

## **Disclosure and Barring Service (DBS) Process Guidance for Line Managers and People Teams**

There are two processes for DBS checks, applicants can either use the on-line application system or alternatively they may have subscribed to the DBS Update Service when they applied for their last check.

There may be unavoidable exceptional circumstances where a paper DBS application form is still required, but this should be rare. Managers should contact their People Team if they need guidance on the paper application process.

### **Things you need to Do – Using the Online DBS application process**

All the guidance, supporting documentation and link to the on-line portal for the on-line DBS application process are accessible via [Inside.Barnardos](#)

**Step 1** - Make an assessment of the information returned via the online application process. Once the on-line process has been completed there will be two possible results:

**i/ The check is clear** - the line manager (who is identified when the applicant is added onto the system) will receive a system generated email stating that the applicant's DBS check has been completed and their certificate contains no information. It will also provide the disclosure certificate number for that check. As the check is clear it is ok to continue with the recruitment/re-check process and move to Step 2 below.

**ii/ The check contains disclosed information** – the line manager will receive a system generated 'notification of result with content' email. The manager must then contact the applicant and ask them to bring their disclosure certificate into them. When the applicant brings in their certificate the manager must:

**a/ Check the authenticity of the certificate** - you will need to be satisfied that the check you are being shown is a genuine certificate. Certificates have security features to prove they're genuine:

- a 'crown seal' watermark repeated down the right-hand side, visible both on the surface and when holding it up to the light
- a background design featuring the word 'Disclosure', which appears in a wave-like pattern across both sides of the certificate; the pattern's colour alternates between blue and green on the reverse of the certificate

- ink and paper that change colour when wet
- Certificates printed by the DBS have these security features, but ones sent by email don't.

You should also check the date that the certificate was issued.

**b/ Check the applicant's details** – you must check that the applicant's surname and date of birth on the certificate match those that have been provided through the recruitment process. Or if it is a re-check on a current colleague, match their details on their staff/volunteer file or D365/Vol1.

**c/ Make an assessment of the information on the certificate** – the manager must then assess the information contained on the certificate in the usual way i.e., complete a risk assessment to determine the next steps, seeking advice from their People Team where required. A template '[Risk Assessment Following the Disclosure of Convictions](#)' can be found on Inside.Barnardos.

**Step 2 - Record the information on D365/Vol1** – result information relating to the applicant's DBS check is automatically uploaded to the staff record on D365. Volunteer results are entered on to the applicant's record in Vol1 by the Volunteering Team. All details are securely stored as appropriate.

If it has been necessary to conduct a risk assessment this must also be sent onto the Recruitment Advisor/ Volunteer Advisor/ People Team for secure storage on the applicant's record.

### **Things you need to Do – Using the DBS Update Service**

Applicants who apply for a DBS check can opt to subscribe to the Update Service. This allows them to take their DBS check from role to role, within the same workforce, where the same type and level of check is required.

If someone is subscribed to the Update Service, with their consent, you will be able to use their current DBS Certificate and carry out a free, online check on the status of the certificate to see if any new information is available on the applicant since its issue. There is a flowchart summarising this process below.

However, if the role requires a homebased check as part of the enhanced DBS check, then this **cannot** be requested via the Update Service and a new DBS check will need to be obtained via the online process.

**Please note:** In some areas the actions in this process may be conducted by the manager, whereas in others they may be done by a Volunteer Advisor, People Team or Recruitment Advisor depending on the role and whether it is a new applicant or an existing colleague – you should clarify this at the start of the process.

The applicant will need to provide you with their latest paper certificate. You must:

**Step 1** - Check the authenticity of the certificate - you will need to be satisfied that the check you are being shown is a genuine certificate.

Certificates have security features to prove they're genuine:

- a 'crown seal' watermark repeated down the right-hand side, visible both on the surface and when holding it up to the light
- a background design featuring the word 'Disclosure', which appears in a wave-like pattern across both sides of the certificate, the pattern's colour alternates between blue and green on the reverse of the certificate
- ink and paper that change colour when wet
- Certificates printed by the DBS have these security features, but ones sent by email don't.

**Step 2** - Check the applicant's details – you must check that the applicant's surname and date of birth on the certificate match those that have been provided through the recruitment process. Or if it is a re-check on a current colleague, match their details on their staff/volunteer file or D365/Vol1.

**Step 3** - Check the type of the certificate – the certificate must be of the exact **same** level, type and workforce as the role you are recruiting to or for re-checks, the role the colleague is currently working in.

