



**APCS**

Access Personal Checking Services Ltd



## **ONLINE USER GUIDE FOR RECRUITERS & VERIFIERS**



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## **WELCOME**

Firstly we would like to welcome you to the APCS online DBS check service. APCS specialise in processing disclosures, offering a dedicated, highly efficient and cost effective service.

Our Help Desk of friendly staff are available to answer any questions you may have along the way. Our telephone number is on every page of our website. Lines are open 9am-5pm Monday-Friday.

## **INTRODUCTION TO CRIMINAL RECORD/DBS CHECKS**

The Disclosure and Barring Service (DBS) helps employers and organisations make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups.

The DBS search police records and, in relevant cases, barred list information, and then issue a DBS certificate, the result of which is used as part of the suitability assessment for the role.

There are three levels of check:

- Basic Criminal Record Check – referred to as a Basic Disclosure
- Standard DBS Check – referred to as a Standard Disclosure
- Enhanced DBS Check – referred to as an Enhanced Disclosure

## **WHAT ARE DBS CHECKS USED FOR?**

The UK government is committed to protecting vulnerable groups including children and adults. As such they want to see a focused and effective safeguarding system, where harm or risk of harm is identified, acted on and ultimately prevented.

Primarily, DBS Checks are used by businesses, companies, recruitment agencies and organisations in the public, private and voluntary sectors, to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work that involves children or vulnerable adults.

Under the Protection of Freedoms Act 2012, Employers must follow certain regulations:

- Employers/Organisations have a duty to refer to the DBS any relevant information about individuals for whom they are responsible who are believed to be a risk to children or vulnerable adults.
- If your organisation works with children or vulnerable adults and you dismiss a member of staff or a volunteer because they have harmed a child or vulnerable adult, or you would have done so if they had not left prior to your intended dismissal, you must notify the Disclosure and Barring Service.
- Any person who is barred from working with children or vulnerable adults will be breaking the law (and may be prosecuted, incurring imprisonment and/or a fine) if they work with or volunteer, or try to work or volunteer in regulated activity. If you knowingly employ an individual who is barred from working with vulnerable groups, you will also be breaking the law.

## **YOUR ACCOUNT**

The Diocese will supply APCS information regarding your Parish, the Manager (Recruiter) on the account and any administrators (id verifiers) carrying out DBS checks. APCS will use this information to set up your account.

### **Manager (Recruiter)**

APCS require a single contact at the parish who will receive the **clear** and **non-clear** disclosure results at the end of the process. Any non-clear disclosures will also be notified to the Diocesan Safeguarding Advisor.

The manager is the person who will ensure the DBS Code of Practice is followed regarding disclosure information, and will make a recruitment decision based on information on the disclosure.

### **Administrators (id verifiers)**

Administrators are the persons at the organisation who will be guiding applicants through the process and checking their id documents. APCS require the name, telephone number, and email address of each administrator. Each administrator is given a unique access code, which identifies them to the system. The administrator then gives the applicant a unique user id which allows them access to the online application system.

When the application is completed, the system sends an email to the administrator asking them to check the applicant's id documents. When checked, the administrator will log on to the system using a link in the email, confirm id checked, the type of disclosure required, and certain other information about the job role. A manager can also be an administrator.

The link in the email will take you to the Management Reporting system. If you have not yet created your management reporting account, please have your email address that is registered in the system and the online access code provided to you. Please refer to Appendix 2 for a detailed guide of how to set your secure account up.

### **Accounts**

If the client has agreed the terms and conditions for invoice payment, we will also need a contact name, email address and telephone number of an accounts contact to send the invoices to.

### When would the account go live?

Your account will be live as soon as you receive an email from the Diocese of Oxford or APCS with your unique user id range. Also included in the email will be a guide on how to submit your applications through the online system.

An example of a range of user id numbers is given below:

**XXXXXXXX001 to XXXXXXXX999** (Please note that this user id range is for example purposes only).

## STAGE 1 – ISSUING USER ID NUMBERS TO YOUR APPLICANTS

Give your applicant the first user id number in your range of user id numbers (sent to you in an email) along with the website for them to make their online application:

- **XXXXXXXX001 (please note this is for example purposes only)**
- [www.onlinecrbcheck.co.uk](http://www.onlinecrbcheck.co.uk)

So that the applicant is prepared and to make the process as easy as possible for them. Ask them to have to hand the following information:

- National Insurance Number
- Five-year address history including postcodes
- Passport details (if they have one)
- UK driver licence details (if they have one)

Once the applicant has completed their application, you will receive an email alerting you to proceed to ID checking.

The applicant will also receive an email confirming they have completed it, giving them our telephone number for aftercare, and they will receive a further email once their application has been submitted to the DBS and that email will provide their DBS application form reference and a link to the DBS online tracking system so that they can track the progress of their application.

For additional applications follow the same instructions as above apart from provide your 2<sup>nd</sup> applicant with the following user id number **XXXXXXXX002**. For your 3<sup>rd</sup> applicant it's **XXXXXXXX003**. The 4<sup>th</sup> it's **XXXXXXXX004** and so on right up to **XXXXXXXX999**.

## **STAGE 2 – VERIFYING APPLICANT’S IDENTITY DOCUMENTS**

Once the applicant has completed the online disclosure application, the administrator will receive an email to complete the ID verification. The applicant must present the administrator with their original identification (not copies).

For information on what ID documents are acceptable please see the **ID DOCUMENT CHECKING RULES** on page 18.

## **STAGE 3 - IDENTITY CHECKING LINK**

Once the applicant has supplied sufficient identity documents as per the id checking rules on page 18. Click on the link in the email sent to the administrator to complete the ID verification, this will bring up the application in summary form as below:-

After logging into the Management Report, you will automatically go to a screen called “**Applications that need to be ID Checked**”, see below:



The screenshot displays the 'Criminal Record Checks' interface. At the top, it says 'Criminal Record Checks' with a checkmark icon. Below this is the title 'Applications that need to be ID Checked'. There is a dropdown menu for 'Active ID Checker' with the text 'Select ID Checker' and a dropdown arrow icon circled in red. A checkbox for 'Search in Archived Records?' is present. A 'Functions' bar contains buttons for 'Run Report', 'Export to Excel', 'Print Current Page', 'Print All Pages', 'DBS Tracking Service', and 'Back'. Below this is a table with columns: 'User ID', 'Applicant', 'Started', 'Finished', 'ID Verified', 'Sent DBS', 'DBS Ref No', 'Issue Date', and 'Status'. Each column has a 'No Filter' dropdown menu. Below the table, it says 'There are no records available.' and 'Records per page: 10'. There are 'Apply Filter' and 'Hide Filter' buttons, and a status indicator 'Records: 0 - 0 of 0 - Pages: 1'. An 'ID Checking Link' note states: 'You can Click on a specific Application to go to the associated ID Checking Page if its Status is 'Awaiting ID Checking'.' At the bottom, there is a red bar with the text 'Home | Help with Management Reports'.

You may have more than one account or be able to other accounts depending how your system is configured. Click the dropdown button and you will see your account. Pick this one and you will see all of your applications that need ID checking.

