



Quick Start Guide – DBS Checks

Quick Start Guide for the Congregational Federation

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

The Congregational Federation are have partnered with Due Diligence Checking Limited to support the churches' applications for Disclosure and Barring Service (DBS) checks. In this Quick Start Guide you will find some introductory information about the online process. Details of the service or more information about the organisation are available from our website www.ddc.uk.net.

This guide is for you as a Minister or Protection 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. We will be sending you your log in details shortly and if you would like more detailed information you can find this on our "How To" pages in the online Client Area of our website, when you log in.

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 to contact us by email at contact@ddc.uk.net.



Jonathan Bazely
DDC Director

Working in partnership with:



Contents

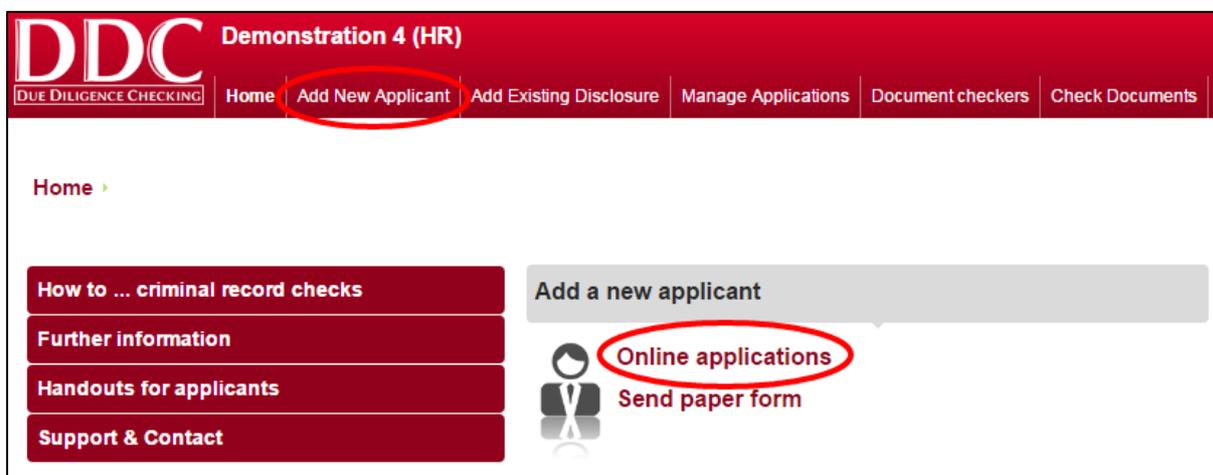
Quick Start Guide for the Congregational Federation	2
Contents	3
Logging In	4
Adding an Applicant	4
Checking an Applicant's Identity Documents	8
Tracking Applications	12
Profile Settings	13
Frequently Asked Questions	14

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 the original email please contact one of the DDC team on 0116 260 3055 and we would 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.

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

DDC Demonstration 4 (HR)
DUE DILIGENCE CHECKING

Home | Add New Applicant | Add Existing Disclosure | Manage Applications | Document checkers | Check Documents

Home > New applicant

New Applicant (online form)

SUBMIT - Applicant present. I will input data **SUBMIT - Applicant to input own data**

Personal

Title *

Forename *

Middle

Surname *

Date of Birth *

Contact

Contact telephone number (mobile preferred) *

Daytime telephone number

We will send the access codes to this email address. If the applicant does not have an e-mail address please enter your own address, and only click on the '**SUBMIT - Applicant present, I will input data**' button. You will need to enter data for the applicant.

Email *

Confirm Applicant Contact Email *

Job

Role

Your reference: Applicant ID

Your reference: Location ID

Any extra comments that require action by DDC

3. Click **“Submit”** to create the applicant on the system. We recommend that you do this as soon as you know the applicant will be taking the role. To minimise your workload we recommend that the applicant fills in their own form and nominate documents.

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.

We will send the access codes to this email address. If the applicant does not have an e-mail address please enter your own address, and only click on the **'SUBMIT - Applicant present, I will input data'** button. You will need to enter data for the applicant.

