

## Introducing HertsGuard

The Safe Staffing Team is pleased to offer schools the opportunity to start using HertsGuard, our new system for the electronic processing of Disclosure and Barring (DBS) checks. The system has been successfully used in Hertfordshire County Council since the end of June 2013. Since it was introduced, the average time to process a DBS check (once it has been submitted to the DBS) is already down from 8 to 5 days.

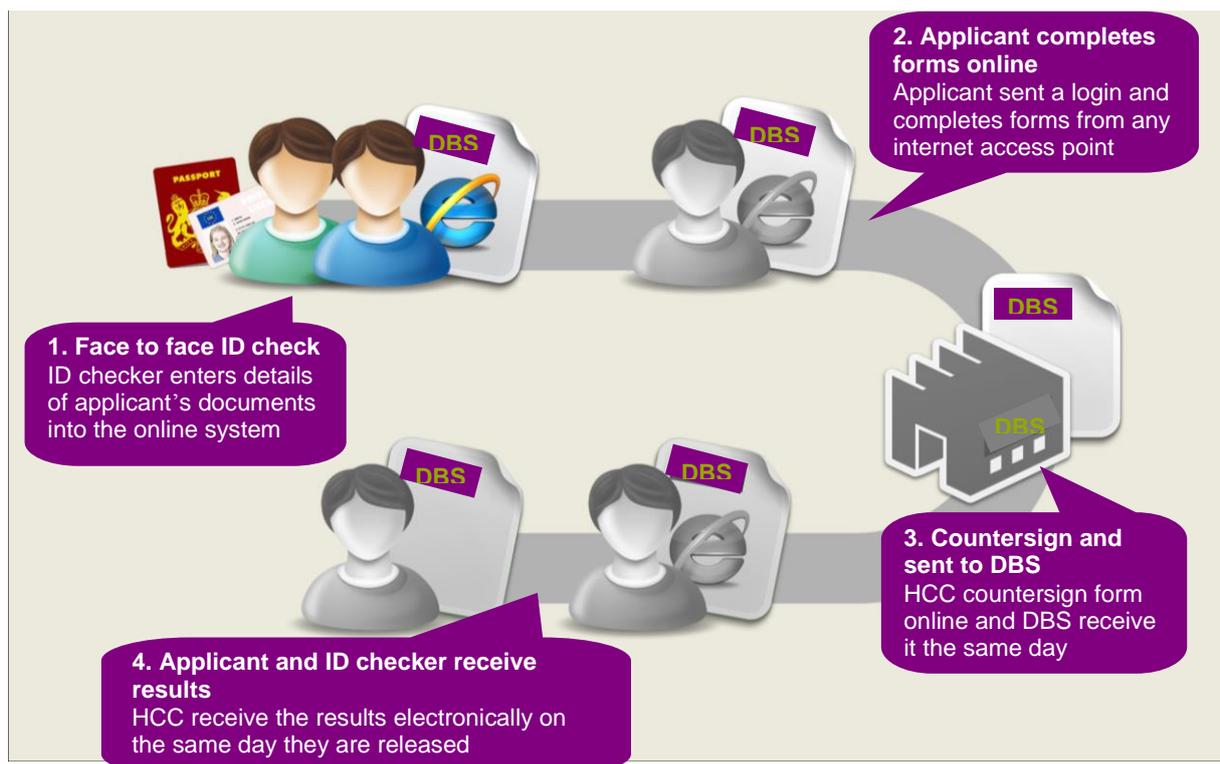
HertsGuard can be used for all DBS checks for your staff and volunteers, and replaces the purple paper DBS application forms currently used. Instead you will invite your applicants and volunteers to complete their DBS check online, after you have seen their identity documents.

### About the system

The system is hosted externally by a supplier with many years experience in this area. It is a web-based system which means it is accessible to you and your applicants 24 hours a day from any internet point. It is a very secure method of sending DBS information over the internet and means you no longer have to post anything to the Safe Staffing Team.

The system has a lot of in-built validation to minimise errors. There is also a considerable amount of help within the system and on the website which makes it difficult for an applicant or an administrator to get the form wrong.

There are four easy steps to complete the DBS process electronically:



Using this system will save you time, because:

- You don't have to post a form to an applicant or wait for them to post it back to you
- No need to post forms to the Safe Staffing Team
- No more returns or queries from the Safe Staffing Team
- The applicant will be responsible for ensuring their address and name details are correct – not the ID checker – saving you time checking the form
- Technical support will be provided by Safe Staffing Team and the supplier of the system
- Information is passed within the system almost immediately
- **Overall – a reduction in the time it takes to complete the DBS process**

## Getting access to the system

The Safe Staffing Team has created all the schools in the system as part of the project implementation. There are two types of 'users' possible for each school – one type who are able to input forms, monitor their progress and see DBS results in the system, and one type who can input forms and monitor their progress.

Head Teachers have been set up as the first type, who can input forms, monitor their progress and see DBS results in the system. We are working with schools individually to understand their requirements about any office staff that may also use the system. All users will then receive emails with their usernames and passwords.

## The transition from paper forms to the online system

It is important that we support all our customers to access the new online system and process. Although we will continue to have the facility to submit paper applications to the DBS, it is our intention to eventually offer this as a 'last resort' option. We will seek instead to support you and your DBS applicants in the use of the online system. In order to achieve this we will:

- Work with you to set you up in the system in a way that works for your school
- Ask for feedback from you about your experience
- Provide a user guide and help with getting started
- Offer on the spot support by phone and email

The only exceptions to this will be those DBS applicants who require fingerprinting, as the DBS requires us to submit a paper form for these cases. This only happens occasionally and the Safe Staffing Team will help and advise you if this situation arises.

## Getting started

You can start using the system now – if you have not already received your username and password please let us know.

The system can be accessed at <https://hertfordshire.disclosures.co.uk/>

The user guide to the system contains all the information you need to complete a DBS application from start to finish. The Safe Staffing Team are also on hand to answer your questions and support you, so please don't hesitate to contact us if you need help at any time.

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