The **levels** are:

- Standard
- Enhanced

The **types** are:

- Enhanced without a Barred List check.
- Enhanced + Children's Barred List
- Enhanced + Adults' Barred List
- Enhanced + Children's and Adults' Barred List

The **Workforce** are:

- Child Workforce
- Adult Workforce<sup>1</sup>
- Child and Adult Workforce

We are not legally entitled to check a Certificate that contains information that is not applicable to the role e.g., if it contains Barred List information but the role does not require a Barred List check.

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<sup>1</sup> an adult is defined as a person aged 18 years or over

**Step 4** - Check that we have the applicant's consent to run the status check. Check that the candidate/prospective volunteer has signed and returned their consent [form](#) (which in the case of a candidate will have been sent to them with their Conditional Offer Letter). For a re-check on a current colleague obtain consent each time a status check is run.

**Step 5** - Check the status of the certificate via the online Update Service.

In some cases it may not be the colleague who has received the consent form and/or current certificate that will be running the status check. If that is the case, they will need to complete Section 1 of the Record of DBS check form and send it confidentially to the colleague who will check the status of the certificate.

Go to [www.gov.uk/dbs](http://www.gov.uk/dbs) and search for the DBS Update Service. You will need to enter your own details into the online system and then the following details of the DBS Certificate being checked:

- DBS Certificate number
- Current surname of the DBS Certificate holder – as specified on their DBS Certificate
- Date of birth of the DBS Certificate holder – as recorded on the DBS Certificate.

You will then get four possible results from the system:

- i. This certificate did not reveal any information and remains current – i.e. their check is clear and remains clear.
- ii. This certificate remains current as no further information has been identified – i.e. the applicant's certificate has up-to-date disclosed information on it.
- iii. This certificate is no longer current. Please apply for a new DBS check - i.e. there is new information about the applicant since their last certificate was issued so they need to complete a new full on-line DBS application to update their certificate.<sup>2</sup>
- iv. The details entered do not match those held on our system – i.e. double-check the details you have entered and try again. If you still get this message, it may mean that the applicant is not subscribed to the Update Service, or their subscription has lapsed. In this event the applicant will need to apply for a new on-line DBS application instead.

If the result you get is either i. or ii. it is fine to continue with the recruitment/re-check process.

If the result is iii. (or iv. because they have not subscribed to the service) you will need to wait for the results of the on-line application (as detailed above) before progressing any further with the candidate/prospective volunteer.

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<sup>2</sup> Please note that under these circumstances we can ask for a copy of an applicant's DBS Certificate directly from the DBS if the applicant has not shown it to us within 28 days of issue.

There is further information on the DBS website ([www.gov.uk/dbs](http://www.gov.uk/dbs)) on using the Update Service.

**Step 6** - Make an assessment of the information on the certificate and provided through the Update service in the usual way i.e. if the check is clear it is fine to proceed; if there is information disclosed about the applicant you must complete a risk assessment in the usual way as to whether the applicant is suitable for their role. A template '[Risk Assessment Following the Disclosure of Convictions](#)' can be found on Inside.Barnardos

**Step 7** - Record the information on the DBS Check – the person who conducts the status check must then complete Section 2 of '[Record of DBS Check](#)' form on Inside.Barnardos. This should then be passed onto the Recruitment Advisor/Volunteer Advisor/ People Team, who will record the details on D365/Vol1 and securely store the form as appropriate. The form may be needed as evidence for auditing purposes.

If it has been necessary to conduct a risk assessment this must also be sent onto the Recruitment Advisor/Volunteer Advisor/People Team for secure storage on the applicant's record.

### **Important information for services inspected by Ofsted, CIW & CQC**

We are not permitted to photocopy or retain any other information about the Certificate. Barnardo's should not retain a copy of the DBS certificate but need to be able to show they have kept a record of it, through the '[Record of DBS Check](#)' on Inside.Barnardos. Inspectors will review the provider's records to check that the required checks have been carried out and the relevant details of the DBS certificate recorded.

Please see the [Criminal Record Disclosure Policies](#) on Inside.Barnardos for details on storage, handing and disposal of Certificates.

### **The Update Service Process Flowchart**

This is an overview of the process for Managers/People Teams detailed above in the 'Things you need to Do – Using the Update Service' guidance. Important: In some areas the actions in this process may be conducted by the recruiting manager, whereas in others they may be done by a Volunteer Advisor (VA), People Team (PT) or Recruitment Advisor (RA) depending on the role/local processes – you must clarify this at the start of the process.

## The Update Service Process Flowchart