## Criminal Record Checks

### Applications that need to be ID Checked

Active ID Checker: (2687653) Paul Cutts

Search in Archived Records? All ID Checkers  
 (2687653) Paul Cutts

**Functions**

[Run Report](#) | 
 [Export to Excel](#) | 
 [Print Current Page](#) | 
 [Print All Pages](#) | 
 [DBS Tracking Service](#) | 
 [Back](#)

User ID	Applicant	Started	Finished	ID Verified	Sent DBS	DBS Ref No	Issue Date	Status
No Filter	No Filter	No Filter	No Filter	No Filter	No Filter	No Filter	No Filter	Select...
+	2687653312	Test Test	07/03/16	07/04/16				Awaiting ID Check
+	2687653314	TEST TEST	07/03/16	07/03/16				Awaiting ID Check
+	2687653324	Test Test	14/11/15	14/11/15				Awaiting ID Check
+	2687653374	New Test	02/04/16	02/04/16				Awaiting ID Check
+	2687653375	Test Two	03/04/16	03/04/16				Awaiting ID Check
+	2687653376	Test Three	03/04/16	03/04/16				Awaiting ID Check
+	2687653377	Test Four	03/04/16	03/04/16				Awaiting ID Check
+	2687653847	Test Tester	14/03/16	14/03/16	14/03/16			Awaiting ID Check

Records per page: 10 Apply Filter | Hide Filter - Records: 1 - 8 of 8 - Pages: 1

**ID Checking Link:** You can Click on a specific Application to go to the associated ID Checking Page if its Status is 'Awaiting ID Checking'.

When Printing: set printer preference to landscape for best results.

**Please Note:** Any recent changes (within the last hour) may not be reflected in the reports above.

[Home](#) | [Help with Management Reports](#)

If you click on the application, it will take you to the ID Checking page for that applicant.



Your account is set up to pay by credit/debit card now.

User ID: 2687653372

Reference number: APCS/1355949

## ID Checking

Please confirm that the details supplied by the applicant are correct, and that required documentation has been supplied and checked.

<p><b>Full Name</b>          Title: Mr          Forename: John          Middle names: Alan          Surname: Smith</p>	<p><b>The following must be verified:</b></p> <p>Full name verified <input type="checkbox"/></p> <p>Date of birth verified <input type="checkbox"/></p> <p>Current address verified <input type="checkbox"/></p>
<p><b>Date of birth:</b>          01 01 1970 (January)</p>	<p><b>The following must be verified if you have seen them:</b></p> <p>National insurance number verified <input type="checkbox"/></p> <p>Driving licence number verified <input type="checkbox"/></p> <p>Passport number verified <input type="checkbox"/></p> <p>Birth Certificate verified <input type="checkbox"/></p> <p>Adoption Certificate verified <input type="checkbox"/></p> <p>Biometric Residence Permit verified <input type="checkbox"/></p>
<p><b>Gender:</b>          Male</p> <p><b>Email:</b>          john.smith@outlook.com</p> <p><b>Contact Details:</b>          01234 567890</p> <p><b>National Insurance Number:</b>          AA123456A</p>	<p><b>Level of Disclosure Required</b>          DBS - Enhanced <input type="text"/></p> <p><b>Position applied for</b>  <input type="text"/>  <small>(30 chars max)</small>          You must provide an accurate description of the position applied for with an Enhanced Disclosure to justify why this level of Check is required.          Example: School Cleaner instead of Cleaner</p> <p><b>Workforce</b>          Please Select ... <input type="text"/> <span style="float: right;">?</span></p> <p><b>Is the position a Regulated Activity for children?</b> <span style="float: right;">? <input checked="" type="checkbox"/></span></p> <p><b>Is the position a Regulated Activity for adults?</b> <span style="float: right;">? <input type="checkbox"/></span></p> <p><b>Does this position involve working with children or adults at the home address of the applicant?</b> <span style="float: right;"><input type="checkbox"/></span></p> <p><b>Is the application for an unpaid volunteer?</b>  <small>(a person on work placement or working towards a work related qualification is not considered to be a volunteer)</small> <span style="float: right;"><input type="checkbox"/></span></p> <p>ID Checker Details</p>
<p><b>Driving licence:</b>          Driving licence number:          SMITH701010JA9AB          Driving licence type: Photo          Driving licence valid from: 01 Jan 1989</p> <p><b>Passport:</b>          Passport number: 1234567890          Nationality: British          Country of issue: United Kingdom          Issued date: 01 Jan 2013          Expiry date: 31 Dec 2023</p> <p><b>Current Address:</b>          1 MAIN ROAD          MAIN STREET          WIRRAL          MERSEYSIDE          CH45 0LX          UNITED KINGDOM</p>	

The online application details summary need to be checked (boxes in red above) by the administrator against the identity documents provided by the applicant. The relevant boxes are ticked (top right of the screen) by the administrator to show what has been verified.

Your account is set up to pay by credit/debit card now.

User ID: 2687653372

Reference number: APCS/1355949

## ID Checking

Please confirm that the details supplied by the applicant are correct, and that required documentation has been supplied and checked.

### Full Name

Title: Mr  
 Forename: John  
 Middle names: Alan  
 Surname: Smith

### The following must be verified:

Full name verified   
 Date of birth verified   
 Current address verified

### Date of birth:

01 01 1970 (January)

### The following must be verified if you have seen them:

National insurance number verified   
 Driving licence number verified   
 Passport number verified   
 Birth Certificate verified   
 Adoption Certificate verified   
 Biometric Residence Permit verified

### Gender:

Male

### Email:

john.smith@outlook.com

### Contact Details:

01234 567890

### National Insurance Number:

AA123456A

### Driving licence:

Driving licence number:  
 SMITH701010JA9AB  
 Driving licence type: Photo  
 Driving licence valid from: 01 Jan 1989

### Passport:

Passport number: 1234567890  
 Nationality: British  
 Country of issue: United Kingdom  
 Issued date: 01 Jan 2013  
 Expiry date: 31 Dec 2023

### Current Address:

1 MAIN ROAD  
 MAIN STREET  
 WIRRAL  
 MERSEYSIDE  
 CH45 0LX  
 UNITED KINGDOM

### Level of Disclosure Required

DBS - Enhanced

### Position applied for

(30 chars max)  
 You must provide an accurate description of the position applied for with an Enhanced Disclosure to justify why this level of Check is required.  
 Example: School Cleaner instead of Cleaner

### Workforce

Please Select ...



Is the position a Regulated Activity for children?



Is the position a Regulated Activity for adults?



Does this position involve working with children or adults at the home address of the applicant?



Is the application for an unpaid volunteer?  
 (a person on work placement or working towards a work related qualification is not considered to be a volunteer)



ID Checker Details

The administrator also enters information about the "Level of disclosure required". This will be defaulted to "Enhanced" since most applications will be for that level of disclosure.

**“Position applied for”** should be a description of the position the applicant has applied for.

**“Workforce”** relates to the group of people that the applicant will be working. For example, a Church Sunday School Teacher will require the Child Workforce selected. Whereas Clergy work with both children and vulnerable adults and will require Child and Adult Workforce selected. Guidance to help you identify the type of workforce that an applicant will be working in can be found on the DBS website [www.gov.uk/government/publications/dbs-workforce-guidance](http://www.gov.uk/government/publications/dbs-workforce-guidance).

**“Regulated activity for children” & “Regulated activity for Adults”**

Please read appendix 2 – guide to eligibility for Enhanced Disclosures on page 30 to clarify the disclosure type required. This is important as you should only confirm that they are working in Regulated activity if they meet the DBS criteria. If they are working with children and/or adults at risk and qualify for an enhanced disclosure but not in regulated activity then the relevant regulated activity boxes must be unticked.

