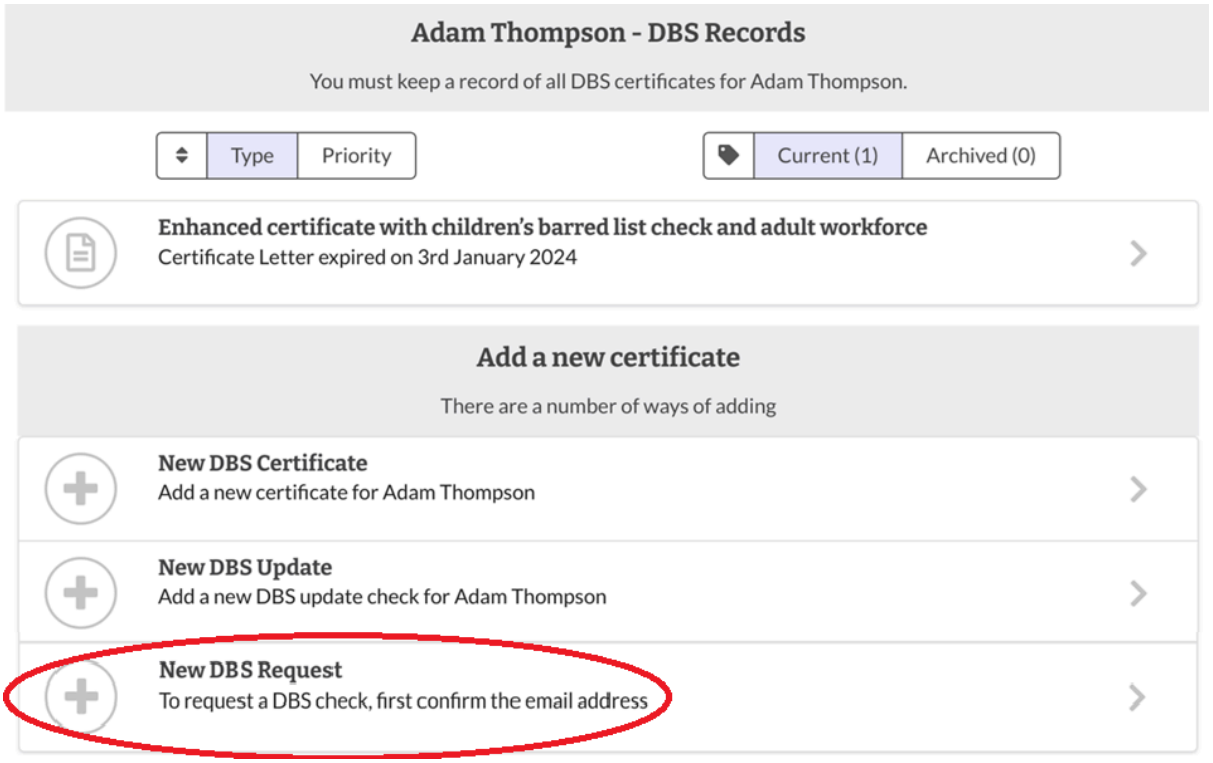
Requesting a DBS Check With 31:8

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

