DDC

DUE DILIGENCE CHECKING

Quick Start Guide – DBS Checks

Quick Start Guide for the Methodist Church

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

Due Diligence Checking Limited are the provider of the DBS checking service for the churches, Circuits, and Districts that form the Methodist Church in Britain. In this Quick Start Guide for Ministers, 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/methodist. 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.

On behalf of the team at DDC, we look forward to working with you and supporting the churches, Circuits, and Districts that form the Methodist Church in Britain.

Jonathan Bazely
DDC Director

Working in partnership with:

The Methodist Church in Britain

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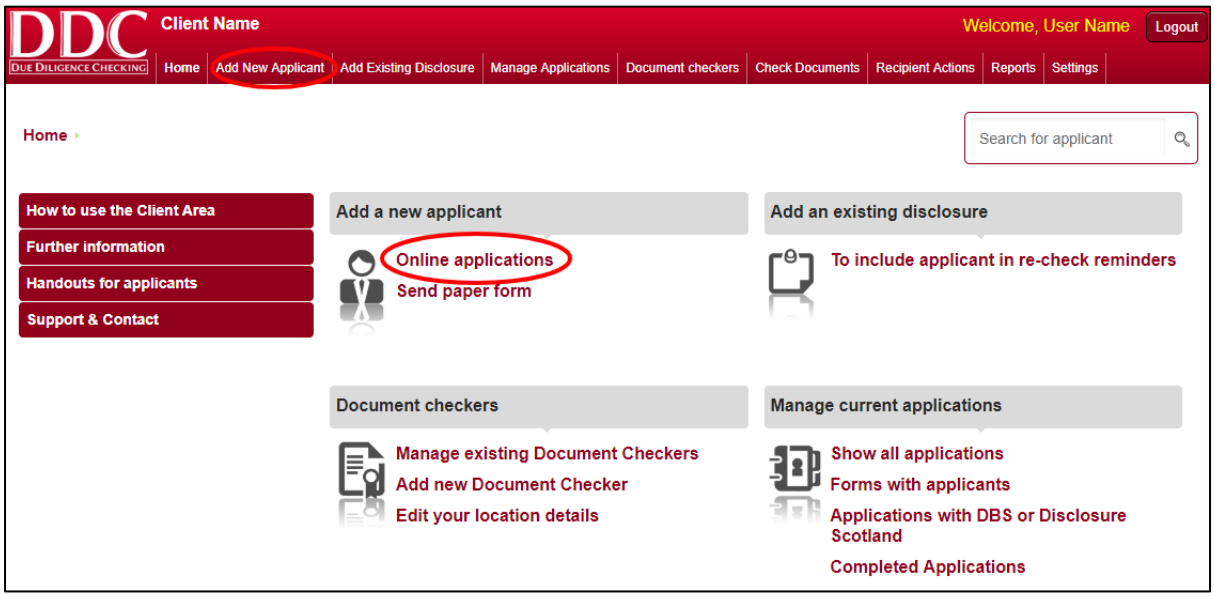
Logging In

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 will 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/methodist
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.

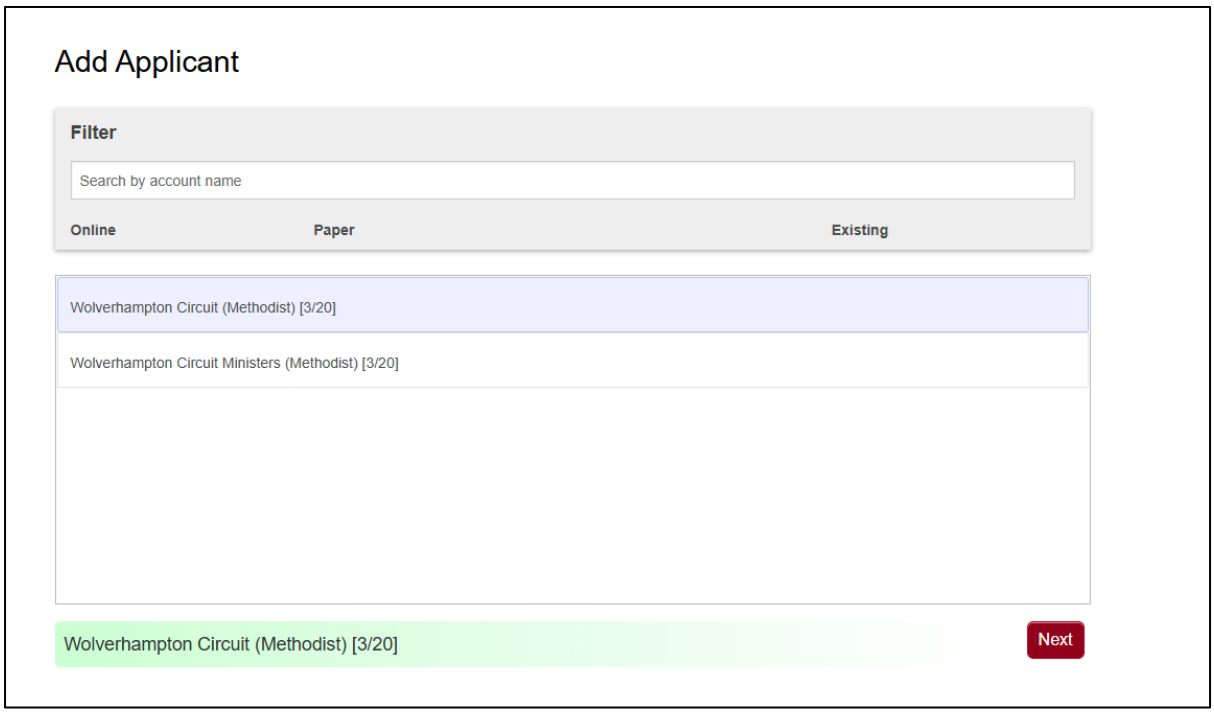
Please note that the screenshots may vary between the different user types depending on the access level granted.