**“Does the position involve working with children and or adults at the home address of the applicant?”**

Most positions in the Church do not involve working with children and or adults at the home address of the applicant, however positions such as Lay Elder, Priest in Charge, Priest with Bishops Licence, Assistant Priest, Rector could potentially involve working with children and or adults at their own home. Guidance to help you identify if a home based position check is applicable can be found on the DBS website [www.gov.uk/government/publications/dbs-home-based-positions-guide](http://www.gov.uk/government/publications/dbs-home-based-positions-guide).

**“Is this application for an unpaid volunteer?”**

The DBS definition of a volunteer is defined in the Police Act 1997 (criminal records) Regulations 2002 as:

“Any person engaged in an activity which involves spending time, unpaid (except for travel and other approved out-of-pocket expenses), doing something which aims to benefit some third party and not a close relative.”

To qualify for a free-of-charge DBS check, the applicant must not benefit directly from the position the DBS application is being submitted for and the applicant must not:

- receive any payment (except for travel and other approved out-of-pocket expenses)

- be on a work placement
- be on a course that requires them to do this job role
- be in a trainee position that will lead to a full time role/qualification

Further guidance on volunteer applications can be found on the DBS website [www.gov.uk/guidance/dbs-check-requests-guidance-for-employers#volunteer-applications](http://www.gov.uk/guidance/dbs-check-requests-guidance-for-employers#volunteer-applications).

**Current Address:**  
APCS LTD  
46 SEAVIEW ROAD  
WALLASEY  
CH45 4LA  
UNITED KINGDOM

**Organisation Name:**  
Access Personal Checking Services

**Supplementary Services**

DBS Adult First requested?  ?

Photo ID card requested?  ?

ID Vetting requested?  ?

List 99 Check requested?  ?

Apostille requested?  ?

Embassy Attestation?  ?

Not Required

Postage?  ?

Not Required

**ID Route Checking**

Chosen Route for ID Checking  ?

Route 1

Route 2

Route 3

Invoice to be sent requested?

**Invoicing**

PO Number (Optional)  ?

Cost Centre (Optional)  ?

**Any Queries? Call APCS  
on 0845 643 1145**

**ID Checker Details**

Name of evidence checker

Contact telephone number

Have you established the true identity of the applicant, by examining a range of documents set out in DS guidance, and verified the information provided by the applicant by crossing the verification checkboxes above?  ?

Please enter any notes you need to pass onto APCS regarding this application

Please choose the appropriate Action Button below to progress this application.

**Print Pending Reject Next**

The administrator must confirm which ID checking route has been chosen depending on the ID documents provided by the applicant (for guidance, please see appendix 1 – ID Document Checking Rules for DBS Disclosure Applications).

Please ignore the supplementary services, PO number and cost centre fields as this not required on your account.

You will also be asked to confirm which ID Checking documents you have used. Advice will be provided if the ID Checking Route does not match the document list. See below:

### Identity Documents

Your organisation has requested that you confirm which of the Identity Documents you have used to confirm the true identity of the applicant.

#### Group 1 Documents

For Route 1 - Please tick which primary documents were used (one from Group 1 and a further two from Group 1, 2a or 2b). One document must have the applicants full address on it.\*>

<input checked="" type="checkbox"/> Passport	Any current and Valid Passport
<input checked="" type="checkbox"/> Biometric Residence Permit	UK
<input checked="" type="checkbox"/> Current driving licence photocard -(full or provisional)	UK, Isle of Man, Channel Islands and EU
<input type="checkbox"/> Birth certificate - issued within 12 months of birth	UK, Isle of Man and Channel Islands - including those issued by UK authorities overseas, for example embassies, High Commissions and HM Forces
<input type="checkbox"/> Adoption Certificate	UK and Channel Islands

#### Group 2a Documents

For Route 2 - Please tick one document from Group 2a and two other documents from Group 2a or 2b. One document must have the applicant's full address on it. The Route will require an external ID validation service to be carried out at extra cost.

<input type="checkbox"/> Current driving licence photocard - (full or provisional)	All countries outside the EU (excluding Isle of Man and Channel Islands)
<input type="checkbox"/> Current driving licence (full or provisional) - paper version (if issued before 1998)	UK, Isle of Man, Channel Islands and EU
<input type="checkbox"/> Birth Certificate - issued after time of birth	UK, Isle of Man and Channel Islands
<input type="checkbox"/> Marriage/civil partnership certificate	UK and Channel Islands
<input type="checkbox"/> HMForces ID Card	UK
<input type="checkbox"/> Firearms Licence	UK, Channel Islands and Isle of Man

#### Group 2b Documents

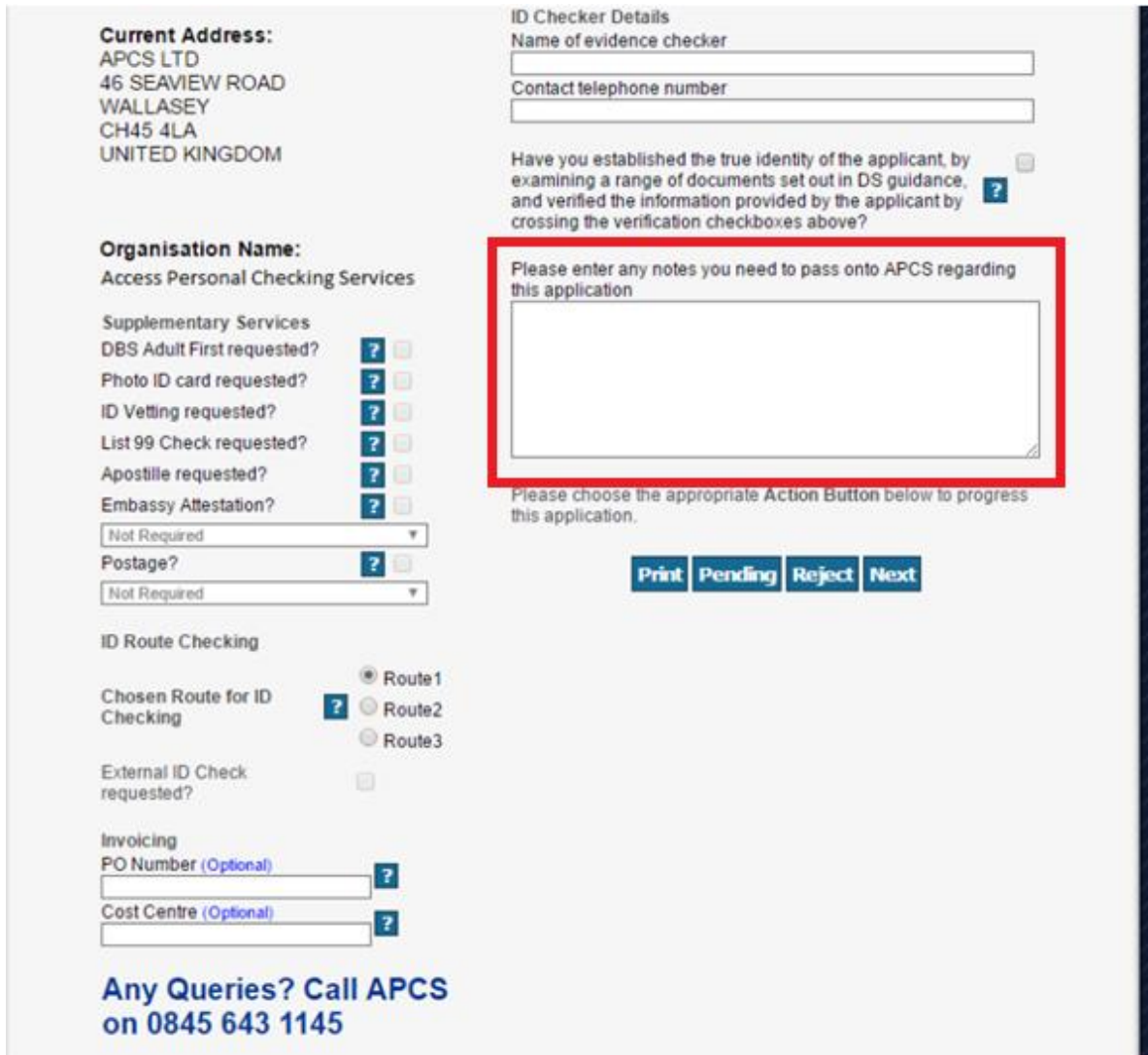
For Route 3 (where Route 1 and 2 not possible) a Birth Certificate issued after the time of birth (UK and channel Islands) plus one document from Group 2a and three further documents from Group 2a and 2b