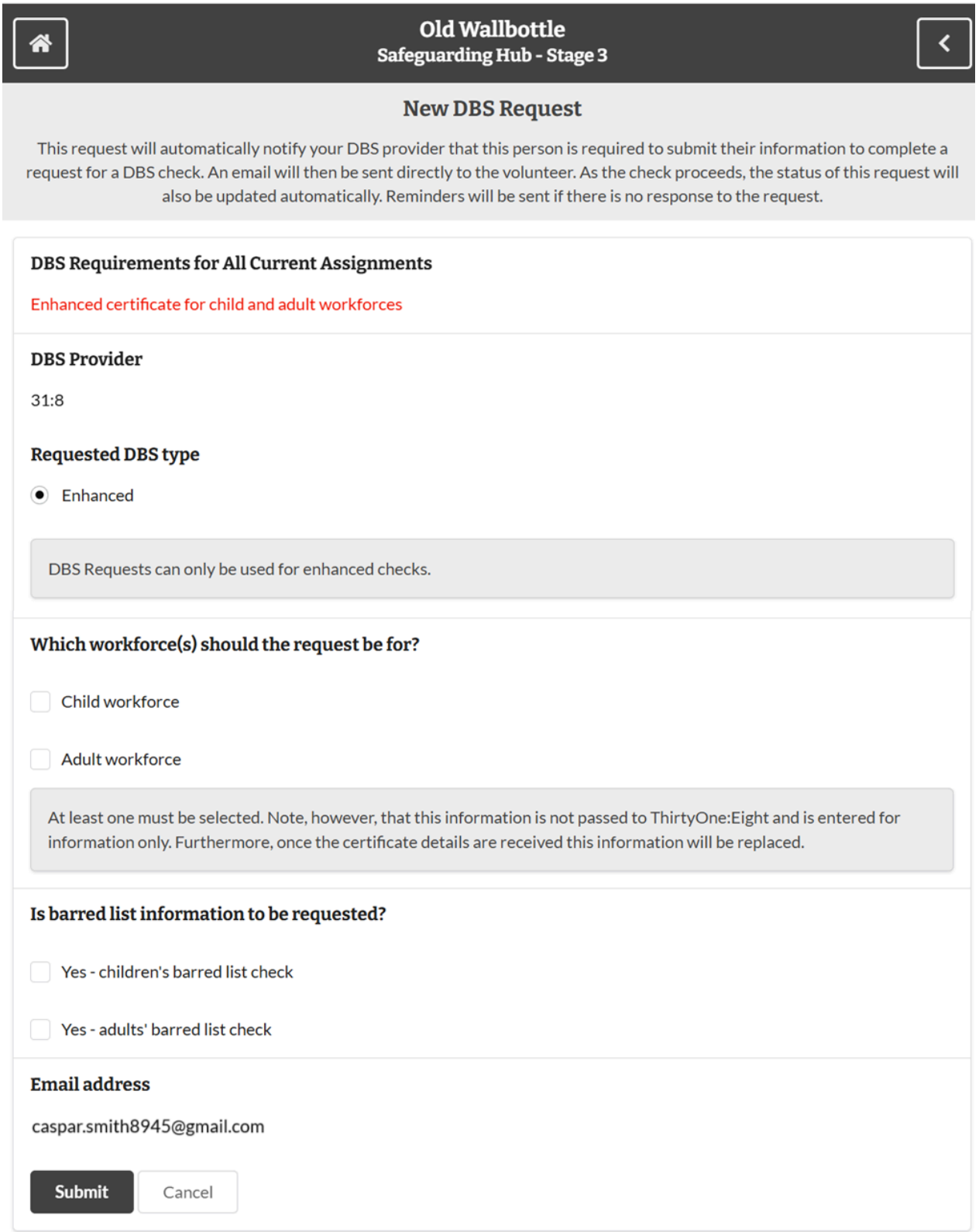
This now shows an additional option to raise a DBS request as well as entering a certificate directly.



