

Oxfordshire County Council's Guide to DBS and Badging

Process for obtaining an OCC badge:

1) Provider to email in " Requesting new and renewal DBS Application form" if their employees require a new application, renewal or have had a break in service for longer than 3 months- template below .

2) Applicant and provider wait to receive an initiation email containing information about booking safeguarding training and locality office appointments. This will give a unique reference number for the applicant which should be quoted during any correspondence to help the DBS staff locate the application.

3) Applicant undertakes safeguarding training and successfully completes locality office appointment (showing all valid ID documents) within 8 weeks of receiving the initiation email.

4) The application will be ID checked by the staff in the DBS and Badging Team and if there are any errors on the DBS online application form the DBS & Badging Team will contact you.

5) Wait for applicant's DBS certificate to be returned from the Disclosure and Barring service.

6) If the applicant's certificate comes back clear, they will be added to the next badge run. If there are disclosures on the certificate they will be invited for a risk assessment meeting where it will be determined if they will be eligible for a badge.

Useful Contacts:

DBS and Badging Team

Transport.safeguarding@oxfordshire.gov.uk

033 0024 0022

DBS Risk Assessment Queries

DBS.riskassessmentandtraining@oxfordshire.gov.uk

01865 323984

Safeguarding Training Queries

Transport.training@oxfordshire.gov.uk

01865 816226

Quality Monitoring/Safeguarding Team

QMCC@oxfordshire.gov.uk

Contracts Management Team – please also contact this team if you wish to become an approved OCC service provider

Transport.contracts@oxfordshire.gov.uk

Requesting New/Renewal OCC Transport Badge Application Form

Please use **BLOCK CAPITALS** unless completing electronically and complete all fields.

Forename:					
Middle name(s):					
Surname:					
Date of Birth:					
Job title: (Driver, Passenger Assistant or Driver/Passenger Assistant)					
Company/Service Provider:					
Expiry date of previous badge: (If 'new' please state)					
Home address:					
Applicant's telephone number(s) :					
Applicant's email address:					
Locality Office of choice (Please tick):					
Banbury		Oxford		Abingdon	

Is the applicant a Non UK/EU citizen? (Please tick)	Yes		No	
If 'Yes' please provide nationality				
Has the applicant (whether UK or non UK) lived overseas for longer than 3 months in the last 5 years? (Please tick)	Yes		No	
If 'Yes' which country?				
<i>If you have indicated 'Yes' to the above question a Police Check from that country will need to be obtained by the applicant <u>before</u> an OCC badge can be obtained. This should be in English or translated into English by a reputable translation service. For more information please see the government website:</i>				
https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants				

Is the applicant registered/subscribed to the Update Service? (Please tick)	Yes		No	
Do they want us to use their registration to apply for their OCC Badge? (Please tick)	Yes		No	

This part of the form must be completed for all Taxi Driver OCC Badging applications. (Taxi Drivers must have a valid/completed Taxi Licence before applying for an OCC Schools & Social Care Identity Badge.)

Licencing Authority:	Taxi License Number:

This part of the form must be completed for all Coach Driver OCC Badging applications.

PSV/PCV Licence Number & Issue Date:

Any other relevant information you might like to let us know about regarding this application:

This form can be completed electronically or completed by hand and then scanned. Please send via email as an email attachment to transport.safeguarding@oxfordshire.gov.uk . Please ensure you use/send via Secure 'Switch' email. All Service Providers should already have this set up on their email.

Safeguarding Training:

- The training is booked with an external company (Diversiti UK) and sessions are held at different times, dates and locations to suit all. You must attend and pass a session that meets our requirements. Externally organised courses will not be accepted.
- All cancellations & amendments to bookings must be emailed to transport.training@oxfordshire.gov.uk AND enquiries@diversiti.uk
- Training sessions cannot be booked until a unique reference number has been received. If a booking is made before this is received you will be turned away from your session.
- If you have completed Diversiti run safeguard training for the renewal of your taxi license we may be able to accept these for your application. If you have any queries about the validity of training certificates please send a copy to transport.training@oxfordshire.gov.uk
- **Please note – charges are applicable for late cancellations and non-attendance at Safeguard Training.**