<input type="checkbox"/> Mortgage statement	UK or EEA
<input type="checkbox"/> Bank or building society statement	UK
<input type="checkbox"/> Bank or building society account opening confirmation letter	UK
<input type="checkbox"/> Credit card statement	UK or EEA
<input type="checkbox"/> Financial statement, for example pension or endowment	UK
<input type="checkbox"/> P45 or P60 statement	UK and Channel Islands
<input type="checkbox"/> Council Tax Statement	UK and Channel Islands
<input type="checkbox"/> Letter of sponsorship from future employment provider	Non-UK or non-EEA only - valid only for applicants residing outside of the UK at time of application
<input type="checkbox"/> Utility bill	UK - not mobile telephone bill
<input type="checkbox"/> Benefit statement, for example Child Benefit, Pension	UK
<input type="checkbox"/> Central or local government agency, or local council document giving entitlement, for example from the Department for Work and Pensions, the UK and Channel Islands Employment Service, HMRC	
<input type="checkbox"/> EU National ID card	
<input type="checkbox"/> Cards carrying the PASS accreditation logo	UK, Isle of Man and Channel Islands
<input type="checkbox"/> Letter from head teacher or college principal	UK - for 16 to 19 year olds in full time education - only used in exceptional circumstances if other documents cannot be provided

Finally, the administrator ticks the box to declare that the true identity of the applicant has been verified from a range of id documents checked.

The administrator can now submit the application. There is also provision to set the application to 'PENDING', should the ID checking process not be completed. The administrator can return to the application later from the web link that was provided in the email.

The administrator can 'REJECT' the application at this stage, which stops it going any further. This may occur if the post has been filled before the application was completed, if the ID documents cannot be provided, or if the application was for training purposes. There is no charge for rejected applications.



**Current Address:**  
APCS LTD  
46 SEAVIEW ROAD  
WALLASEY  
CH45 4LA  
UNITED KINGDOM

**Organisation Name:**  
Access Personal Checking Services

**Supplementary Services**

DBS Adult First requested?	<input type="checkbox"/>
Photo ID card requested?	<input type="checkbox"/>
ID Vetting requested?	<input type="checkbox"/>
List 99 Check requested?	<input type="checkbox"/>
Apostille requested?	<input type="checkbox"/>
Embassy Attestation?	<input type="checkbox"/>

Not Required

Postage?

Not Required

**ID Route Checking**

Chosen Route for ID Checking  Route1  Route2  Route3

External ID Check requested?

**Invoicing**

PO Number (Optional)

Cost Centre (Optional)

**ID Checker Details**

Name of evidence checker

Contact telephone number

Have you established the true identity of the applicant, by examining a range of documents set out in DS guidance, and verified the information provided by the applicant by crossing the verification checkboxes above?

Please enter any notes you need to pass onto APCS regarding this application

Please choose the appropriate Action Button below to progress this application.

**Print Pending Reject Next**

**Any Queries? Call APCS on 0845 643 1145**

There is also a comments box on the ID checking page (as shown above) that can be used to pass a message to APCS about this application. This is commonly used to advise APCS of an error found

when ID checking, e.g. missing middle name. If you clearly advise APCS of the error, APCS will correct the error before passing the application on to DBS. However, if the applicant has made numerous errors, you should reject the application and get the applicant to make a fresh application with the correct details.

For enhanced disclosure applications, pressing the 'Next' button takes the application to the eligibility page which is used to confirm that the application meets the required eligibility for the position applied for and the level of disclosure check required. If you have selected regulated activity or a volunteer position, you will need to select "YES" or "NO" again to confirm if this is correct.

## Criminal Record Checks

Reference number: APCS/1318544

Applicant Name: Mr John Smith

### Eligibility

The DBS are particularly stringent about the Eligibility of Applications and will query those that are incorrectly specified. This will delay the Issue date of the disclosure.

Is the position a Regulated Activity for children?  Waiting Confirmation

Please confirm eligibility Yes No

Is the position a Regulated Activity for adults?

Is the application for an unpaid volunteer?

#### Eligibility for Regulated Activities with Children

**Regulated Activity for children**

A person can be in Regulated Activity because of what they do (activities), where they work (establishments) or who they are (specified position).

- Unsupervised activities: teach, train, instruct, care for or supervise children, or drive a vehicle only for children, carried out on a frequent, intensive or overnight basis.
- Work for a limited range of establishments (schools, nursery schools, childcare premises, children's homes, children's centres) with the opportunity for contact with children, carried out on a frequent, intensive or overnight basis.
- Providing healthcare – provision by a healthcare professional or under the direction or supervision of one.
- Providing personal care – physical assistance with eating or drinking with going to the toilet, washing or bathing or

