

# Requesting a DBS Check With 31:8

Your diocese has enabled your parish to submit DBS requests directly to 31:8 from the Hub.

Parishes can also now use the Hub’s Communications feature which allows the email address of a volunteer to be stored and used for communications from the Hub, with their permission. You will first need to agree to sharing information from the Hub with 31:8 (you can do this in the Settings under Data Sharing).

## The DBS Menu

This now shows an additional option to raise a DBS request as well as entering a certificate directly.

Adam Thompson - DBS Records

You must keep a record of all DBS certificates for Adam Thompson.

⌵


Type

Priority

📁

Current (1)

Archived (0)




Enhanced certificate with children's barred list check and adult workforce

Certificate Letter expired on 3rd January 2024

>

Add a new certificate


There are a number of ways of adding



New DBS Certificate

Add a new certificate for Adam Thompson


>



New DBS Update

Add a new DBS update check for Adam Thompson

>




New DBS Request

To request a DBS check, first confirm the email address

>

Once the volunteer has a validated email address, the link changes to allow a DBS Request to be created.




New DBS Request

Request a new DBS check for Adam Thompson


>

# Creating a New DBS Request

Clicking on the New DBS Request link shows the page below:



Old Wallbottle  
Safeguarding Hub - Stage 3



New DBS Request

This request will automatically notify your DBS provider that this person is required to submit their information to complete a request for a DBS check. An email will then be sent directly to the volunteer. As the check proceeds, the status of this request will also be updated automatically. Reminders will be sent if there is no response to the request.

DBS Requirements for All Current Assignments

Enhanced certificate for child and adult workforces

DBS Provider

31:8

Requested DBS type

☒ Enhanced

DBS Requests can only be used for enhanced checks.

Which workforce(s) should the request be for?

☐ Child workforce

☐ Adult workforce

At least one must be selected. Note, however, that this information is not passed to ThirtyOne:Eight and is entered for information only. Furthermore, once the certificate details are received this information will be replaced.

Is barred list information to be requested?

☐ Yes - children's barred list check

☐ Yes - adults' barred list check

Email address

caspar.smith8945@gmail.com

Submit

Cancel

You will need to tick the boxes to show the type of certificate to be requested, using the information provided by the Hub for 'DBS Requirements for All Current Assignments' (in red).

**NB It is now possible to apply also for a Basic DBS. In this case, you will not be asked to specify the Workforce and will not be able to request a barred list check.**

Once the request has been entered, it appears on the volunteer’s DBS certificates menu which shows the status and provider reference number under which it is being processed.

Alice Rose - DBS Records

You must keep a record of all DBS certificates for Alice Rose.

Current (3)

Archived (0)

Type

Priority

Enhanced certificate for adult workforce

Certificate will expire on 17th August 2025

>

Enhanced certificate for child workforce

Certificate will expire on 26th June 2027

>

Request for DBS Check

DBS check requested 27th July 2024 and confirmed by APCS with reference 020608119107 (Invitation sent)

>

Add a new DBS check

New DBS Certificate

Add a new certificate for Alice Rose

>

New DBS Update

Add a new DBS update check for Alice Rose

>

New DBS Request for Alice Rose

Request a new DBS check for Alice Rose

>

Once the DBS certificate has been issued by 31:8 then the request is replaced by a certificate that confirms the information provided during the application process, such as workforce and barred list. It is displayed and processed as if it was a certificate that has been entered manually into the system.

Jan Pringle - DBS Records

You must keep a record of all DBS certificates for Jan Pringle.

Type

Priority

Current (1)

Archived (0)

Enhanced certificate for child and adult workforces

Certificate will expire on 5th March 2027

>

## Frequently asked questions

### Is the recruiter notified that ID Verification is required?

Yes, an email is sent to the person who entered the DBS Request which says

DBS ID Verification Required ➔ Inbox x



**Parish Dashboards Team**

to me ▾

07:43 (1 minute ago)



Your DBS provider has informed us that the DBS Application for () needs to be ID checked by you, to verify the application details supplied by them are correct.

Please use the Thirtyone:eight Portal.

↩ Reply

➦ Forward



### How is the volunteer notified that they need to complete the DBS application?

When a DBS Request is raised, an email is sent to the volunteer. This will say:

*This is to let you know that you will receive an invitation to submit a DBS Check application form online from our DBS provider 31:8.*

31:8 will then send an email to the volunteer which contains a link to their portal where they will need to enter their details.. This will trigger the 31:8 DBS check process which includes the verification of the request by the person who raised the request in the Hub.

Whenever the status of a DBS request is changed by 31:8, the Hub sends an email to the person who raised the request. When a request completes successfully, the volunteer is also emailed.

Here is an example of an email



**Trial Dashboards Team**

to me ▾

Tue, 5 Mar, 20:00 (10 hours ago)



Dear Andy

ThirtyOne:Eight has informed us that a DBS check you requested from ThirtyOne:Eight has a result. The details can be viewed on your hub. A summary is shown below:

31:8 Request Reference: I835PRIN208

Status: Application Complete


Member: Jan Pringle

# How can I view an existing DBS request?

Clicking on a request shows this page:

First Person - Request for DBS Check


This is a record of a DBS Request that has been sent.



DBS Request

DBS check requested 20th February 2024 and confirmed with reference I097PERS203 (Invitation sent)

... or more options



Delete

The request can be deleted if automatic updates are not required

This shows that the request can be deleted at any time, although this should be used with care. Once a request has been deleted, status updates will not be requested from the DBS provider and it will not be visible in the Hub and, once a certificate is received, must be entered manually in the normal way.

Choosing the Delete option shows a confirmation message

First Person - Request for DBS Check

Delete

This DBS Request can be deleted if it was added by mistake.

☐ Confirm that this DBS request is no longer active

Delete

Cancel