



Quick Start Guide – DBS Checks

Quick Start Guide for the Methodist Church

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

Due Diligence Checking Limited are the new provider for the DBS checking service for the churches, Circuits and Districts that form the Methodist Church in Britain. In this Quick Start Guide for Ministers, verifiers and safeguarders you will find some introductory information about the online process. You can log-in to your online application area using the website www.ddc.uk.net/methodist. We recommend that you save this website to your favourites.

This guide is for you as a Verifier, which we would encourage you to use. Applicants are guided through the process as they complete their online form, so you do not need to give them a copy of this guide. If you would like more detailed information you can find this on our "How To" pages in the client area of the website when you log in. All verifiers should have received their login details, please contact DDC if you haven't received them.

If you need any assistance as you start to use the system you are welcome to contact our support team on 0116 260 3055 or by email at contact@ddc.uk.net.

On behalf of the team at DDC, we look forward to working with you, and to supporting the churches, Circuits and Districts that form the Methodist Church in Britain.



Jonathan Bazely
DDC Director

Working in partnership with:


The Methodist Church
in Britain

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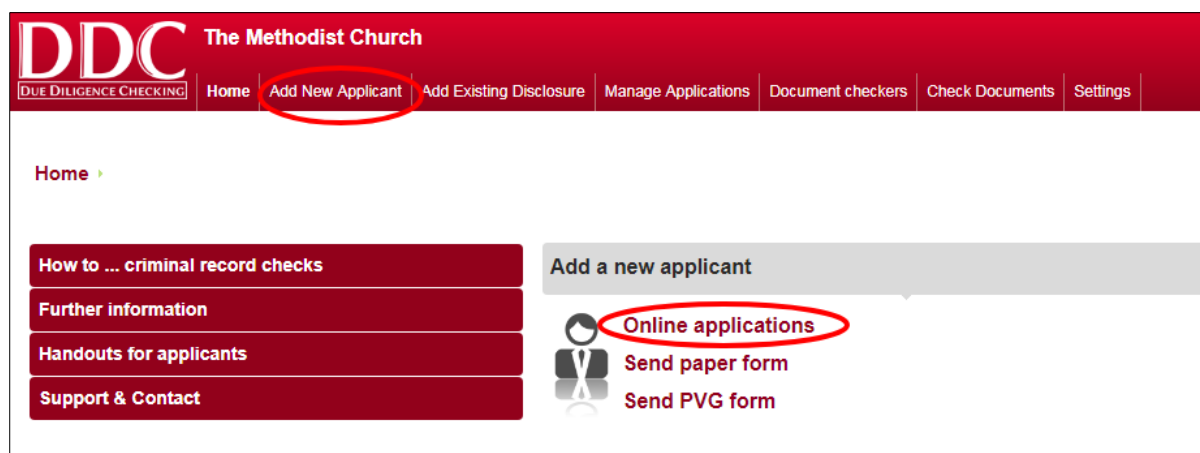
Logging In

1. You will receive your log in details by email directly from DDC. If you do not receive your username and password or have misplaced it please contact one of the team on 0116 260 3055 and we be happy to help.
2. Once you have received your login email, please go to the DDC website via the link contained in the email, or direct to www.ddc.uk.net/methodist
3. If you wish to read more about the general services that DDC offer then please go to www.ddc.uk.net where you will find a frequently asked questions (FAQ) section. You can also click on the link at the top of the webpage to log-in.

Please note that the screenshots may vary between the different user types depending on the access level granted.

Adding an Applicant

1. To initiate a DBS check for a new applicant, click on either the “Online applications” or “Add new applicant” links on the Client Area home page.



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

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DUE DILIGENCE CHECKING

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

Home > New applicant

New Applicant (online form)

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

Personal

Title *

Forename *

Middle

Surname *

Date of Birth *

Contact

Contact telephone number (mobile preferred) *

Daytime telephone number

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

Email *

Confirm Applicant Contact Email *

Job

Role

Your reference: Applicant ID

Your reference: Location ID

Any extra comments that require action by DDC

- Click **“Submit”** to create the applicant on the system. If the applicant is present, click the **‘Submit - Applicant present’** button to go directly to the blank application form and fill in the applicants details immediately. If the applicant will complete the form in their own time, select **‘Submit - Applicant to Input own data’**. The applicant is then automatically sent an email containing a link to the online application form.

