

Verification of Criminal record and barring checks

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Verification of Criminal record and barring checks

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.

One Call 24 will at all times comply with the latest NHS Employers Check Standards.

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. If the candidate indicates that they do indeed have convictions/cautions – a full statement will be obtained, to include such information as:

- Date of Conviction/Caution
- Name/title/code of the conviction
- Fines
- Circumstances
- Outcomes

DBS Certificates with cautions and convictions

Once the DBS application has been returned by our DBS provider, if any cautions, convictions or reprimands have been advised, and we have not already received a statement in relation to the caution/conviction or reprimand (previously or in relation to this DBS renewal), one must be requested from the candidate.

Once the statement has been received if the information provided is unacceptable and we do not wish to proceed with the candidate, then they are advised that they have been archived.

There are a number of opportunities for a candidate to inform One Call 24 of any convictions have, whether 'spent' or 'unspent' under the Rehabilitation of Offenders Act.

Opportunities include:

- Application Form
- Interview
- DBS Disclosure Form

When a disclosure contains information that an employee is in possession of a conviction or indication of any other matter, One Call 24 will not automatically debar an employee or applicant from the role.

One Call 24 will take into account a number of factors before reaching a decision in respect of the disclosure such as:

- Whether the conviction or other matter revealed is relevant to the role applied for
- The seriousness of any offence contained on the Disclosure
- The length of time since the offence or other matter occurred
- Whether the individual has a pattern of offending behaviour or other relevant matters
- Whether the individual's circumstances have changed since this date

One Call 24 undertakes to discuss any matter revealed in a disclosure with the individual prior to any decision being reached. In all cases, the Authority is notified and written sign off received of acceptance of candidate into booking. Our recruiter system is updated to which alerts internal staff as to whether there is any information that prevents the candidate working in particular settings or, requires further action before they can be deployed into the provision of the service. Once written confirmation is received by the authority, these are uploaded to the recruiter system to confirm that the information has been presented to the authority and signed-off. Below is a screenshot of how the system appears when in receipt of authorisation which is then uploaded to the recruiter system.

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 (including any previous, maiden and/or middle names)
- Date of Birth
- Gender
- Place of Birth
- Relevant Checks completed against the Adults/Children's Barred Lists

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

One Call 24 when 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 workers 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. Written client authorisation will be needed based on the information detailed on the DBS Certificate before a candidate can be deployed into the provision of the services. This information will be made readily available to the auditors during any audit undertaken.

If either result '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.

Example of a DBS Update Service Check



Disclosure &
Barring Service

Certificate check results [Print this page](#)

Certificate for [REDACTED] Date of Birth: [REDACTED], Certificate Number [REDACTED],
Certificate Print Date: [REDACTED]

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

Check performed by [REDACTED] at [REDACTED] on [REDACTED]

This status only relates to the individual named on the Certificate. No checks have been made against any third parties associated to this individual.
Please see our guidance for further information about what this could mean for you as an employer.

Please note: If the Status check has been carried out on an Enhanced Certificate in relation to a position which is a Regulated Activity you must satisfy yourself that the original Enhanced Certificate included checks of the relevant DBS Barred Lists (Children/Adult).

[Perform another check](#) or [Exit](#)

[Y Fersiwn Cymraeg](#) | [About the Update Service](#) | [Terms and Conditions](#)

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.

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 with access restricted to authorised personnel only.

All candidates will be required to provide consent for the following:

- Consent for One Call 24 to complete a DBS check
- Consent for One Call 24 to retain a copy of the DBS on file
- Consent to do DBS Update Service Checks
- Consent to share their DBS and information for recruitment and auditing purposes

DBS information is detailed on Placement Checklists issued to our clients, to include the following information:

- DBS Disclosure Number
- DBS Name of Employer
- DBS Disclosure Type
- Date DBS issued

In order to ensure that a candidate's DBS remains current and valid throughout their recruitment and placement, our recruiter is set up to track the validity of a candidate DBS. This in turn alerts the business of any documents nearing their expiry – where follow up action will be required (i.e. New DBS / Update Service Check).

Overseas Police Checks

Where a worker has entered the UK or become resident in the previous 6 months prior to their registration or been outside of the UK for a period of 3 months or more in the last 5 years, One Call 24 will ensure that an Overseas Police Check is supplied by the worker and retained on file.

One Call 24 will obtain only original documentation relating to the worker's Overseas Police Check, signing and dating the item to that effect and retaining it in the worker's file.

Where the Overseas Police Check is not supplied within the English language, One Call 24 will ensure the document is sufficiently translated by a professional translation company.

