

# Online DBS Checks and Eligibility

## [Introduction]

Welcome to the Thirtyone:eight webinar on Online DBS Checks and Eligibility, it's great to have you with us. The webinar will last 2 hours with a short comfort break around halfway through. A copy of the slides from this session and a list of the links to the resources referenced can be downloaded from the 'My Training' section of the website. We would, however, also encourage you to take notes as you go.

You are encouraged to turn on your webcams. If the vertical strip of people's videos is covering a portion of the slides for you, you can move this to the top of your screen as the slides have been designed to keep everything visible when you do this. Click and hold the bottom of the video strip and drag it towards the top of the screen until you get a light blue box in landscape orientation. Release the mouse and the video strip will remain at the top of the screen.

Microphones are muted during the webinar to enable us to maintain sound quality, however we certainly do want to hear from you.

Some of the information shared during the session can be of a sensitive nature and is not suitable for children so if you have children near you, we suggest the use of headphones.

It is important to keep yourselves emotionally safe during the training and if you need to take a breather from the training that is ok, you can re-join when you feel able to. It is good at this stage to think who you would reach out to, should uncomfortable feelings be triggered. You may feel that you need to seek support for yourself or feel immediately concerned about a situation after the session. If this is the case, please call our helpline as soon as you can as we won't be able to give advice across the webinar platform.

There are two specific times where the host will take questions and answers from the chat facility: after our comfort break and at the end of the session. Outside of these times the co-host will be monitoring the chat and will either answer the question, signpost to further sources of information or hold onto it to pass to the host for the next allotted time for questions.

The chat facility can be accessed by clicking the speech bubble icon on the toolbar within Zoom. If you have any questions that are specific to your organisation or are confidential, please email them to us outside of this session to [disclosure@thirtyoneeight.org](mailto:disclosure@thirtyoneeight.org).

### **[Learning Objectives]**

Our learning objectives for today are, to gain:

- A basic awareness of what Safer Recruitment is, why it's important and where DBS checks sit within this process.
- A good knowledge of how to start online applications.
- A good overview on how to manage applications on the Ebulk system from checking ID to creating reports.
- A good understanding of Eligibility criteria and how to apply this to roles.
- A full awareness of Basic Disclosures and where they are helpful.
- A good knowledge of obtaining criminal record checks from overseas.
- A good awareness of the DBS Update Service and how this can be useful.

Now, I know that today we will have Recruiters attending who are new to the role and haven't yet logged onto the system, there will be some who are fairly confident but just want to consolidate their skills and there will be some who are totally confused by the DBS criteria for eligibility and need calm guidance through the maze. Whilst there will be some who only process a DBS check or two every few years and understandably need a reminder of the process, there will be others who are responsible for DBS checks for a large organisation and need to have a good and current overview of the system.

Well, the good news is that we have designed this webinar for Recruiters of all experiences and there will be help and guidance here for you today.

### [DBS True/False Quiz]

Just before we get started, we have a short true/false quiz to test our knowledge, I am going to read the question out for you to answer using the poll, before we reveal the answer to the group.

Question 1, I should always apply for check of the barred list when I am recruiting for any role?

False - The level of DBS check that can be applied for is set out in legislation and depends on responsibilities and duties of the role. It would only be possible to request a barred list check if the person is working in Regulated Activity. If someone is not eligible for a barred list check, they may still be eligible for an enhanced disclosure.

Question 2, Anyone who works around children or vulnerable adults is eligible for a standard or enhanced level DBS check?

False - Working around children or vulnerable adults may require an employer to have additional safeguarding measures in place; but it doesn't automatically mean an employee will be eligible for a standard or an enhanced DBS check. The legal requirements for these checks must still be met regarding what activities they are carrying out, where they are doing them, and how often.

Question 3, The job I'm recruiting for does not work with children or vulnerable adults, so I cannot apply for any DBS check?

False - Although there are legal requirements that must be met for an individual to be eligible for a standard or enhanced DBS check; an employer can ask to apply for a Basic DBS check for anyone they are recruiting, regardless of what their role will be or what activities they will be carrying out.

Question 4 - The DBS will tell me if an employee has any new convictions after the DBS certificate has been issued?

False - A DBS certificate is only able to provide information about an individual's conviction history up to the point at which the certificate was issued. If an individual receives a conviction after this date, the DBS will

not be able to contact employers to tell them this information. However, If the applicant registered for the DBS Update Service and provides their consent, employers are able to perform an on demand status check that will tell them whether the information on the certificate is still current, or if a new DBS certificate is needed.

Question 5 - A DBS check is not a legal requirement?

True - However there are certain things that must be considered. As an employer you should consider whether there are any regulatory requirements for DBS checks to be carried out for certain positions. For example, Ofsted or the CQC may state it is a requirement that enhanced DBS checks are applied for, for any employee that will be doing a certain job. It is also the expectation of the Charity Commission, major Christian denominations, and many insurance companies that you apply for a DBS check where the applicant's role is legally eligible for one.

Question 6 - DBS certificates do not have an expiry date?

True - DBS certificates do not have an expiry date and there is no time limit set by the DBS for how long each certificate can be used for.

However, since a DBS certificate only provides conviction history, barred

list status and police intelligence up until the date it was printed, it is good practice for this to be renewed. We have generally advised that churches and organisations carry out checks every three years, but you should also check with your insurance company and your organisation's Head Office (if applicable) to see what they require.

## **Safer Recruitment**

Before we begin to start looking at DBS checks, I want to talk to you briefly about Safer Recruitment and why the process is so important. Safer recruitment is a series of steps that should be carried out when recruiting a volunteer or member of staff for a role within your organisation. The steps are there to deter, detect and prevent unsuitable applicants being able to work with vulnerable groups. A DBS check is just one step in the Safer Recruitment process, if any of these steps are carried out in isolation, there is huge potential for unsuitable candidates to slip through the net; therefore, it is important to remember that DBS check is only going to contain disclosure information if someone has already been caught.

## Why is it Important?

I know that it can sometimes feel like we are just carrying out a box-ticking exercise with doing DBS checks and completing other forms, but it is so important to remember that we are doing this vital role, to protect vulnerable groups from harm.

Now, if I was to mention the name Ian Nixon to you would it ring any alarm bells? Maybe not, but Ian Nixon successfully applied for a job to work as a caretaker in a school in Soham, this was before the days of DBS checks (and subsequently much of the reason for them) and he was allowed to gain access to children in a school despite having a string of accusations made against him for underage sex with girls and three separate rapes. Yet he emerged without a single conviction.

