



Contents

Issue Date 26/2/2020

1. System Upgrade
2. Administration Fee Change
3. ID Documents - Reminder
4. Results - Positive Disclosure/Certificates with content
5. Queries – Red Flags on Applications
6. Requesting System Changes
7. DBS Service Desk Availability

1. System Changes

The Online DBS system recently underwent an upgrade just before start of half term break and we have listed changes below:

- **Additional fields added to application form** – A new field will be presented on all DBS application forms asking whether the application has been completed on behalf of the applicant?
If the application has been completed by the ID Checker/Primary/Applicant Manager (user) on behalf of the applicant, then the user **must** provide their details and confirm they have consent to submit the application on the applicant's behalf. If the **Applicant** has completed the application form, then they should click 'NO' in the new field.
- **Auto-withdraw period set at thirteen weeks** - The DBS system will now automatically withdraw applications which have not been submitted to DBS for processing.

The system update from Babcock to Strictly4s has now completed, however there are a small number of applications still processing, if you have any concerns with an outstanding application please contact the DBS team.

NB: Applicants should now be using the following link to apply for a DBS using your normal organisation code and password:

<https://disclosure.capitarvs.co.uk/strictlyeducation4s/>

2. Administration Fee Change

Following an annual review of costs, the administration fee will increase by **50p** from 1st April 2020.

The revised fee continues to represent good value for money, combined with the benefits of an easy and efficient online system for processing DBS checks.

3. ID Documents reminder

It is essential that all users follow DBS ID rules. It is the responsibility of Lead Primary Applicant Manager (School Business Manager) to ensure that all users (ID Checkers/Applicant Managers/Primary Applicant Managers) are adhering to DBS guidelines and to provide training to their users.

Please note that the following documents are **not acceptable** ID:

- Online documents downloaded from the internet
- Utility Bills more than 3 months old
- Polling Cards


4. Positive Disclosures (certificates with content)

There are still a high number of applications on the system which require the following fields to be completed urgently by the Primary Applicant Manager:

- Confirmation that the school/establishment has seen the applicant's original certificate.
- Outcome of the 'risk assessment' confirming whether the applicant is cleared or not cleared to work/volunteer with your school/organisation.

This can be accessed on the dashboard by selecting 'Certificate Review Required' and then selecting the relevant application. The system will appear as follows:

[Applicant's Certificate:](#) Seen Not required




dd/mm/yyyy

Once completed and if cleared to work the system will appear as follows:

Risk Assessment: Clear to work ✓

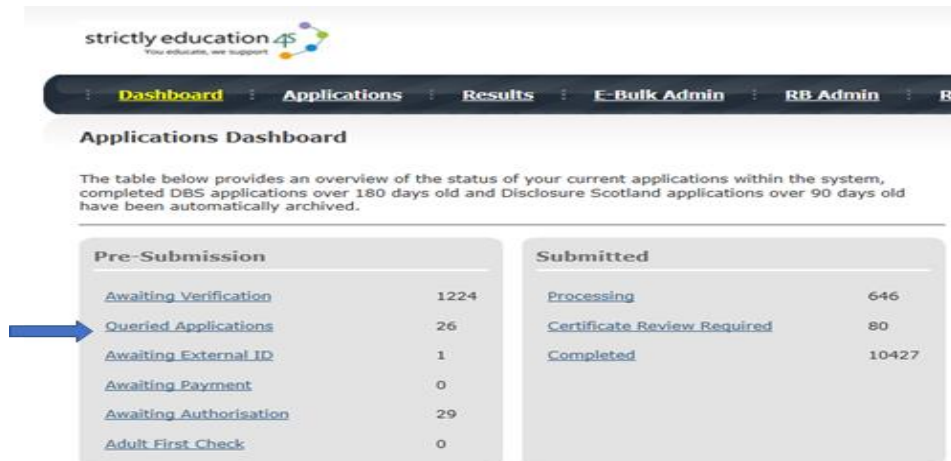
[Applicant's Certificate:](#) Seen Not required



dd/mm/yyyy

5. Queries/Red Flag on Applications

There are a high level of applications with queries outstanding on the system which require your **URGENT** attention. This delay may impact on employees' ability to start their employment or continue with their roles. Applications with queries can be found on the Dashboard by selecting 'Queried Applications':

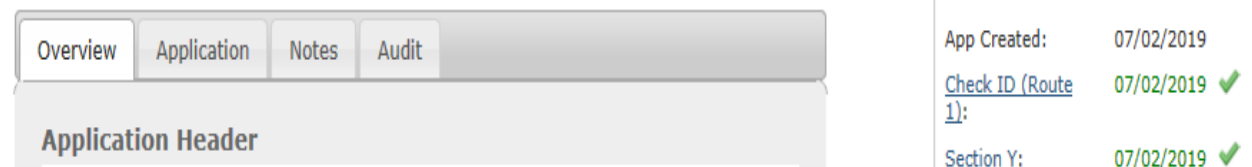


Pre-Submission		Submitted	
Awaiting Verification	1224	Processing	646
Queried Applications	26	Certificate Review Required	80
Awaiting External ID	1	Completed	10427
Awaiting Payment	0		
Awaiting Authorisation	29		
Adult First Check	0		

All relevant applications will have a **red flag** and the query detail will be provided within the notes section:

Accessing Notes Section

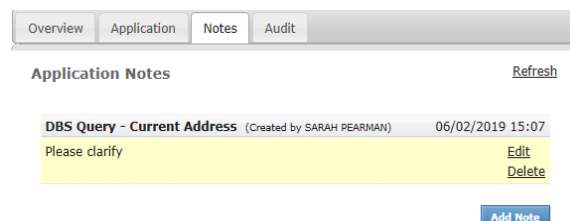
The details of this application can be viewed below.



Processing Details	
App Created:	07/02/2019
Check ID (Route 1) :	07/02/2019 ✓
Section Y :	07/02/2019 ✓

Please respond to the query by adding and saving a note and contact the DBS team via phone/email to confirm.

Adding a Note



Application Notes [Refresh](#)

DBS Query - Current Address (Created by SARAH PEARMAN) 06/02/2019 15:07

Please clarify [Edit](#) [Delete](#)

[Add Note](#)

NB: Only Primary Application Managers (PAMs) have the access rights to view queries and the notes section, therefore it is important for the PAM to view the dashboard on a daily/regular basis, if this is not possible then please consider giving the access rights to a colleague who is able to do so.

6. Requesting System Changes

Only a PAM can issue instructions to make changes and/or update user access rights. This must be submitted in writing and emailed to the DBS Team.

7. DBS Service Desk Availability

Term Time: Mon-Thurs: 08:00 - 17:30 & Fri: 08:00 - 16:00

School Holidays: Mon-Fri: 09.30 - 16:00

DBS Helpdesk: 0800 073 4444 option 4

Email: dbs@strictlyeducation4s.co.uk