Email *

Confirm Applicant Contact Email *

telephone number please enter your own office number so we can notify you if the applicant does not complete the online form.

Job

Role

Your reference: Applicant ID

Your reference: Location ID

Any extra comments that require action by DDC

Role: This is the list agreed with your organisation. Please try to avoid creating "other" roles.

Applicant ID: This is for the use of your organisation. You can leave this blank if you are unsure what to fill in here.

Location ID: This is for the use of your organisation. You can leave this blank if you are unsure what to fill in here.

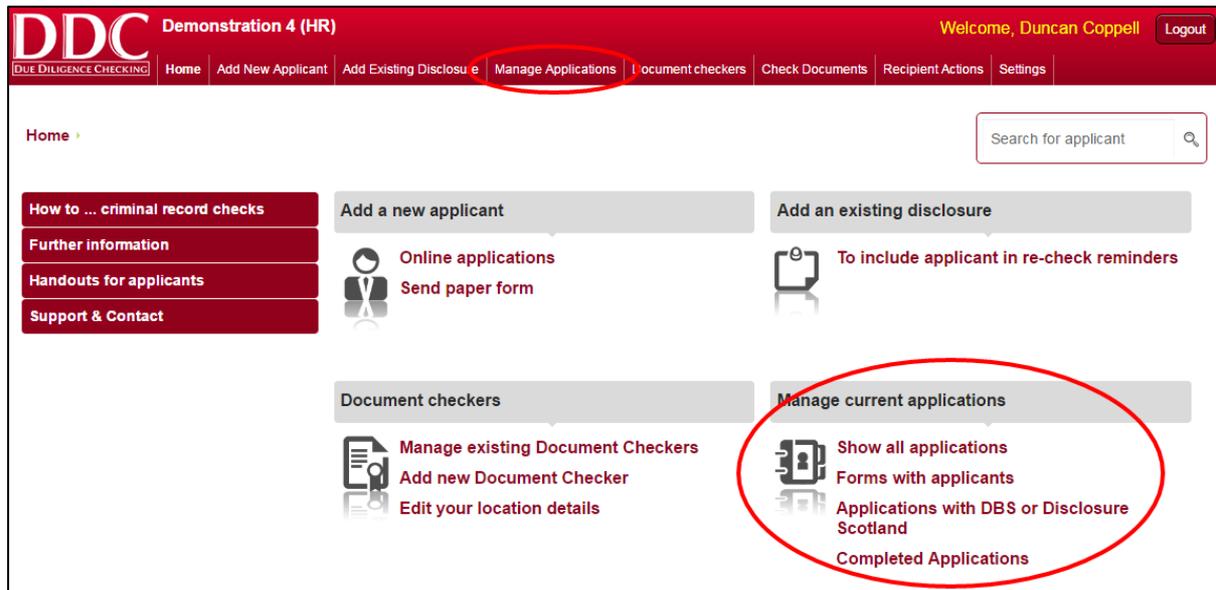
Working from Home: When entering custom roles that are based in the applicant's home address, please use the relevant "Working at Home Address" option in the role description. When using this option, please follow the DBS guidance, [which is summarised on our FAQ page.](#)

SUBMIT - Applicant present. I will input data

SUBMIT - Applicant to input own data

4. The applicant should make contact and bring you their identity documentation once they have completed the application form. DDC can notify you when an applicant has completed their form. Just let one of the DDC team know when you speak to them or contact DDC. As part of the service the applicant will be sent reminder messages if they do not complete the process promptly.

5. 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. 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. Either click on **“Check Documents”** at the top of the screen and an applicant list will appear or, type the applicants name in the **“Check an applicant's documents”** search bar.
2. Click on the appropriate applicant name.

The screenshot displays the DDC web application interface. At the top, the navigation bar includes the DDC logo, the text "Demonstration 4 (HR)", the user name "Welcome, Duncan Coppel", and a "Logout" button. The main navigation menu contains: Home, Add New Applicant, Add Existing Disclosure, Manage Applications, Document checker, **Check Documents** (circled in red), Recipient Actions, and Settings.