Now of course, you have probably guessed that this was in fact Ian Huntley who was convicted of the horrific murders of Holly Wells and Jessica Chapman in Soham in 2002 - he was a violent sex offender who should have never been given the job in a school. There were a catalogue of errors that allowed this to happen, including the fact that a police check was only done in his alias name of Nixon.

So, this is one of the many reasons why your role of Recruiter is vitally important - you are a gatekeeper in the DBS process and an accurate ID check is vital - even if you think you know the applicant. As the school caretaker, Ian would have been well-known in that village and when we

think we know people in our local churches and organisations, an ID check can seem like an overly bureaucratic exercise, but how well do we really know people? We don't know what people do in their spare time, we don't know if the name they go by really is their legal name, or that their date of birth is correct. So, whilst we acknowledge that being a Recruiter can seem like a thankless task at times, never ever underestimate the importance of your role in keeping children and vulnerable people safe. Had the correct ID check and name search been done then Soham history may have been very different....

### **Key stages in the Safer Recruitment process**

We've listed a few the key stages of the Safer Recruitment process here:

- Role Profile / Job Description – you will hear us mention this several times today as this document is so vital to helping decide if a position is eligible for a DBS check. A role profile or job description doesn't need to be a long essay, it can simply be half a sheet of A4 with bullet points listing the duties and responsibilities expected in this role. This should be used for both volunteer and paid positions. The job description should always be made available to those applying for position, so they know the duties involved from the start.

- An application form – This should be completed for paid workers and volunteers. This is better than accepting CVs as it enables you to ask specific questions that are relevant to the role. Thirtyone:eight provides a template application form which can be found in our Knowledge Hub. However, the Church of England and some other denominations will likely have their own forms to complete.
- A Face-to-Face interview – This enables you to get a read of the applicant and observe their body language. For volunteer roles you may decide to have an informal interview over coffee and may only have panel style interviews for paid positions.
- References – we do appreciate that it is becoming more difficult to obtain references. Thirtyone:eight has detailed guidance on obtaining references in the Knowledge Hub. However again if you are part of the Church of England, you should seek advice from your diocese about their requirements for references.
- Self-declaration forms – these should only be completed for roles that are eligible for an enhanced disclosure and should always be completed before a DBS check is submitted. The self-declaration form is an applicant's opportunity to voluntarily declare any unfiltered convictions or cautions before they start a DBS application. If any information is ever declared on a self-declaration

form, this should be risk assessed before proceeding to a DBS check. If you are part of the church of England, you should contact the Diocesan Safeguarding Advisor, who will carry out this assessment. The Thirtyone:eight Safeguarding Helpline is there to assist smaller and independent organisations with carrying out risk assessments, so if you ever find yourself in this situation, please do contact the Safeguarding Helpline on the same number but (option 2), any advice given will then be followed up in writing.

- DBS checks – these are the very final stage of the Safer Recruitment process and would come after the applicant has been offered the role (subject to a satisfactory criminal record check) and they have completed a Self-declaration form. The DBS check should show no surprises as the applicant should have already declared any relevant information and you will have risk-assessed it. So, if there are any differences this would be an area of concern which you would need to follow up with those who are responsible for making the recruitment decision- remember you can always speak with our Safeguarding Helpline if your denomination doesn't have their own mechanism for support.

So, that was a very brief overview of Safer Recruitment and where DBS checks fit into that process. If you would like to learn more, our Safer

Recruitment webinar will help you learn the key principles of putting safe people in the right roles across the four nations of the UK. You can find further details in the Training and Events Section of our website however if you are part of the Church of England, your diocese may well be offering their own Safer Recruitment training.

## **Ebulk Applications and Management**

All the content covered today can be found in our user guides which are emailed to the Recruiter when they are first setup.

The details to access these can be found in the supporting links document in the 'My Training' section of your account.

## **Starting an Application**

We have just learned that a DBS check is the final stage of the Safer Recruitment process, so we will now be looking at how an applicant would start an enhanced DBS application, after they've completed their Self-declaration.

We will be picking up the process the applicant would follow after receiving an invite from you. We will be going through how to send an invite very shortly when we look at Managing Applications.

- After following your invite, the applicant will need to read and agree to the statement of fair processing before arriving on this screen.
- If you are completing this application on behalf of an applicant (for example someone without access to the internet) the third-party details section must be marked as 'yes' and completed. Please note that the personal information listed below the third-party box will be for the applicant.
- All sections marked with an asterisk (\*) are required.
- You will see that NI number is not a required field but supplying this will help the application progress faster so, where possible, please provide that detail.
- Email address is another field that is not required but if provided we send the applicant two emails. The first one is to confirm the creation of the application to advise them to see the Recruiter with their ID. The second email comes once their application reaches the DBS to advise them of the DBS reference number and tracking information. We also provide them with information about registering for the DBS Update Service at this stage.

### **Address History:**

- In this section the applicant is required to provide their address history for the last 5 years.
- The current address must be entered first and they will need ID to reflect this.
- If they leave any gaps in the address history, they will not be able to proceed until this has been resolved, however overlaps are allowed.

### **Place of birth/Other names:**

- In this section the applicant must declare their place of birth, nationality and if their surname at birth has changed.
- The applicant should then declare any names they are known by or have been known by, including nicknames and any alternative spellings they use. This should be done by clicking 'add name'.

This is an example of the screen you or the applicant will see if required to enter another name.

A very common query we have to raise on an application is when an applicant has declared another name, the top box asks for name. The next box asks for the 'type', meaning surname or forename. Often an applicant will enter their full name here for example, 'Mary Jane

Jones' and declare the type as 'surname'. The DBS will be looking for all of these as surnames so it is really important that only the surname of 'Jones' is entered here. As a Recruiter, it is a good thing to double check on an application and will prevent us having to contact you with a query.

### **Employment Details:**

The applicant must provide their 'position applied for'; this makes it clear to the DBS how they are eligible for the check requested. Their official job title will not always make this clear. For example, someone might input 'Little Mice', now you might know this relates to your toddler group, but we would be asking, "Why would a mouse need a DBS check?" It does not make it clear that you are requesting a check for working with children; the 'position applied for' would need to be something like 'children's worker', for example.

We have also seen the 'position applied for' as 'Retired', the role that they require a DBS check for does not necessarily relate to their working career.

Another one to note for churches is if you have PCC members the DBS does not allow the word 'member' to be included, so instead we would suggest PCC trustee.