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

Creating a New DBS Request

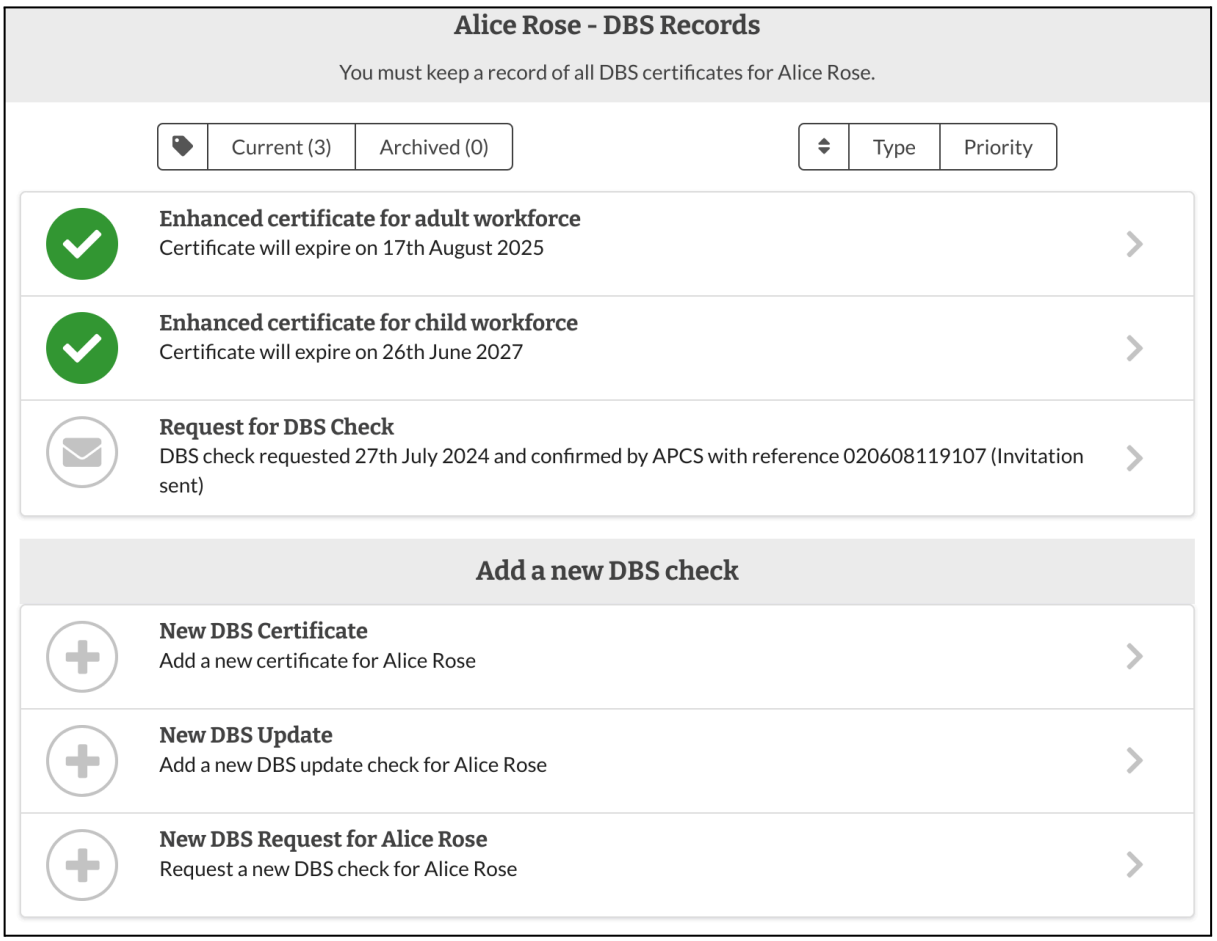
Clicking on the New DBS Request link shows the page below:



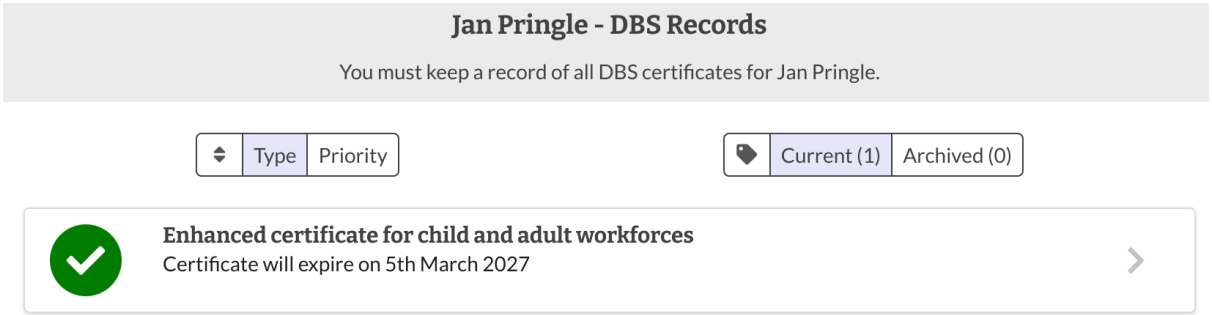
You will need to tick the boxes to show the type of certificate to be requested, using the information provided by the Hub for 'DBS Requirements for All Current Assignments' (in red).

