**DISCLOSURE AND BARRING SERVICE (DBS) PROCESS GUIDANCE FOR**

**LINE MANAGERS AND PEOPLE TEAMS**

There are two processes for DBS checks, individuals 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 Barnardo’s online DBS application process (LM)**

All the guidance, supporting documentation and link to the on-line portal for the on-line DBS application process are accessible via [Inside.Barnardos](https://inside.barnardos.org.uk/criminal-records-disclosure-checks)

**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 – as** the manager (who is identified when the applicant is added onto the system) you will receive a system generated email stating that the individual’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** –you will receive a system generated ‘notification of result with content’ email. You 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 individual’s details** – you must check that the individual’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** –you 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](https://inside.barnardos.org.uk/employee-and-volunteer-support/recruiting-employees-and-apprentices/recruitment-assessing-potential)

**Step 2 - Record the information on D365/Vol1** – result information relating to the individual’s DBS check are automatically uploaded to the staff record on D365. Volunteer results are entered on to the individual’s record in Vol1 by the volunteering team. All relevant details are securely stored in accordance with our policy on storage and retention of disclosure information for England and Wales see [Criminal records disclosure checks | Inside Barnardos](https://inside.barnardos.org.uk/safeguarding/criminal-records-disclosure-checks)

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 individual’s record.

**Things you need to do – Using the DBS Update Service**

Individuals who apply for a DBS check have been able to 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. The service is for standard and enhanced DBS checks only.

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 individual since its issue.

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.**

Whoever runs the Update Service check must also check the applicants 5-year address history **prior** to running the Update Service check. If the applicant has lived overseas for 6 months or more during that period they must provide a relevant Certificate of Good Conduct (CGC). The Update Service check can be run in advance of receiving the CGC but the result must be held, and no recruitment/recheck decision made, until receipt of satisfactory CGC. See section 5.1 of the [Criminal Records Disclosure Policy - England and Wales](https://inside.barnardos.org.uk/sites/default/files/2022-07/Criminal%20Records%20Policy%20-%20England%20and%20Wales.docx) for further information on Certificates of Good Conduct (CGC).

The individual 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 individual’s details – you must check that the individual’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[[1]](#footnote-1)

• 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.

**Step 4** - Check that we have the individual’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). Or if it is a re-check on a current colleague check we already have a signed consent form on their file.

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

In some cases it may not be the individual 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 individual who will check the status of the certificate.

[DBS Update Service](https://secure.crbonline.gov.uk/crsc/subscriber)

You will need to enter your own details into the online system at above link 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 individual’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 individual since their last certificate was issued so they need to complete a new full on-line DBS application to update their certificate.[[2]](#footnote-2)

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 individual is not subscribed to the Update Service, or their subscription has lapsed. In this event the individual 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.

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 - you must then assess the information you now have in the usual way i.e. if the check is clear it is fine to proceed; if there is information disclosed about the individual you must complete a risk assessment in the usual way as to whether the individual 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 (which is available to download from Inside.Barnardos). This should then be passed onto the Recruitment Advisor/Volunteer Advisor/ People Team, who will record the relevant 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 individual’s record.

Important: Unless the individual is working in a service inspected by the Care Quality Commission (CQC), Ofsted or the Care Inspectorate Wales (CIW) we are not permitted to photocopy or retain any other information about the Certificate. If the service is one which is inspected by the CQC, Ofsted or CIW please see the Criminal Record Disclosure Policies on Inside.Barnardos for details on storage, handing and disposal of Certificates.

There is a flowchart summarising this process below.

**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 check is being done as part of the **re-check process** on an existing colleague

The check is being done as part of the **recruitment process**

Individual is informed through the recruitment process that they need to sign a Consent form and provide their current DBS Certificate and proof of date of birth.

PT send standard letter (and consent form if there is not already one on their file) to individual notifying them a recheck is due and requesting that they bring in their current DBS Certificate

Check the status of the certificate via the Update Service.

Is the Certificate still up to date?

VA/RA/PT records the details on D365/Vol1 and securely stores the details as appropriate

Complete Section 2 of the Record of DBS Check and return to VA, RA or PT as appropriate

Make an assessment of the information and decide how to proceed

Individual has to go back and complete a full on-line application

No

Yes

Named contact completes section1 of the Record of DBS check and sends onto the person who will be conducting the status check

They must complete Section 1 of the Record of DBS Check

No

Yes

Will the named contact be checking the status of the certificate via the online Update Service?

Individual returns completed Consent form and document/s to their named contact. The named contact verifies the certificate (using Steps 1,2 and 3 as detailed in the guidance above).

1. an adult is defined as a person aged 18 years or over [↑](#footnote-ref-1)
2. Please note that under these circumstances we can ask for a copy of an applicant’s DBS Certificate directly from the DBS if the individual has not shown it to us within 28 days of issue. [↑](#footnote-ref-2)