Update Service Check:

- If an applicant has registered with the Update Service, they may not need to attend a locality office appointment.
- To be eligible for this, their Update Service registration must be 'current' and their DBS certificate should be 'Enhanced (Child & Adult Workforce) + Child & Adult Barred list checked.
- The applicant must have already registered/subscribed with the Update Service (there is an annual fee of £13) & must have received their DBS Certificate through the post before making an application to us. If the certificate has been lost/destroyed by the applicant, their registration becomes invalid.
- The Service Provider Manger will need to personally view and then scan/send the following:
 1. **The Update Service Registered 'DBS Certificate'.**
 2. **A colour JPEG image of the applicant's face and shoulders.**
 3. **A letter of permission (from the applicant) for OCC to perform an Update Service status check.**
 4. **Their Driving Licence and Taxi/PSV Licence (or Birth Certificate/Passport if a non-driver).**

Locality Office Appointment:

- The applicant or service provider must phone the chosen locality office to make an appointment to present ID documents and complete an online DBS form.
- The online DBS application form along with your Unique Reference number is sent directly to the Locality Office that has been chosen. The 3 Locality offices and their contact numbers are:
 - Abbey House – Abingdon**
01865 897990
 - County Hall – Oxford**
01865 815360
 - Samuelson House - Banbury**
01865 816672
- An appointment cannot be booked until a unique reference number has been received from the DBS team.
- The applicant will need to present a correct combination of documents, of which details can be found below in the document guidance. A photo will also be taken for the badge.
- **Please note that failure to bring the correct documents to their locality appointment may result in the applicant being turned away and having to re-book another Locality appointment.**

Acceptable Forms of ID:

- 3 documents must be produced, one of which must be a valid passport, Original UK Birth Certificate, valid driving licence, original UK or Channel Islands Adoption Certificate.
- **Drivers must present a valid driving licence and your taxi licence badge or PSV licence.**
- If the applicant has a valid passport they must present this.
- The remaining forms of acceptable ID can be found on the Documents Guidance detailed at the bottom of this document. A copy of this document guidance is sent out with the initiating email to applicants/Service Providers.
- The names on the documentation must all match the name on your application or they may be rejected by the Disclosure and Barring service and the applicant will need to rebook this appointment and complete within the 8 week time frame.

Applicants from Overseas/Non UK and Non EU Passport holders:

- If an applicant has lived/or worked outside of the UK for more than 3 months in the last 5 years they will need to provide a disclosure or criminal records check (or equivalent) from the country they were living/working in.
- In the event that the country cannot provide any of the above the applicant will undertake a risk assessment which will determine their eligibility for a badge.
- If the applicant is not a UK or EU passport holder they will need to prove their right to work in the UK – please refer to the documents guidance for help on how to prove this and the documentation an applicant will need to show to evidence this.

Badge Printing including replacement badges:

- Once a 'clear' certificate has been issued by the DBS a badge will be printed on the next badge run (which we endeavour to do once a week).
- If an applicant has lost their badge, their employer must request a new one by emailing transport.safeguarding@oxfordshire.gov.uk with the applicant's full name, date of birth & job title.
- If an individual has changed company, the new employer must request a new badge for them (the company name is shown on the front of the badge). The employer must email transport.safeguarding@oxfordshire.gov.uk with their full name, date of birth & job title and company name if this does not appear on their company email header.
- **Please note - under no circumstances should employees be working on OCC contracts without a badge for the provider whose contracts they are working on. Employees must wait for their new badge to arrive.**

Application with the Disclosure and Barring Service:

- Once the applicant has completed their locality office appointment, the application will be ID checked by the OCC Transport Hub DBS & Badging team, then countersigned by Hampshire CC before being forwarded to the Disclosure & Barring Service.
- Once received by the DBS the Police Authorities have an agreed time of up to 2 months to complete the application.
- If the applicant has not heard from the disclosure and barring service within the 2 months, please contact the DBS and Badging team who can check the status of that police check. Please find contact details above.