I know that many organisations may have people in dual roles that require a DBS check, and you want to be able to show that on one check. For instance, you may have someone who works with youth and does pastoral work with adults. In order to make this clear to the DBS, we would recommend using a job title such as 'Youth and Pastoral Worker'.

### **Confirmation and Consent:**

Once the applicant has entered all their details, they should carefully check them on this final screen and make any amendments if there is an error.

After completing the form, the applicant can no longer edit it themselves, it can then only be edited by the Lead Recruiter with permission from the applicant.

If the applicant is happy the details are correct, they should read the applicant consent statements and, if they agree, tick the box and complete the application.

Once the application has been completed they will be assigned a Thirtyone:eight internal application reference number.

If they provided an email address on the application, they will receive an email with this reference number and a reminder to see the Recruiter with their ID documents.

## Management of the Ebulk system

In this section, we will be looking at everything involved in managing DBS applications online, such as checking ID, completing Section Y and viewing results. Everything covered in this section of the course can be found within our Recruiters Guide.

The link to access 'Manage applications' can be found in the Recruiter Guide or you can visit our website [www.thirtyone:eight.org](http://www.thirtyone:eight.org) and go to the DBS Service menu.

Once on the website select 'Manage applications'.

- You will then arrive on this screen and be prompted to provide three pieces of information.
- The Organisation Reference.
- The Username, which is your email address
- For the Date of Birth, if it is your first time logging in to the system you will need to use our default date of birth, or for existing Recruiters who have accessed the system before this should be your correct date of birth.
- If the correct details are provided on this screen when you press enter you will then be prompted for password.
- This is your personal password which has specific requirements you will have chosen for yourself after the first login.

- If this is your first time accessing the system, please enter the one-time password from the 'Notice' email and you will be prompted to change it.

## **Sending an Invite**

If you are a Lead Recruiter or someone with the equivalent access you will arrive at the dashboard upon login.

You will notice an envelope icon towards the top right of the dashboard, this is how you will generate an automated invitation to invite someone to start an application.

You will need your organisation reference and then the type of DBS check you are inviting the applicant to complete from the 'checks required' section. You will have the option here to also invite them to complete a digital ID check at the same time.

Next input the applicant's forename, surname, and email address. You have the option of entering your email address in the CC email address box, if you wish to be copied into the invite.

Next move down to template details, where you need to either select 'new starter' or 'renewal'. You can amend the wording in the email but please do not edit anything in the template that follows a dollar sign.

Then press send.

The invite will provide each person with a personal link to follow to create their application and it will also automatically chase them at weekly intervals if not acted up on.

## **Applications Dashboard**

Looking back at rest of the dashboard, notice it is split into three sections:

**Pre-submission** – this contains invitations sent, applications that are still waiting for the ID to be completed, Section Y to be filled out, the Lead Recruiter's approval or applications that have been queried and may not have been sent to the DBS.

Applications must be submitted to the DBS within 6 months of the creation date, or they will automatically be removed from the system, if this happens the applicant would need to begin the process again.

**Transfer** – an application will briefly sit here while it is transferred to the DBS. We transfer and receive results from the DBS approximately every 60 minutes so applications should never be in this section for long.

(Many other umbrella bodies only submit applications one or twice a day and our overall processing time until certificate completion is 4 days

faster than the average umbrella body).

**Submitted** – This section is for applications that have been submitted to the DBS and are either completed or still in progress. We will be looking at viewing results more in-depth later on, but just to mention that completed applications will only appear on the dashboard for 180 days after which they will be automatically archived but can still be found by creating reports. But please be aware the one piece of information it will not retain is the certificate result as it is a requirement of the DBS this information is removed.

### **Finding an application**

We are now going to navigate to 'awaiting verification' within the pre-submission section to look for an application submitted to us.

If you click on 'awaiting verification' you will then arrive on this screen. (If you are an Additional Recruiter, you will have arrived on this screen upon logging in).

Depending on the number of applications you process, the 'our reference' field might be useful for you when searching for applications.

If you click on the 'our ref' for the applicant, it will open their application form.

On entering the application, you will now be on the application overview.

If you are the Lead Recruiter or someone with the equivalent access, you will see five tabs at the top, overview, application, notes, documents, and audit.

- Overview - shows an overview of the key information included on the form.
- Application - shows all the applicant's full personal details entered on their form and this is where amendments can be made by the Lead Recruiter (with the applicant's consent).
- Notes - this tab is used by Thirtyone:eight if we need to query something on the application, but we will be covering queries in more depth later.
- Documents – this is where, if you have opted to complete a digital ID check for the applicant, you will be able to find a report of the details.
- Audit - this shows an audit of all the actions carried out for this application.

Some of you may have already noticed but it appears the applicant might have made an error on this application, have you spotted it?

It is unlikely the applicant has a first name of John and a middle name of John. If this is a mistake it can be amended by the lead recruiter by going to the 'application' tab. From here, with the applicant's

permission, you can edit and amend the applicant's details before proceeding to the ID check.

Other details can be amended on this application tab if errors have been noticed. Don't worry if you have forgotten how to do this when the need arises as there is a helpful video tutorial on our website that only lasts a couple of minutes.

### **ID Check Digital Route**

The ID checking section can be accessed from the overview by clicking on 'Complete ID Check' or clicking 'ID Check' at the top of the application.

Once this section has been saved, the Lead Recruiter can still access and amend this up until it is approved and submitted to Thirtyone:eight. You will then be giving the choice of which method you will use to verify the applicant's identity.

We are going to select the top option first and look at how to send an invite to complete a Digital ID Check. This method requires fewer ID Documents – just a passport for a Basic check or passport and driving Licence for Standard/Enhanced checks, there are other options for overseas applicants.

- The applicant's forename, surname, and email address will carry over from the application form. You may need to enter their email

address if this was left blank. You have the option of entering your email address in the 'CC email address' box, if you wish to be copied into the invite.

- Please then select the appropriate option from 'Digital ID Check Type' and 'email template' dropdown menus.
- Please do not remove anything from the template that contains a dollar sign as this could prevent the applicant from being able to start the Digital ID Check.
- Finally press 'send'. This will trigger the invite email to be sent to the applicant.

The applicant will receive a link to upload their documents and take a selfie. The Lead Recruiter will be emailed once it has been completed prompting them to view the result.

If it comes back as a fail, there will be a detailed report accessible from the system explaining the reasons this has happened. Depending on the reasons the applicant may need to have their ID Checked manually instead.