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.



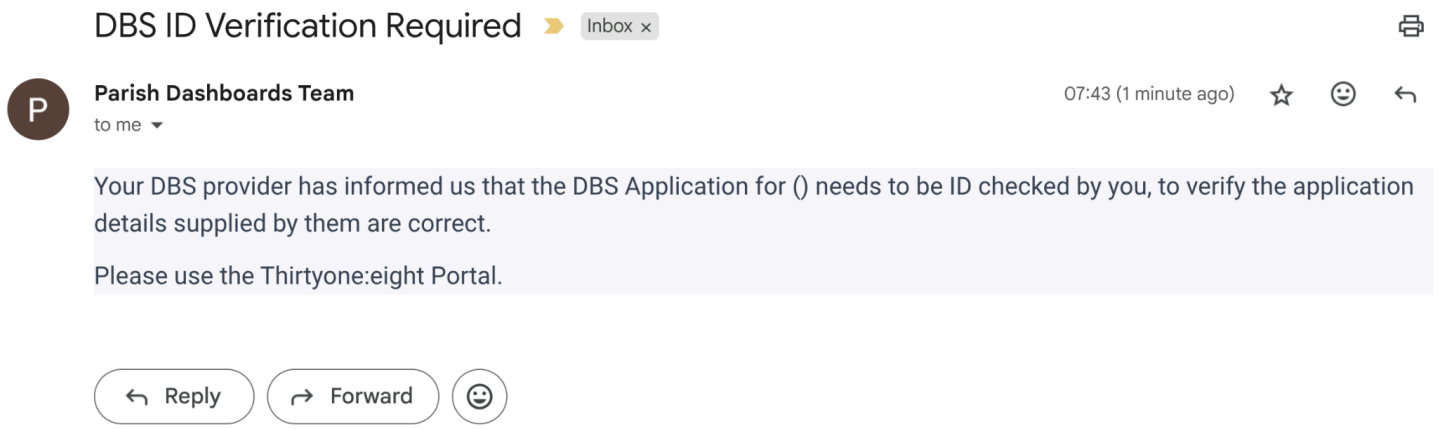
Once the DBS certificate has been issued by 31:8 then the request is replaced by a certificate that confirms the information provided during the application process, such as workforce and barred list. It is displayed and processed as if it was a certificate that has been entered manually into the system.



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



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

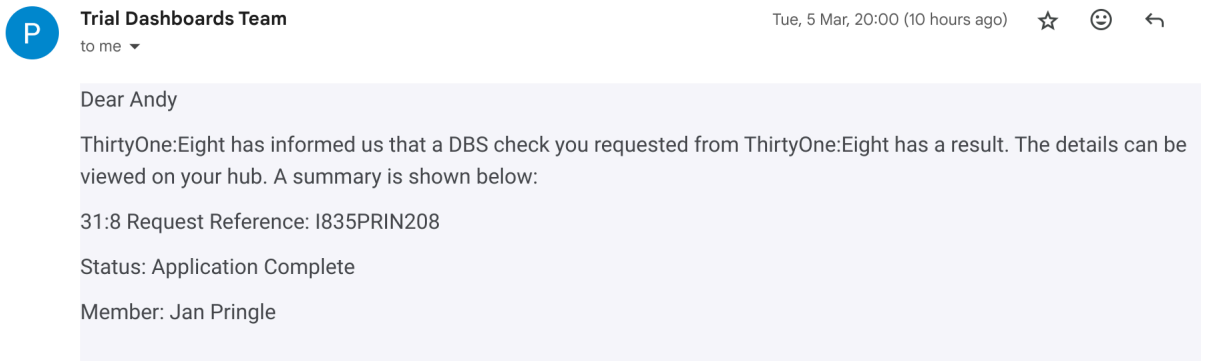
When a DBS Request is raised, an email is sent to the volunteer. This will say:

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.

