



Disclosure and Barring Service (DBS) Checks

Guidance for Applicants

[Mae'r ddogfen hon hefyd ar gael yn Gymraeg](#) / This document is also available in
Welsh

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DBS Checks - Applicant's Guidance:

Introduction

The Disclosure and Barring Service (DBS) was established in 2012 and replaced the previous Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA). It provides a service that combines both criminal record checks and a list of 'barred' individuals.

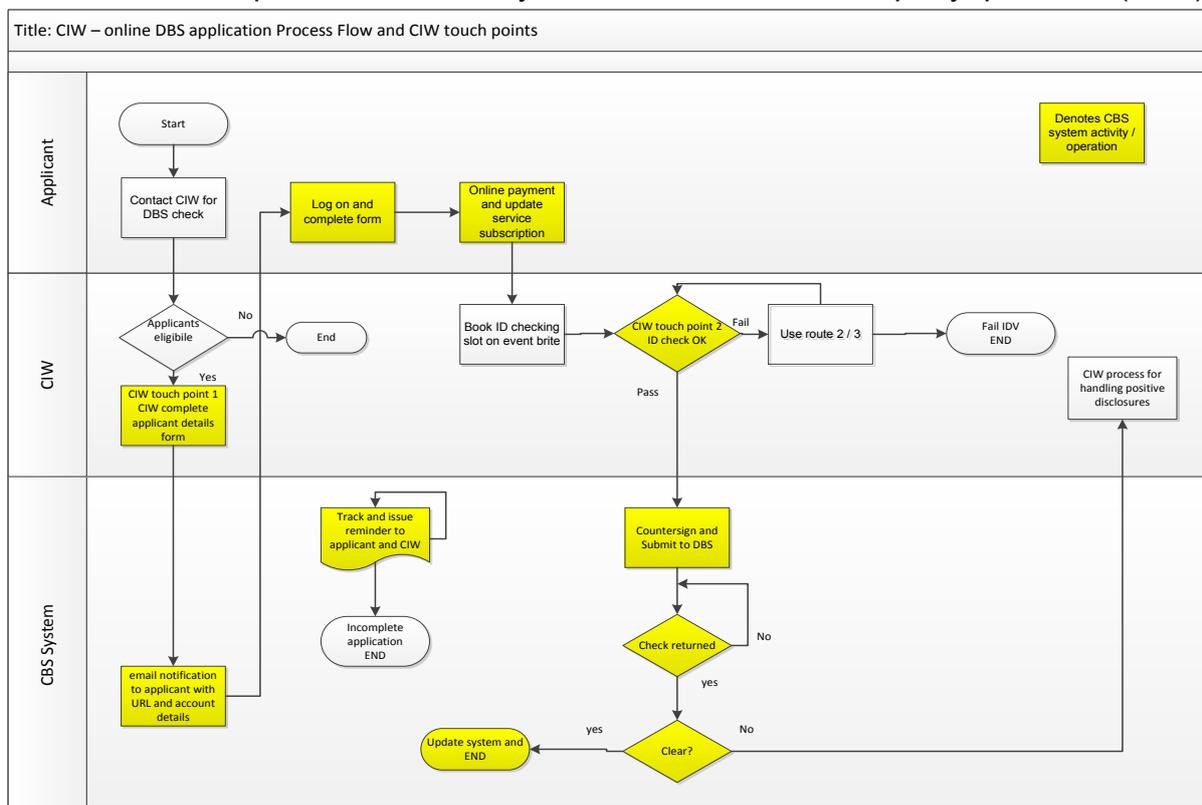
Care Inspectorate Wales (CIW) can process DBS checks for individuals who are required to register with us (or are otherwise linked to a registered service) and where they are either unable to obtain their own checks or are legally prevented from doing so. Completed applications are sent to DBS where the applicant's details are checked against police and barring list records.

Until now CIW has managed this process manually using hard copy (paper) application forms; undertaking completeness checks; processing payments; counter-signing and sending completed applications to DBS by post.

In the summer of 2018 CIW moved their DBS application process to a third party provider (Vibrant Nation). For the most part, this will make the application process a largely digital experience for all DBS applicants and reduce the complexity and amount of data/information we are required to manage.

The Process Map

For an overview of the way the DBS process will operate, the following process map sets out the respective roles for you; CIW and our third party provider (CBS).



