

DBS and Due Diligence Checking (DDC) FAQ's

Is there an instruction manual for doing DBS checks with DDC?

- Yes, please click [here](#) to access the 'Quick Start Guide'.

What level of check and barring are the roles displayed on the DDC application page?

- Please click [here](#) to see a list of roles available on the DDC application page, along with their level of check and barring.

Do I need to have User ID numbers like with APCS?

- No – there are not any User ID numbers provided by DDC. It isn't necessary to completing an application.
- You do have an option to use your own numbers if it helps your parish organisation but it's not a necessity.

Does the diocese have an email template to send to applicants when they require a DBS check?

- Yes we do, please click [here](#) to access the template. You can also attach [this guide](#) for applicants to refer to when deciding what documents they should provide for the ID check.

Do DDC have a helpline or email address?

- Yes, help@ddc.uk.net, 0116 260 3055 and 0845 644 3298.
- Please note that the latter phone number, starting 0845, comes with standard network charges.

I'm a disclosure officer but not always available to do the document checks for the parish, what can I do?

- You can add an account to your parish account called 'Document Checker'; this will only allow the account holder to view applications that require a document check and they'll be able to fill out the questionnaire section for the document checks.
- To add one of these accounts please email safeguarding@diocant.org the parish name, the checkers full name and their contact email address. Please send your email from the email address you use for DBS checks.
- You can have multiple people as document checkers, and we would recommend you having at least one to avoid delays in cases of sickness or unforeseen leave.

I need to do a DBS check on myself, what do I do?

- Under such circumstances it is required that somebody else checks the applicant's documents and, where the Requester is also the Recipient, we are given the contact details of somebody else within the organisation to whom we can report any content on the Requester's Disclosure.
- You can also ask safeguarding@diocant.org for someone to complete the check for you; the Diocesan Safeguarding Administrator can access all of the accounts set up with DDC so the check can be under the correct parish.

How does the update service work?

- It is down to the volunteer/employee to register with the update service for their DBS checks. They can do this by clicking the link [here](#).
- It is free for volunteers to register.
- Please ensure the level of check on the certificate, matches the level of check required for their role.
- If you are using someone's DBS that is already registered with the update service, please ensure you have seen the original certificate before using it. The update service only says 'Nothing Changed' rather than the results of the certify so you must ensure that the results are acceptable for the role they are applying for.

Do I still need to hold the ID documents or the information that is on them?

- In short, no, you no longer need to hold the information on the documents or copies of them.
- DDC, as the Umbrella Body, for the employer, will retain this information. We collect all the required data fields from the applicant, which are cross-checked and confirmed by the document checker where applicable.