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?	We will require three contact details: • 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 These may all be the same person, in which case please confirm that when returning the adoption agreement.
5)	Can we sign and return the Adoption Agreement as a benefice but have separate accounts set up for each parish/church within it?	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: • 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

		cannot guarantee that the records we hold on file are correct in every instance. 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
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?	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. 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. 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 workings 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.
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)	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. 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 Quick videos have been created on the two main functional areas, these are:

		• How to Place Enhanced and Basic DBS Checks • How to Confirm ID and Cancel Orders
12)	We have several people who cover DBS checks and identity verification within our Parish, can they all use the same login to the Verifile portal?	In short, NO, each user must have their own account to log in and use the system. DBS checks process sensitive, criminal conviction data and personal identifying information. Under UK GDPR and the Data Protection Act 2018, this is treated as high-risk "criminal offence data" requiring strict processing, storage and retention policies. For Verifile, and your parish, to ensure that this data is being processed correctly, it is important that audit history is available for transactions to show who has requested the order, processed the data, and received the results. The use of generic or shared logins prevents the accurate tracking for audit purposes. Verifile will suspend any accounts to the portal for safety and security reasons where they believe user accounts are being shared. An existing user can request an additional user be added to the account by following the instructions found in the knowledge base on the Verifile portal: How can I add or remove a client user? : 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?	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 which may have different titles but involve very similar duties and patterns of work. To keep things consistent and reduce complexity, we're grouping comparable roles under broader, generic titles wherever possible. Should you feel that none of the pre-loaded roles are suitable, please email us at 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.

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?	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. 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
16)	Why does the candidate need to provide 3 documents for a manual ID identity check but only 2 documents for a digital identity check?	Yoti uses address data from Experian (for UK addresses) and Aristotle (for international addresses) to verify the candidate's address. It only requests 2 documents as it can do an instant digital check against these two databases. If the address can be confirmed online, the Digital Identity check will pass and the UK Criminal Record check will proceed. If online address verification fails, the Digital Identity check will not pass, and the UK Criminal Record check will enter a "Waiting for Client to Confirm ID" status. At this point, you'd be required to complete a manual identity check and visibly see both a proof of identity and proof of address document. The need for extra documentation when manually confirming an identity check is as extra security for consistency across documentation. There is information on the digital identity process for DBS checks on the Verifile client portal online: Why YOTI might be unable to verify the candidates address : Client Support Portal and What you need to know about the UK Digital Identity check (Digital Process for the DBS) : Client Support Portal
17)	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.
18)	The person I'm conducting a DBS check for is unsure of the process,	Please share the dedicated Verifile candidate page with your candidate ahead of commencing

	what can I provide them with to reassure them?	the screening process. The page includes a 2 minute, easy to watch video. 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: • Call: 01234 339 300 (Monday to Friday 08:30-17:30). • Email:service@verifile.co.uk.
19)	I've started processing a DBS check on the portal, but I have an issue, who should I contact?	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: • Call: 01234 339 350 (Monday to Friday 08:30-17:30). • Email: service@verifile.co.uk. You can also raise a ticket on their website: https://www.verifile.co.uk/contact.
20)	I have queries with my invoice received from Verifile, what do I do?	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.
21)	Our PCC/JC doesn't wish to use Verifile for DBS checks, do we need to do anything?	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.