Adding an Applicant

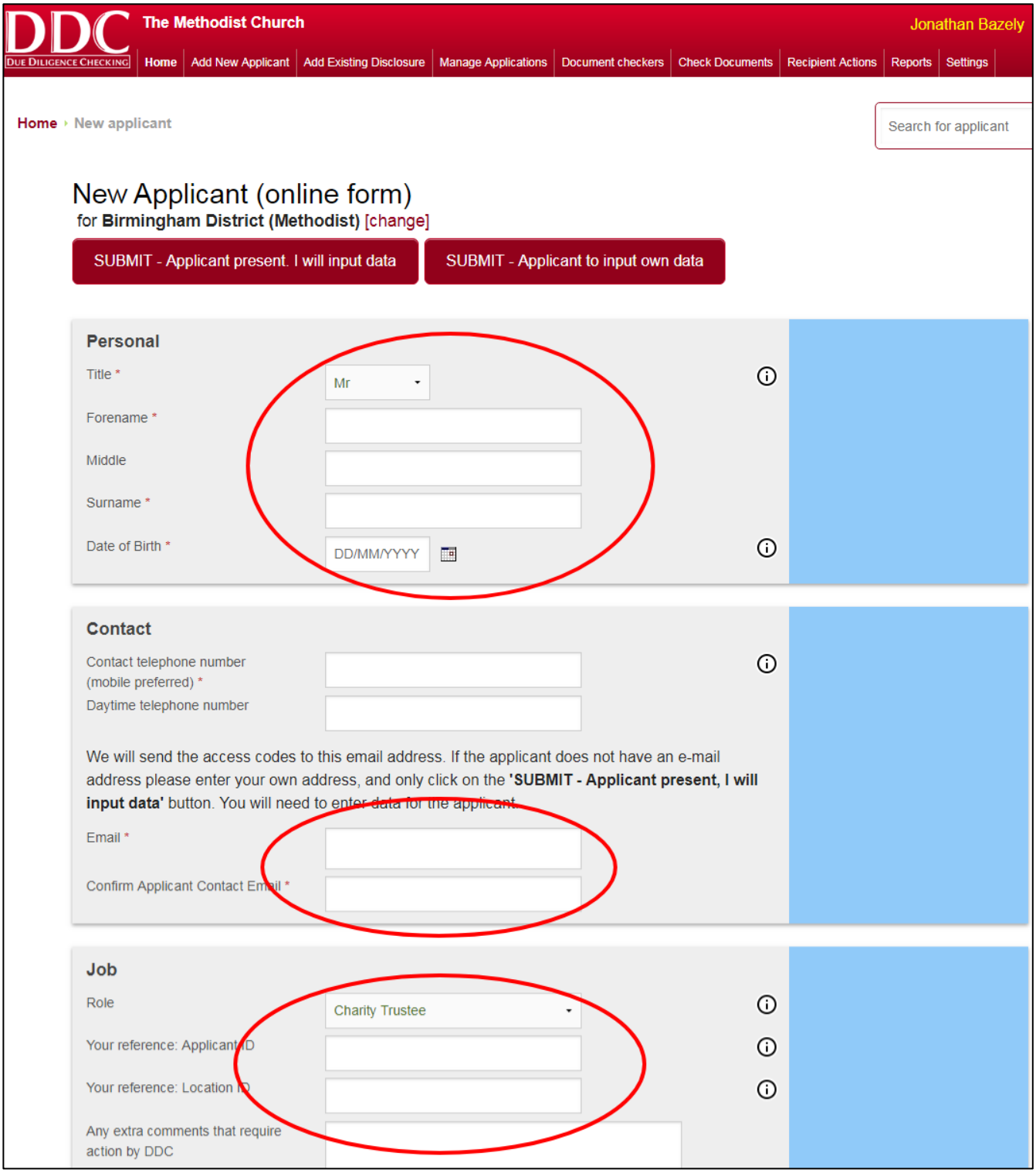
1. To initiate a DBS check for a new applicant, click on either the "**Online applications**" or "**Add new applicant**" links on the Client Area home page.



2. Select which account you would like to add an applicant to.
    a. If your access level enables you to request minister roles, you will see more than one account, as shown below
    b. Accounts are set to request the following types of roles.
        i. Circuit (Methodist) – lay roles
        ii. Circuit Minister (Methodist) minister and supernumerary (only)



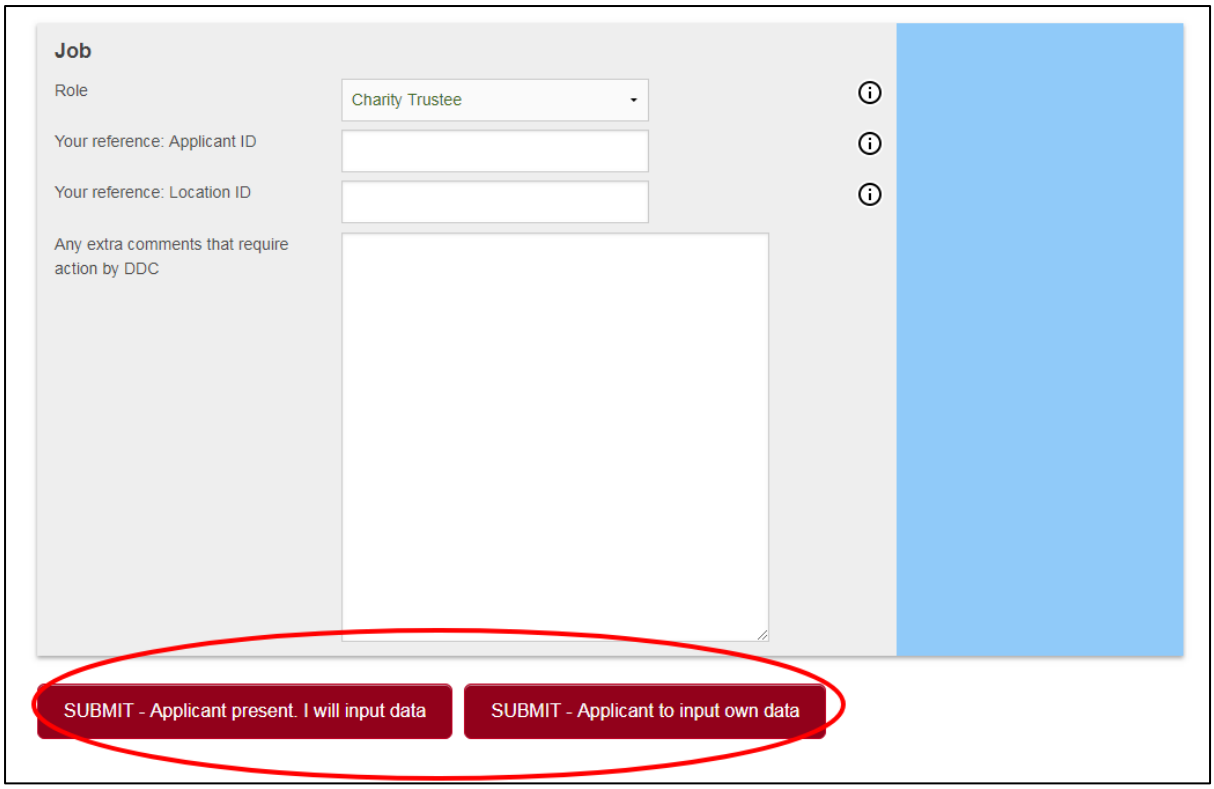
3. Fill in the details as requested on screen, select the applicant's job role from the drop-down menu and input any of your own references in the ID section.



