

## **Report to: Chief Auditor**

### **Subject: Disclosure and Barring Service (DBS) - New Starter and Renewal Procedure**

#### **Introduction**

The Disclosure and Barring Service (DBS) is an executive non-departmental public body, sponsored by the Home Office.

The DBS helps employers make safer recruitment decisions.

As an employer, we are legally responsible for making sure the job role is eligible for a Standard or Enhanced DBS check before each application is countersigned. The job is evaluated against the DBS eligibility criteria by the Service Centre Helpdesk & DBS/SCW Manager.

#### **EBulk**

Ebulk is the electronic DBS system on which all DBS records are administered and held. It replaced the paper DBS system in March 2015. Our system is hosted by Powys County Council. There are three user levels on the system:

1. Applicant – this is the person who is applying for the DBS check
2. Verification Officer – this is the person who is undertaking the ID verification (the Contact Centre, Schools and Foster Swansea are our main Verification Officers)
3. Administrator – the Service Centre Helpdesk are the main system administrators for Swansea Council

#### **New starters to the Council**

The Job Description details what level of DBS is required. It is also held on Oracle in the position requirement field.

When the Manager completes the successful candidate form to inform the Workforce Transactional Team of a new starter, if the position requires a DBS check (the team checks the JD for the requirement), the Workforce Transactional Team complete an Upload to Ebulk Form and email it to the Service Centre Helpdesk for processing.

The Service Centre Helpdesk then sets up the applicant on Ebulk and the applicant is sent an electronic link to complete their DBS. The manager is also added to the application so they are copied in to the process and receive the electronic certificate once the process is complete.

This process applies to all new starters and volunteers, including Schools where the role is eligible for a DBS check. The individual school would email the Upload to Ebulk

Form to the Service Centre Helpdesk rather than the Workforce Team, as they control the recruitment process.

If an applicant does not have an email address then the managers/school email address is used and the manager/school completes the application form with the applicant.

If an applicant does not have access to a PC, the form can be completed on a mobile device (iPad, smart phone etc), at the Contact Centre (there is a PC available just for DBS purposes) or with their manager/school and they would use their PC.

### **Renewal Process**

The DBS Policy states DBS checks are to be renewed every three years.

The DBS Renewal Report is extracted from Oracle on a monthly basis.

The DBS Renewal Report details all employees who have a DBS check to be renewed in four months or less – it looks at the date of issue on the certificate to work out the four month ruling.

From the DBS Renewal Report, the DBS Bulk Upload spreadsheet is completed and mass uploaded to the Ebulk system.

The employee is then sent an electronic link to complete their DBS check, and the manager is copied in on the process. This process is exactly the same as a new starter – there is no differentiation on the Ebulk system.

If, on the DBS Renewal Report there is no email address held for the employee, then the supervisor on Oracle's email address is used. It is the supervisors responsibility to work with their employee so the DBS is completed in a timely manner.

There are some departments where the department manager has requested that all applications are sent to their email address as the majority of the employees in that particular area don't have regular access to a computer. This should ensure that there are no delays to the DBS process.

When an employee's renewal is set up, the employee's record on Oracle is updated with the date it was uploaded for monitoring purposes.

When the certificate is returned, Oracle is updated with the certificate information. The employee will then 'falloff' the report until renewal is due in 3 years time.

### **Oracle**

Oracle has two fields that are updated by the Service Centre Helpdesk for recording employee DBS details:

- CRB1 – this holds the date the DBS was set up on Ebulk. It is also extracted when the DBS Renewal Report is run so we can clearly see when the applicant was set up. This allows us to email employees if they have not completed a specific part of the DBS process to remind them of what needs to be done next.

- CRB2 – this holds the DBS certificate information. This field is available to managers and employees via Self Service and it's this function that has replaced the need for renewal reports to be sent out.

### **Schools**

As the monitoring function is not currently available to Schools, each School has a designated Service Centre Helpdesk Officer (SCHO) and spreadsheet where the school employee details are held along with their DBS information. Renewals are set up exactly the same on the system. Instead of the manager being copied in to the DBS process on Ebulk, the school Verification Officer is listed as they manage the DBS process for their school.