

Disclosure and Barring Service (DBS) Checks – Frequently Asked Questions (FAQs) for Applicants

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.
This document is also available in Welsh.

Contents

Who can obtain a DBS check via Care Inspectorate Wales (CIW)?	3
How do I know if I am eligible for a DBS check?	3
Is the on-line service available in Welsh?	4
When can I apply to renew my current DBS certificate?	4
How do I get started?	4
What's next?.....	4
Temporary arrangements for Identity verification (IDV) checks with CIW during COVID-195	
How much will the service cost?.....	5
How do I pay for my DBS check?.....	5
What will happen if there is 'positive' information contained on my DBS certificate?	6
What is the DBS Update Service?	6
What are the benefits of the DBS Update Service?.....	6
How do I subscribe?	7
Why and how does CIW carry out checks of my on-line certificate?	7
I have not subscribed to the DBS Update Service. How will you check my DBS certificate?	8
How do you manage the information that I provide?	8
How do I get help if I am having difficulties with the system?	8
Where can I get more information?	9

DBS Frequently Asked Questions for Applicants

Who can obtain a DBS check via Care Inspectorate Wales (CIW)?

For those working in the social care sector in Wales the following groups of people can get a DBS check via CIW if they are unable to obtain one via an umbrella body or other body:

- Registered persons (including registered child minders);
- Responsible individuals;
- Child minding assistants;
- House-hold members; and
- Persons who 'live in' at a registered service (Age 16+).

Persons working in services that operate under the Care Standards Act 2000 (Fostering, Adoption and Adult Placement services) must use CIW for their check as Welsh Ministers are legally required to counter-sign their application until they are re-registered under the Regulation and Inspection of Social Care (Wales) Act 2016. For all other services, individuals may obtain their own certificate via an umbrella body and present this to CIW as long as it is less than three months since the date it was issued.

Whether you obtain a check independently or use CIW you will need to be eligible for an Enhanced (with Barred List) check.

How do I know if I am eligible for a DBS check?

To meet the eligibility criteria for a DBS check with CIW (or for an umbrella body or other organisation) 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.

All applicants who provide or are otherwise linked to a service registered by CIW (see above) and request a check via us, will be eligible for an Enhanced (with Barred List) check.

1

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

We will determine your eligibility for a check. If you are eligible we will refer you to our third party provider who undertakes DBS checks on our behalf via their on-line system.

Is the on-line service available in Welsh?

Yes. When you first log into the service you will be given the option to choose either Welsh or English.

When can I apply to renew my current DBS certificate?

The [various regulations](#)² require you to renew your DBS certificate every three years. This is your responsibility – CIW will not remind you to do this.

If you need to renew your current DBS certificate with us we recommend that you do not apply until one 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.

Where you present your own DBS certificate to us it must be 'valid' (ie. not more than 3 months old since the date it was issued). We cannot accept a certificate – for renewals or registration applications - that is more than 3 months old.

Please Note: If you have registered for the DBS update service and have a current subscription your DBS will renew yearly and you will only need to renew your DBS certificate if your subscription expires

How do I get started?

If you have not already done so, you must firstly contact CIW on **0300 7900 126** selecting option 3, 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 the DBS provider's on-line system to complete your on-line DBS application form (please follow the link provided in the e-mail).

What's next?

You will need to enter the log in the details supplied by the automatic e-mail in order to begin your application.

² <https://careinspectorate.wales/regulations-statutory-guidance-and-national-minimum-standards-childrens-services>

Identity verification checks

Once you have correctly entered your details you will be prompted to book an appointment for your identity verification (IDV) check by contacting CIW on **0300 7900 126 selecting option 3**. Your appointment should take approximately 30 minutes. Unfortunately 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.

Temporary arrangements for Identity verification (IDV) checks with CIW during COVID-19

Temporary arrangements for identity verification (IDV) checks have been put in place as a result of the COVID-19 outbreak, and therefore we have had to change the way we carry out DBS ID checks.

To ensure that the necessary DBS checks can still be carried out, the DBS ID checking process has been changed for a temporary period.

The change will enable:

- ID documents to be viewed over video link using Skype for business (apps such as WhatsApp and Zoom cannot be used)
- scanned images to be used in advance of the DBS check being submitted

Please note, the change are only being implemented for urgent cases where it is not possible to follow the normal identity checking guidelines. You must present the original versions of these documents when you first attend your employment or volunteering role.

Once your IDV check is completed CIW will confirm this via e-mail to our third party provider who will then counter-sign your application and send it to DBS for processing.