Eligibility checks

CIW must undertake an eligibility check for each applicant at the start of the DBS process. Only people who are eligible for a DBS check can be referred to the third party provider's on-line portal to complete an application.

To meet the eligibility criteria for a DBS check with CIW you must:

- Be aged 16 years and over;
- Work or be involved in a role or activity working directly with, or have potential access to, children and/or vulnerable adults;
- Work or be involved in a prescribed work force area for children and/or adults; and
- Be [eligible](#)¹ for an Enhanced (with Barred List) DBS check.

If you have not already done so, you must firstly contact CIW on **0300 7900 126** and request a DBS check with us. Once we have confirmed your eligibility for a check and informed our third party provider of this, you will be sent by separate e-mail a link to their on-line portal; a unique reference number (URN) and user name. You should use these to log into our on-line system to complete your on-line DBS application form.

DBS renewals

If you need to renew your current DBS certificate with us we recommend that you do not apply until a month prior to the renewal date of your application. Our on-line process is quick and most checks are completed within 10 days. They may sometimes take longer where there is information contained on the certificate and/or if you have lived in a large metropolitan area.

You do not have to use our on-line system and may obtain a DBS check independently if you can (this does not apply to fostering, adoption and adult placement services whose certificate must be counter-signed by Welsh Ministers). A DBS certificate obtained independently must be:

- An Enhanced with Barred List check;
- For the correct workforce area; and
- Presented (in person or via post) to CIW within three months of the issue date.

Our third party provider

All CIW DBS checks will be carried out by our third party provider (Vibrant Nation). Most of the process will be carried out via their on-line system. This will be easier and quicker for you.

1

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/674523/Guide_to_eligibility_v9.pdf

CIW will be involved in just three important steps:

- Eligibility;
- IDV checks; and
- Considering 'positive' information contained on DBS certificates

Once we have confirmed your eligibility you will be sent an e-mail and log in details (a user name and unique reference number) from our third party provider. You will need to enter these details in the provider's log in page. Once accepted you will be directed to the on-line application portal. The 'landing' page will show and require the following information:

Company name:	<u>Care Inspectorate Wales</u>
Username:	<u>XXXXXX</u>
Password (or ref number?):	<u>XXXXXX</u>

Once you have successfully logged into the site, our third party provider will electronically manage the application form process. The system has been designed to be sensitive to the input of incorrect, incompatible or conflicting information and where this is the case, you will be asked to amend.

Payment of fees

Payment of the DBS fee and an administration charge is required of all applicants.

Payment will be taken by the third party provider via their on-line portal during the application process. You can make your payment via *PayPal* or a debit or credit card (except American Express); cash or cheque payments cannot be made. All fees are non-refundable.

This is a secure system and your payment details will not be stored or used for other purposes.

Identity verification (IDV) checks with CIW

When you have completed your application details you will be asked to arrange an appointment with CIW to verify your identity. You will be prompted to make your appointment when you have completed your on-line application form – but before it is counter-signed and sent to DBS.

DBS requires that CIW check the identity of each person making an application and that this is done 'face to face'. Please choose an appointment day and time that suits you – currently appointments take place at one of our offices. Normally these would take approximately 20 minutes.

We can only conduct IDV appointments at one of our three offices and all applicants are required to attend in person. We cannot agree to other arrangements at this time.

Important: It is essential that you bring the correct [identity documents](#)² with you to your appointment – these must also be original documents and not copies. If you do not we will be unable to complete your identity verification (IDV) check. This may delay your DBS application and possibly delay your application to register or DBS renewal.

The following information is adapted from the [DBS identity checking guidelines](#)³ and must be observed in all cases:

- We can only accept valid, current and original documentation;
- We cannot accept photocopied documents;
- We cannot accept documents printed from the internet e.g. internet bank statements;
- Identity information for your name, date of birth and address must be validated;
- We will in the first instance, seek documents with photographic identity (e.g. passport, new style driving licence, etc.) and this will be compared against your likeness;
- All documents must be in your current name;
- One document must confirm your date of birth;
- We must ensure that you declare all previous name changes, and provide documentary proof to support any change of name. If you are unable to do so we will discuss with you the reasons why before considering how best to validate your identity;
- We must see at least one document to confirm your current address as recorded in section B, in accordance with the guidance;
- You must provide a full and continuous address history covering the last five years. Where possible you should seek documentation to confirm this address history;

² <https://www.gov.uk/criminal-record-check-documents>

³ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/656625/LATEST_021117_ID_checking_guidelines_for_DBS_checking_from_October_24th.pdf

- We will cross-match your address history with any other information you have been provided with as part of your application. Where there are discrepancies we may need to ask you further questions about this;
- A document from each of the groups should be included only once in the document count e.g. we don't accept two bank statements as two of the required documents, if they are from the same bank; and
- We cannot accept the foreign equivalent of an identity document if that document is listed as '(UK)' on the list of valid identity documents.

