

## Return to face-to-face Identity (ID) Document Verification for DBS Checks

### Introduction

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In response to the guidance outlined by the government the ECB made the decision to limit access to Atlantic Data the online DBS portal to only primary users. Primary users have still been able to initiate and verify checks remotely throughout this time, but this decision did suspend the initiation and verification process for thousands of club welfare officers.

The ECB, in preparation to return to professional and recreational cricket, has made the decision in line with government guidelines and the lifting of restrictions, to offer the opportunity to return to face to face verifications. In doing so we have created the following guidance to support this process.

This guidance has been produced in line with the Government guidance issued on 4 July 2020, which sees the easing of lockdown restrictions on gatherings, public spaces, and outdoor activities and the phased return of sport. This also sees the government change social distancing advice to “one metre plus”, where 2m social distancing is not possible”. This means that face-to-face ID document verification can now take place as long as the verifier and those requiring their ID to be verified observe all Government guidelines.

**Please remember** that as a verifier, it is your choice whether you feel comfortable to carry out face-to-face ID checks at this time. You should not feel pressure to do so by anyone. We are aware that a number of individuals may still be shielding and feel that it is not the appropriate time for them to return to face to face verifications.

**If a Club Welfare Officer does not feel that they can carry out the face to face verification, then please contact your County Cricket Board/First Class County who will be able to assist you in completing the necessary checks.**

**Please remember** new volunteers must not start working unsupervised with children until their DBS Check is confirmed by the ECB.

### ID Verification

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Face-to-face ID document verification can now take place as long as the verifier and those requiring their ID to be verified observe all Government guidelines.

Above all, you must be able to operate **consistently within Government guidance regarding health, social distancing and hygiene**. This guidance currently includes that all users can maintain a safe “one metre plus”, where 2m social distancing is not possible, that good hygiene practices are in place, that equipment is disinfected regularly, and that it is clear that anyone who is symptomatic or suspects they have been exposed to the virus does not take part and remains at home.

## Venue Considerations

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In line with current Government guidelines, do not carry out the ID document verification in someone else's home or invite anyone into your home to do so. Wherever you arrange to meet, you must comply with the social-distancing requirements e.g. staying two metres away from others. Currently there are very limited indoor venues available however over the coming weeks it is possible the Government will review its guidance on public spaces, and this may provide additional opportunities. In the meantime, please consider the options that would work safely for you and those individuals whose documents you are seeking to verify.

- Check with the venue about the outdoor space at which you choose to meet, as it may have specific guidelines you are required to follow e.g. a one-way system.
- Could you utilise car parking space safely?
- Is there suitable outdoor space around the clubhouse?
- Is there an outdoor social area?
- Can you mark out safe distancing to guide everyone?

## Before Verification Considerations

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- As Club Welfare Officer, access the Atlantic Data system and initiate the check for the applicant.
- Whilst setting up the verification meeting ensure the participant has completed the relevant information as required.
- Remind the person/people attending of the documents they need to bring. This will reduce the need for a second contact.
- If you have one or more than one person's documents to verify, you must ensure that social distancing is maintained, and you gather with no more than five other people from outside your household. You may wish to prepare an appointment system
- ID verification for under-18s must be done with a parent/carer or other trusted adult present, who also follows the Government guidelines, as outlined above
- Remind applicants not to attend if they feel unwell, have a temperature or cough or should be isolating as a person in their home is unwell.