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

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

Email *

Confirm Applicant Contact Email *

Job

Role

Your reference: Applicant ID

Your reference: Location ID

Any extra comments that require action by DDC

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

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

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

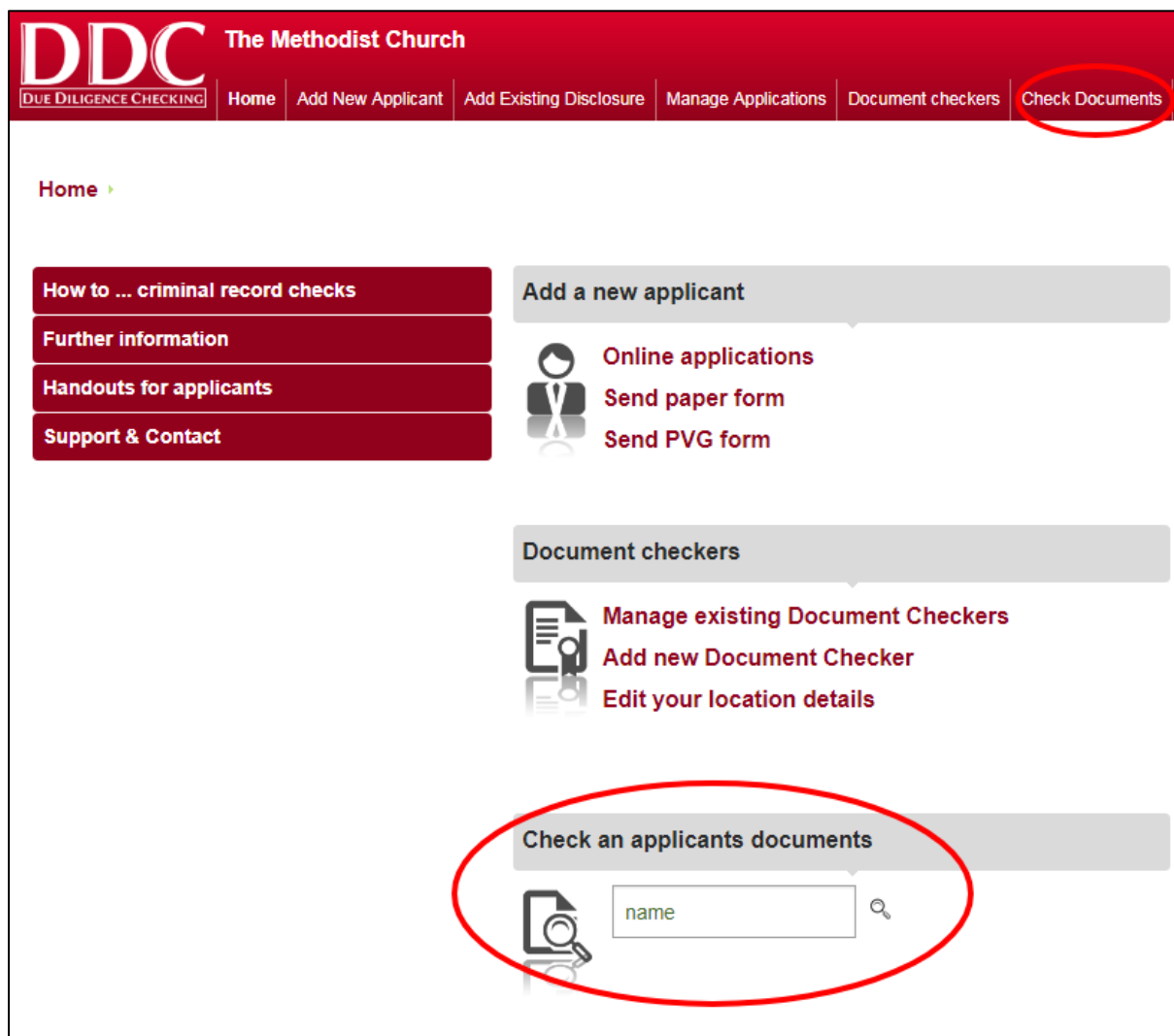
Working from Home: When entering custom roles that are based in the applicant's home address, please use the relevant 'Working at Home Address' option in the role description. When using this option, please follow the DBS guidance, which is summarised on our FAQ page.

- The applicant should make contact and bring you their identity documentation once they have completed the application form. DDC can notify you when an applicant has completed their form. Just let one of the DDC team know when you speak to them or contact DDC.
- You can view the list of created applicants via the **‘Manage Applications’** link. For more information on this feature, see the Tracking Applications section of this guide.

Checking an Applicant’s Identity Documents

After the online application form has been completed, the applicant is required to present you with some identity documents. You are responsible for ensuring the details entered into the online form correspond to those on the documents presented, and that the documents are genuine. As an option, DDC can send you an email when the applicant has filled in their online application form and this step is ready to be completed.