If the DBS is not clear an applicant will require a Risk Assessment:

- The applicant's details will be passed on to the Risk Assessment Administrator to book a suitable appointment for the applicant to meet with a panel of OCC staff to discuss their disclosure.
- They will be given information on what they need to bring with them, where they need to go, and what they need to do.
- If the applicant is approved after the Risk Assessment meeting, they will be eligible for a badge.
- If they are not approved after the risk assessment meeting they will not be eligible for a badge. An applicant does however have a right to appeal this decision.

If an applicant does not pass their safeguard training session:

- If they are applying for an OCC school badge, this application will be revoked and the application will be withdrawn. The applicant will not be able to reapply for 6 months.
- If an applicant is attending safeguard training as part of the requirements of their taxi licensing authority, and also holds a school badge, their school badge will still be revoked if they are not able to pass the session.
- All revoked OCC school badges will be collected immediately at the end of the training session.

FAQ'S

Q). Can anyone apply for an OCC Transport badge?

A). No. Applicants must be employed by one of our approved service providers and have the right to work and to remain as a driver/passenger assistant within the UK. The employer/service provider will send in a "Requesting New or Renewal DBS Application Form" on the applicant's behalf.

Q. What happens if my details change during my application?

A. The service provider must contact the DBS and Badging team (details above) to inform us of any changes so we can update your application. We may need to give this new information to our Registered Body (Hampshire County Council) who can then inform the DBS. Please include the full name and reference number (where possible) on all correspondence to help us deal with your request.

Q. I am a provider, how can I inform you of our company details changing?

A. If any contact details, address, or other relevant information changes, you will need to let us know your new details. Please email Kirsty.bridewell@oxfordshire.gov.uk with whichever details need updating, including which company you are emailing from.

Q. A driver/passenger assistant doesn't have a telephone/email address, what do I do?

A. We can use the employer's email address, and/or telephone number for correspondence. Not everyone has a personal email address, but most people have a home or mobile telephone number we can use and we will require this. If we have been given a 'personal' email address the employer will be copied into all email correspondence.

Q. I have not received my unique reference number email what should I do?

A. It may take some time to receive a unique reference number email. If it has been longer than 5 working days please contact the DBS and badging team (contact details above) for an update on the application

Q. I have not received my training booking confirmation, who do I contact?

A. Confirmation emails are sent out by the training company - Diversiti UK. Their contact details are on the website used to book the training and they will be able to assist in these matters. The staff within the Transport Hub will not be able to send you a booking confirmation so you will need to liaise with Diversiti UK directly.

Q. I have done my training as part of my taxi licence renewal for my district badge. Do I have to do training again?

A. No - if you have a valid certificate from when your district council asked you to attend for your taxi licence, we may be able to use this as a valid training certificate. If you are not sure whether your certificate is valid, please send a copy to the Transport Training team who will be able to advise (contact details above).

Q. I need to change my training session, how do I do this?

A. Please contact Diversiti UK to change your training session booking. Please also inform the transport training team by email of any changes to your booked training sessions so they are aware and can add you to the correct attendance list. Without this, you may be turned away on the door (even with a relevant booking). Please ensure all changes and cancellations are made at the earliest opportunity as cancellations made with less than 7 days notice may be subject to a charge.

Q. Do I have to pay to attend Safeguard Training for an OCC Badge?

A. No. Attendance on the Safeguard Training course is still free to book. However, there is a charge for any late cancellations or non-attendance on a Safeguard Training Course.

The circumstances that an applicant will be charged for are as follows:

- Not turning up to a Safeguard Training Course they have booked on to.
- Turning up more than 5 minutes late to a Safeguard Training Course they are booked on to (An applicant is not able to attend once the course has started)
- If a company books an applicant on to a Safeguard Training Course who has not yet received their Unique reference number
- Cancellations made after the 7-day window has closed
- Duplicate bookings made for the same applicant. Each booking will have a reference number and a confirmation email is sent for each of these. Both Service Providers and applicants have the opportunity to cancel one of these before the 7-day window. If you have a difficulty during the booking process and you are not sure whether you fall into this category please contact either Diversiti UK or the OCC Training Team.

Q. I have not received my DBS certificate. Should I be worried?

A. It can take anywhere from one week, to a matter of months for the disclosure and barring service to issue your DBS certificate and it is a matter of waiting for this to happen. If you are really concerned that you have not heard back, please contact the DBS and Badging team (details above) who will be able to advise you on the status of your application with the disclosure and barring service.

