**FIRST RESPONSE ONLINE SUB-COMMITTEE (FROSC)**

**DBS Check Process for Chat Now and ORS Responders**

January 2024

* All application forms for Chat Now and ORS are sent by the FROSC Secretary with an accompanying document explaining the DBS process
* The application form on the AAGB website is accompanied by the document explaining the DBS process
* The application form includes the following statement: “By submitting this application form I (FULL NAME) consent that the General Service Board of Alcoholics Anonymous (Great Britain) Limited has my permission to undertake a standard DBS check (or relevant equivalent).”
* FROSC Secretary verifies the applicant by contacting their Region, Intergroup or GSR
* Application form including consent is passed to the Office Manager at the General Service Office (GSO)
* A personal link will be sent to the applicant by email, inviting them to complete the DBS form online (See below for members based in Continental European Region)
* The applicant completes the form via the link provided and sends appropriate documents to confirm their identity to the General Service Office (GSO) marked ‘Private & Confidential for the attention of the Officer Manager’ (Proof of identity documentation will be returned to them securely)
* The GSO Office Manager will contact the applicant to arrange a short video call to confirm their identity
* GSO confirms their identity to the Disclosure & Barring Service and a Basic DBS Check is undertaken
* The DBS Certificate is sent directly to the applicant
* The applicant contacts the Office Manager at GSO with a copy of their certificate (either by post or email)
* Any issues arising from the DBS Check would be considered by the Trustee responsible for First Response Online and the General Secretary
* If the DBS check comes back without any issue, Sophie will notify the FROSC Secretary, who will notify the applicant and pass on their information to the relevant Sub-Committee member/s who can then begin training
* If the DBS check comes back with an issue, Sophie will notify the FROSC Trustee who will make a decision about the suitability of the applicant (along with the General Secretary)
* If the FROSC Trustee and the General Secretary decide that the candidate can become a responder, the Trustee will notify the FROSC Secretary who will notify the applicant and pass their information to the relevant Sub-Committee member/s who can then begin training
* If the FROSC Trustee and the General Secretary decide that the candidate is not eligible to become a responder, the FROSC Trustee will contact the applicant to inform them of the decision
* Copies of the DBS Certificate (or relevant equivalent for applicants from CER), and the application form giving permission to undertake the check, will be held at GSO alongside their personal information. In line with our GDPR Policy, all this information will be held for 2 years after the responder has rotated out of service, and then securely destroyed.
* If any applicant is unsuccessful and does not take on service as a responder, then the DBS Certificate would be securely destroyed immediately.
* For applicants in Continental European Region – a member of FROSC will contact them to discuss the best equivalent to a DBS, based on where they live. Ideally, the applicant will obtain a written confirmation from the police in their country of residence of any convictions that are on their record. This will then be sent by the applicant to the General Service Office (GSO) along with documents to confirm identity – marked ‘Private & Confidential for the attention of the Office Manager’. The written confirmation will NOT need to be translated into English.

We will follow the recommendations for storage and handling the forms found here: <https://www.gov.uk/government/publications/handling-of-dbs-certificate-information>

The only people who will see what is on the DBS Certificate (or relevant equivalent) would be the GSO Office Manager, the Trustee responsible for First Response Online, and the General Secretary. No members of the First Response Online Sub-Committee or the admin teams will have access to them.

The cost of the DBS check will be covered by the General Service Board, and responders and applicants will be able to claim the expenses involved in sending their form and proof of identity, should they wish to do so.