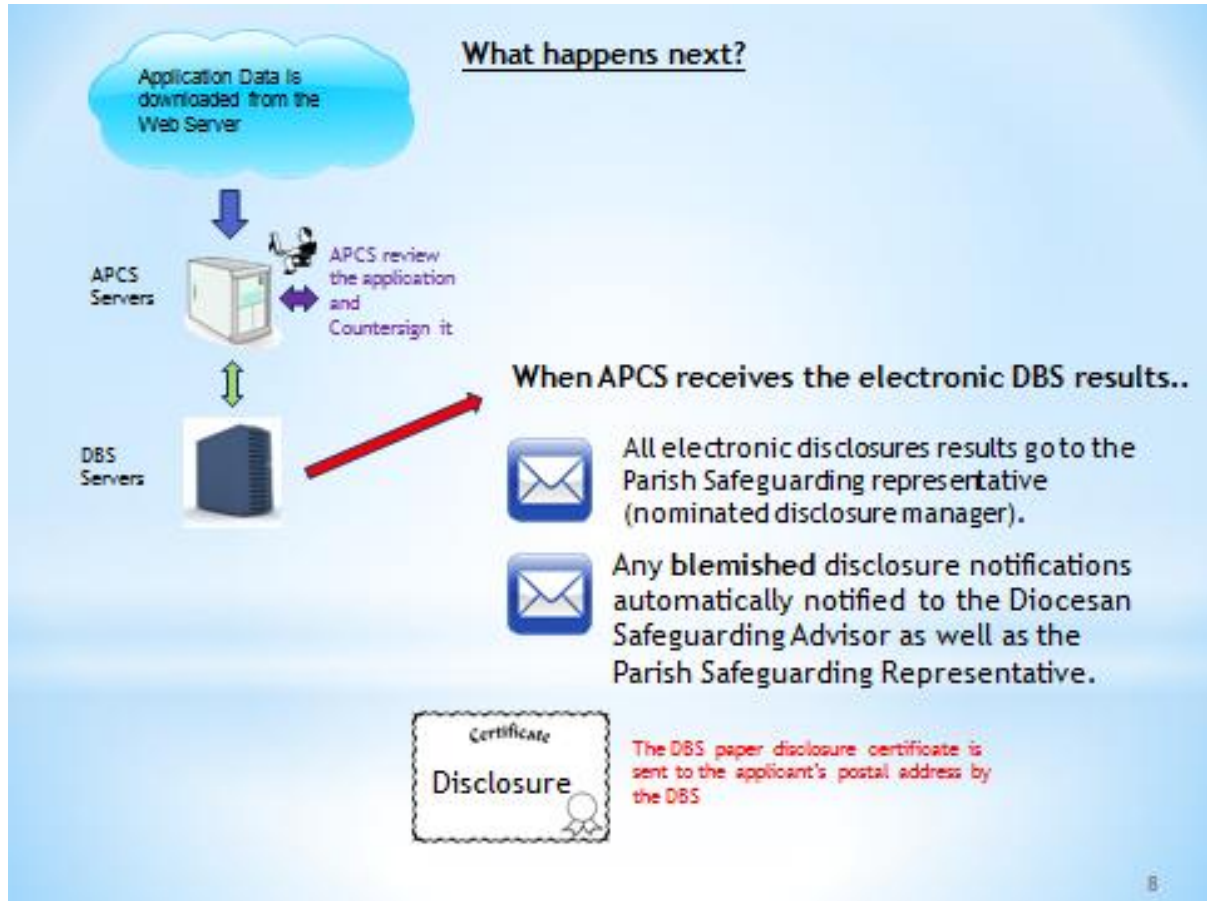
The Submit button will work when all requested Eligibilities are confirmed or there is Nothing to Confirm.

Print
Pending
Reject
Submit
Back

Once you have confirmed the eligibility, the "Submit" will appear for you to submit the application. Once you this has been done, you will receive confirmation "on screen" that it has been submitted.

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## STAGE 4 - AFTER SUBMITTING THE ONLINE FORM - WHAT HAPPENS NEXT?



Once the application has been downloaded to APCS servers, APCS will turnaround the application within the hour (during normal working hours). You will be sent an email at approximately 5pm letting you know a list of all applications that have been accepted by the Disclosure & Barring Service that day. This will also give you the DBS Application Form Reference and a link for you to track the application from start to finish. As soon as the DBS have finished processing the application, the results are automatically sent to us. Our virtual terminals will pick the results up, and send the electronic notification to the Recruiter and the Diocesan Safeguarding Advisor depending on the results of the check.



## NOTIFICATIONS

- The APCS servers keep you up to date with an applications process
- An email is sent every 48 hours (up to a max of 5 times) to each applicant that has started but not completed their application.
- We send the administrator a summary of all applications successfully submitted to the Disclosure Bodies daily.
- Every Tuesday, we send the administrator a list of the applications that still require ID Checking.
- Every Month we send the manager a list of applicants whose disclosures are older than 5 years (configurable) to show which applications need to be re-checked.

## MANAGEMENT REPORTING SYSTEM - INTRODUCTION

We have also given you access to our free online management reporting system all part and parcel of the service we provide to you. This gives you an overview of all the applications in progress and every application processed with us. The system updates automatically every 15 minutes for you throughout the day. It gives you the user id numbers, when your applicant completed the application if they have completed it, when it was id checked, if it is awaiting id checking by you, when it was processed by us APCS, when it was disclosed, the disclosure number and issue date. There is also a tracking facility built in and at a couple of clicks of a button all the information can be downloaded into an excel spreadsheet.

To create your individual management reporting system, please visit our website here:

[www.onlinecrbcheck.co.uk/ManagementReportsLogin.aspx](http://www.onlinecrbcheck.co.uk/ManagementReportsLogin.aspx)

When asked for your 7 digit access code this is the first 7 digits of your User ID: **1234567** (example only).

For a detailed guide on how the management reporting system works please see “Appendix 2 – Management reports” on page 20.

Should you have any questions along the way, please do not hesitate to contact us on 0845 6431145.

## APPENDIX 1 - ID DOCUMENT CHECKING RULES FOR DBS DISCLOSURE APPLICATIONS

The DBS have introduced new guidelines to strengthen the ID checking process for DBS disclosure applications. These are effective from 1 January 2015.

The first box below shows the combinations of ID documents that are acceptable. The further 3 boxes list the actual documents that are acceptable.

The last box describes the external id verification check needed to complete the Route Two check.

### Documents Required – Route One, Two or Three

**Route One (preferred)** - One document from group 1, and two more documents from groups 1 or 2a or 2b. One of the documents must verify current address.

If the applicant is **not** an EU national, then they must be validated through Route One only.

**Route Two** – three documents from group 2, comprising one document from group 2a and two further documents from group 2a or 2b. One document must verify current address.

For applicants using Route 2, APCS must conduct an external **id validation check** to verify the applicant's details.

**Route Three** - if Route One or Two is not possible, then the applicant must explain the reasons to the id checker. In particular, previous changes of name must be declared.

For route Three the applicant must produce a certified copy of a UK Birth Certificate – all copies of UK birth certificates state 'certified copy' when issued by the General Records Office. They must produce a further **four** documents, one from group 2a, and a further three documents from group 2a or 2b, one of which must confirm their current address.

**If the applicant cannot satisfy the requirements of Route One, Two or Three**, then contact APCS to arrange a fingerprint check. Such an application can only be submitted on a paper form, will involve a visit to a police station, and will take considerably longer and cost more.

### Group 1 - Primary Trusted Identity Credentials

- Current valid Passport
- Biometric Residence Permit (UK)
- Current Driving Licence (UK/EU) (Full or provisional) Isle of Man/Channel Islands; photo card only
- Birth Certificate (UK & Channel Islands) - issued at the time of birth. Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces
- Adoption Certificate (UK and Channel Islands).

### Group 2a – Trusted Government / State Issued Documents

- Current UK Driving licence (old style paper version)
- Certified copy of Birth Certificate (UK and Channel Islands) – issued after the time of birth by Registrars. Photocopies not acceptable.
- Marriage/Civil Partnership Certificate (UK and Channel Islands)
- HM Forces ID Card (UK)
- Fire Arms Licence (UK and Channel Islands)

#### Group 2b – Financial / Social History Documents

- Mortgage Statement (UK or EEA)\*\*
- Bank/Building Society Statement (UK or EEA)\*
- Bank / Building Society Account Opening Confirmation Letter (UK)
- Credit Card Statement (UK or EEA)\*
- Financial Statement - e.g. pension, endowment, ISA (UK)\*\*
- P45/P60 Statement (UK & Channel Islands)\*\*
- Council Tax Statement (UK & Channel Islands) \*\*
- Work Permit/Visa (UK) (UK Residence Permit) \*\*
- Letter of sponsorship from future employment provider (non UK, non EEA only)- valid only for applicants residing outside UK at time of application.)
- Utility Bill (UK)\* – Not Mobile Telephone
- Benefit Statement\* - e.g. Child Allowance, Pension
- A document from Central/Local Government/Government Agency/ Local Authority giving entitlement (UK & Channel Islands)\*- e.g. from the Department for Work and Pensions, the Employment Service, Customs & Revenue, Job Centre, Job Centre Plus, Social Security
- EU National ID Card
- Cards carrying the PASS accreditation logo (UK)
- Letter from Head Teacher or College Principal (16/17 year old in full time education. Only to be used in exceptional circumstances when no other documents available.)