4. Click "**Submit**" to create the applicant. We recommend that you do this as soon as you know the applicant will be taking the role. To minimise your workload, please ensure that the applicant fills in their own form and nominate DBS compliant documents. They will be given full guidance on how to do this and DDC will issue reminders to encourage completion.

   The request screen presents two different options:

   - Selecting **'Submit - Applicant to Input own data'** will send an email to the applicant containing a link to the online application form or,
   - If the applicant is present, you can click the **'Submit - Applicant present'** button to go directly to the blank application form and fill in the applicants details immediately.

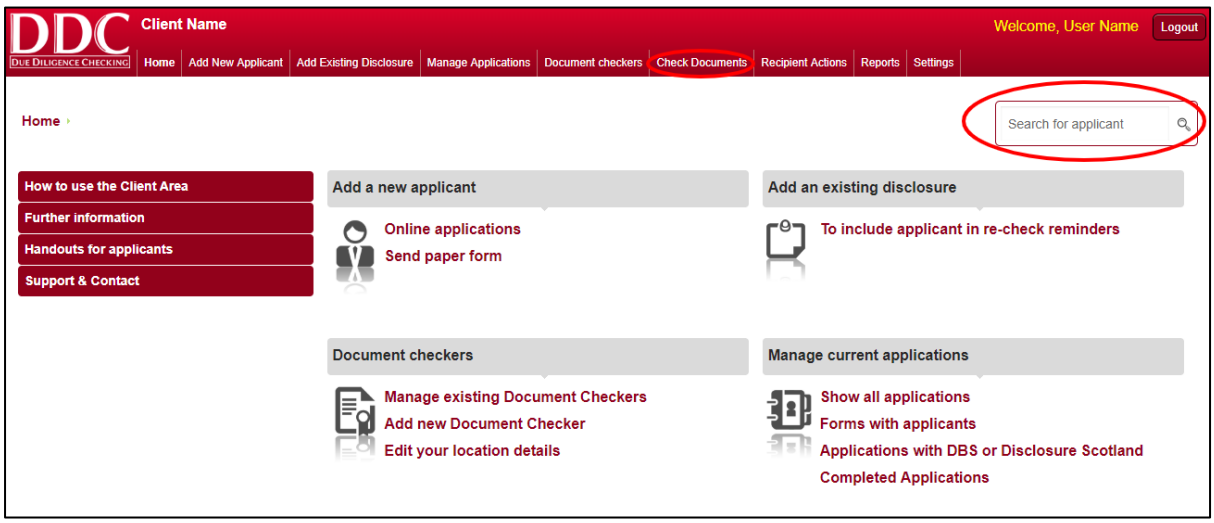


5. The applicant will be instructed to present their documents for checking once they have completed the application form. DDC can notify you when an applicant has completed their form and nominated their documents as an optional system setting. If you do not have this notification turned on, please let the DDC team know and we can turn this on for you.
6. 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.

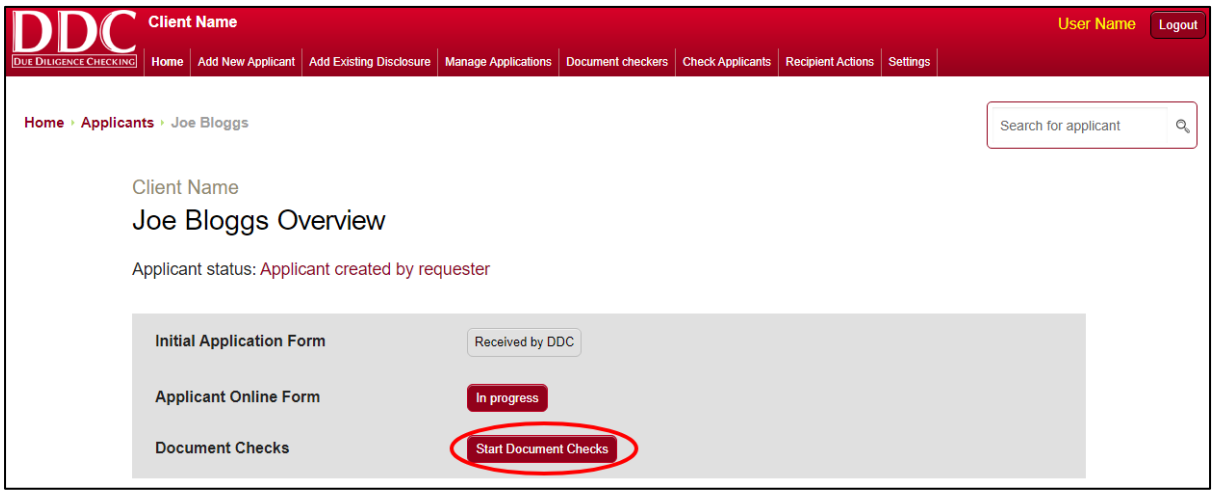
Checking an Applicant's Identity Documents

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. This is handled by the system with a series of questions about the documents and the data that they contain, plus tips on common security features on documents. 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.

