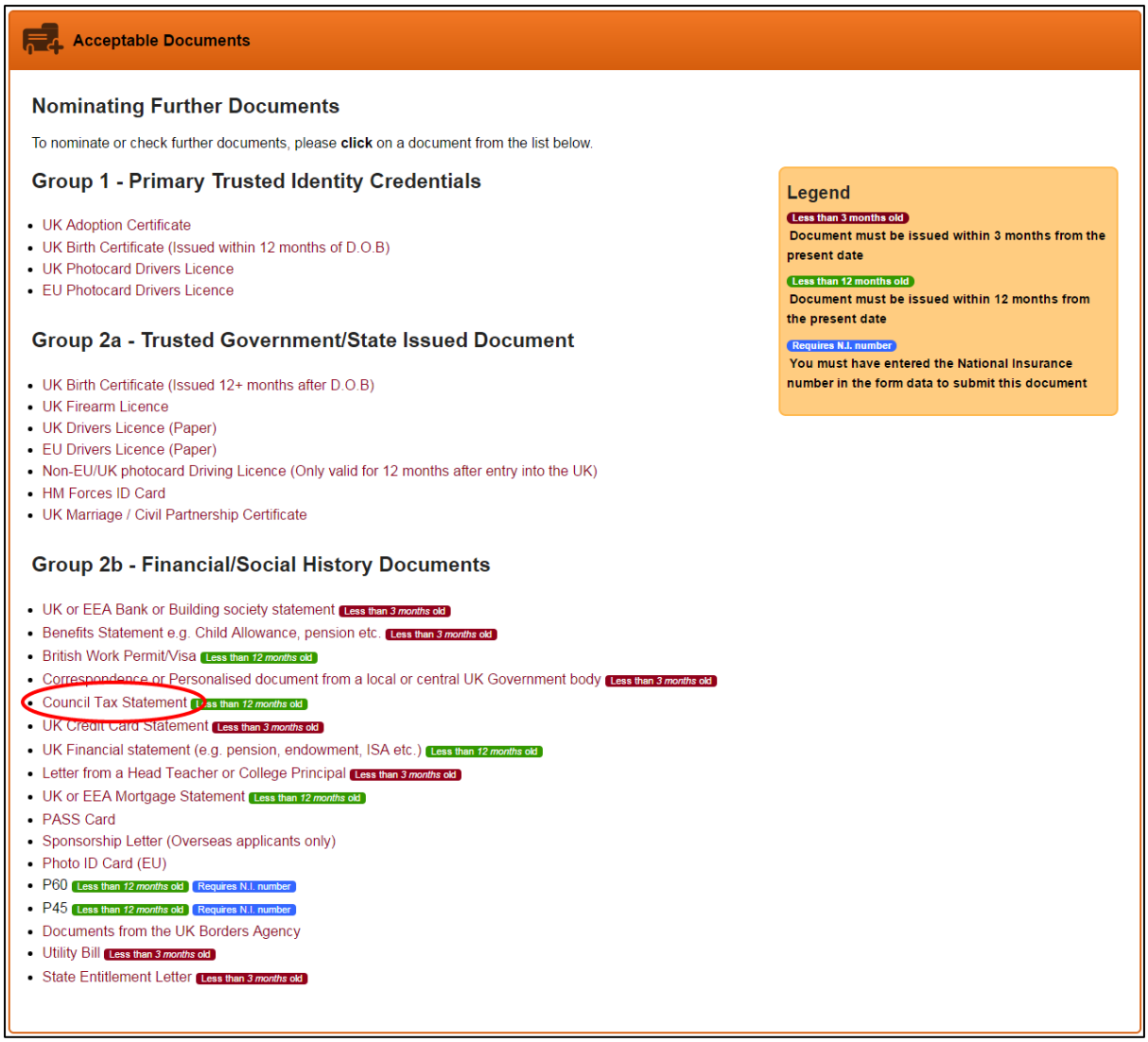
3. The applicant status screen will appear. Next to the "**Document Checks**" status this will say "***Document Checks not started***". Click on this status.