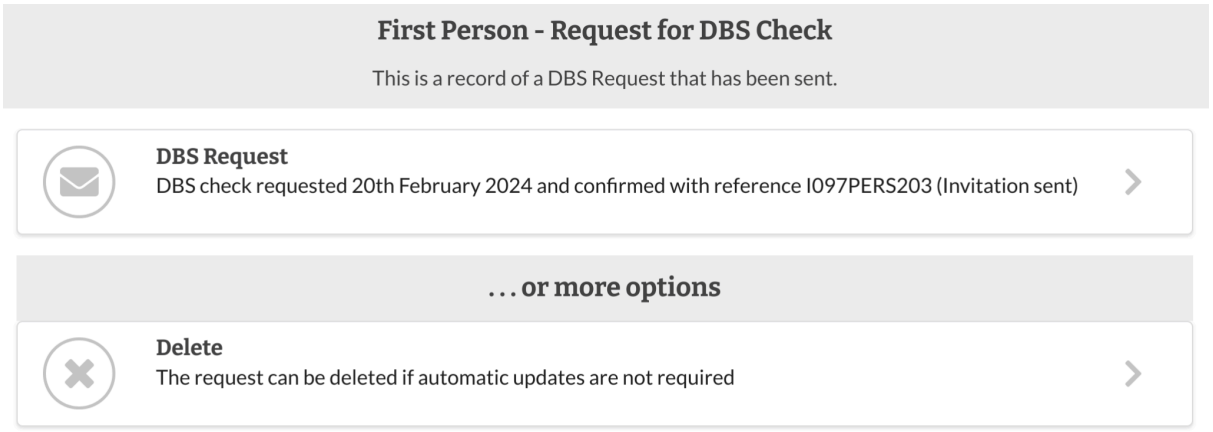
Whenever the status of a DBS request is changed by 31:8, the Hub sends an email to the person who raised the request. When a request completes successfully, the volunteer is also emailed.

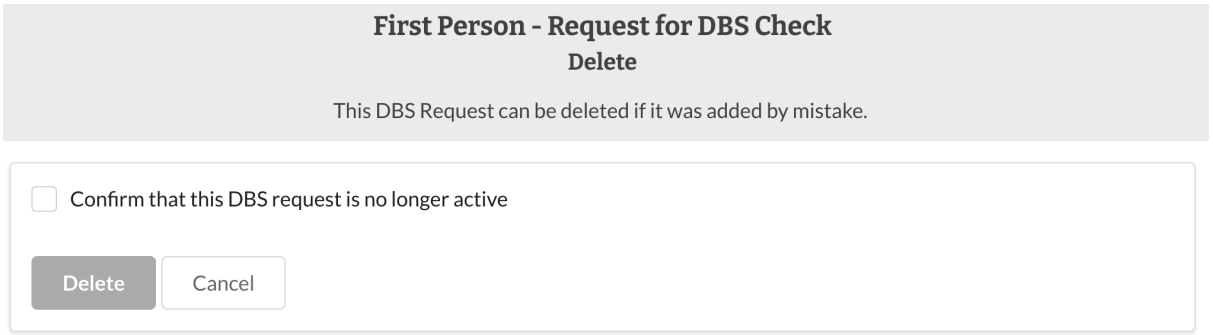
Here is an example of an email



How can I view an existing DBS request?

Clicking on a request shows this page:



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