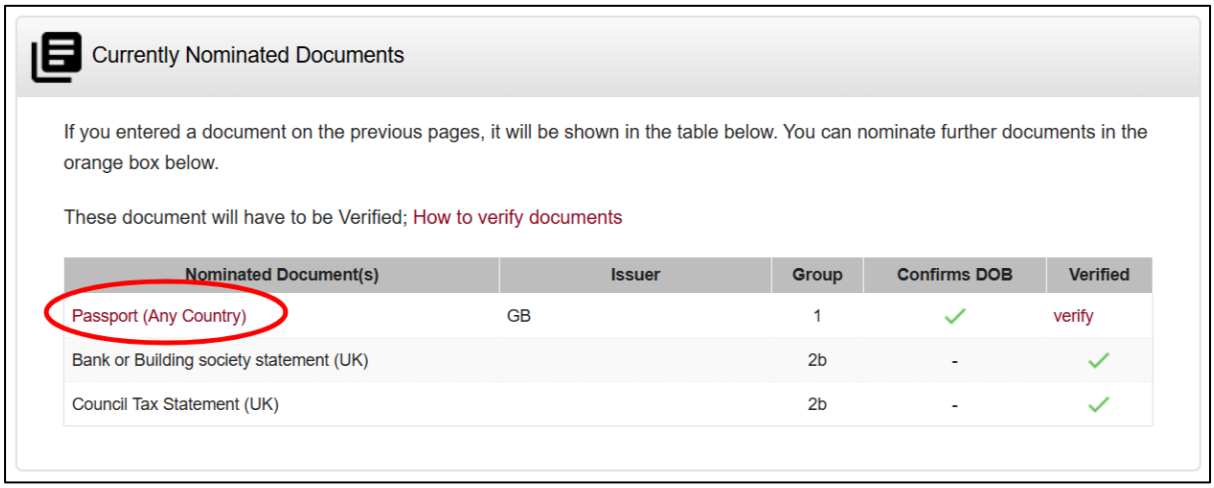
1. When an applicant brings you their documents, log into the Client Area again. Either click on "**Check Documents**" at the top of the screen and an applicant list will appear or, type the applicant's name in the "**Check an applicant's documents**" search bar.
2. Click on the appropriate applicant's name.



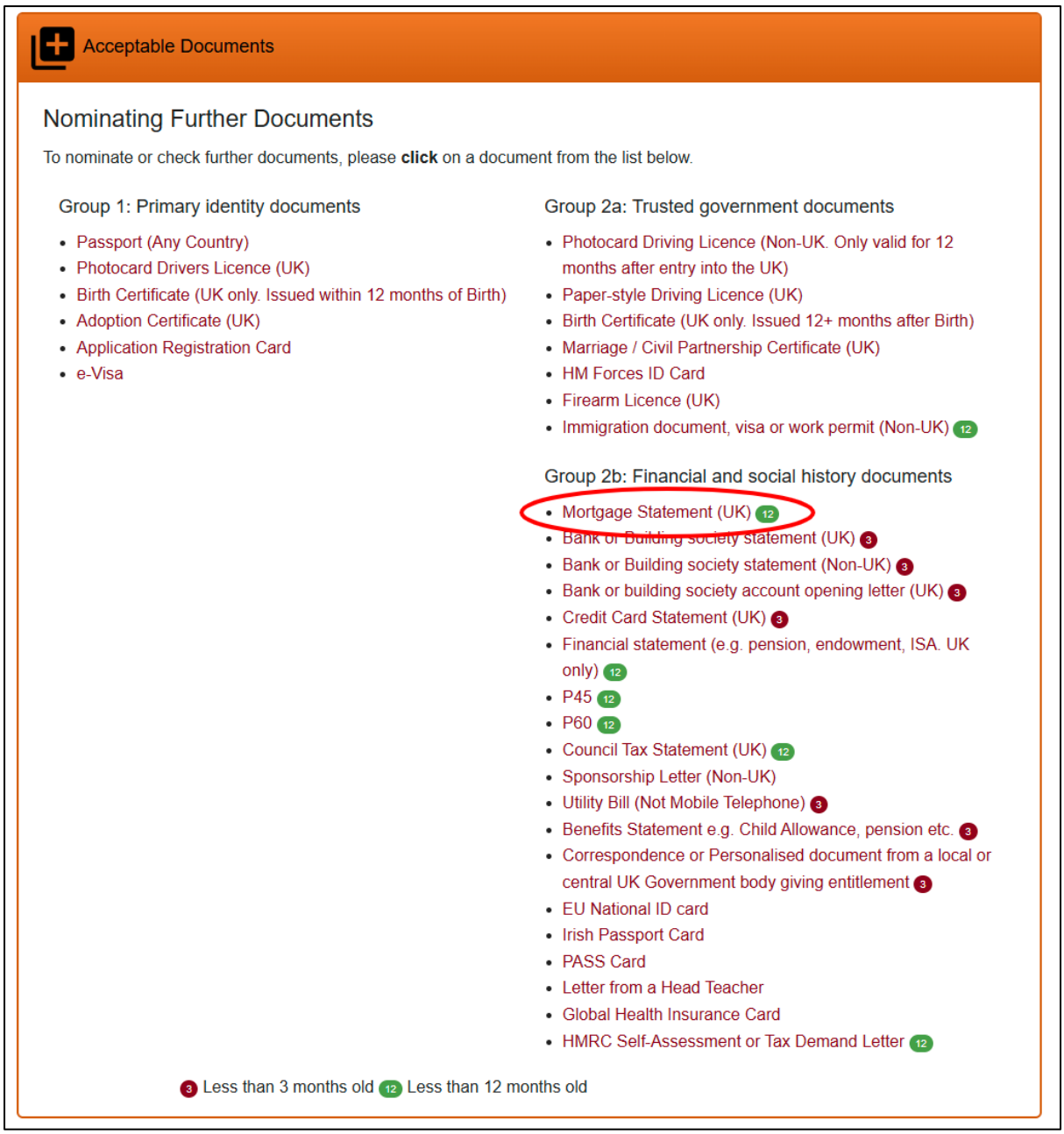
3. The applicant status screen will appear next to the "**Document Checks**" status. This will say "**Start *Document Checks***" if this is a new application, or may indicate that they have been started if some of the questions have already been answered. Click on this status.