### **Manual ID checking**

We are now going to select the bottom option to check the ID manually.

If there is just one thing you take away from today, I would like to stress the importance of a thorough and robust ID check, we are reliant on

yourselves as representatives of your organisation that this has been carried out in line with DBS requirements. We appreciate that often in smaller organisations the applicant may well be personal friends of the Recruiter, but the same process must be followed for everyone.

The Manual ID checking screen will appear as you see on your screen.

- The applicant's documents must then be compared to the information entered on the application to ensure their personal details are entered correctly. If the documents do not match, you should have a discussion with the applicant to establish why, and don't forget Thirtyone:eight can be contacted for advice if needed.
- If the documents match the details entered, please select the appropriate documents from the dropdown lists. You will be prompted to enter driving licence and passport numbers if these documents are selected (we will give you an example of this on next slide)
- You should also ensure that 'current address checked', and 'date of birth checked' are marked as 'yes', to indicate you have seen documents that confirm this information.
- The cost code box here is optional and can be left blank, this is mainly useful for large organisations who may need to differentiate between costs generated by different departments.

If an applicant provides a passport or driving licence, you will be asked to enter further details and will see a page similar to this.

A common error that those checking the ID experience is if the driving licence contains a middle name that is not declared on the application form. If this is the case, it will not accept the driving licence number until the middle name is declared on the application.

Where possible, it is good to see a driving license or passport as it greatly helps the DBS with carrying out the check and can reduce the amount of processing time which is something we all like to see.

Once the ID checking section has been saved this message will appear to the top of screen.

I will now go through a few tips for ID checking.

### **Manual ID Checking Do's**

So, when it comes to checking the ID, it is really important to make sure you cross-match the identity of the documents to the personal information on the form and, where possible, to see photographic ID which can be compared against the applicant's likeness.

A few Extra Tips to help:

The DBS are very clear that information printed from the internet cannot be used but we appreciate this can be difficult and a little frustrating with

a lot of organisations moving to online statements but here are a few options if you are finding it tricky:

The applicant could contact their bank for a one-off paper statement to be posted to them for ID purposes.

The applicant could also request a reminder of their national insurance number, from HMRC at GOV.UK. The letter that arrives can be accepted as an entitlement document from the government.

The Digital ID Checking Route might be a good alternative as this would only require a Passport and Driving Licence for an enhanced check.

### **Manual ID Checking Don'ts**

Important things to remember that you are unable to do when checking ID:

- You are unable to check your own ID or the ID of a relative of yours, please understand the DBS do require it to be somebody impartial. This is where Digital ID checking can be very helpful if you are the only Recruiter.
- Please do not accept photocopies of documents from the applicant, you need to see the originals.
- Also please do not use documents printed from the internet, for example bank statements.

- In addition, if a document is listed as 'UK' on the list of documents, please do not accept any non-UK equivalent.
- Do not write down details from people's documents, as this is not checking the documents. You either need to take a photocopy yourself, a picture, or have the originals in your possession to enable the personal details to be properly checked against the details entered on the application.
- I know some organisations do interviews by Zoom or video call, but this is not an acceptable platform to view ID and the DBS are very insistent on this.

### **Manual ID Covid Temporary changes**

Now having said all that the DBS Introduced in March 2020 some temporary measures to help with ID checking during the pandemic that remain in place until further notice.

If your organisation is part of wider group/denomination you should check with those responsible for recruitment for the whole of the organisation before following this revised guidance.

The DBS currently are accepting ID documents to be viewed over video calls or accepting scanned copies. This is to complete the application and get it processing with the DBS.

It is important to know the applicant is required to present the original versions of these documents to you when they first attend their employment or volunteering role.

## **Section Y**

Section Y can only be completed by the Lead Recruiter or someone with the equivalent access and it is used by us at Thirtyone:eight to determine what level/type of the DBS check is needed and how the role is eligible.

Section Y can be accessed from the overview and selecting 'complete Section Y' or by clicking 'Section Y' at the top of the application.

So, I am going to work through this section with you from top to bottom to help you understand what each question is asking.

The first box is 'Application type', this is always defaulted to enhanced, if the role is working with children or vulnerable adults it normally requires an enhanced check. Standard checks are used for a very limited number of roles such as someone carrying out an FCA controlled function or a nightclub bouncer for example, if you require standard checks, please contact the Disclosure department first.

Moving on to 'Workforce', this can be 'child', 'adult', 'both' or 'other'. The workforce is not normally 'other'. The workforce you select indicates the type of enhanced disclosure being requested, e.g child workforce is an enhanced disclosure with children.

The next two questions ask if you are entitled to know if the applicant is barred from working with adults or with children. This is determined by whether an applicant is working in Regulated Activity with adults or children. We will be looking at helping you to determine this later.

'Homebased': in order to request this option, the applicant must be doing some or all of their work with children or carrying out personal care, health care or social work with vulnerable adults from their home address.

'Volunteer': If the applicant is in receipt of any form of payment (except for travel and other approved out of pocket expenses), if they are on a work placement which is a requirement of a qualification, or in a trainee position that will lead to a full-time job or a qualification, they will be considered a paid worker by the DBS. If the applicant is not doing any of these things, they will be considered a volunteer. Now do not worry about remembering this information because if you select volunteer a box will appear which will give this definition and you will need to confirm that they are indeed a volunteer as the DBS define it.

‘DBS adult first check’: This is normally always a ‘no’ except for care homes, care agencies etc. If this is something that you think your organisation would be eligible for, please contact us to discuss it before putting through an application with this request.

‘Additional information’: This is where the Recruiter should put some brief notes to explain how the role is eligible for the level of check requested. If the notes in this section are not clear about how the role is eligible, we will have to contact the Recruiter to seek clarification on the role.

Once section Y has been completed and saved, this message will appear. Please double check all the details on the application are correct, if you are happy press ‘approve’. Approving the applications submits it to Thirtyone:eight for counter signatory authorisation. All applications submitted to us will be looked at within 4 working hours and, if correct, submitted to the DBS.

### **Queried applications**

We will now look at flagged applications:

If it’s not clear in Section Y how the role is eligible, or something else doesn’t look correct, we will need to query an application. You can see an application has been queried as it will contain a red flag.

We will contact Recruiters if a query is raised by a combination of: text message, email, phone call and phone message.