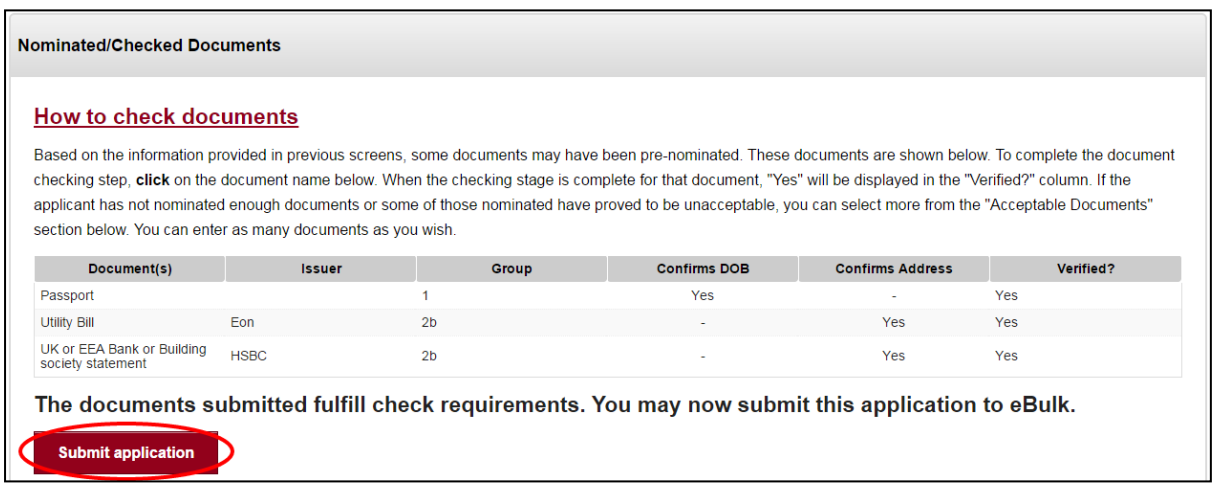
4. The applicant should have nominated some identity documents to present to you. Click on each one and answer the questions about the document.



5. If documents have not been nominated, or more documents are needed, you can select more from the 'Acceptable Documents' section

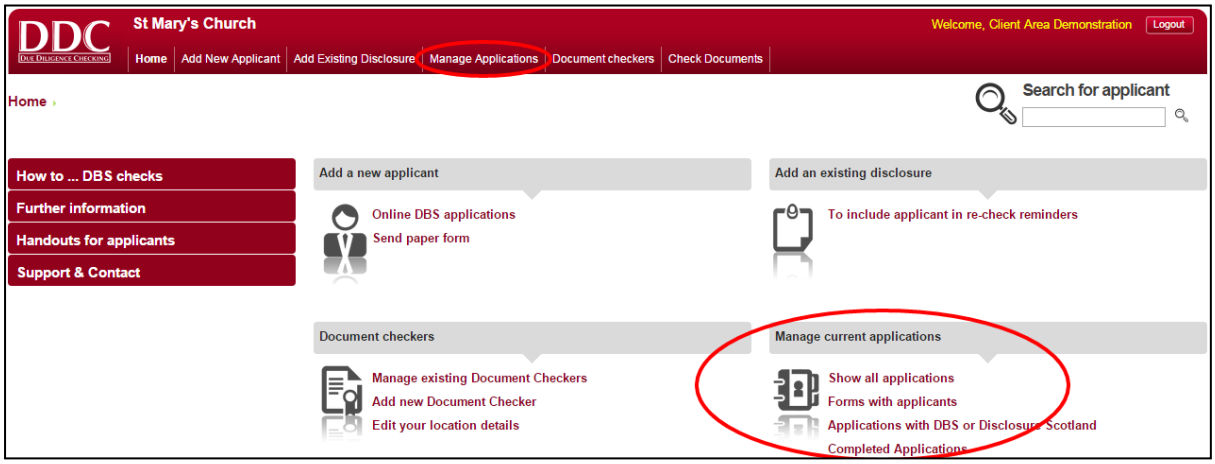


6. After answering questions for each document a "**Submit application**" button will appear. Click this and the application will now be submitted to DDC.