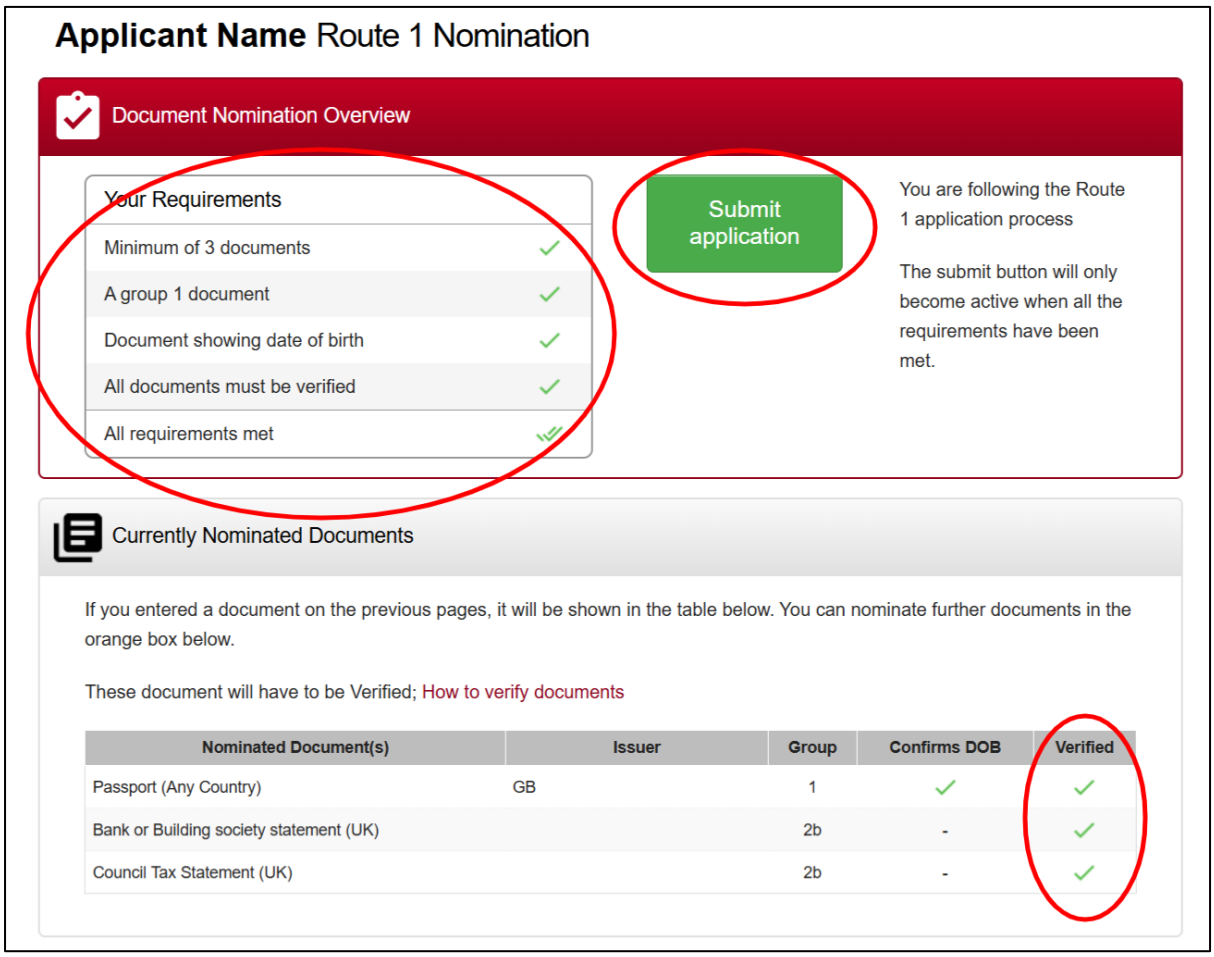
4. The applicant should have nominated some identity documents to present to you. Click on each one and answer the questions about the document. You can select the document name or the 'verify' button on the right-hand side.



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.

