

APCS Online Disclosure Information Sheet

Speed

Online criminal record check applications enable a significant time saving compared to paper-based applications.

The DBS's average turnaround time for paper applications is 4 weeks whereas, over 50% of Enhanced Disclosures' online applications complete within just 3 days. The fastest APCS have processed to date is just 6 minutes 26 seconds for an Enhanced Disclosure!

Submitting paper applications via post to the DBS takes approximately 4 days for the DBS to enter them onto their systems. Through our online system the majority of your applications will be submitted and accepted by the DBS within 1 hour.

NOTE:- APCS have no influence in how long the DBS take or how long Police forces take in processing requests but by getting the information into them as quickly as possible and with errors significantly reduced provides the best possible solution for the DBS check coming back quickly.

Cost

Using our online criminal record check service means no postage costs and a massive reduction in administration time.

The Diocese will continue to pay all costs related to this process unless you are submitting an application for a paid employee in the parish. In those cases you will be invoiced by the diocese as now.

Efficiency

Paper applications have an average error rate of at least 10% upon submission. Using our online service eliminates errors to <0.01% as the system validates the data supplied prior to submission, which removes the time consuming process of forms going back and forth in the post to correct errors.

Convenience

We ask the applicant to enter all their details in on our (Fully secure SSL and PCI compliant) website so it makes it a lot easier to carry out the id checking. Applications can be saved partially completed and returned to at a later date.

Our telephone number is on every page of the website and is put at the bottom of this document, so we answer any questions your applicants may have. No premium rate numbers!

As soon as the applicant has completed their application online you will be emailed instantly giving you a link to click on to carry out id checking

Help Desk with friendly staff to answer your queries and your applicant's queries. No long waits being held in queues. (Our telephone number is on every page of our website – local rate calls and calling from overseas number included).

Parishes can track the progress of applications from the Management Reporting system – all part and parcel of the service we provide at no extra cost.

We deal with any queries raised from the DBS and we also chase applications at the DBS (60 Day escalations plus local police force follow ups at relevant trigger points)

Reputable and Experienced. We process in excess of 7,500 applications per month, including the work for a number of Dioceses

Results

Using our online criminal record check facility you are emailed the results of whether the application is clear (no information on the disclosure certificate) or “please wait to view applicants copy” highlighting that there is information on the applicants copy. In addition to this you will also receive the disclosure number, date of issue, level of check including the barred lists that have been requested. The applicant will also receive their paper copy in the post in the normal manner directly from the DBS. All the disclosure numbers etc are also uploaded into your management account and at a click of a button is downloaded into an excel spreadsheet.

Helpline Number [0845 643 1145](tel:08456431145)