



# Chapter One

## Chapter One 2023-24: DBS Check FAQ

### What is a DBS check?

Organisations such as Chapter One who use volunteers to work with children are able to apply for a background check for each volunteer, which checks their criminal record. This check is known as a Disclosure and Barring Check or DBS. For unsupervised support of children, an Enhanced DBS is required. This shows full details of a person's criminal record and also includes details from the Barred lists held by police of those who are deemed unsuitable to work with children.

### Why do I need a DBS check?

All Chapter One online reading volunteers must be fully DBS checked before working with their assigned pupil. Chapter One takes seriously its responsibility to safeguard children and requires all volunteers to have an Enhanced DBS check in place before they can start reading with a child. Chapter One uses a third party accredited provider, uCheck, to carry out these DBS checks

### What is digital ID?

Digital ID is a new feature which enables applicants for DBS checks to prove their identity, without having to show us physical documents or have a verification video call. uCheck, our DBS provider, has teamed up with Yoti and Post Office EasyID who provide downloadable apps for Digital ID. The process for using this is simple and secure and will make your DBS application as quick as possible.

### How do I complete the DBS check application?

We have created a step by step walkthrough guide to help you with your DBS application using Digital ID, please see our [uCheck DBS Application Guide](#).

### Which ID documents do I need?

Please see the full list of accepted ID documents within the full [uCheck Application DBS Guide](#).

### I already have a DBS from another organisation. Can I use that one?

No! We need to complete another one for you unless you are subscribed to the DBS update service (see next question!).



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## **I'm registered with the DBS Update Subscription Service. Do I need to complete a new application?**

No! We can check your certificate online using your DBS certificate number. If this is the case, please email [UKSupport@chapterone.org](mailto:UKSupport@chapterone.org) to let us know. You will need to give us your details, permission to check your status online and provide a copy of your existing DBS certificate.

## **Do I need to pay for the DBS check?**

No, the check is free of charge.

## **I don't have a passport, can I do a DBS check?**

If you are a UK national, as long as you can show your current UK driving license photocard or a UK birth/adoption certificate issued at the time of birth, that's fine. However, without an e-passport you will **not be able to do Digital ID** and will need to opt-out and contact us on [UKSupport@chapterone.org](mailto:UKSupport@chapterone.org). If you are a foreign national a passport is a mandatory form of ID.

## **I haven't got a document with my address on it.**

You can ask your bank to send you a hard copy of your statement. Banks will do this, but it can take up to five working days.

## **Can I volunteer if I have a criminal record?**

Please email us at [UKSupport@chapterone.org](mailto:UKSupport@chapterone.org) and we will contact you to have a confidential conversation about any convictions or cautions you may have. We will ask you to share a copy of your DBS certificate so we can risk-assess your suitability to volunteer. We are happy to provide our Recruitment of Ex-Offenders policy on request.

## **Will I receive a copy of my DBS certificate and will I need it in the future?**

Your DBS certificate is an important personal document and the physical copy will be sent directly to you at the address you provide. Chapter One will be notified when your check is complete but will not receive a copy of your certificate. Please keep the document safe and bring it with you when visiting your pupil's school.

## **Should I let you know when I receive my DBS certificate?**

No, we are informed of your DBS state electronically by uCheck. You do not need to let us know when your certificate arrives. In some rare cases we may need to see your certificate (such as if we are notified you have a criminal record), but we will be in touch by email if this is the case.



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## **How long does the certificate take to come back?**

It depends. The average check takes approximately 48 hours however, it can take several weeks. You will receive an email when your check is complete, it can then take several more weeks to receive your certificate in the post.

## **Can I start volunteering without a DBS certificate?**

No, we're afraid not. A DBS certificate is a crucial part of our Safeguarding Children policy and so you will not be able to volunteer before you've completed this process.

## **Can I complete a DBS if I am a foreign national?**

You can still complete a DBS check if you are a foreign national, but you will need to have 5 years of UK address history, with no longer than 6 months spent continuously abroad during this time. You must also possess either a passport (any country), or a valid UK driving licence. Without one of these forms of photo ID, we cannot process the DBS check. Please contact us at [UKSupport@chapterone.org](mailto:UKSupport@chapterone.org) if you have any questions.