Q. I have not received my badge. Why?

A. You will not receive your badge until you have completed/passed your safeguarding training, provided all of the correct documentation and had a clear DBS certificate issued or approved following a risk assessment. We try to do at least one badge run every week, so please be patient as badges can sometimes take up to 3-5 working days from the date of your DBS being issued, plus 3-5 working days for postage. These will be posted to your employer (Recorded Delivery), so please check your employer does not have the badge before contacting the DBS and Badging team.

Q. I need to change my choice of locality office, how can I do this?

A. Your employer will need to contact the DBS and badging team (details above) and advise which locality office you would like to attend. Please quote your full name and reference number during this correspondence.

Q. I am waiting for a new passport/driving licence/taxi licence, can I still apply?

A. No. You will need to wait until you have all the valid documentation required. There is only an 8 week timeframe in which to complete your application and if for any reason you do not receive your documents in time your manager will need to advise.

Q. I have not completed my application within 8 weeks, what happens now?

A. Your application is automatically withdrawn if not completed within 8 weeks. You will need to get your employer to contact the DBS and badging team again to reopen your application.

Q. Do I have to do my safeguard training before my locality office appointment?

A. No, you are now able to do your safeguarding training before or after your locality appointment. Both parts must still be completed within the 8 weeks, and you will not receive a badge until this has been completed.

Q. I have been not approved after my risk assessment. Can I appeal?

A. Yes, you have the right to appeal. You must contact the Risk Assessment team (details above) to arrange this appeal. If you are not approved after your appeal and still wish to proceed, you will need to contact your ombudsman.

Q. My DBS link did not work when I opened the email, what can I do?

A. Your DBS link is firstly sent directly to your chosen Locality Office. If after attending your Locality Office appointment it has become clear that you have errors on your form, the DBS & Badging Team may occasionally send a new 'DBS application form link' directly to your home & company email. If you have problems accessing this link from your home/company internet, please contact the Transport DBS & Badging team as soon as possible. This is important because your 8-week time frame expiry still applies to replacement application forms.

Q. My link did not work at my locality appointment, what happens now?

A. The locality office will contact the transport hub immediately to determine the nature of the problem. This may be due to your 8-week time frame having expired, or internet/server problems on the day. You will be advised by the Locality Office staff at your appointment.

Q. I did not take the correct documents with me to my appointment; can I continue with my badging appointment?

A. No. You will need to rebook another Locality Office appointment and bring the correct identity documents with you. A full ID document guide is provided with your unique reference number email and should be read carefully before attending the appointment. It is the applicant's responsibility to ensure that all documents are presented on the day. Any re-booked Locality Office appointments must be completed within the 8 week time frame.

Q. I wanted to do an update service check but I have been told I'm not eligible. What do I do now?

A. Your Service Provider will need to follow the normal process for obtaining a badge and complete a 'Badging Application Form' in the usual way.

Q. I work for more than one company, what do I do?

A. Both your employers will need to let the DBS team know that you work for them and another named company. Once your application is complete, you will have a badge for each employer that you work for. If you have a valid badge for one company and are now undertaking extra employment with a separate company, your new employer will need to contact the team so they can print you an extra badge.

Q. I have lost my badge; can I still work on contracts?

A. No. If you are working on OCC contracts you must be able to present a badge at all times. If you have lost your badge, or are waiting for a badge, you must not work on OCC contracts until you have received it.

Q. What shall I do with my expired OCC Badge?

A. Operators should bring any old and expired badges (including badges of employees who have left their company) with them to their Provider Relationship Meetings and hand these over to an OCC Staff member present at the meeting. Alternatively, please return any old or expired OCC identification badges to 'DBS & Driver Vetting Team, Supported Transport Hub, Abbey House, Abbey Close, Abingdon, Oxfordshire, OX14 3JD.'

Q. My OCC badge shows the name of my old employer. Can I still work on my new employers contracts?

A. No. Your new employer will need to contact the DBS and badging team and let us know who you are now working for so we can print you a new badge. You cannot work on these contracts until you have received a badge for this provider.

