

**Verifile – DBS Provider
Frequently Asked Questions (FAQs)**

	Question	Response
1)	What is the latest with DBS checks within the Diocese?	Here is a link to the information issued about Verifile: An update on the DBS Procurement Process
2)	Why do I need to sign and return and Adoption Agreement to be able to process DBS checks with Verifile?	To be able to benefit from the rates and terms that the diocese has negotiated you will need to complete and return the Adoption Agreement. However, there is no requirement for your PCC/JC to use the Verifile for your DBS checks, it is your council's responsibility to arrange DBS checks for its employees and volunteers and to select suitable service providers.
3)	The adoption agreement refers to clauses in the master agreement with ODBF, can I have a copy of that?	You can, however, due to the commercial sensitivity of the document we will not posting this in the public realm. For a copy, please email your request to dbschecks@oxford.anglican.org
4)	As well as returning the Adoption Agreement, what other information will you need from me?	<p>We will require three contact details:</p> <ul style="list-style-type: none"> • Contact details for the main users of the system who will be processing DBS checks (the DBS Administrator / Verifier) • Contact details for where invoices should be sent • Contact details for the person to receive notifications about outcomes <p>These may all be the same person, in which case please confirm that when returning the adoption agreement.</p>
5)	Can we sign and return the Adoption Agreement as a benefice but have separate accounts set up for each parish/church within it?	<p>Yes you can. When returning the signed adoption agreement, please provide the details of each of the separate accounts you would like set-up including:</p> <ul style="list-style-type: none"> • The full name of the council • The national church records number • The email address for notices to be sent • The billing address for invoices to be sent • The details for the DBS Administrator/ Verifier of the council
6)	Where do we find our national church records number?	This is a specific 6-digit parish code used for identifying parishes in the national online returns system. If you are unsure what your parish number is, you can search for this on your Parish Dashboard or on the parish dashboard webpage on our website: Parish Dashboards
7)	Do I need to confirm who our DBS administrator / verifier is if they haven't changed?	We are finding that several parishes have experienced changes in these roles which we have not been informed about and therefore we

		<p>cannot guarantee that the records we hold on file are correct in every instance.</p> <p>When returning the adoption agreement, if you provide the names and email addresses of your DBS Administrators in the email we can cross-check the records we hold – if they match, we will continue with onboarding with the details on file. However, if they are different we will come back to you asking them to complete and return the form which can be found on our website: dbs-admin-declaration-verifile-word.docx</p>
8)	Can I add additional DBS administrators for the same parish?	Yes, please complete and return the form which can be found on our website: dbs-admin-declaration-verifile-word.docx
9)	What happens once we return the agreement?	<p>On receipt of a fully completed and signed agreement, we will check the information and providing we have everything needed, including DBS Administrators/Verifiers, we will forward this information to Verifile.</p> <p>Verifile will upload the information into their system and a ‘side letter’ is issued and sent to the appointed signatory for the Diocese for authorisation. Once signed, Verifile will set-up the sub-account for your PCC/JC and the DBS Administrators/Verifiers will receive their login to be able to start using the system.</p> <p>As we are currently receiving large numbers of Adoption Agreements at this early stage, we are sending bulk uploads across to Verifile weekly for processing and they are doing the same with the side letters being issued. It is currently taking 5-10 working days for this process and for login details to be received. This timescale will decrease once we move into a more ‘business as usual’ stage.</p>
10)	Who will issue the login details to be able to start using the portal?	These will be sent directly from Verifile to the email address for your DBS administrator or the email address you registered on the agreement.
11)	Can I join a training session before the Parish signs and returns an Adoption Agreement?	Yes of course, though you won’t receive login details for the portal until your PCC/JC has been registered.
12)	Do I need to attend a training session, or can I just start using the system?	You can start processing DBS checks as soon as you receive your login details, you do not need to attend the training before doing this. There is a Knowledge Base embedded within the portal where you will find useful guides should you need assistance - Support : Client Support Portal