- The query can be viewed by the Lead Recruiter on the notes tab.
- This can be resolved either by adding a note, replying via email or calling our team at the office.
- We contact Recruiters the day the query is raised and again 7 calendar days later if it is still unresolved.
- After the second contact there is then a final 5 working days to resolve the query before the application will need to be withdrawn from the system.
- If an extra day or two is needed to resolve the query, we can extend this by a short period and only if the Recruiter makes contact with us.
- Once again, we have a short video tutorial which takes you through the process of responding to queried applications.

## **Tracking Applications**

Once an application is with the DBS, the status of it can be tracked via the Ebulk system, this is done by clicking on 'processing' within the 'submitted' section. If you click on 'processing' it will display a list of the applications currently with the DBS, if you see the application here to

right of the application reference number, there is an option of track in green.

If you select this, it will redirect you to the DBS tracking page.

## **Viewing Results**

Once the certificate has been issued, the Lead Recruiter will receive an automated email advising them that the application has been completed and they should login to view the result. If you are the Lead Recruiter and have logged into the Dashboard, we would suggest navigating to the result heading in the navigation bar at the top of the screen. A list of completed checks with the most recent at the top will appear, you should then click on the reference number to enter the application.

If the applications says 'certificate contains no information' this is indicating the certificate contains no disclosure information and the original doesn't need to be seen unless your organisation wishes to see it.

If the result says 'Please wait to view applicant certificate' this means the applicant certificate contains some disclosure information and the original certificate must be seen, and risk assessed before that person can start the role.

If you are part of a large organisation, denomination, or diocese, you should contact the National, Area or Diocesan Safeguarding Advisor,

depending on your organisation structure, who will carry out the risk assessment and provide you with support.

If you are not part of a large organisation, then the Thirtyone:eight safeguarding helpline can be contacted for advice around information on certificates and how to carry out a risk assessment.

## Reports

Reports are a really useful function of the Ebulk system. They can be accessed by the Lead Recruiter or those with the equivalent permissions from reports button at the top of the screen. The reports dashboard contains a few pre-set template reports. The ones here that are useful are the Standard/Enhanced Invoice Report, Basic Disclosure Invoice Report and Digital ID Results report. These are useful for reconciling your monthly invoices. The dates will also be defaulted to the current billing period but can be amended to previous months.

By far the best option for reporting is 'custom report', which is the smaller pink button on the top right of screen. This is what you'll see when creating a custom report.

The thing you will want to change is the dates from and to, so that they cover the desired period.

If the dates selected are older than six months, the information will be archived so the most important thing for you to remember is that the 'Search Archived' box (next to 'submit') should be ticked. If this is not ticked it will appear as 'no records found'.

You then select from the boxes below what columns you want included in your report.

The good news is you can't do any damage in this section, so it is best to have a play and tick boxes and hit 'submit', you can always untick and swap them to get the desired information.

Once you've selected the boxes and pressed 'submit', the report will appear below. It can then be downloaded to PDF or to an Excel spreadsheet and sorted and filtered as you wish.

That's it for the first half of our session, I hope this has been of help to you. We will now have a short comfort break. Please remember, if you have any questions, please put them into the chat, and we will pick them up after the break and at the end of the webinar.

## **Part Two**

Welcome back, I hope you've had some time to stretch and get yourselves a drink. We are going to start by taking no more than 5

minutes to answer any questions that have been submitted during the break, any left-over questions will be picked up towards the end of the session.

## **DBS Eligibility**

We have already looked at how to complete Section Y of an online application and in this module, we will be exploring how to decide if a role is eligible for a DBS check and at what level. We will be doing that by looking at eligibility guidance and applying this to some real-world case studies.

## **Different levels of DBS checks**

We are going to start section by looking at 4 different levels of DBS Checks

- Firstly, we have Basic Disclosures - these are for roles not working directly with children or vulnerable adults and they will display any unspent convictions and conditional cautions.
- Next, we have Standard Disclosures - these are not needed for most organisations as they only apply to a limited number of roles such as those carrying out an FCA controlled function or a nightclub bouncer – a Standard Disclosure would show any spent

and unspent convictions and conditional cautions (subject to filtering).

- Then we have Enhanced Disclosures - these are normally for people working directly with children or vulnerable adults. An enhanced disclosure would show any spent and unspent convictions and conditional cautions (subject to filtering) as well as any relevant police intelligence.
- Finally, we have Enhanced Disclosure with a check of the Barred List - these are for those working in a Regulated Activity with children or vulnerable adults – an enhanced disclosure with a check of the barred list would show any spent and unspent convictions, conditional cautions (subject to filtering), any relevant police intelligence and include a check of child and/or adults barred list.

## **DBS Eligibility Definitions**

On your screen you will see two really important DBS definitions when we are looking at eligibility guidance.

Any time the DBS guidance refers to supervision this is: On-site, physical supervision of a team member by a leader at all times. If we look at a real-world example: if you have a youth worker at a youth club, their leader, or the person they would be accountable to, could be the

Youth Pastor. Unless the youth worker was supervised by the Youth Pastor at all times, they would be considered unsupervised.

The geographics of the organisation's premises can also be a factor, if a group meets over several different rooms, it would be impossible for the leader to be in all these places at once so the workers would be considered unsupervised. It is also important to note that two people of the same grade cannot supervise each other, unless they are supervised by their leader they would be considered unsupervised.

In any DBS guidance that refers to 'frequent and intensive' this means working weekly OR 4 or more days in a 30-day period OR overnight between the hours of 2am and 6am.

It is important to note that the 4 or more days within a 30-day period, could be just one episode. For example, a group that runs in the Easter Holidays for 5 days would be 4 or more days in a 30-day period.

## **Barred Lists**

The barred lists are managed and maintained by the DBS. If an individual has been barred, they **MUST NOT** work in Regulated Activity with the relevant group(s). It is a criminal offence for an individual who is

barred to apply to work in Regulated Activity with the relevant groups and it is also an offence for an organisation to knowingly allow them to do so.

Believe it or not, an applicant who is barred from working with a certain group is still allowed to work with them but not in a Regulated Activity – although we would never advocate this as good practice.

A barred lists check can only be checked from those who are in Regulated Activity which can also be referred or abbreviated to (RA), the other exception to this is members of a household where there is a home-based worker in Regulated Activity and there is the opportunity for contact with children. An example of this would be a youth worker who is hosting a youth group at their home address and there is another member of the household who has opportunity for contact with those young people.