Once we have confirmed your identity we will confirm via e-mail to our third party provider that your IDV has been successful. Our third party provider will then counter-sign your on-line application and forward this to DBS for processing.

The DBS Update Service

CIW recommend that all applicants take the opportunity to subscribe to the DBS Update Service - preferably during the on-line application process. By doing so you can enjoy the benefits of the service; these include:

- An online service that is quick and convenient for you to use;
- The ability to manage your own DBS check for employment and volunteering purposes;
- Not having to renew your certificate three yearly - as long as you maintain your DBS Update Service subscription and no new information is revealed during your status check;
- Saving you the time and expense of having to travel to a CIW office to renew your DBS certificate; and
- CIW can now accept the assurance of the DBS Update Service (for almost all applicants); even if (as in most cases) your original DBS certificate was not countersigned by Welsh Ministers.

In addition, Welsh Ministers have - for the financial year 2018/19 - agreed to fund your first year subscription fee (currently £13). This will be deducted from your on-line payment.

If you choose to subscribe to the DBS Update Service, our third party provider will let us know that you have done so.

The DBS Update Service – independent route

You do not have to use our third party provider to subscribe to the DBS Update Service. You may also subscribe independently and directly with DBS using your new certificate.

If you subscribe independently you can also re-claim your first year's subscription to the Update Service by contacting us and providing details of your subscription (your

name, certificate and Update Service reference number) and confirming your permission for CIW to carry out status checks of your Update Service certificate.

Undertaking status checks of your on-line certificate

When you subscribe you will be asked to confirm your agreement to CIW carrying out periodic status checks of your on-line certificate. This is to confirm that the status of your certificate has not changed since it was first uploaded.

In most cases there will be no change to a certificate's status – this means that the original certificate contains no information – or no new information.

In a small number of cases however, the status check will indicate that new information has been received. The check will not reveal to us the nature of the new information. To view this we will need to contact you and inform you that your on-line status has changed. You will be required to complete a new DBS application. It is likely that we will need to discuss this further with you (another advantage of the DBS Update Service is that you will no longer have to do this where no new information is revealed).

We will always take a proportionate view of any such information and deal with each example on a case by case basis.

Please note: If you are registered with us, or are otherwise the subject of a DBS certificate linked to a registered service, you are legally required to inform us of any conviction or police caution. Failure to do so may also indicate a regulatory failure this is likely to be discussed further with you.

Checking DBS certificates

Whilst you are not required to subscribe to the DBS Update Service, our third party provider will still alert us to say that your DBS check has been successfully completed. Again, you will be asked to confirm your agreement to this.

In most cases this alert will simply signify that your completed check has been returned and contains no information – or no new information.

Where however, your check does contain new ('positive') information we will be advised of this and will:

- Require sight of your original certificate within three months since the date of issue;
- Consider the contents of the certificate; and
- Return the certificate to you by return of post where possible.

If the information contained within your certificate is already known to us and has been previously considered, we do not need to take any further action. However, if the information is new we will need to discuss this further you.

Please note: Persons who are registered with us, or are otherwise the subject of a DBS certificate in relation to a registered service, are legally required to inform us of any conviction or police caution. Failure to do so may indicate a regulatory failure and this is likely to be discussed further with you.

Information Handling

We process personal and/or sensitive information fairly and lawfully, and will only ask for information where it is necessary for us to carry out our role. For more information about how we process personal data please see our [Privacy Notice](#)⁴.

Further information

More information is available from the following links:

<https://careinspectorate.wales/disclosure-and-barring-service-dbs-checks-previously-crb-checks>

<https://www.gov.uk/government/collections/dbs-update-service-promotional-material>

<https://www.cbscreening.co.uk/enhanced-dbs-check/>

Our third party provider also offers an assisted digital bilingual telephone helpline on **02920 334 995** from 8.30am-5.30pm, Monday to Friday (excluding Bank Holidays).

⁴ <https://careinspectorate.wales/how-we-use-your-information>