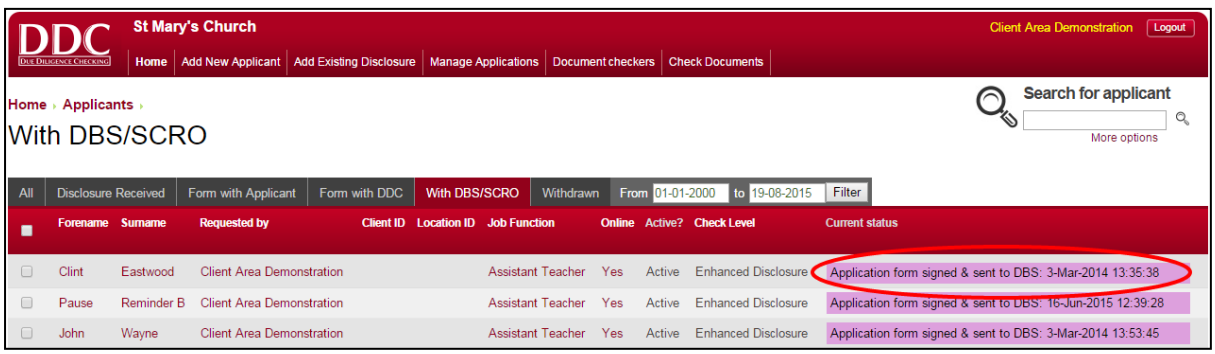


Tracking Applications

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



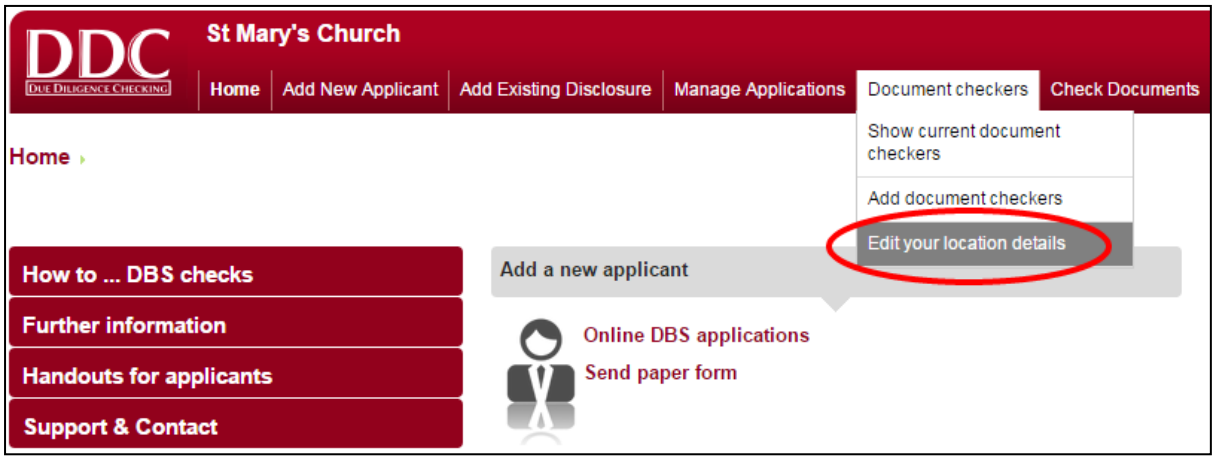
2. From this section, you can sort applicants into categories, order them or search for individual applicants. To find out more about the progress of a particular applicant, click on **'Current Status'**



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 "**Document checkers**" section and then select "**Edit your location details**".



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**"

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. 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. You are not required to see or request to see blemished Disclosures.

The BUGB Safeguarding Team at Baptist 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 BUGB Safeguarding Team will carry out a risk assessment of the information contained. 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. **I do not have an email address or use a computer. How do I request new checks?**

DDC can provide you with blank application packs for DBS checks. You can give a paper pack to the applicant who should complete it and arrange to see you. The applicant will need to give you their application, together with the Verifier ID Check Sheet, which is included in the pack. When you meet with the applicant you must complete the check sheet and take photocopies of the original ID documents. You should then send the check sheet, the completed application form and the photocopies of the original ID documents to DDC in the envelope provided.

Please note the verifier will be responsible for ensuring the applicant completes the process. DDC will not be able to issue reminders or pro-actively offer support in this instance.

7. **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.

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 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/

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 church 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 church, the DDC system will allow all verifiers at that church 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 church?**

If a church wishes another representative of the church 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 the Baptist Union's Database Administrator. All contact details can be found on the Baptist Together website.

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 the BUGB Database Administrator. All contact details can be found on the Baptist Together website.

Full documented instructions can be found in the Client Area but if you require more information, please contact DDC Ltd on 0845 644 3298 / 0116 260 3055 or send an email to contact@ddc.uk.net.