## During the Verification Meeting

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- Maintain a safe "one metre plus", where 2m social distancing is not possible from anyone you don't live with when outside your home
- Wear disposable gloves to avoid direct handling of documents to be verified;
- Wash your hands with soap and water often – do this for at least 20 seconds;
- Use alcohol-based hand gel, if soap and water are not available;
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze;
- Take plastic bags for the removal of waste. Secure them by tying and placing in a second collection bag, any disposables e.g. tissues, gloves for safe disposal later;

Government advice is very clear that you should –

- Refrain from touching your eyes, nose or mouth if your hands are not clean;
- Do not meet if either party is feeling unwell and/or is displaying possible Covid-19 symptoms

## After the Verification Meeting

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- Wash your hands as soon as you can and when you get home;
- Check the progress of the DBS certificate online via Atlantic Data

## FAQs

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Here are some FAQs to provide more detail to assist you with this process:

### **Q: Can face-to-face ID document verification now be carried out?**

Yes. Post-lockdown the Government guidance allows you to travel outside of your home, irrespective of distance, providing you return the same night or stay within your ‘support bubble’, follow Government guidelines on social distancing, hand and respiratory hygiene.

### **Q: Can I travel to complete the ID document verification?**

Yes. In line with Government guidelines, you should avoid public transport if you can, and should cycle, walk, or drive wherever possible. The Government has made the wearing of a face covering mandatory on public transport from the 15 June 2020. If there is no alternative to using public transport, then you must wear a face covering.

### **Q: How else can I minimise risks whilst checking ID document verification during the Covid-19 pandemic?**

To minimise the risks of spreading Covid-19 during face-to-face ID document verification, please ensure you adhere to Government guidelines:

- If the venue at which you intend to carry out the ID document verification provides only limited space and makes maintaining social distancing difficult, you could consider:
  - Using screens or dividers between parties if the venue enables this; or
  - Communicating back-to-back or side-to-side (as opposed to face-to-face); or
  - Wearing face coverings; or
  - Asking applicants to place their documents on an identified surface, with the relevant information being directly visible before stepping back.
- We recommend you wear disposable gloves. In addition, ensure you follow Government guidelines on practising good hand hygiene<sup>2</sup>. Clean your hands thoroughly with soap and water or by using alcohol-based hand gel where handwashing facilities are unavailable, before and after handling physical documents, or touching other surfaces at the venue.
- Ensure you practice good respiratory hygiene, including covering your mouth and nose with your bent elbow or tissue if you cough or sneeze, ensuring you immediately dispose of any used tissues in plastic bags you have taken for disposable items and wash your hands.

- Do your best to avoid touching your face. The virus does not enter the body through the hands. Your hands could pick up the virus and then it could enter the body through touching the nose, mouth and eyes. Therefore, care should be taken not to touch the nose, mouth and eyes during or after handling documents until the hands have again been washed.

**Q: What if I or the person I am meeting for the ID document verification meeting feels unwell and/or is displaying any symptoms of possible Covid-19 infection?**

Do not go ahead with the ID document verification meeting if either party is feeling unwell and/or is displaying possible Covid-19 symptoms or is concerned they may have come into contact with someone who has the virus. Only re-arrange to complete the verification when any self-isolation period has ended, you feel well, or have been advised by an NHS practitioner that it is safe to do so.

**Q: Is it safe to handle all other people's documentation, and if so, what's the best way to do this?**

Some research on how long Covid-19 lasts on surfaces does suggest that the risk of infecting others, or contracting Covid-19 through handling physical documents is low. In order to reduce the risk of transferring Covid-19 between parties, follow all the guidelines above.

**Q. If I am unable to complete the verification check due to issue with ID documents?**

In this circumstance to resolve the issue please contact [dbs@ecb.co.uk](mailto:dbs@ecb.co.uk) to seek a resolution and then reconvene the ID meeting once issue/s have been resolved. This will therefore not extend the time spent with each other.

## **Further Information**

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For any further information on the DBS process please feel free to visit our website - <https://www.ecb.co.uk/safeguarding/dbs-checks-ecb-vetting>

If you require any further support regarding initiating and / or verifying DBS applications, please contact [dbs@ecb.co.uk](mailto:dbs@ecb.co.uk)

Once again, we will reiterate, it is the verifiers choice to return to face to face verification and if you feel that this is not right at this time then that is okay. We thank you for your continued support as we prepare for the return of cricket.