**Frequently Asked Questions**

1. **How long will it take to receive a result?**

Most eDBS applicants will receive their certificate in about a fortnight. However there are service agreements between the DBS and the Police that we have no control over and (occasionally) checks can take a few months. This is the same for all counter-signatory bodies.

1. **Do I need to do a check and, if so, at what level?**

The eligibility and requirement to do checks are strictly controlled by legislation. We cannot tell you whether you are entitled to check any given position or at what level. This is for legal reasons and because we do not know the exact duties of the role you are checking. There are helpful links to information below that may help you.

1. **Is it best to just check everybody / apply for an ‘Enhanced’ check?**

Applying for checks that you are not entitled to apply for, or at a level that is not appropriate is illegal. There has to be a need for a check and that need must be based on legislation.

1. **Where can I find information regarding ‘Workforce’, and ‘Level of check’****?**

The DBS website contains in-depth information pertaining to both the workforce and level of check. The below links will be able to assist you in determining the correct options for these:

**Workforce** - <https://www.gov.uk/government/publications/dbs-workforce-guidance>

**Level of check** - <https://www.gov.uk/government/publications/dbs-check-eligible-positions-guidance>

1. **Where can I find information regarding ‘Regulated Activities’ and ‘Supervision’ of children?**

**Regulated Activities & Supervision etc.** – [DBS guidance leaflets - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/dbs-guidance-leaflets) These leaflets cover Regulated Activities, supervision and more.

1. **Do I get a certificate?**

On completion of the checks, the DBS will issue a certificate to the applicant. You are required to get the applicant to bring in the original certificate (i.e. not a copy) to you for inspection.

1. **Are certificates transferable?**

Certificates have always been transferable. It is ultimately the decision of an employer whether they choose to accept a previously issued criminal record check. This however, is not without its risks. Guidance is provided by the DBS at <https://www.gov.uk/dbs-check-requests-guidance-for-employers>

The DBS service have also introduced an Update Service. This is a service offered directly by the DBS to applicants and does not involve Counter-signatory bodies like ours. More details can be found at <https://www.gov.uk/dbs-update-service>

1. **What documents does an applicant need to provide?**

A list of acceptable documents for an ID check is available at <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines>

This link also takes you through the alternative ‘routes’ if an applicant does not have enough valid documents to progress via ‘Route 1’.

1. **When and how do I pay?**

We will invoice you on a monthly basis as and when your applications are submitted to the DBS for processing (the point at which we are invoiced by them). We accept payment by BACS or cheque.

1. **What if an applicant has lived abroad?**

A DBS check is criminal record check performed by the UK authorities on the records held by them. In that regard it has obvious limitations. What constitutes a criminal offence varies from country to country and access to information also varies wildly. A ‘Certificate of Good Character’ may be able to be provided by the applicant in regards to any foreign country they have lived in, but this is something we cannot help with. It may also be possible to get a check through a relevant embassy in the UK, but the applicant must give their permission.

1. **How many ‘Disclosure Managers’ does my organisation need for eDBS checks?**

We recommend that you keep the numbers to a minimum for security reasons. Also, you must not share log in details with anyone. A Disclosure Manager cannot give their log in details out so that other members of staff can carry out DBS duties on their behalf; to do so is considered criminal fraud and could result in a prosecution and a custodial sentence or a large fine. A Disclosure Manager also cannot perform their own ID Check / DBS Disclosure application. The security for your eDBS account is much the same as the security for your bank account, and any potential lapses or breaches have to be treated seriously. We will also not give out any specific information regarding an application to anyone other than a Disclosure Manager whose identity we can establish. We can add and remove Disclosure Managers following written instruction from a current Disclosure Manager.

1. **Do I need to specify everybody that I want to check on my eDBS sign up form?**

We only ask you to specify the job roles that you wish to check when you register with us. This is so that we can populate a list of job roles for you to choose from when you come to do your checks. You do not need to specify at this point who you need to check or how many applicants for any given position you may have. We can add more job roles available to you as your needs change.