The main content area features a search bar labeled "Search for applicant" and several functional blocks:

- How to ... criminal record checks**: Further information, Handouts for applicants, Support & Contact.
- Add a new applicant**: Online applications, Send paper form.
- Add an existing disclosure**: To include applicant in re-check reminders.
- Document checkers**: Manage existing Document Checkers, Add new Document Checker, Edit your location details.
- Manage current applications**: Show all applications, Forms with applicants, Applications with DBS or Disclosure Scotland, Completed Applications.
- Check an applicants documents** (circled in red): A search bar with the placeholder text "name" and a magnifying glass icon.
- News**: A list of recent news items with dates:
 - Further delays with DBS R1 roll-out (15-Nov-2016)
 - End of life support for Internet Explorer 7 and 8 (15-Jun-2016)
 - Routine System Maintenance (20-May-2016)
 - System re-issue of old emails (22-Mar-2016)
 - System Update: We have listened to your feedback (02-Mar-2016)

- The applicant status screen will appear next to the “**Document Checks**” status. This will say “**Document Checks not started**” 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.

DDC Demonstration 4 (HR)
DUE DILIGENCE CHECKING

Home | Add New Applicant | Add Existing Disclosure | Manage Applications | Document checkers | Check Documents

Home > Applicants > Test Applicant

Test Applicant Overview

Applicant status: Documents submitted for checking

Initial Application Form	Received by DDC
Applicant Online Form	Submitted to DDC
Document Checks	Document Checks not started

- 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.

Currently Nominated Documents

If you entered a document on the previous pages, it will be shown in the table below. You can nominate further documents in the orange box below.

These document will have to be Verified; [How to verify documents](#)

Nominated Document(s)	Issuer	Group	Confirms DOB	Confirms Address	Verified
Passport (Any Country)		1	✓	-	verify
Bank or Building society statement (UK/EEA)	Natwest	2b	-	✓	✓
Council Tax Statement (UK)	Leicester City Council	2b	-	✓	✓

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.

Acceptable Documents

Nominating Further Documents

To nominate or check further documents, please **click** on a document from the list below.

Group 1: Primary identity documents

- Photocard Drivers Licence (UK)
- Photocard Drivers Licence (EU)
- Birth Certificate (UK only. Issued within 12 months of Birth)
- Adoption Certificate (UK)

Group 2a: Trusted government documents

- Paper-style Driving Licence (UK)
- Paper-style Driving Licence (EU)
- Birth Certificate (UK only. Issued 12+ months after Birth)
- Marriage / Civil Partnership Certificate (UK)
- Firearm Licence (UK)
- HM Forces ID Card
- Photocard Driving Licence (Non-EU/UK. Only valid for 12 months after entry into the UK)

Group 2b: Financial and social history documents

- Mortgage Statement (UK/EEA) 12
- Bank or Building society statement (UK/EEA) 3
- Bank or building society account opening letter (UK) 3
- Credit Card Statement (UK/EEA) 3
- Financial statement (e.g. pension, endowment, ISA. UK only) 12
- P45 12 N.I.
- P60 12 N.I.
- UK Work Permit or Visa 12
- Sponsorship Letter (Non-UK/EEA)
- Utility Bill (Not Mobile Telephone) 3
- Benefits Statement e.g. Child Allowance, pension etc. 3
- Correspondence or Personalised document from a local or central UK Government body giving entitlement 3
- EU National ID card
- PASS Card
- Letter from a Head Teacher
- State Entitlement Letter 3

3 Less than 3 months old
 12 Less than 12 months old
 N.I. Requires N.I. number

- After answering questions for each document a **“Submit application”** button will appear green. Click this and the application will now be submitted to DDC.

Document Nomination Overview

Your Requirements

Minimum of three documents	✓
Document showing date of birth	✓
Document showing current address	✓
All documents must be verified	✓
All requirements met	✓✓

Submit application

You are following the Route 1 application process

The submit button will only become active when all the requirements have been met.

Currently Nominated Documents

If you entered a document on the previous pages, it will be shown in the table below. You can nominate further documents in the orange box below.