Note - If a document in the list of valid identity documents is: **denoted with \*** - it should be less than three months old **denoted with \*\*** - it should be issued within the past 12 months **not denoted** – it can be more than 12 months old.

#### External ID Validation Check

If **Route Two** is followed, then APCS will carry out an **external id validation check** to verify applicant's details. This means carrying out checks to the DBS's required standard against external data sources. If the check is successful, the application continues as normal. If it fails, APCS will contact the administrator to discuss the anomalies. If they cannot be resolved, the application may have to be withdrawn.

## APPENDIX 2 – MANAGEMENT REPORTS

### APCS Management Reports

#### Introduction

Welcome to APCS's Management Reporting Suite. This has been designed to assist ID Checkers and Customers to determine the status of applications for Disclosure and Barring Service Disclosures; from the application start date, to the date that the disclosure is issued (including all of the stages in between).

It is worthwhile noting that this process is complex and has many stages. As such, APCS strives to provide information that is as accurate as possible, but there is a natural time lag whilst applications are being downloaded and processed. These statistics are normally updated every 30 minutes in a normal working day, but this may be longer during weekends and Bank Holidays.

#### Where Are They?

To get to the Management Reports click the 'Management Reports' button on the left hand side of the main screen on <https://www.onlinecrbcheck.co.uk>



Figure 1. Loading the Management Report screen

## Registering your Email

Before you can use the system, you must register your email address. This is so that we know which Applicants belong to you or if you manage more than one Administrator/ID Checker, we can offer you a report to view their Applicants.

You do this by Creating a Management Reporting Account:




Figure 3. Creating a Management Account (Part 1)

Enter your email and a password and press the Next button...



Figure 4. Creating a Management Account (Part 2)

Enter your ID Checker Number (this is the 7 digit number allocated to you that you start all of your applications with) such as '1234999'

Choose a memorable question and provide your memorable answer

Press the 'Create Reporting Account' button.

Provided that all of the information that you provided was correct, you will now have access to the Management Reporting System. As this information is confidential, we don't want other people seeing your Applicants data so we have had to build in a strict validation procedure.

## Overview

In order to view these Management Reports, you will have already registered your ID Checking Email and successfully logged into the Management Suite. Depending on your role within your organisation, you will either be given an ID Checker or Manager privileges to the Management Reports. The difference between the two is that an ID Checker can only review the status of the Applications that they are responsible for, whilst a Manager can review all of the applications from all of the ID Checkers in their organisation.

The reporting suite is identical in terms of the level of detail provided to each application, and the functionality is the same. This will be described in more detail later in this document.

## Menu Report Selector

This is the current full menu of reports/functions available. You may not have all of these depending on the Management Reporting Role that has been set up for you, or whether your organisation has requested the 'Single Central Record'. This is mainly for school and the help for this is covered under a separate help guide.

The 3 main Management Reports as shown below:



Figure 5: Management Report Selector

**Check Single Application** is a quick and simple search that produces the results for one application at once. This is available to ID Checkers and Managers. There is a dropdown list that details the Applicant's User ID (10 digit number) plus the Applicant's Name in the format Surname, First Name and Second Name.

**Check Multiple Applications** report provide a grid-like table containing the applications that you are responsible for as an ID Checker. If you have got more than one OnLine Code (7 digit numbers which you add the additional unique 3 digit applicant number), you will be able to select either all or a specific code to filter the applications.

**All Applications** report is identical to the Check Multiple Applications report but the dropdown list allows a Manager to see all of their ID Checkers, and consequently, all of their ID Checker's applications. If you do not have a Manager's permission then you will not see this button on the Report Selector.

## Understanding the Reports

The reports have been designed to clearly show in an instance, the status of an application. In all three types of report, dates will get populated in the relevant places as and when one of the stages has been completed. The following terminology has been used in all of the reports:

### Check Single Application

- *Application Start Date* – the start date that the applicant first logged in the online system
- *Application Finish Date* – this is the date that they clicked the 'Declaration' button confirming that they have completed the application
- *ID Checked* – the date when the ID Checking Process has been completed
- *Received by APCS* - this is the date that APCS has received the ID Checked application
- *Sent to the DBS* – the date that APCS sent the processed application to the DBS
- *DBS Application Form Reference* – DBS Application Reference Number, this is the reference provided by the DBS which is unique to each DBS Application. You can use this reference and the date of birth of the applicant to log into the DBS's own management reports to check the status of the DBS disclosure process. (See Extra Functionality at the end of this document).
- *Disclosure Issued Date* – date that the completed disclosure is issued to the Manager of your organisation.

### Check Multiple Applications

- *User ID* – the 10 digit unique Application login number
- *Applicant Name*
- *Started* – the start date that the applicant first logged in the online system
- *Finished* – this is the date that they clicked the 'Declaration' button confirming that they have completed the application
- *ID Checked* – the date when the ID Checking Process has been completed
- *Sent CRB* – this is the date that APCS has received the ID Checked application, processed it and sent it to the DBS
- *DBS App Ref No* – DBS Application Reference Number, this is the reference provided by the DBS which is unique to each DBS Application. You can use this reference and the date of birth of the applicant to log into the DBS's own management reports to check the status of the DBS disclosure process. See Extra Functionality at the end of this document.
- *Disclosure received*
- *Disclosure Issued* – date that the completed disclosure is issued to the Manager of your organisation.

## Check Single Application



**Criminal Record Checks** ✓

**View Application Status for ID Checkers**

Please select the Application that you wish to view the status of

0001790001: Smith, John

or enter the Applicant User ID:

This page will provide the status of the Application selected from one of the above.

**Applicant Name:**

Activities	Date
Application Issue Date:	
Application Finish Date:	
ID Checked:	
Received by APCS:	
Sent to the CRB:	
CRB Application Form Reference:	
Disclosure Issued Date:	

Home / About Us / Policies / My Account / Logout / Register / Acceptable ID Documents / Query Payment

Figure 6: Check Single Application

This is straightforward. You can either select one of the Applications from the dropdown list or enter a specific User ID if you have handled a large number of applications and the drop down list is long.

Press the 'View' button to show the required information. You can view another Application by pressing the 'Search Another' button.

Press the 'Back' button to log out when you have finished.



## Check Multiple Applications/All Applications



**Criminal Record Checks** ✓

View Multiple Application Status's for Customers

Active ID Checker: (11556444) Paul Cutts

Search in Archived Records?