Q. My badge does not have the red safeguarding box on it, is it still valid?

A. No. You must not work on contracts if you do not hold a badge showing a 'red safeguarding' box. To obtain one of these badges, your employer must contact the DBS and badging team and ask them to provide details on how to complete safeguarding training and update your badge. Your badge must look like the below template to be valid:



Q. What do I need to do within the 8 week time frame?

A. Your safeguarding training and locality office appointment must be completed within this time. This includes any re-booked appointments due to incorrect documents and replacement links due to application form errors. You must also send in any further documents requested by the DBS and Badging team within this time frame

Q. I am a new company, how do I get my staff badged?

A. Please contact the Contracts Management team (details above) who will be able to advise you on the process of becoming an approved service provider. Once this process has been completed you will be able to start the DBS process for your employees.

Q. I have a safeguarding concern, how do I report it?

A. There is contact information on the back of your badge of various teams that will be able to help you with a safeguarding concern. Different teams will be available to help you at different times. Alternatively, please phone the transport hub to report the incident on the numbers below:

Mainstream Transport 01865 323500

Special Educational Needs Transport 01865 323795

School & Social Care Transport 01865 323490

Q. I have completed some other form of safeguarding training, is this acceptable?

A. The only training we accept is through our training service provider Diversiti UK. The course title is 'Keeping Vulnerable Passengers safe'. We also accept the 'Disability Awareness and Safeguarding' course for taxi drivers run for Vale and South Oxfordshire District Council, which is also run by Diversiti UK. No other form of training is allowable and online training is no longer accepted. If you require further assistance on whether the course you have taken is valid, please contact the Transport Training team.

Q. I applied at the same time as my friend and he has his badge already but I do not. Why is this?

A. This may be for a number of reasons. Your friend may have completed his training or locality office appointment before you. The Disclosure and Barring Service may not have finished your criminal record check so your certificate may not have been issued. The time it takes for DBS certificates to be issued varies.

Q. If I apply as a passenger assistant, can I change to be a driver in the future?

A. If you apply as a passenger assistant you will not be able to reapply as a driver for a minimum of 12 months and will receive a passenger assistant badge only, for this time period. If you are going to be driving you will need to have already obtained your taxi licence or PSC licence and apply as a driver or driver/passenger assistant. After 12 months of holding a passenger assistant badge you can then reapply as a driver.

Q. Does a passenger assistant only badge look different to other badges?

A. Sometimes, yes – if you are a passenger assistant only and are waiting for a badge, from the 1st of May 2017 your badge will have a green coloured rim around the edge to alert any schools or relevant authorities that you are only badges as a passenger assistant and should not be driving on contracts under any circumstances. New passenger assistant only badges will look like the template below. If you are already badged as a passenger assistant your badge will not be changed until your next renewal date. When you next renew your badge, it will then change to have the green border.



All our guidance is also available on the Oxfordshire County Council website including documents such as:

- The driver and passenger assistant Code of Conduct
- ID Documents Guidance
- Transporting Vulnerable people training handbook
- Guide to obtaining an OCC school badge.

You can access this by going online here: <https://www.oxfordshire.gov.uk/residents/schools/travelling-school/information-providers>

Document Guidance

The DBS require that an applicant **provide 3 documents** to prove their identity and address. Of those 3 documents, at least one should be of the following:

1. Valid Passport
2. Original UK Birth Certificate (issued within 12 months of birth)
3. Valid Driving Licence (must be a UK or EU driving licence)
4. Original UK/Channel Islands Adoption Certificate.

Please note: If you are a driver you must present your driving licence and taxi licence/PSV licence. If you have a 'valid' passport then you must produce this also.