So, remember that in Section Y there were two questions that asked, “Are you entitled to know if the applicant is barred from working with adults?”, and then asking again with children. If an applicant is in Regulated Activity, you will need a check of the barred list and the barred list check is done by answering yes to those questions.

## **Regulated Activity with Children**

So, what is regulated activity with children?

If either of the following activities are done, even just once, this is regulated activity with children:

- Providing personal care or providing healthcare.

If any of the following are done weekly or 4 or more days in 30 days or overnight between 2am and 6am, it would be Regulated Activity with children:

- Teaching, training, and instruction – unsupervised
- Caring for or supervising – unsupervised
- Providing advice or guidance on physical, emotional, or educational wellbeing

If any of the following are done weekly or 4 or more days in 30 days, it would be Regulated Activity with children:

- Driving children under arrangement
- Moderating a web-based service

And finally, anyone who is a manager of staff or volunteers in Regulated Activity is in Regulated Activity themselves.

## **Regulated Activity with Adults**

If done once, the following activities are regulated activity with adults:

- Providing health care

- Providing personal care
- Social Work
- Assisting with cash/paying bills or obtaining shopping
- Transporting/accompanying to or from places where they will receive - health/personal care, social work services.
- Counselling/psychotherapy provided by or referred by a health care professional.

### **Enhanced Checks for those not in Regulated Activity**

If someone is not working in Regulated Activity but they are still working with children and/or vulnerable adults, it is still possible they will be eligible for an enhanced DBS check but without a check of the barred list and we will be looking at that criteria first.

It is good to note it is the expectation of the charity commission, major Christian denominations and many insurance companies that you apply for a DBS check where the role is legally eligible for one.

If DBS checks are not being obtained where they are required, this could lead to charitable status being removed or insurance being invalidated.

## Children

If you've assessed that a worker is not in Regulated Activity (that's a no to the barred list) with children but they still:

- Supervise,
- Teach,
- Train,
- Instruct and/or care for children or
- Provide advice/guidance on well-being or
- Drive a vehicle only for children,

ON MORE THAN ONE OCCASION then they are eligible for an enhanced DBS check of the child workforce but without a check of the barred lists.

So, if we think about this in our own organisations, this could apply to most people who are on a rota with children or those who may only help at groups run in the school holidays.

A trustee of a charity that works with children would also be eligible for an enhanced disclosure without a check of the barred list, this applies even if the trustee themselves does not work directly with children. In addition, someone who is supervising/managing workers who are eligible for an Enhanced DBS check will be eligible for a DBS check at the same level of those they are supervising/managing.

## Adults

So, we've just looked at the eligibility rules for an enhanced DBS without a check of the barred list with children and we are now going to look at the adult criteria.

If you've determined that a worker is not in regulated activity with adults, they may still be eligible for an enhanced DBS of the adult workforce selecting no to a check of the barred list.

An applicant would be eligible for an enhanced disclosure of the adult workforce if they are working weekly, or 4 or more days in a 30 day period or overnight with someone who is receiving health or social care services AND they are giving teaching, advice, guidance, assistance etc to someone who needs help because of their age, illness or disability or they live in certain types of accommodation such as a prison, remand centre or residential care.

So, you will see straight away that this criteria is stricter than for an enhanced without barring check with children.

There are essentially three elements to look at, firstly what is the frequency of the role, what duties are being carried out, and what makes the adults in this group vulnerable?

So, an example of this might be someone who visits ill and housebound adults on a weekly basis to offer assistance and support. This person will be working frequently enough as it is weekly, they would be providing assistance and they are providing a service specifically for adults who are receiving health or social care and need help due to their age illness or disability.

In addition to the criteria on the previous slide, a worker will be able to have an enhanced check (without a check of the barred list) if they are a Trustee of a charity that works with adults at risk. Also, someone who is supervising/managing workers who are eligible for an Enhanced DBS check will be eligible for a DBS check at the same level of those they are supervising/managing).

### **Eligibility Case Studies**

So, we've looked through the criteria for an enhanced check and we are going to help you to apply this to three case studies that should hopefully be easy to relate to your own organisations to see what level of check they are eligible for.

Now I appreciate that we are dealing with eligibility all the time at Thirtyone:eight and that the vast majority of you are volunteers who have given up their time to do this important role and you might only

have to submit applications on an a very irregular basis, so we are not expecting you to be experts or commit all these complicated rules to memory. There are also going to be others listening that submit a lot of applications and are just looking for a bit of a refresh.

With this in mind we have created a really helpful tool from the DBS guidance called our Interactive Eligibility Guide which is designed to help Recruiters decide if a role is eligible for a DBS check, and at what level, at their time of need.

All Recruiters registered with Thirtyone:eight are entitled to access our Interactive Eligibility Guide, so if you haven't got the details or need to be reminded of them, please do contact the Disclosure Team and we will re-issue these.

We are going to work our three case studies through the interactive eligibility guide, and this will indicate to us based on our answers, what level of DBS check is needed.

### **Case Study 1**

Our first case is Emmanuel. He volunteers at a children's group for ages 5-10 on a rota at least once a month. He is not always supervised by a leader.

As a group we will now work this information through our interactive eligibility guide. Please see the scenario in the top right corner for you to refer to as we go through.

This is the very first screen on the guide and we will simply press 'Check Eligibility'.

This is the first question the guide will pose. So, we need to consider if this is private arrangement between friends, family, or neighbours or whether this is a group or service run by an organisation or church.

In this situation it is very clearly not a private arrangement so we will answer 'NO'. If this was a private arrangement the church/organisation would not be able to carry out a DBS check.

The next question the guide will ask is, "Does this role involve working with children or vulnerable adults or managing or supervising those that do?" Well, from the information we have it is clear the person is working with children, so we can answer 'YES'.

Next we are asked, "Is this role working directly with children?" and our answer is 'YES'. If you answered 'no' to this question, it would go on to ask if the person is working directly with vulnerable adults.

If you have someone who is working with both children and adults, you will need to look at these roles separately and run it through the different tracks.

The guide will then ask us if the role involves, even if only on one occasion, providing personal care, for example, help with feeding, washing/dressing, or toileting?

In the real world, this role should have a role profile / job description (which is one part of Safer Recruitment) and if any of these duties were listed, we could answer 'yes'. However, from the limited amount of information we have, we can only answer 'NO'. So, it is really important for each position to have a role description outlining the duties and responsibilities even if this is half a sheet of A4.

Next, we are asked to consider if this role is always supervised so, remembering our definition from earlier, this means on-site, physical supervision of a team member by a leader at all times.