1. When an applicant brings you their documents, log into the Client Area again. Either click on **“Check Documents”** at the top of the screen and an applicant list will appear or, type the applicants name in the **“Check an applicant’s documents”** search bar.



2. Click on the appropriate applicant name.

- The applicant status screen will appear. Next to the “**Document Checks**” status this will say “**Document Checks not started**”. Click on this status. If you have already started checking document, but not completed the process, this may show a different status.

DDC The Methodist Church
DUE DILIGENCE CHECKING

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

Home > Applicants > Church Helper

Church Helper Overview

Applicant status: Documents submitted for checking

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

- The applicant should have nominated some identity documents to present to you. Click on each one and answer the questions about the document.

Currently Nominated Documents

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

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

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

- If documents have not been nominated, or more documents are needed, you can select more from the 'Acceptable Documents' section at the bottom of the screen. Simply click on the document type to begin entering the correct details.

Acceptable Documents

Nominating Further Documents

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

Group 1: Primary Identity documents

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

Group 2a: Trusted government documents

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

Group 2b: Financial and social history documents

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

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

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

Document Nomination Overview

Your Requirements

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

Submit application

You are following the Route 1 application process

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

Currently Nominated Documents

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

These document will have to be Verified; How to verify documents

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

Tracking Applications

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

2. From this section, you can sort applicants into categories, order them or search for individual applicants. To find out more about the progress of a particular applicant, click on **‘Current Status’**

Created on	Forename	Surname	Requested by	Client ID	Location ID	Job Function	Online	Active?	Check Level	Current status	Status Date
13/07/2017	Messy	Church	Duncan Coppell	MC123	Syston	Messy Church Helper	Yes	Active	Enhanced Disclosure	Application form signed & sent out	18/08/2017
12/07/2017	Volunteer	Helper	Duncan Coppell	54321	Syston	Messy Church Helper	Yes	Active	Enhanced Disclosure	Application form signed & sent out	18/08/2017
12/07/2017	New	Volunteer	Duncan Coppell	12345	Syston	Messy Church Helper	Yes	Active	Enhanced Disclosure	Application form signed & sent out	12/07/2017

Settings

As part of the Document Checking process, applicants are provided with some instructions, informing them where they can take their documents to be checked. You can change these instructions to suit your requirements. This may come in handy if you are not at the same location all the time or work an irregular shift pattern or would like the applicant to call you to arrange a meet time.

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

The screenshot shows the DDC The Methodist Church website interface. At the top, there is a navigation bar with the following items: Home, Add New Applicant, Add Existing Disclosure, Manage Applications, Document checkers, Check Documents, and Settings. The Settings dropdown menu is open, showing 'Change Password' and 'Profile', with 'Profile' circled in red. Below the navigation bar, there is a 'Home' breadcrumb. On the left, there is a sidebar with links: 'How to ... criminal record checks', 'Further information', 'Handouts for applicants', and 'Support & Contact'. The main content area has two sections: 'Add a new applicant' with options for 'Online applications', 'Send paper form', and 'Send PVG form'; and 'Document checkers' with options for 'Manage existing Document Checkers', 'Add new Document Checker', and 'Edit your location details', with the last option circled in red.

2. Edit the location or give the applicant an instruction on where or how to bring documents to you.
3. Once you have made any changes click **“Save changes”**

*Please note that some of these options may not display for all users, based upon access to the system.

Adding local Lay Verifiers

Circuit level users are authorised to add/delete/edit Lay Verifiers. To do this please click on the 'Document Checkers' button along the top or the 'Manage existing Document Checkers' from the Home Screen.

This section allows the enabled user to add new Verifiers, reset passwords and manage those already with access to the system.

<input type="checkbox"/>	Name	Username	Email	Telephone	Password
<input type="checkbox"/>	Change Document	documentc	jonathan@ddc.uk.net	1	<input type="button" value="Reset"/>
<input type="checkbox"/>	Kim Scullion	scullionk5	contact@ddc.uk.net		<input type="button" value="Reset"/>
<input type="checkbox"/>	DDC Docchecker	duncandocument	ddc@ddc.uk.net	448456443298	<input type="button" value="Reset"/>

Frequently Asked Questions

1. The applicant has no email address/is not confident using a computer, how do I complete the process?

An online application can still be submitted. There are a few solutions to this:

- The applicant can sit with you while you complete it on their behalf (or you can complete it together). This is initiated in the same way as normal but click “**Submit – applicant present I will input data**” at the bottom of the new applicant form. This takes you directly to the blank form followed by the document checking section. The form can be saved at any point as normal.
- A paper application form can be printed off from the “Handouts for applicants” section of the Client Area. The applicant can fill this in and bring it back to you with their identity documents (a handout for what documentation is required can also be printed). You then initiate the check in the same way as usual but as above click “**Submit - applicant present I will input data**” and copy the information across.
- Use your email address as the contact and when you receive the application email with log in details, print this off and hand it to the applicant. The applicant can then use any internet enabled computer or device. They can change their password when logging on to the blank form.