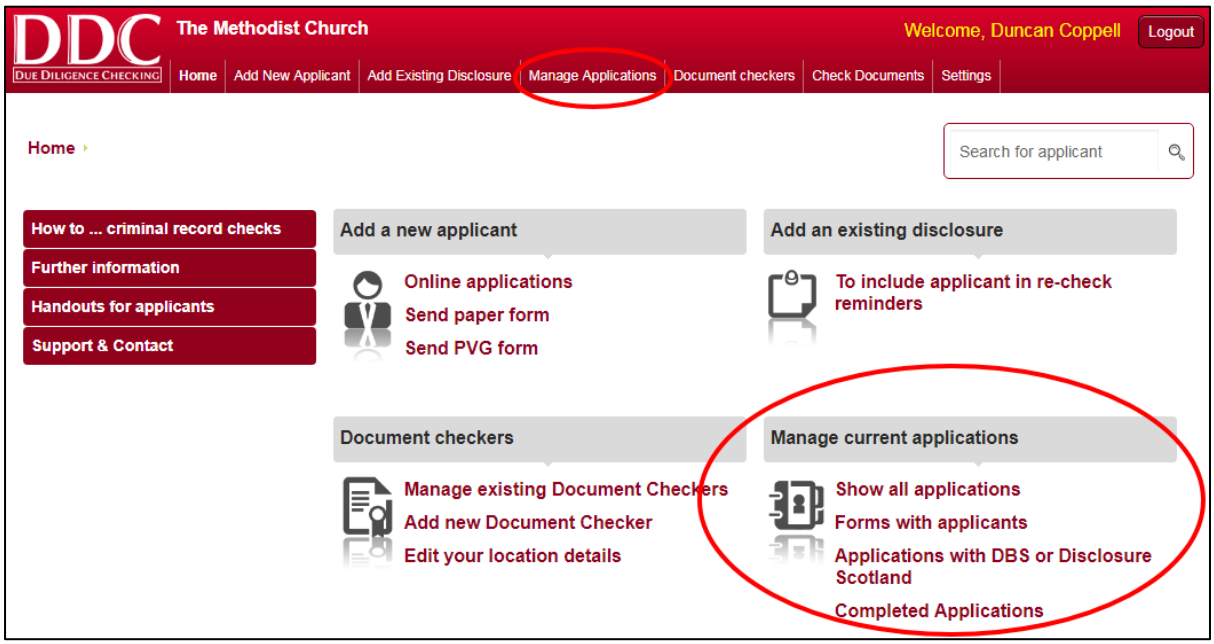


6. After answering questions for each document, a "**Submit application**" button will appear. Click this and the application will now be submitted to DDC.

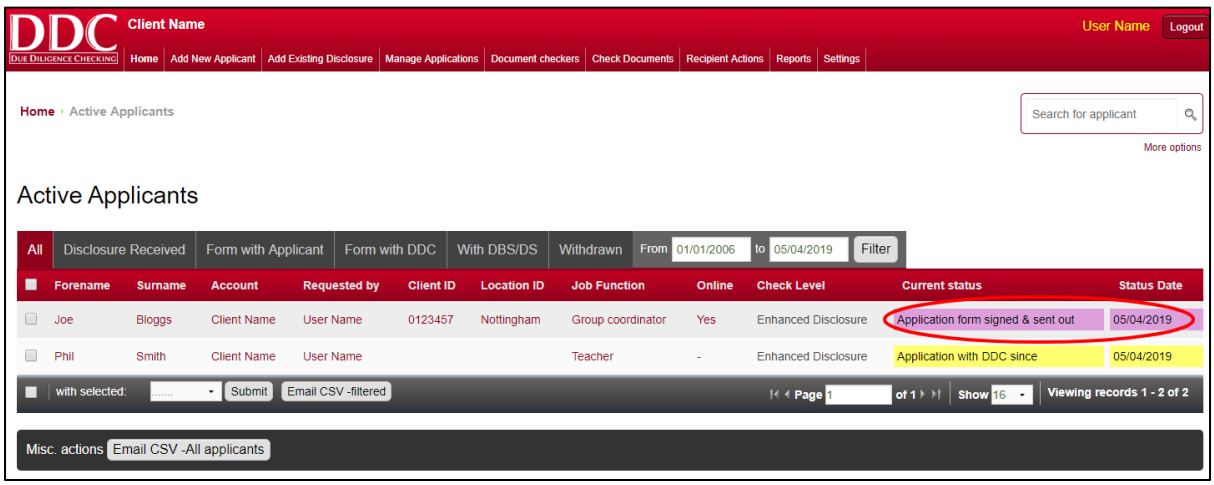


Tracking Applications

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



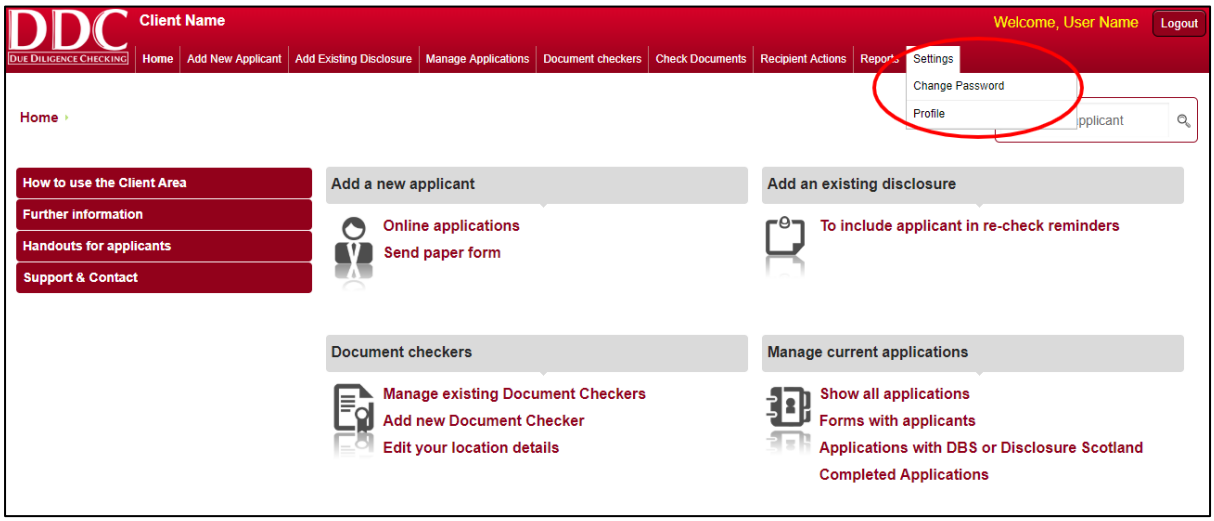
2. From this section, you can sort applicants into categories, order them or search for individual applicants. To find out more about the progress of a particular applicant, click on **'Current Status'**



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 "**Settings**" section and then select "**Profile**".