From the information we have the person carrying out his role is not always supervised by a leader, so we will have to answer 'NO'.

Next, we are asked to decide if the role involves frequent or intensive contact, remembering our definition: that is those who are working weekly OR 4 or more days in a 30 day period OR overnight between the hours of 2am and 6am. And the role must involve teaching, training, instruction, caring for, supervising children, providing well-being advice and guidance, or driving a vehicle solely for children.

From the information we have it does not appear that the role is weekly or 4 or more days in a 30-day period or overnight, so as it is not frequent or intensive, we must answer 'NO'.

Next, we are asked if the role involves frequent or intensive work (so we need to remember this from our previous slide) work for and in a 'Specified Establishment' where there is the opportunity for unsupervised contact with children?

A specified establishment is a school, nursery school, institution for the detention of children, a registered children's home, children centre or childcare premises). So, we have already established that the role is not frequent or intensive and we cannot see from the information provided that the role involves any work in a specified establishment, so we will need to answer 'NO'.

So, from the answers we have selected the guide has indicated to us a barred list check cannot be obtained but the role does sound eligible for an enhanced disclosure without a barred list check. If we look at the notes tab this will show us what the applicant must be doing to be eligible for this.

So, this definition is the same as the one we looked at the start of this section. Do we feel that from the information we have been provided that the role involves teaching, training, instruction and/or caring for children

or providing advice, guidance on well-being or driving a vehicle only for children or more than on occasion?

From the information we have the person is working with children on more than one occasion, they are on a rota, and they are caring for and teaching children, we can, therefore, request an enhanced disclosure.

When entering this into Section Y on you would select 'Enhanced disclosure' then the workforce as 'child workforce' and where it asks if you are entitled to know if the applicant is barred from working with children the answer would be 'no', as we have determined here, they are not working in regulated activity.

## **Case Study 2**

We have prepared a second case study that again looks at a role with children. In this scenario we have Gloria who is a youth worker for your organisation. She works each week as part of the Youth team, transporting children and helping at weekends away. So, we will simply start the process again by pressing begin:

So, is this a private arrangement?

Answer 'NO': Gloria is working with an organisation.

Do we feel this role involves working with children or managing those who do?

Answer 'YES', she is working with children. Once again this is not a trick question, the role is working with children, so we can answer 'YES'.

From the information we have been provided with, does this role involve any personal care? We have not been provided with a role profile that lists the full duties and responsibilities of the role but from the information we do have it does not appear there is any personal care so we must answer 'NO'.

From the information provided does the role appear to always be supervised, so that is on-site supervision?

The information provided is not specific about this but if the applicant is helping at weekends away and/or camp environment it is very unlikely that their leader will be able to supervise them at all times.

So, we will have to answer 'NO'.

Thinking about our definitions, do we think this role involves frequent or intensive teaching, training, instruction, caring for, supervising children, providing well-being advice, guidance or driving a vehicle solely for children? So, the role is both frequent and intensive as Gloria is working both weekly and overnight, but if she was only helping weekly or just at the weekends away, we could still answer 'YES'.

Following the answers, we have entered about the role, the guide has indicated the role is in Regulated Activity and we can request an enhanced disclosure with a check of the barred list. This is because the person is frequently and intensively unsupervised with children. So again, looking at Section Y you would select 'enhanced', 'child workforce' and 'yes' to a check of the barred list.

### **Case Study 3**

We've already looked at two examples that are working with children so this time we have a role for working with adults. Here we have Kara who is volunteering at your organisation to visit adults who are housebound and is assisting them with shopping, cleaning, and driving.

So, she will be working with adults at risk as they need help due to either age illness or disability.

We will now work this role through the guide in the same way.

So same as always Click begin:

So, this is not a private arrangement it is a role with your organisation, so we can answer 'NO'.

The role is working directly with adults so we can answer 'YES'.

The role doesn't mention working with children so we will answer 'NO'.

As we answered 'NO' to the previous question, this one now appears.

The role is working directly with adults so we can answer 'YES'.

Looking at the information we know about Kara's role does it involve, albeit only occasionally or even once:

Health care, personal care, assisting with cash, paying bills, obtaining shopping, transporting and/or accompany adults to and from places they will receive health care, personal care, or social work services.

Counselling/psychotherapy provided by or referred by a health care professional; the activities of regulated social workers; assistance by virtue of a power of attorney?

We can see from the information we have that Kara is doing shopping so we can answer YES but it also mentions she is doing driving so if she is transporting adults to and from places they will receive health care, personal care, or social work services the answer would also be 'YES' but it is not clear from this description so we would need to ask some more questions. But because we have the shopping we can answer 'yes'.

From the answers we have entered the guide has indicated that Kara is working in Regulated Activity and will be eligible for an enhanced Disclosure with a barred list check.

Looking at section Y it is an enhanced check of the adult workforce and 'yes' to a check of the barred list. It is important to put in the additional information box how the applicant meets the criteria for the level of check requested. So the reason Kara is in Regulated Activity is because she is doing shopping for adults at risk, and you would just let us know this in the additional information.

So, just to say again, if you need the log in details to access this guide, please either email us or call the Disclosure team and we can make sure you get that information.

### **Basic Disclosures**

So, we have looked at the criteria for an enhanced disclosure but what if the person does not meet the criteria for an enhanced disclosure at all? Maybe the work is not frequent enough or not working directly with children or vulnerable adults.

Well, the DBS launched a level of DBS check, called Basic Disclosures and this should only be used where there is no eligibility for an enhanced check.

Basic Disclosures are useful where a role requires (or publicly indicates) a certain level of trust by the organisation or church.

They are often used for roles such as worship leaders, those offering transport to and from events, administrators, welcomers, preachers, caretakers, refreshment teams, Street Pastors, Food bank workers - all sorts of roles.

A Basic Disclosure is something that is used here at Thirtyone:eight. Not many of our staff are eligible for enhanced disclosure (as most do not work with children) but those who do not work with children still have access to lots of sensitive information and are in a position of trust, so our board of trustees has decided all staff and volunteers are required to have minimum of a Basic Check as part of the recruitment process, if they do not qualify for an enhanced check.

It is important to note that if you are going to require a role has this level of DBS that this must be made very clear in the role description and in any adverts for the post – the same as you would do for an enhanced disclosure.

Organisations are not automatically enabled to submit Basic Disclosures but if the Lead Recruiter is to contact us, this can be very quickly enabled.