How much will the service cost?

When you complete your DBS check on-line with us you will be required to pay the cost of the DBS fee (currently £40) and an administration fee (currently £8 + VAT).

How do I pay for my DBS check?

You must pay for your DBS check and admin fee via the on-line service. You will be asked to pay using *PayPal* or a major debit or credit card (except American Express); cash or cheque payments cannot be made. This is a secure system and your personal details will not be stored or used for other purposes. All fees are non-refundable.

What will happen if there is ‘positive’ information contained on my DBS certificate?

We will be alerted by our third party provider where a certificate contains information that includes, for example, details of a caution or conviction. We will contact you and request that you either send your certificate to us by secure post or bring it into us in person. We must view the certificate each time as we cannot otherwise be sure that the ‘positive’ information is not new (An 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.

Where we are aware and have previously considered ‘positive’ information contained on a DBS certificate it is most likely that we will simply return your certificate to you. If however, there is new information contained on your certificate and we have not been made aware of this, it is likely that we will need to discuss this further with you.

If you have obtained a DBS check independently we will need to view your latest certificate even if it contains no information or additional information. You will need to present it to us in person or by sending it via secure post. Your certificate must be presented to us within three months of its issue date.

What is the DBS Update Service?

The [Update Service](#)³ is an online subscription that allows you to keep your DBS certificate up to date and, with your permission, allows CIW to make periodic status checks of your certificate.

The service is available for an annual fee (currently £13) and your subscription must be renewed each year if you want to maintain the benefits of the service.

What are the benefits of the DBS Update Service?

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

- A 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 becomes available during your status check;

³ <https://www.gov.uk/government/publications/dbs-update-service-applicant-guide/dbs-update-service-applicant-guide>

- 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 most applicants); even if (as in most cases) your original DBS certificate was not countersigned by Welsh Ministers.

As long as you maintain your subscription and there is no change to the status of your certificate, you will not need to renew your certificate as required by [regulations](#)⁴.

How do I subscribe?

You can choose to subscribe via the on-line service whilst completing your DBS application. You will be asked to confirm your agreement for CIW to carry out periodic status checks of your on-line certificate.

Alternatively, once you have received your new DBS certificate you have 30 calendar days from the issue date on your certificate in which to subscribe. To do this you can also [subscribe](#)⁵ at the DBS website.

Why and how does CIW carry out checks of my on-line certificate?

By subscribing to the DBS Update Service CIW will undertake periodic status checks of your on-line certificate – these will be to confirm that the status of your certificate has not changed since it was first uploaded. We will use the [DBS on-line portal](#)⁶ to do this.

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 the new information 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.

Please note: If you are registered with us, or are otherwise the subject of a DBS certificate that is 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.

⁴ <https://careinspectorate.wales/regulations-statutory-guidance-and-national-minimum-standards-childrens-services>

⁵ <https://www.gov.uk/government/publications/dbs-update-service-applicant-guide/dbs-update-service-applicant-guide>

⁶ <https://secure.crbonline.gov.uk/crsc/check?execution=e1s1>

I have not subscribed to the DBS Update Service. How will you check my DBS certificate?

Our third party provider will alert us to say that your DBS check has been successfully completed.

In most cases this alert will simply signify that your completed check has been returned with no additional information. We will not need to view these certificates.

Where however, your check does contain additional ('positive') information we will also be advised of this.

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 and has not been declared by you we may need to discuss this further you.

We will contact you and will:

- Require sight of your original certificate (you can either bring this into one of our offices or post it to us by secure post);
- Consider the contents of the certificate; and
- Return the certificate to you by return of post where possible.

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.

How do you manage the information that I provide?

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](#)⁷.

The above statement also applies to our third party provider. Their on-line system is secure and information that is stored there, including personal and financial details, is managed securely and not shared with other parties.

How do I get help if I am having difficulties with the system?

A Freephone helpline service is available (**0808 164 2724**) to all users of the service (available in Welsh and English) from 8.30am-5.30pm, Monday to Friday (excluding Bank Holidays). This helpline is operated by our third party provider and their advisors will be able to guide and support you through any challenges you may face.

⁷ <https://careinspectorate.wales/how-we-use-your-information>

In addition, the system has been designed so that you will not be allowed to proceed to the next screen if a question has not been completed or if key information, such as a driving licence number, has been incorrectly entered. The system has been designed to reduce the opportunity for error when completing the application process. This will also speed up the return of your DBS check

Where can I get more 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/>