



**DORSET & WILTSHIRE  
FIRE AND RESCUE**



## **Enhancing the DBS checking processes with Digital Identity Verification**

### **The Brief**

Following change in legislation, necessitating an increase in DBS level from Basic to Standard, Dorset & Wiltshire Fire and Rescue Service (DWFRS) needed to obtain new checks for every member of staff. This would be a huge undertaking and DWFRS needed to partner with an organisation that could accommodate the volume and complexities of which included:

- **50 fire stations**
- **1000 on-call firefighters**
- **300 corporate staff**
- **Over 100 volunteers**

**DDC caught up with the project team to hear what they said.**

### **What was your experience with DDC ID for digital document verification?**

We received really good feedback. Some applicants were able to use this immediately and the DDC customer support team was always on hand to assist any staff with the digital process.

**Out of 1100 checks, 700 individuals opted to use the Digital Identity Service. Those who used Digital Identity were successful in verifying their passports without any physical verification needed, all in the comfort of their own home.**

***"For the whole project we have completed 96% of what we wanted to achieve in just 2 months."***

### **What was your main reason for onboarding with DDC?**

DDC's provision was identified via a procurement process with a criteria of:

- Digital ID verification
- Online tracking
- Bulk upload support
- UK based Customer Service Support

### **How helpful do you find DDC's customer service and (news) updates?**

They were very responsive and we had some really positive feedback from the customer service team.

We had bi-weekly meetings throughout the project to monitor the progression with our dedicated account managers.

***It was "great working with the team, they are very knowledgeable and supportive"***

### **How did DDC help manage your data?**

Once a check is complete, DDC populates a 'preview disclosure notice' which provides a full audit trail of a compliant DBS check. DWFRS particularly benefited from this as evidence of the check whilst a new HR system was being implemented. The data is available on the portal for up to 7 years in line with GDPR guidance.

***"The team were very responsive and we received some really good feedback on the customer service support"***