There is no cost for your organisation to be enabled but the cost per application is our normal admin fee (that you already pay for enhanced

checks) plus the DBS Fee for a Basic Disclosure which is £18. Please note the DBS make no difference for paid or volunteer workers.

The application process for a Basic Disclosure is much the same as an enhanced application but there is a specific applicants' guide which will walk them through the online form.

Applicants starting the process will enter through the 'Basic Disclosure' box using the normal organisation reference and organisation code and once the applicant has completed the form it will arrive in manage applications in the same way. The ID checking process will also work the same as an Enhanced Disclosure.

As I mentioned earlier, if you would like to be able to process Basic Disclosures or would like more information on them, please do contact our Disclosure Team; although if you are a part of a diocese then check with them first to see if they allow this for their parishes.

## **Overseas Workers**

In this section we are going to be exploring criminal records checks for workers who are living, or have previously lived, overseas.

Something that people may not be fully aware of is that DBS checks mainly focus on England, Wales, the Channel Islands and Northern

Ireland and are unlikely to display international offenses. This is something that may not affect all organisations or come up very often, but it is important to be aware. In situations where an applicant is currently living overseas or has resided overseas for a substantial period of time and recently moved to the UK, a DBS check may hold little value and the applicant could be in possession of a clear certificate which is not a true picture and the inherent risks here are very clear. If a role is eligible for a DBS check it is suggested that this is obtained but where there is a substantial period of overseas residency there are extra steps that can be taken to ensure you've got sufficient information to make a recruitment decision.

In situations like this we would suggest that (where possible), in addition to a DBS check, a Certificate of Good Conduct or equivalent is obtained, which, in combination, should give a fuller picture of the person's background.

Certificates of Good Conduct are mainly applicant driven, the Recruiter simply needs to provide them with the details of how to make the application and the application process is done by the applicant.

It is important to mention that there would be little to no value in asking someone who had been on a short holiday to obtain a certificate of good

conduct, and this should only be used for those with a substantial time spent overseas.

Full details of the countries that offer this service and the process for applicants applying can be found in the 'useful links' document contained with the 'My Training' area of your account.

In the following slides we are going to look at an example of accessing the information to apply for a criminal record check from New Zealand. If someone you are recruiting to a role that required a DBS check had lived and worked in New Zealand for a couple of years, your organisation could also request them to get a Certificate of Good Conduct to account for the time that they spent out of the UK.

So, following the link from our webpage, you arrive on a screen that lists all the countries where this service is available. We are going to click on 'New Zealand' in the middle of the third column. Each country will show you a summary page that contains the key pieces of information about the application process for example any costs and the turnaround time. There is then a full, detailed breakdown of everything that is needed for the applicant to apply for the Certificate of Good Conduct or equivalent. You should print or email the information relevant to the country or countries they have resided in, so the applicant is able to initiate the application. Once the applicant has received their certificate, the

guidance should provide advice on how check the document is genuine, for example displaying a sample document and list of any security features.

If an applicant has spent several months or years outside the UK, they can be asked to apply for these checks in any and all of the countries they stayed in from which they are available. However, there would be very little value in getting a certificate for a short holiday.

## **DBS Update Service**

In this section we going to be exploring the DBS Update Service and dispelling some of the myths and misconceptions around it.

For clarity, the Update Service is operated and managed solely by the DBS and has no connection with Thirtyone:eight. Applicants can join the Update Service up to 30 days from the issue date of their enhanced or standard DBS certificate. The service is free of charge for volunteers, but the DBS charge paid workers an annual subscription of £13.

If the applicant provides their permission, employers can go to the Update Service to check if the person's original certificate is still up to date or if anything has changed since it was issued. The Update Service also allows their certificate to be used at other organisations where the EXACT same level and type of check are required but the other

organisation does not have to accept it and can require a new check to be completed.

If accepting the Update Service, you should see the same ID documents used for a DBS check, so that you can ensure the certificate belongs to the person and their details are correct.

Whether your organisation decides to use the Update Service is a decision to be made by its Leadership or, if you are part of a diocese or large organisation, it will depend on the central policy.

It is important to note that if an applicant loses or misplaces their certificate then their update service subscription becomes invalid as the DBS website will not tell you what convictions, cautions etc are on the certificate, it will simply tell you if the information on the original certificate is still current.

Equally if an applicant has changed name either through marriage or deed poll since joining the DBS Update Service, they will need to apply for a new DBS check as their update subscription will not contain any information about any convictions, cautions etc in the new name.

The DBS Update Service does also not include any homebased information about those living at the applicant's address, so if a homebased applicant joined the update service, it will not advise you if the status changed for anyone at that address.

Our experience has shown that, often, the use of the Update Service is not a viable option and can often lead to confusion and extra complication.

## Questions

For the next 10 minutes, we will take any questions that you have not yet had a chance to ask.

Please feel free to use the chat function, which can be found by clicking your screen and selecting the little speech bubble, or if you have a question more specific to your organisation or a little more confidential please email your questions to [disclosure@thirtyone:eight.org](mailto:disclosure@thirtyone:eight.org) with the subject line 'Webinar' and we'll respond to those at a later time.

## Learning Objectives

We should now have:

- A basic awareness of what Safer Recruitment is, why it's important and, where DBS checks sit within this process.
- A good knowledge of how to start online applications.
- A good overview on how to manage applications on the Ebulk system from checking ID to creating reports.

- A good understanding of Eligibility criteria and be able to apply this to roles within our own organisations.
- A full awareness of Basic Disclosures and where these might be helpful to our organisations.
- A good knowledge of when and how to obtain overseas criminal record checks.
- A good awareness of the facts around the DBS Update Service and how it can be useful.

## **Closing Statement**

Well, that is all from me for today, but I just want to say a big thank you for giving up your time today to learn about DBS checks, I hope you've found the session helpful.

I also wanted to say a massive thank you for filling the vital role of Recruiter in your organisation, I realise that this is mostly a 'behind the scenes' role and often a thankless task, but it is such an important role for protecting vulnerable groups from harm and the vast majority of you do this as a voluntary commitment. So, a once again a big thank you from all of us at Thirtyone:eight for all you do.

You should receive an email from us in the coming days to obtain your feedback on this webinar, if you could please complete this it really helps

us identifying if there are any areas for improvement or any options you would have like to be included.

Over the coming days you will receive an email from us containing a copy of the slides from today.

As mentioned through the course if you do every need any help, please do not hesitate to contact our friendly Disclosure Helpline Team either by phone or email.

Thank you.