You can also show the following documents:

1. A bank statement or opening account letter posted to your home address – (issued within the last 3 months).
2. Utility Bill sent to your home address (issued within the last 3 months – but not a mobile phone bill).
3. UK Driving Licence (Old style paper version).
4. A certified copy of a UK Birth Certificate issued after 12 months of birth date.
5. Mortgage Statement (UK or EEA only) - issued in the last 12 months.
6. Financial Statement e.g.: Pension, Endowment, ISA (UK) – issued in the last 12 months.
7. P45/P60 – issued in the last 12 months.
8. Council Tax Statement (UK/Channel Islands) – issued in the last 12 months.
9. Central/Local government agency, or local council document giving entitlement, e.g. from the Department for Work & Pensions, the Employment Service, HMRC – issued in the last 3 months.
10. Benefits Statement (UK) e.g. Child Allowance, Pension – issued in the last 3 months.
11. Marriage/Civil Partnership Certificate (UK/Channel Islands).
12. Fire Arms Licence (UK/Channel Islands).
13. HM Forces ID Card (UK)
14. EU National ID Card (must be valid)
15. Work Permit/Visa (UK Residence Permit, valid up to expiry date).
16. Bank/Building Society account opening confirmation letter.
17. Cards carrying the PASS accreditation logo.

Please be advised – only the above documents are acceptable. Any other document (not listed above) will NOT be accepted by the DBS.

IF YOU ARE APPLYING AS A DRIVER OR DRIVER/PASSENGER ASSISTANT YOU WILL NEED TO PRESENT YOUR TAXI LICENCE OR PSV LICENCE ALONG WITH YOUR DRIVERS LICENCE AT YOUR LOCALITY APPOINTMENT. FAILURE TO DO SO WILL MEAN YOU MUST REBOOK YOUR LOCALITY APPOINTMENT WITHIN THE 8 WEEK TIMEFRAME.

'Right to Work' in the UK

If you are not a UK-EU passport holder you will also have to bring documents that prove your right to work in the UK. These can be any of the following:

- A passport showing that the holder is a British citizen, or has the right of abode in the United Kingdom.
- A document showing that the holder is a national of a European Economic Area country* or Switzerland. This must be a national passport or national identity card.

- A residence permit issued by the United Kingdom to a national from the European Economic Area country or Switzerland.
- A passport or other document issued by the Home Office which has an endorsement stating that the holder has a current right of residence in the United Kingdom as the family member of a national from a European Economic Area country or Switzerland.
- A passport or other travel document endorsed to show that the holder can stay indefinitely in the United Kingdom, or has no time limit on their stay.
- A passport or other travel document endorsed to show that the holder can stay in the United Kingdom; and that this endorsement allows the holder to do the type of work the employer is offering if they do not have a work permit.
- An Application Registration Card issued by the Home Office to an asylum seeker stating that the holder is permitted to take employment.

If you cannot provide any of the above documents, you will need to provide **two** of the following documents in the combinations listed below and the documents you provide must be **originals**:

First Combination

- A document giving a person's permanent National Insurance number and name. This could be a: P45, P60, National Insurance card, or a letter from a Government agency- **Please note this can't be used to prove identity but only part of proving a right to work.**

AND one of the following documents

- A full birth certificate issued in the United Kingdom, which includes the names of the holder's parents **or**
- A birth certificate issued in the Channel Islands, the Isle of Man or Ireland **or**
- A certificate of registration or naturalisation stating that the holder is a British citizen **or**
- A letter issued by the Home Office which indicates that the person named in it can stay indefinitely in the United Kingdom or has no time limit on their stay **or**
- An Immigration Status Document issued by the Home Office with an endorsement indicating that the person named in it can stay indefinitely in the United Kingdom or has no time limit on their stay **or**
- A letter issued by the Home Office which indicates that the person named in it can stay in the United Kingdom; and this allows them to do the type of work that the employer is offering **or**
- An Immigration Status Document issued by the Home Office with an endorsement indicating that the person named in it can stay in the United Kingdom; and this allows them to do the type of work that the employer is offering.

Second combination

- A work permit or other approval to take employment that has been issued by Work Permits UK

AND one of the following documents

- A passport or other travel document endorsed to show that the holder is able to stay in the United Kingdom and can take the work permit employment in question **or**
- A letter issued by the Home Office confirming that the person named in it is able to stay in the United Kingdom and can take the work permit employment in question.

After verifying your documents an Oxfordshire County Council staff member will take a photograph that can be put on your new OCC badge

If you are unable to provide any documentation needed or have any queries about the above please contact the Transport Hub before your appointment and they will be able to advise you on the best course of action.

(April 2018)