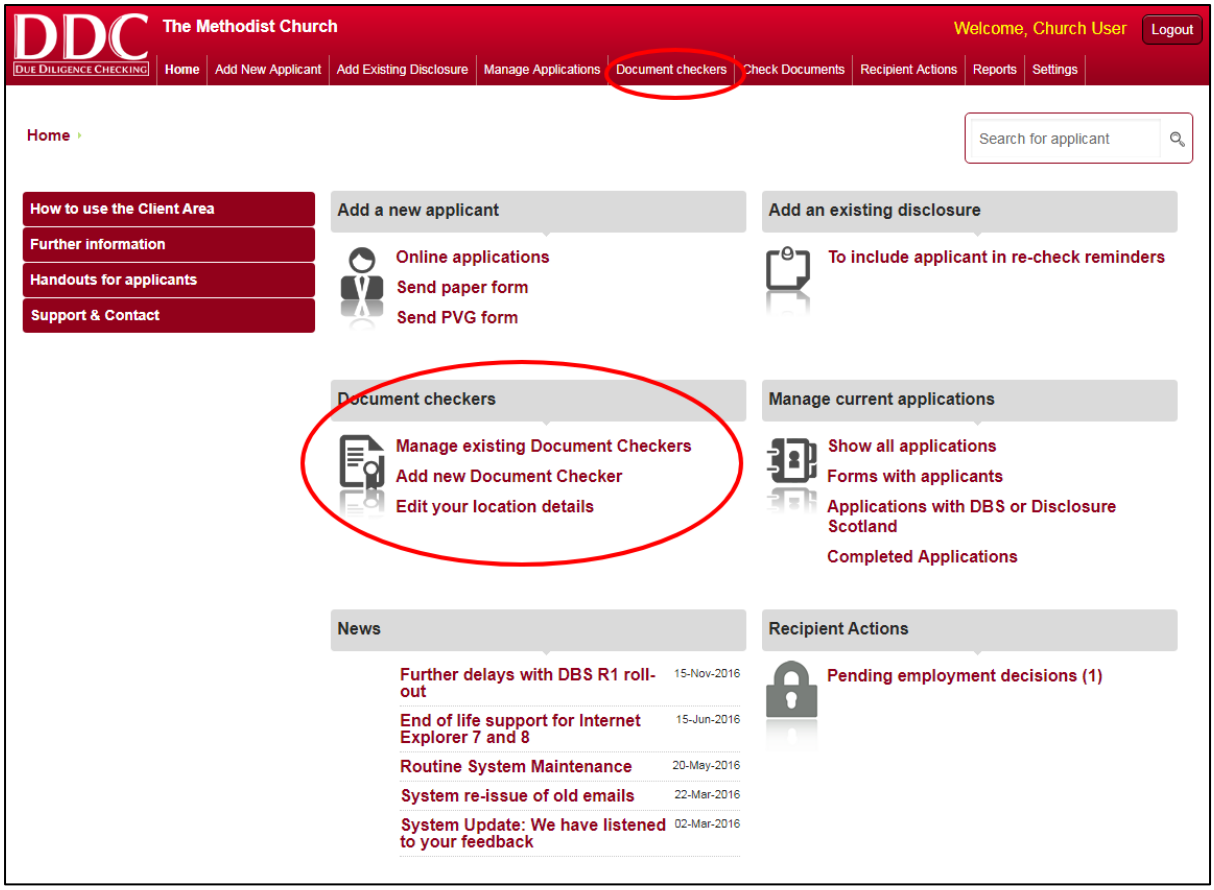


2. Edit the location or give the applicant an instruction on where or how to bring documents to you.
3. Once you have made any changes click "**Save changes**"

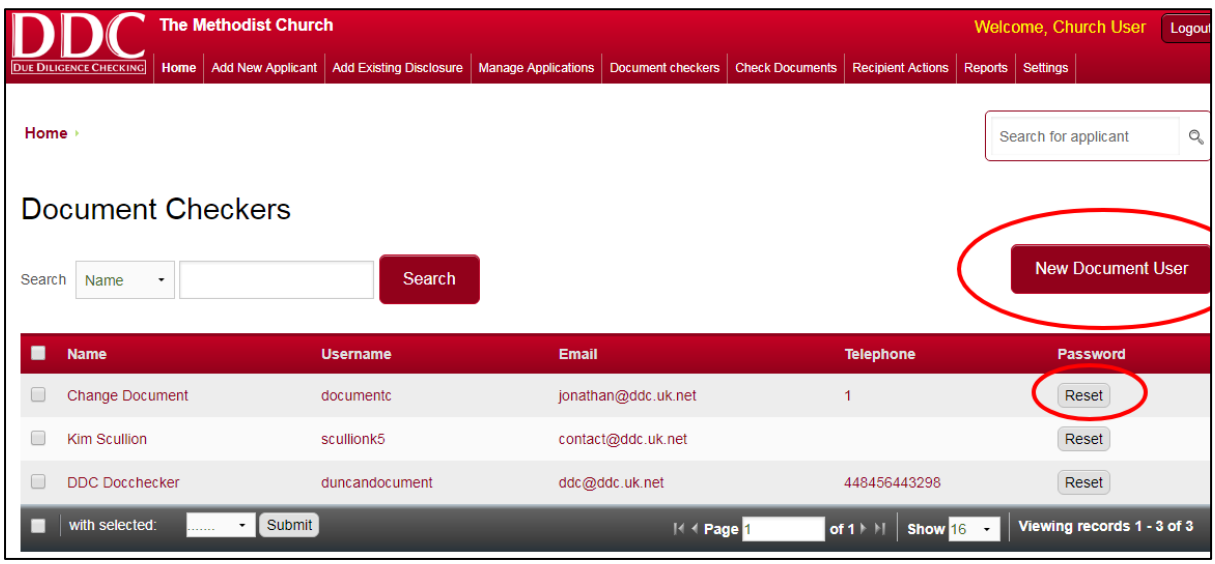
*Please note that some of these options may not display for all users, based upon access to the system.

