

## DBS Applications: Single Certificate

### Single Certificate

The DBS process will be changing to remove the return of a Certificate to the online DBS Application system (e-Bulk) once an application has been completed. This is due to come into effect in Spring 2013 (still awaiting official date from DBS). When this change comes into force, the organisation requesting a Standard or Enhanced DBS check on an employee will no longer receive a copy of the certificate upon completion of the check. Currently, upon completion of a DBS check, the applicant will receive a copy of the certificate and the organisation will receive either a paper or electronic copy dependant on content. After the changes come into effect, only the applicant will receive a paper copy of the certificate. The organisation will then be reliant on the applicant to show their certificate to their organisation.

When you process your DBS checks online via our online application system, you will still be notified of the completion of a DBS check through the system via e-mail. You will also still be able to see the disclosure number, issue date and result of an employee's certificate but will no longer be able to view or download an electronic copy of the certificate.

### Single Certificate – sight of applicant's certificate

Due to the single certificate changes we feel organisations would, for Management Information purposes, want somewhere within the online application record to state if they have sighted an applicant's certificate and for this to be captured within certain reports.

When an application has completed the process we will introduce similar boxes that appear currently for a 'See Disclosure' application. The new boxes required will be:

*Applicant's Certificate seen: < yes / no >*

*Date seen: <selectable calendar icon>*

These new boxes will not be mandatory fields as not all organisations will require or want to complete this. If these boxes are not completed an application would still feed through into the "application complete" queue on the online system.

These items will also be added to the 'DBS Certificate Results' report and become new reportable fields through the 'Custom Report' facility.

**Please see below an FAQ document we have produced regarding the single certificate changes. Hopefully this will assist with any questions you may have surrounding the**

## DBS Single Certificate Process – FAQ's

### DBS Single Certificate Process Spring 2013 – Frequently Asked Questions

#### When will this change be implemented?

The change is due to be implemented in Spring 2013. We are still awaiting an official date from the Disclosure & Barring Service (DBS).

#### Why is this change happening?

This change is a government decision. For information on why this change is happening please contact the Disclosure & Barring Service (DBS) on 0870 90 90 811.

#### Where / How Can I Raise Concerns or Complain about this Change?

As this is a Home Office/DBS decision, Mayflower Disclosure Services has no control over this change. We have re-designed our online DBS Application system to try to minimise the disruption to our customers, so that our customers will be notified by email when DBS certificates are issued. The online system will also notify our customers if DBS certificates are clear or if they have "content" (and so need to view the applicant's certificate). If you are still using the paper DBS Application method, we strongly recommend that you switch to the online DBS Application system,

**Concerns or complaints about the switch to a Single DBS Certificate can be made by contacting:**

- **The Disclosure & Barring Service (DBS):**
  - Email: [customerservices@dbs.gsi.gov.uk](mailto:customerservices@dbs.gsi.gov.uk)
  - Telephone: 0870 90 90 811
- **Write to your MP:** <http://www.writetothem.com/>

#### What if our staff/volunteers don't bring their certificate in to us to view?

If a member of staff/volunteer hasn't brought their certificate in to their organisation within 28 days of the issue date, the organisation can contact Mayflower Disclosure Services to request a reprint of the certificate from the DBS. Mayflower Disclosure Services will contact the DBS for a reprint and forward this on to you once received.

#### Can we as an organisation pay extra to still receive a copy of the certificate?

No, regardless of paying extra, the DBS will only issue a copy of the certificate to the organisation if the applicant hasn't shown their certificate to their organisation within 28 days of it being issued. This will be monitored by Mayflower Disclosure Services and the DBS if patterns are emerging with employees repeatedly 'not providing' their copy within 28 days.

#### Will we still receive an e-mail notification from the online system upon completion of a check?

Yes, the system will still be able to send e-mail notifications advising of a completed DBS result. You will still be able to log into the system any time to see if any applications have moved into the 'Application Complete' folder, so you still can find out when an application has been completed.

#### How will the online system change for us as the organisation?

The main functionality of the system will not change and you will still continue to check ID/ complete Section Y and track applications as normal. The only changes will be in the 'Application Complete'

section. Within this section, you will no longer be able to click on the 'Clear' icon in the status column to view an on-screen certificate, you will also no longer be able to download the certificate in a PDF document. You will however, still be able to see the certificate data online (i.e. employee's name, DOB, certificate number, issue date) and for clear applications, the system will display a "**Certificate contains no information**" message.

**What if the certificate has content? Will we receive a copy then?**

No, you will still not receive a copy if the certificate contains content. You will still need to view the staff member/volunteer's copy to see the content. The online system will however display a "**Please wait to view applicant certificate**" message for applications that have been completed and have content on them.

**Will this change affect the way our employees complete their application form online?**

This will not affect the way member of staff/volunteer completes their application online, the system will not change for this side of the process.

**Will the system inform the member of staff/volunteer that they must produce their certificate to their organisation?**

Yes, if the staff member/volunteer enters an e-mail address on their application they will receive this instruction in an e-mail once they have completed their application online. They will also be reminded in a second e-mail from the system once the DBS have received their application and begun processing it.

**Can we as an organisation chase Mayflower Disclosure Services or DBS to see if a certificate has been completed if we still process our applications on paper?**

No, the applicant can chase the DBS directly for an update on the status of their application but the DBS will not speak to the organisation. We will receive no communication upon completion of a paper application either. For this reason, we strongly recommend you switch to online processing.

**Can we as an organisation keep a copy of the applicant's certificate on file?**

Yes, a copy of the applicant's certificate can be kept on file with the applicant's consent, ensuring the DBS Policy of Storage & Handling adhered to.

**Does this affect Basic Disclosure Checks?**

There is no change to Basic Disclosure Checks. One certificate is still produced, and if pre-agreed with mayflower, this is dispatched to the employing organisation.