2. How do I know when a disclosure has been issued?

When a Disclosure is issued the applicant is always sent a paper copy to their home address directly from the DBS. You will be sent an email confirming it has been issued. This email confirms the Certificate issue number and issue date, which can also be found in the “**Manage Applications**” section of the Client Area. The applicant should **not** start working in their role until you have received this email or the applicant’s Disclosure shows as issued in the Client Area. You do not need to view the applicant’s Certificate.

3. What happens if a Disclosure is blemished? (i.e. is not clear.)

The DBS Code of Practice requires that Disclosure information, including whether a Disclosure has content, is only made known to those who need to know as part of their duties. Verifiers are not required to see or request to see blemished Disclosures.

The Connexional Safeguarding Team and District Safeguarding Officers are responsible for handling blemished Disclosures. They will request the original certificate from the applicant and carry out a risk assessment of the information contained. If an applicant is cleared to work in a role, you will receive a standard email notification confirming the certificate issue number and date. If an applicant is deemed unsuitable to work in a role, or should work within particular conditions, you will receive a specific notification containing the relevant information. Applicants should **not** start working in their role before you receive such notification.

4. What documentation will the applicant need to submit to me as the verifier?

The required documentation is explained to the applicant during the online application process. You can find a printout of the documentation required in the Client Area under “**Handouts for applicants**” or if you would prefer you can view our website www.ddc.uk.net/help-advice/guidance-for-applicants.

5. What do I do if the applicant has brought the wrong documentation?

If the applicant provides different documents to those nominated via their application, this is not a problem providing the document is still valid as per the DBS requirements. You can add the document directly by clicking on the document type, reading the guidance and entering the basic document information. If the documents provided do not meet the DBS requirements, the applicant will need to provide alternatives.

6. Does using the online service make the check portable?

No, using the online system is just a quicker and more efficient way of applying for a DBS check. Once the DBS have issued the Disclosure, the applicant can choose to subscribe to the Update Service so their Certificate can potentially be reused in certain situations.

7. What is the Update Service?

The DBS Update Service was launched by the Disclosure and Barring Service on 17th June 2013.

When applicants receive their Disclosure they can subscribe online and pay an annual fee. Subscription for volunteers is free. This will potentially allow the applicant to show future employers their current Disclosure and to check this is up to date using an online portal on the DBS website. The Disclosure can be accepted by the employer providing it is at the same level, workforce, vetting and barring lists and volunteer status as the Disclosure that the new employer would normally request. They should also recheck identity documents and the original Certificate.

The applicant has 30 days from the date of issue of the Certificate to join the service and can do so at www.gov.uk/dbs.

More information can be found at <http://www.ddc.uk.net/question/what-is-the-dbs-update-service/>

8. How do verifiers keep their password and login details safe?

Verifiers should not share their password or login details with anyone else as they are individual to them. If your church needs an additional verifier to cover holidays or ill health please let us know and we will arrange for them to have their own login and password. Where several verifiers are in the same church or Circuit, the DDC system will allow all verifiers at that church to see checks in progress so there is an easy way to share this information with each other.

9. How do I register another verifier for my church?

If a church wishes another representative of the church to help manage the DBS application process and verify the identity of applicants undertaking a DBS application, the name and contact details of

additional representatives should be sent to the Circuit or Church Minister who can create additional users on the system.

10. I am stepping down as a verifier, who should I tell?

You can notify DDC that this is happening but you must also contact your Circuit or Church Minister. They will be able to delete your access to the system. Please do not share your log-in with anyone else within your church as this represents a security risk. For Minister level access you must contact the Connexional Safeguarding Team to amend, remove or add access.

11. How will checks be paid for?

All volunteer applications will be paid by the Connexional Team so local verifiers or Ministers would not need to make payment. For those paid roles that are not Ministers, the Circuit will need to pay the DBS or PVG fee directly to DDC. There are two options for this:

Option 1 – the Circuit Minister will receive an email from DDC when the application is due for payment. They can call DDC on 0845 644 3298 or 0116 260 3055 and make payment with a debit or credit card over the phone.

Option 2 – The Circuit Minister can contact DDC on 0116 260 3055 and choose to store card details with DDC. These will be used each time an application is ready to be sent, with a receipt emailed after payment is taken.

Please note: DDC will be amending the system to allow payment online for single applications and this is currently being developed.