User ID	Applicant	Started	Finished	ID Verified	Sent CRB	DBS Ref No	Issue Date	Status
[No Filter]	[No Filter]	[No Filter]	[No Filter]	[No Filter]	[No Filter]	[No Filter]	[No Filter]	[Select...]
1988444765	FourFourFour SevenSixR	06/05/13	06/05/13	06/05/13				Received by APCS
1988444388	Paul Cutts THIS IS A TEG	22/11/12						Application Started
Disclosure Level		Disclosure Number		Disclosure Issue Date				
1988444982	NineEightTwo FourFourFc	27/02/13	27/02/13					Rejected by ID Checker
1988444988	DONOTSHIT THISISAT	08/02/13	08/02/13	08/02/13				Application Withdrawn
1988444989	THISISATEST DONOTSHIT	08/02/13	08/02/13	08/02/13				Application Withdrawn
1988444999	DONOTSHIT THISISAT	08/02/13	08/02/13	08/02/13				Application Withdrawn

Records per page: 10 | Apply Filter | Hide Filter | Records: 11 - 16 of 16 - Pages: 1 | 2 | 3

ID Checking Link: You can click on a specific Application to go to the associated ID Checking Page if its Status is 'Awaiting ID Checking'.

**Functions**

Run Report | Export to Excel | Print Current Page | Print All Pages | DBS Tracking Service | Back

When Printing: set printer preference to landscape for best results.

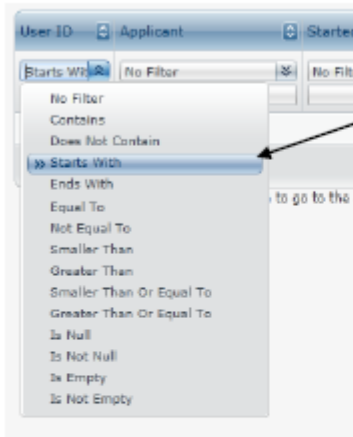
Please Note: Any recent changes (within the last hour) may not be reflected in the reports above.

[Home](#) | [Help with Management Reports](#)

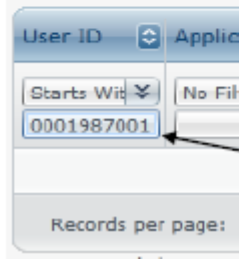
Figure 7 Multiple Applications/All Applications screen

The dropdown list filters the applications shown in the table. This can be set to 'All ID Checkers' if you have more than one OnLine code, or if you have logged in with Manager privileges. On selecting an OnLine Code (displayed as '(0001987) IDCheckersName'), the Management Report will collect the most upto date information that is stored on the system and present it in the table.

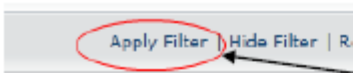
Once data is populated in the table, you can use the filters to fine tune the search for the specific application.



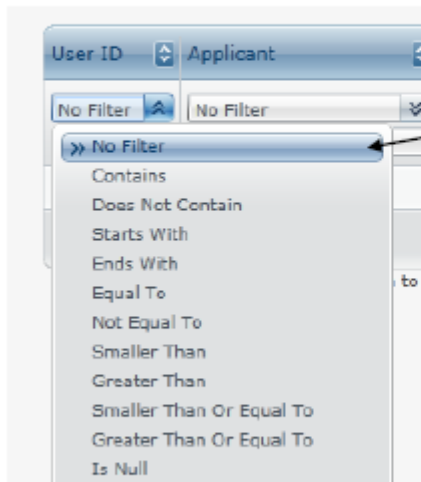
First select the filter search criteria. The main ones to use will be 'Starts With' or 'Contains'.



Then enter the text that you want to search on, in the empty text box below. In this example, the search is for User ID 0001987001. On entering the search text and pressing the enter/return key on your keyboard, the search will automatically start. Alternatively you can press the 'Apply Filter' as described below.



Click the Apply Filter text in the middle of the table footer to instigate the search. If no results are found then the table will show this.



To clear a Filter, select the 'No Filter' option from the dropdown list.

To look for Applications with a specific status, say 'Awaiting ID Checking' you can use the predefined dropdown list under the 'Status' column. If you want to search for more than one status, hold the 'Ctrl' key on your keyboard when clicking specific status's that you require. Normally the status are progressive so if you search for an application that has been ID Checked, it will already have been started and finished.

### Expanding the record...

There is a small plus '+' sign on the left hand side of each record. If you click this you can see this information regarding the disclosure. (e.g. Standard, No.000000123456, 01/03/2014) when we receive them back from the DBS.

	1988444765	FourFourFour SevenSixFi	05/05/13	06/05/13	06/05/13							
	1988444888	Paul Cutts THIS IS A TES	22/11/12									
<table border="1"> <thead> <tr> <th>Disclosure Level</th> <th>Disclosure Number</th> <th>Disclosure Issue Date</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>							Disclosure Level	Disclosure Number	Disclosure Issue Date			
Disclosure Level	Disclosure Number	Disclosure Issue Date										

## Applications Awaiting ID Checking

If you have lost the original ID Checking email, or need a quick way of getting to the ID Checking Page for a specific application, search for the Applicant using the filters or status selector (set to 'Awaiting ID Checking') and click anywhere on the row for this application. If its status is 'Awaiting ID Checking', the ID Checking page is automatically loaded into a new window of your web browser. You can then proceed as normal as if you had followed the link provided in the ID Checking email.

## Testing your ID Checker email

We have added this facility so that you can test that the system can send you're the ID Checking emails. This may be blocked due to your email providers spam filter or that you have not added us to your safe senders list.



The screenshot shows a web page titled "Criminal Record Checks" with a checkmark icon. Below the title is a box with a person icon and the text "Test your email address for the ID Checking emails". Below this box is a paragraph: "You can use this facility to test that your will receive the ID Checking Emails, if you are having trouble receiving them." There are two input fields: "Your email address:" with the value "test@test.co.uk" and "CC Email Address:". Below the fields is a list of instructions: "If you are experiencing difficulties", "1. Check your Junk email folder", "2. Add @accessps.co.uk and @onlinecheck.co.uk to your safe senders list", "3. They may also be blocked by your SPAM filters. Speak to your IT Support." At the bottom of the form are two buttons: "Send Test Email" and "Back". A red footer bar contains the links: "Home | About Us | Policies | Acceptable ID Documents".

Figure 8.0 Checking your email works

The email that you logged in with will automatically appear. You can add a second email to check that works as well. Just click the Send Test Email button.

## Extra Functions

**Functions**

<a href="#">Run Report</a>	<a href="#">Export to Excel</a>	<a href="#">Print Current Page</a>	<a href="#">Print All Pages</a>	<a href="#">DBS Tracking Service</a>	<a href="#">Back</a>
----------------------------	---------------------------------	------------------------------------	---------------------------------	--------------------------------------	----------------------

When Printing: set printer preference to landscape for best results.

**Please Note:** Any recent changes (within the last hour) may not be reflected in the reports above.

The following buttons are provided to assist you.

**Export to Excel** will create an Excel Spreadsheet of all the applications shown and will automatically download it to your computer. You can either save it or open it as prompted by your operating system.

**Print Current Page** will print the records shown on the screen to your local printer.

**Print All Pages** will print all the Applications for the filtered ID Checker or all of the Applications if you logged in as a Manager

**DBS Tracking Service** by pressing this button, a new browser window is opened which takes you directly to the DBS enquiries page. Here you can enter the Application Form Reference (DBS Ref No) and the Applicant's date of birth to determine the state of play of an application submitted to the DBS with their processes.

## APPENDIX 3 – GUIDE TO ELIGIBILITY FOR ENHANCED DISCLOSURES

The information in this appendix is meant as a general reference to help assess what roles are eligible for an Enhanced Disclosure. Please have regard to the practice guidance issued by the Church of England and any guidance issued by your safeguarding office.

