



# Quick Start Guide – Paper DBS Checks

## Paper Process Quick Start Guide for the Baptist Union of Great Britain

**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, 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 using the paper application process. Details of the online application process are available from our website [www.ddc.uk.net/baptists](http://www.ddc.uk.net/baptists).

If you require paper application packs, or need any assistance with the application process, please contact one of our DDC support team on 0116 260 3055 (office hours are Monday-Friday 9am to 5pm) or email [contact@ddc.uk.net](mailto:contact@ddc.uk.net). Our support team for the Baptist Union of Great Britain is led by Helen Palethorpe and Kim Scullion so please feel free to ask for them by name, although all of our support staff are able to 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:



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## What do the application packs contain?

### Application Form

A simple two sided DDC application form for the applicant to complete and sign. Please note: this is the only application form needed, the applicant does not need to complete a DBS application form

### Guidance Notes

Two sided guidance on which identity documents the DBS accept in support of an application. Please note: you must see the applicant's original documents.

### Verifier Identity Check Sheet

For you 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 sturdy A5 envelope to return the completed application form, the Verifier Identity Check Sheet and photocopies of the identity documents seen 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 as simple and easy as possible for you and the applicant. The applicant may still need assistance completing the process and DDC are on hand to offer any support needed.

With the paper application process, DDC will not have advance notice that the applicant has been given an application pack. It is important that you keep a record of who has been given application packs and ensure they are returned in a timely manner. You will also need to return photocopies of the identity documents you have seen with the completed application pack, for DDC to check that the correct number of valid documents have been presented, and that all of the information entered on to the form matches.

If you have provided an email address we will notify you when a Certificate has been issued. As an alternative you can contact DDC to enquire if the Certificate has been issued or view the applicant's Certificate directly.

**An applicant should not start working in their role unless their Certificate is either clear or the BUGB National Safeguarding Team have assessed any content and cleared the applicant to work in the role.**

### Step 1 – Applicant completes the application form

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

Carefully check through the form to make sure it has been completed correctly. 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 identity documents

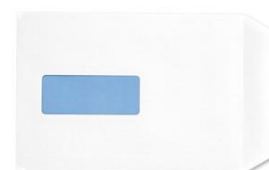
The applicant should bring you a minimum of three original identity documents as listed on the guidance notes in the application pack.

As the verifier, you should:

- Ensure the correct combination of documents have been produced
- Check that the documents are authentic and original
- Photocopy all of the identity documents, making sure all personal data they contain is clear on the copy
- Complete the Verifier Identity Check Sheet enclosed with the application pack and ensure it is signed.
- Return the original identity documents to the applicant.

If the applicant cannot provide a Group 1 document they must give their consent for a third party Identity Validation Check to be undertaken. Please see the Verifier Identity Check Sheet for details.

### Step 3 – Return the completed application pack to DDC



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 Identity Check Sheet (signed by you)
- Continuation sheets if used

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

DDC will input the application form on to our electronic application system and check that the details of the identity documents match the information given 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, and whether it is clear or blemished (i.e. has content).

### Step 4 – Obtain the Disclosure notification



There are number of ways you can obtain the Disclosure notification once the Certificate has been issued.

- If DDC have your email address, you will receive an email (please contact DDC to provide an email address where possible)
- You can call DDC and be given the information over the phone

- You have been given access to an online area where you can check the status of the Disclosure (<https://online.ddc.uk.net>). Login details were sent to you on 1<sup>st</sup> November 2015. Please contact DDC if you have not received them.
- You can get sight of the Disclosure directly from the applicant (this must be the original Certificate and not a photocopy)

You should keep a record of the Disclosure number, issue date, position applied for and whether or not the applicant was cleared to work in the role. Applicants should not start working in the role unless their Certificate is either clear, or the BUGB National Safeguarding Team have assessed any content\* and cleared the applicant to work in the role.

*\*The process for blemished disclosures (i.e. with content) is explained in Q5 of the Frequently Asked Questions (Page 8)*

## 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](mailto: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 normally post out 5 packs in each envelope but if you would like more please let us know.

### 2. I would like to use the online application system, what should I do?

DDC sent you login details in the post on 1<sup>st</sup> November 2015. You can use these to access your online area where you can request online applications, verify documents and manage 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 are available by phone 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, where you can check the status of any pending applications. You can also then start using the online application process which is a lot quicker and easier than the paper system. Our email is [contact@ddc.uk.net](mailto:contact@ddc.uk.net).

### 4. 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. If you have an email address, DDC will notify you via email. Alternatively you can call the DDC team who will tell you if it has been issued and the issue number and date. If you have access to your online Client Area you can also check this to confirm the Certificate status, which can be found in the “*Manage Applications*” section. You can also get sight of the Disclosure directly from the applicant.

Providing that the Certificate is clear, the applicant can start working in the role. Please see Q5 for information about the process for blemished disclosures.

### 5. What is the process for blemished Disclosures? (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.

The BUGB National Safeguarding Team 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 requesting the necessary information. DDC will make arrangements for the Disclosure to be sent directly to us to pass onto the BUGB National Safeguarding Team.

The BUGB National 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 the usual email form DDC with the Certificate issue number and date (if you do not have an email address, please call DDC instead). 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 Identity Check Sheet. If you would prefer you can access the information on our website [www.ddc.uk.net/documents](http://www.ddc.uk.net/documents) or you can find a printout of the documentation required in the online 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. What is the DBS Update Service?**

The DBS Update Service potentially allows applicants 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. The employer should also recheck identity documents and see the original DBS Certificate.

Joining the update service is free of charge for volunteers and £13 annually for paid workers. The applicant has 19 days from the date of issue of their Certificate to subscribe to the Update Service and can do so at [www.gov.uk/dbs](http://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 I register another verifier for my church?**

If a church wishes to add another verifier, their name and contact details should be sent to the Baptist Union’s Database Administrator. There is a form for this on the BUGB website, along with the relevant contact details (<http://www.baptist.org.uk/Groups/220183/Safeguarding.aspx>). The additional verifier should be approved by the church secretary or minister.

#### **10. I am stepping down as a verifier, who should I tell?**

Firstly, thank you for your work as a verifier, we hope you have found it a rewarding role in the life of your church. You can notify DDC that you are stepping down, but you must also contact the BUGB Database Administrator. Contact details can be found on the BUGB website (<http://www.baptist.org.uk/Groups/220183/Safeguarding.aspx>).

#### **11. My name / contact details have changed, who should I tell?**

You can notify DDC that this is happening, but you must also contact the BUGB Database Administrator. Contact details can be found on the BUGB website (<http://www.baptist.org.uk/Groups/220183/Safeguarding.aspx>).