



DBS and Update Service

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Approved by	OneCall24 Policy Team

One Call 24 understands the importance of a current and valid DBS when placing a worker into a clinical setting. As such, a robust process is in place which irradiates the possibility of a candidate being placed into such a setting without the necessary documentation obtained.

At point of recruitment, a candidate will be asked as to whether they have any criminal convictions (spent/unspent in line with the rehab of offenders act). This will be checked over by the recruiter upon completion. The candidate will also be asked as to whether they hold a current Enhanced DBS. If so, the original copy will be obtained from the agency and scanned – signed and dated as original seen. All information present on the certificate will be checked to ensure it reads true and correct against other documentation supplied throughout the recruitment process, including:

- Full Names checked
- Date of Birth
- Gender
- Place of Birth

(Any discrepancies will be followed up with the candidate and if necessary, a new DBS applied for).

One Call 24 will then establish as to whether the DBS can be used in conjunction with a placement. In order for the DBS issued by another body to be accepted by One Call 24, the worker must have registered with the DBS Update Service within 19 days of the DBS Certificate being issued. If the candidate has indeed signed up to the DBS Update Service, One Call 24 will obtain written consent to complete an Update Service Check. Once in receipt of this, the disclosure number will be checked on the DBS Update Service website. A copy of the search and its results will be retained in the worker's file.

There are 4 different status results, and depending on this will depend on whether the DBS supplied by the candidate can be used. These are:

1. This DBS certificate did not reveal any information and remains current as no further information has been identified since its issue.

2. This DBS certificate remains current as no further information has been identified since its issue.
3. This DBS certificate is no longer current. Please apply for a new DBS check to get the most up-to-date information
4. The details entered do not match those held on our system. Please check and try again.

If result '1' is returned, the DBS can be used – evidence of DBS and Update Service Checks will be retained on file.

If result '2' is returned, One Call 24 will ensure that full details are held on file of the nature of the conviction/caution. Depending on the information obtained will affect whether the convictions get escalated to the client (see Traffic Light System).

If either results '3' or '4' are returned, then the DBS supplied cannot be used as part of the recruitment/placement process.

If a valid DBS is supplied, One Call 24 will complete an Update Service check prior to the assignment start date and every 6 months thereafter.

In the case of a candidate not having a current/Valid DBS, One Call 24 will apply for a new Enhanced disclosure. The applicants are sent the necessary guidance in order to complete the application online and in order to understand what information is required by One Call 24 in order to ID verify their DBS application and complete the application process.

One Call 24 will ensure that a satisfactory returned DBS is in place prior to the assignment start date, with a new DBS applied for annually thereafter (if the worker does not sign up to the update service).

Where information is present, One Call 24 will ensure that full details are obtained from the worker and retained on file in relation to the information observed on the DBS. Based on the information supplied, One Call 24 will refer to the Traffic Light System policy and follow the necessary and correct process.

All workers who obtain a DBS via One Call 24 are encouraged to sign up to the update service. A check will be carried out by One Call 24 within the first 2 weeks of a DBS being issued in order to ascertain as to whether the worker has indeed signed up the update service or not. Prompt will be provided where necessary.

One Call 24 will ensure that <https://www.gov.uk/dbs-update-service> is followed for update and prompts for further information where necessary.

All DBS certificates are retained on a secure online system.