		including on how to place an order: How to place orders : Client Support Portal
13)	How do I know if a role is eligible for a DBS check?	This page from our website should be able to help with your query: Safer recruitment & DBS - Diocese of Oxford
14)	Can I request additional roles to be added to the Verifile system?	<p>At this early stage of the arrangements with Verifile we have created a standard list of roles that would be eligible for enhanced DBS checks either with or without barred lists depending on the role. Many roles exist within parishes across our diocese that have different names but could be grouped under one standardised role name.</p> <p>Therefore, at this time we ask that you email dbschecks@oxford.anglican.org with the details of any role you wish to be added and we will explore with you the eligibility and compare against existing roles within the system in the first instance.</p>
15)	I have logged into the portal and see we can do digital ID checks now, can we still do manual ID checks as well?	<p>Yes absolutely. As of 22 April 2025, the Disclosure & Barring Service (DBS) introduced refreshed manual ID guidance for all DBS checks: Basic check ID checking guidelines from 22 April 2025 - GOV.UK.</p> <p>There is information on how to manually confirm ID for DBS checks on the Verifile client portal online: How to manually confirm ID for DBS checks on the Verifile Client Portal : Client Support Portal</p>
16)	The DBS guidance says I should be keeping documents from manual ID checks for 2 years – how do I do this and where do we keep them?	Any manual ID documentation must be kept in line with the guidance issued by the Disclosure & Barring Service . With regards to where to store them, you should direct these questions to the Data Protection Officer/Data Protection Coordinator within the PCC/JC who will be able to provide guidance and advice in line with the General Data Protection Regulations.
17)	The person I'm conducting a DBS check for is unsure of the process, what can I provide them with to reassure them?	<p>Please share the dedicated Verifile candidate page with your candidate ahead of commencing the screening process. The page includes a 2 minute, easy to watch video.</p> <p>Verifile are also available every step of the way to support your candidates. If you ever need to direct a candidate their way, please ask them to:</p> <ul style="list-style-type: none"> • Call: 01234 339 300 (Monday to Friday 08:30-17:30). • Email: service@verifile.co.uk.

18)	I've started processing a DBS check on the portal but I have an issue, who should I contact?	<p>Verifile's client services colleagues are knowledgeable and helpful and should be your primary contact for your everyday queries about orders, help to change system settings, queries and more. Please contact them directly:</p> <ul style="list-style-type: none"> • Call: 01234 339 350 (Monday to Friday 08:30-17:30). • Email: service@verifile.co.uk. <p>You can also raise a ticket on their website: https://www.verifile.co.uk/contact.</p>
19)	I have queries with my invoice received from Verifile, what do I do?	<p>Most of your questions will hopefully be answered by their Billing Information Guide. For any further queries, please call Verifile direct on 01234 339 339 (option 6 and ask for Accounts) or email accounts@verifile.co.uk.</p>
20)	Our PCC/JC doesn't wish to use Verifile for DBS checks, do we need to do anything?	<p>You do not need to do anything regarding the agreement the diocese has in place with Verifile. However, we would ask that you email us and advise who you are using for DBS checks within your PCC/JC so that we may work with you on how we then act upon any positive disclosures when received.</p>

There is a considerable amount of information available on the Verifile client support portal: [Support : Client Support Portal](#), and also embedded within your own secure portal once a user logs in.

Some of the most useful resources may include:

- [How to place orders : Client Support Portal](#)
- [How can I view updates on my check or order? : Client Support Portal](#)
- [What does each check status mean? : Client Support Portal](#)
- [How to manually confirm ID for DBS checks on the Verifile Client Portal : Client Support Portal](#)
- [ID checking guidelines for Basic, Standard & Enhanced DBS check applications : Client Support Portal](#)
- [What is my role as an ID checker? : Client Support Portal](#)
- [How to contact the DBS \(Disclosure & Barring Service\) : Client Support Portal](#)
- [What the DBS stages mean & when each stage can be chased : Client Support Portal](#)