### Work with children

### Enhanced disclosure

1. any activity which would have been a regulated activity with children before changes were made to the definition in September 2012
2. any activity carried out infrequently (but more than once) which would be a regulated activity with children if it were carried out frequently
3. any specified activity (see below) which would be a regulated activity with children but for the fact that it is supervised
4. a charity trustee of a children's charity whose workers normally include individuals engaging in regulated activity with children

### Regulated activity with children

### Enhanced disclosure with children's barring check

1. **Specified activity** - any of the following activities performed **frequently\*** –
  1. any **unsupervised\*** form of teaching, training or instruction of children, unless incidental to teaching, training or instruction of persons who are not children
  2. any **unsupervised\*** form of care for or supervision of children, unless incidental to care for or supervision of persons who are not children
  3. any form of advice or guidance provided wholly or mainly for children, if the advice or guidance relates to their physical, emotional or educational well-being
  4. moderating a public electronic interactive communication service which is likely to be used wholly or mainly by children
  5. driving a vehicle which is being used only for the purpose of conveying children
2. **Providing personal care** - assistance given to a child in connection with eating or drinking, toileting, washing or bathing, or dressing, where the child is in need of such assistance by reason of age, illness or disability
3. **Providing health care** - the provision of health care by a health care professional or under the direction or supervision of one
4. **Specified establishment** - work carried out **frequently\*** in one of the following establishments, for or in connection with the purposes of that establishment, and which

gives the opportunity to have contact with children, but not including work by volunteers under regular supervision, or occasional or temporary contract work that is not an activity of a specified nature listed above –

1. any educational institution which is exclusively or mainly for the provision of full-time education to children
  2. nursery school
  3. children’s home or children’s centre
  4. childcare premises
5. **Registered childminding or fostering**
6. **Management/supervision of regulated activity** – day to day management or supervision of a person who is engaging in regulated activity with children

## Work with adults

## Enhanced disclosure

- 
1. any form of care, supervision, training, teaching, instruction, assistance, advice, guidance, or conveying, provided **frequently\*** and mainly to adults who –
    1. live in residential accommodation provided in connection with required care or nursing, or
    2. live in sheltered housing, or
    3. receive, at the place where they live, care of any description or assistance provided by reason of age, illness or disability, or
    4. receive any form of health care, including treatment, therapy or palliative care of any description
    5. receive support, assistance or advice for the purpose of developing their capacity to live independently in accommodation or sustaining their capacity to do so
    6. receive any service provided specifically for adults because of their age, illness or disability, excluding a service provided for an adult with one of more of the following disabilities (unless they have another disability) - dyslexia, dyscalculia, dyspraxia, Irlen syndrome, alexia, auditory processing disorder, dysgraphia
  2. the regular day to day management or supervision of a person who carries out work with adults as defined above
  3. any form of work carried out in a care home and which gives the person the opportunity to have contact with the adults resident at that care home
  4. a charity trustee of a charity whose workers normally engage in any activity which is work with adults

**\*frequently** means on four or more days in any period of 30 days, or at least once overnight (between 2am and 6am) where there may be face-to-face contact

**\*unsupervised** means not subject to, on a regular basis, day to day supervision by another person who is engaging in regulated activity with children

## Regulated activity with adults

## Enhanced disclosure with adults' barring check

1. **Providing health care** - the provision of health care by a health care professional or under the direction or supervision of one
2. **Providing counselling** - the provision of counselling, but not life coaching, to an adult which is related to health care the adult is receiving from, or under the direction or supervision of, a health care professional
3. **Providing personal care** - physical assistance, given to an adult who is in need of it by reason of age, illness or disability, in connection with eating or drinking, toileting, washing or bathing, dressing, oral care, or the care of skin, hair or nails
4. **Providing social work** - the provision by a social care worker of relevant social work to an adult who is a client or potential client
5. **Assisting with general household matters** - the provision of day to day assistance to an adult in the running of their household where the adult is in need of that assistance by reason of age, illness or disability, and where that assistance involves managing their cash or paying their bills or shopping
6. **Assisting in the conduct of an adult's own affairs** - any relevant assistance in the conduct of an adult's own affairs where this is done through formal appointment such as lasting power of attorney
7. **Conveying** - the conveying, or assistance provided in the conveying, of any adult who needs to be conveyed by reason of age, illness or disability, where the conveying is to or from a place in which the adults will receive, or has received, health care, relevant personal care or relevant social work
8. **Management/supervision of regulated activity** - day to day management or supervision of a person who is engaging in regulated activity with adults



## Church roles

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The following table provides guidance on the eligibility of various roles within the church for an enhanced disclosure based on the duties generally expected of those roles

**Note:** Where a role involves regulated activity with children or regulated activity with adults, an enhanced disclosure with the relevant barring check(s) must be requested

Role	Eligible?	Notes
<b>Administrator</b>	No	Access to sensitive or personal information does not provide eligibility for an enhanced disclosure
<b>Authorised Lay Minister</b>	Yes	
<b>Bell Ringer</b>	No	
<b>Caretaker</b>	No	
<b>Charity Trustee</b>	Yes	If the charity is a children's/vulnerable adult's charity
<b>Children's Worker</b>	Yes	
<b>Choir Chaperone</b>	Yes	If supervising children
<b>Choir Master</b>	Yes	If supervising/teaching children or supervising those that do
<b>Choir Member</b>	No	
<b>Churchwarden</b>	No	Unless role meets eligibility criteria
<b>Clergy</b>	Yes	An enhanced disclosure with barring checks is required for all Church of England ordained and licensed Clergy, including Archbishops, Bishops, Archdeacons, Deans, stipendiary parish Clergy, self-supporting Minister / non stipendiary Ministers, Chaplains, locally ordained Clergy, Clergy with 'permission to officiate', and those seeking ordination training or ordination
<b>Counsellor</b>	Yes	
<b>Creche Helper</b>	Yes	
<b>Driver</b>	Yes	If role meets eligibility criteria
<b>Education Staff</b>	Yes	If role meets eligibility criteria

<b>Foodbank Worker</b>	No	
<b>Head Server</b>	No	Unless role meets eligibility criteria
<b>Home Visitor</b>	Yes	If role meets eligibility criteria
<b>Homeless Shelter Worker</b>	Yes	If role meets eligibility criteria
<b>Licensed Evangelist</b>	Yes	
<b>Music Leader</b>	Yes	If supervising/teaching children or supervising those that do
<b>Night Shelter Worker</b>	Yes	If role meets eligibility criteria
<b>Open the Book Volunteer</b>	Yes	
<b>Ordinand</b>	Yes	
<b>Organist</b>	No	
<b>PCC Member</b>	Yes	If the PCC is classed as a children's and/or vulnerable adult's charity
<b>Premises Manager</b>	No	
<b>Reader</b>	Yes	
<b>Refreshment Helper</b>	No	
<b>Safeguarding Officer</b>	No	Unless role meets eligibility criteria
<b>Server</b>	No	
<b>Shop Staff</b>	No	
<b>Sidesperson</b>	No	
<b>Street Pastor</b>	Yes	
<b>Sunday School Helper</b>	Yes	
<b>Sunday School Teacher</b>	Yes	
<b>Tower Captain</b>	Yes	If supervising/teaching children or supervising those that do
<b>Treasurer</b>	No	
<b>Verger</b>	No	
<b>Worship Leader</b>	No	Unless role involves supervising/teaching children