These document will have to be Verified; [How to verify documents](#)

Nominated Document(s)	Issuer	Group	Confirms DOB	Confirms Address	Verified
Passport (Any Country)		1	✓	-	✓
Bank or Building society statement (UK/EEA)	Natwest	2b	-	✓	✓
Council Tax Statement (UK)	Leicester City Council	2b	-	✓	✓

Tracking Applications

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

DDC Demonstration 4 (HR) Welcome, Duncan Coppel Logout

Home Add New Applicant Add Existing Disclosure **Manage Applications** Document checkers Check Documents Recipient Actions Settings

Home Search for applicant

How to ... criminal record checks
Further information
Handouts for applicants
Support & Contact

Add a new applicant
Add an existing disclosure

Online applications
Send paper form
To include applicant in re-check reminders

Document checkers
Manage existing Document Checkers
Add new Document Checker
Edit your location details

Manage current applications
Show all applications
Forms with applicants
Applications with DBS or Disclosure Scotland
Completed 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 the **‘Current Status’** comment.

DDC Demonstration 4 (HR) Duncan Coppel Logout

Home Add New Applicant Add Existing Disclosure Manage Applications Document checkers Check Documents Recipient Actions Settings

Home Applicants With DBS/DS Search for applicant More options

With DBS/DS

All Disclosure Received Form with Applicant Form with DDC **With DBS/DS** Withdrawn From 01/01/2006 to 21/03/2017 Filter

Forename	Surname	Requested by	Client ID	Location ID	Job Function	Online	Active?	Check Level	Current status	Status Date
Test	Staff	Duncan Coppel	Applicant Ref	Your Ref	Equipment Trainer	Yes	Active	Enhanced Disclosure	Application form signed & sent to DBS	5-Mar-2017 21:37:22
Test	Worker	Duncan Coppel	112233	Cornwall	Nurse	Yes	Active	Enhanced Disclosure	Application form signed & sent to DBS	7-Sep-2016 16:19:03

with selected: Submit Email CSV -filtered Page 1 of 1 Show 16 Viewing records 1 - 2 of 2

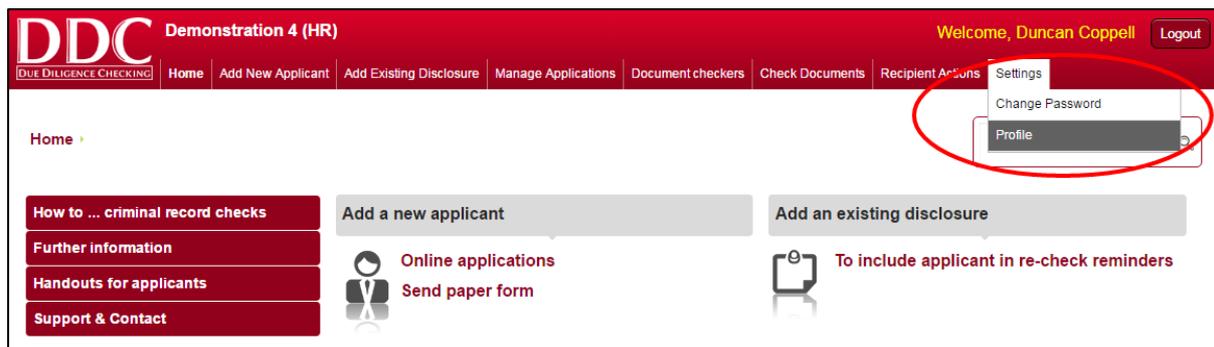
Misc. actions Email CSV -All applicants

3. To export the list of applicants show, click **‘Email CSV –filtered’** and an email will be send to you containing a CSV file which can be opened in Excel (or similar).

Profile 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”** or click on the **“Edit your location details”** under the **“Document checkers”** section.*



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.

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. Specified users will be sent an email confirming it has been issued. 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 every time.

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. You are not required to see or request to see blemished Disclosures.

The Safeguarding Officer is 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 Document Checker?

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, the original Certificate and run a status check.

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 Protection Verifiers are in the same church, 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.

Full documented instructions can be found in the Client Area but if you require more information, please contact DDC on 0845 644 3298 / 0116 260 3055 or send an email to contact@ddc.uk.net.