Adding local Lay Verifiers

Circuit level users are authorised to add/delete/edit Lay Verifiers. To do this please click on the 'Document Checkers' button along the top or the 'Manage existing Document Checkers' from the Home Screen.



This section allows the enabled user to add new Verifiers, reset passwords and manage those already with access to the system.



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 can choose to be sent an email confirming when a Certificate has been issued for all applications within your Circuit. 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 Connexional Safeguarding Team and District Safeguarding Officers are responsible for handling blemished Disclosures. They will request the original certificate from the applicant and 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. **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. **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/

8. **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 or Circuit, 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.

9. 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 Circuit or Church Minister who can create additional users on the system.

10. 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 Circuit or Church Minister. They will be able to delete your access to the system. Please do not share your log-in with anyone else within your church as this represents a security risk. For Minister level access you must contact the Connexional Safeguarding Team to amend, remove or add access.

11. How will checks be paid for?

All volunteer applications will be paid by the Connexional Team so local verifiers or Ministers would not need to make payment. For those paid roles that are not Ministers, the Circuit will need to pay the DBS fee directly to DDC.

The Circuit Minister can make a payment online at the end of the process after the documents have been verified. Alternatively, a named user can call DDC on 0845 644 3298 or 0116 260 3055 and make a payment with a debit or credit card over the phone.

12. I have accidentally requested a duplicate application, what should I do?

If you accidentally request duplicate applications please contact DDC as soon as possible. Each application added to the system is charged to the Connexional Team which includes duplicates. If there is an issue with the original request such as a mis-spelling of the name please let DDC know so they can correct the information. **PLEASE DO NOT REQUEST MULTIPLE APPLICATIONS FOR THE SAME PERSON.**

13. My applicant has asked about DDC and who they are, what should I tell them?

Applicants may have concerns about data security or processing of their personal data. If they raise any such questions please direct them to the DDC website where further information is available about the external accreditations of DDC and how they process/delete data. https://www.ddc.uk.net/about-ddc/

Job roles

The system has been pre-loaded with job roles that meet the requirements of the Methodist Church, as agreed with the Connexional Team. The following types of check will be requested when the corresponding job role is selected. All checks will be at the enhanced level.

If the role you are looking for is not on the list or you are doing a check for someone with multiple roles please select the one that will cover the activities that the role/s need to be checked for.

Job Role	Barring Lists	Workforce	Paid / Volunteer
Charity Trustee	None	Child and Adult	Volunteer
Child and YP (Non-regulated) and Adult (Regulated) volunteer	Adults	Child and Adult	Volunteer
Child and YP (Regulated) and Adult (Non-regulated) volunteer	U18s	Child and Adult	Volunteer
Child and YP (Regulated) and Adult (Non-regulated) worker	U18s	Child and Adult	Paid
Children Young People church paid worker	None	Child	Paid
Children Young People church paid worker (Reg Activity)	U18s	Child	Paid
Children Young People church volunteer	None	Child	Volunteer
Children Young People church volunteer (Regulated Activity)	U18s	Child	Volunteer
Children Young People Vulnerable Adults Vol (Reg Activity)	U18s and Adults	Child and Adult	Volunteer
Children Young People Vulnerable Adults Volunteer	None	Child and Adult	Volunteer
Children Young People Vulnerable Adults Worker	None	Child and Adult	Paid
Children Young People and Vulnerable Adults Worker (Reg Activity)	U18s and Adults	Child and Adult	Paid
Church Administrator*	None	None	Paid* (see note)
Church Bus Driver volunteer	None	Child and Adult	Volunteer
Church Bus Driver volunteer (Regulated Activity)	U18s and Adults	Child and Adult	Volunteer
Church or Circuit Safeguarding Officer (paid Regulated Activity)	U18s and Adults	Child and Adult	Paid
Church or Circuit Safeguarding Officer (paid)	None	Child and Adult	Paid

Job Role	Barring Lists	Workforce	Paid / Volunteer
Church or Circuit Safeguarding Officer (volunteer Regulated Activity)	U18s and Adults	Child and Adult	Volunteer
Church or Circuit Safeguarding Officer (volunteer)	None	Child and Adult	Volunteer
Local Preacher or Worship Leader	None	Child and Adult	Volunteer
Local Preacher or Worship Leader (Regulated Activity)	U18s and Adults	Child and Adult	Volunteer
Minister (paid)**	U18s and Adults Home Address	Child and Adult	Paid
Minister (volunteer)**	U18s and Adults Home Address	Child and Adult	Volunteer
Premises Worker or Caretaker (no substantial contact or reg activity)*	None	Other	Paid* (see note)
Premises Worker or Caretaker specified place (paid)***	U18s	Child	Paid
Premises Worker or Caretaker specified place (vol)***	U18s	Child	Volunteer
Supernumerary Minister (paid)**	U18s and Adults Home Address	Child and Adult	Paid
Supernumerary Minister (volunteer)**	U18s and Adults Home Address	Child and Adult	Volunteer
Vulnerable Adults volunteer	None	Adult	Volunteer
Vulnerable Adults volunteer (Regulated Activity)	Adults	Adult	Volunteer
Vulnerable Adults worker	None	Adult	Paid
Vulnerable Adults worker (Regulated Activity)	Adults	Adult	Paid

* This role is for a basic level check which does not qualify for the DBS waiver of the application fee. As such it will always incur a £21.50 charge when applying. These roles should not have access to children or vulnerable adults as part of their normal duties.

** This role should only be requested into specified 'Minister accounts' to ensure the records are uploaded to the correct Connexional database. If this option does not exist on your request screen then your account is not enabled to request this type of check.

*** This role must be working on a 'specified place' such as an OFSTED registered playgroup or child care centre. This does not include general church premises where a child *may* be present.

For more guidance on 'specified places' please see our website https://www.ddc.uk.net/help-advice/what-is-regulated-activity/what-is-regulated-activity-with-children/

For more guidance on the DBS checking process please watch this helpful government video https://www.youtube.com/watch?v=lzD93s7xPc0