One Call 24 will allow candidates to submit an application, before providing them with an Overseas Police Check (where applicable). This will enable One Call 24 to begin processing the application sooner; however, no decision will be made on the worker's application until a satisfactory Overseas Police Check has been received from the worker.

One Call 24 will ensure that all Overseas Police Checks are:

- Less than 3 months old at the point of recruitment
- Verified with originator
- Obtained in conjunction with an Enhanced DBS.

Regardless of the work history presented to One Call 24, or the information supplied on the agency worker's application form, One Call 24 will ensure that an Enhanced DBS check is obtained for each worker prior to their deployment within the provision of the services.

If an unsatisfactory response is received for the Overseas Police Check, One Call 24 will refer to their 'traffic light' system to confirm whether the information supplied needs to be notified to the authority. (Please refer to traffic light system for further clarification on this).

If information is present on an Overseas Police Check, One Call 24 will ensure that the worker has correctly completed the registration form, and furthermore – supplied a full statement detailing the circumstances leading up to the information provided on the Overseas Police Check.

Overview

- There are several types of DBS Certificate available. One Call 24 always applies for Enhanced checks with POCA/ POVA checks
- All DBS Certificates expire after 12 months.
- All candidates that work for One Call 24 must have an Enhanced DBS Certificate, issued by One Call 24 and it must be less than 12 months old. Certificates are renewed annually, before the current certificate expires.
- It normally takes 2-9 weeks for an Enhanced DBS Certificate to be returned from the Bureau.

- One Call 24 are regularly asked to email candidate's DBS Certificates to clients – which One Call 24 can do with the candidate's permission.
- One Call 24 applies for all DBS Certificates via Ucheck's online system. The candidates are sent a link to access the system and enter their details. One Call 24 then logs in to the Ucheck online system and verifies the information given and performs the necessary I.D checks.
- Once completed, the DBS Certificates are sent via the post directly to the candidate. Once received, the candidate must produce the original, so that a verified copy can be taken and held securely on file. One Call 24 are able to download an online snapshot version of the certificate which is placed in the worker's file.
- Due to the confidentiality of the DBS information - only a limited number of staff at One Call 24 have the permission to handle DBS applications and DBS Certificates.

Portable DBSs Overview

For an annual subscription, candidates can have their DBS Certificate kept up-to-date and take it with them from role to role, within the same workforce, where the same type and level of check is required.

When candidates are recruited, they are asked if they are a member of the update service. If they are, One Call 24 can with their permission, use their current DBS Certificate and carry out a free, instant online Status Check to see if any new information has come to light since its issue.

By entering the organization name, employee's forename and surname in conjunction with the DBS certificate number, current surname of DBS certificate holder and date of birth of DBS certificate holder, One Call 24 can obtain an instant Status Check.

This check must be printed off and held in addition to the DBS check it was performed on originally. The online check must be carried out every 6 months.

If the check shows that new information has been added to the certificate since the original DBS certificate was issued, a new DBS certificate will need to be applied for to receive the most up to date information.

Handling and retention of criminal record information

One Call 24 has a written security policy covering the correct handling and safekeeping of criminal record information.

One Call 24 ensures that information is kept securely in lockable, non-portable container with access strictly controlled and limited to persons who need to have access to this information in the course of their duties. This information is only used for the specific purpose it was requested for and with the applicant's full consent. Section 124 of the Police Act 1997 makes clear that it is a criminal offence to share criminal record information with any individual who is not entitled to receive it. However, if the applicant freely gives their consent to the sharing of this information, then an offence has not been committed.

One Call 24 keeps an electronic version of each DBS. These are stored in PDF format so that they may not be altered. The top part of the DBS is kept as evidence for Audit purposes and may be kept indefinitely

If the Enhanced Disclosure contains an indication of "Additional Information" to follow or if convictional/non-convictional information has been deleted on the reverse side, the full Enhanced Disclosure is kept until an audit of such has been undertaken but is destroyed post audit or destroyed within 6 months of issue whichever is sooner.

Criminal record information is not retained for any longer than necessary. Once a decision has been made as to whether to appoint or not, it should be kept for no longer than six months from appointment, and six months from where the applicant has been unsuccessful, to allow for the consideration and resolution of any disputes or complaints.

One Call 24 has a robust policy in place when recruiting people with convictions or offences in line with the Equality Act. This policy is outlined in One Call 24 application form and provides assurances to the applicant that fair consideration will be given against their skills and ability to do the job being offered.