

Hints and Tips for Recruiters using Thirtyone:eight

The full **recruiter guide** can be found here: <https://thirtyoneeight.org/help-and-resources/ebulk-recruiter-resources/guide-for-recruiters/>.

The full **applicant guide** can be found here: <https://thirtyoneeight.org/help-and-resources/ebulk-recruiter-resources/applicant-guide/>.

1. If you have any problems setting up or logging into your Thirtyone:eight subunit and portal accounts, their team can certainly support you with this - just give them a call on 0303 003 11 11 (option 5).
2. Unfortunately, recruiters (lead or additional) cannot share an email address, so each one will need to have their own individual one. You can still use a generic or shared email for all other safeguarding matters.
3. Emails from Thirtyone:eight will be sent to the Lead Recruiter only (we have queried this, but due to how the system is set-up it unfortunately cannot be changed). However, the Lead Recruiter can set up automatic email-forwarding to the other recruiters via their email settings. The exact settings vary depending on email provider, but a quick google search should suffice! If you are having difficulty, please let us know. We would recommend setting up automatic forwarding to cover any periods where the lead recruiter may be away, e.g. holidays or in case of sickness.
4. Whilst there is plenty of support from Thirtyone:eight in the form of a Recruiters guide with handy bitesize video clips on the website and their supportive telephone helpline, we are also keen to help you get going with confidence. If you would like support from Liz or the team, please email dbsadmin@cofe-worcester.org.uk or phone 01905 732811 to discuss what would be helpful – support may take the form of a scheduled telephone or video call, or visit to the diocesan office, to talk you through or demonstrate what to do.
5. The Thirtyone:eight applicant guide refers to an Equal Opportunities Policy and a Handling of DBS Information Policy. Thirtyone:eight have sample policies available, although the content of the Equal Opportunities policy is covered by our Policy on the Recruitment of Ex Offenders. All sample policies are available on the 'Support for Safer Recruitment & DBS' page of the Diocesan website.

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6. Thirtyone:eight also refer to a self-declaration form – this is the Church of England Confidential Declaration form which you will need to send to applicants separately. They will need to complete and return the form before the ID check.
7. Please note that **all** clergy roles, including Ordinands and those holding Permission to Officiate, are always to be processed from the main diocesan office account. Also, **all** licenced lay minister roles (Readers), are to be processed from the main diocesan office account. If you are asked to process a DBS check (new or renewal) for any of these roles, please refer the person to the diocesan DBS Coordinator (Liz). If you are asked to complete an ID check for any of these roles you can do so but won't be able to access the online DBS application form to submit it. In such cases, please complete a Verification of Identity form and send it to Liz, who will have access.
8. All checks for Authorised Lay Ministers should be processed by the parish. Please ensure you have also completed the authorisation form for new ALMs and the reauthorisation form for those ALMs that are renewing their licence – these are separate to the DBS process but ask for confirmation that the necessary safeguarding steps have been followed. If you are unsure, please refer to the [Diocesan Website](#) or ask.
9. It is necessary for the applicant's role title to be correctly entered in their application. When you are completing the ID documents check section, please remember to check that they have entered the correct role title in their application. You can use the 'Additional Information' box to write in any amendments needed.
10. We are still expecting all ID document checks to be carried out manually, face-to-face, for now. If you have a specific and exceptional situation where you would like to ask for a digital ID check to be carried out for one of your parish volunteers or staff, please contact Liz first to discuss as this will incur a charge.
11. Please check with every applicant what their current volunteer roles are, so that you can ask for the correct level of check incorporating all their roles. Choose the role that requires the highest level of check and process for this one. This saves them having to complete a second, or even a third, DBS check because the first one wasn't processed at the highest level for their combined roles.

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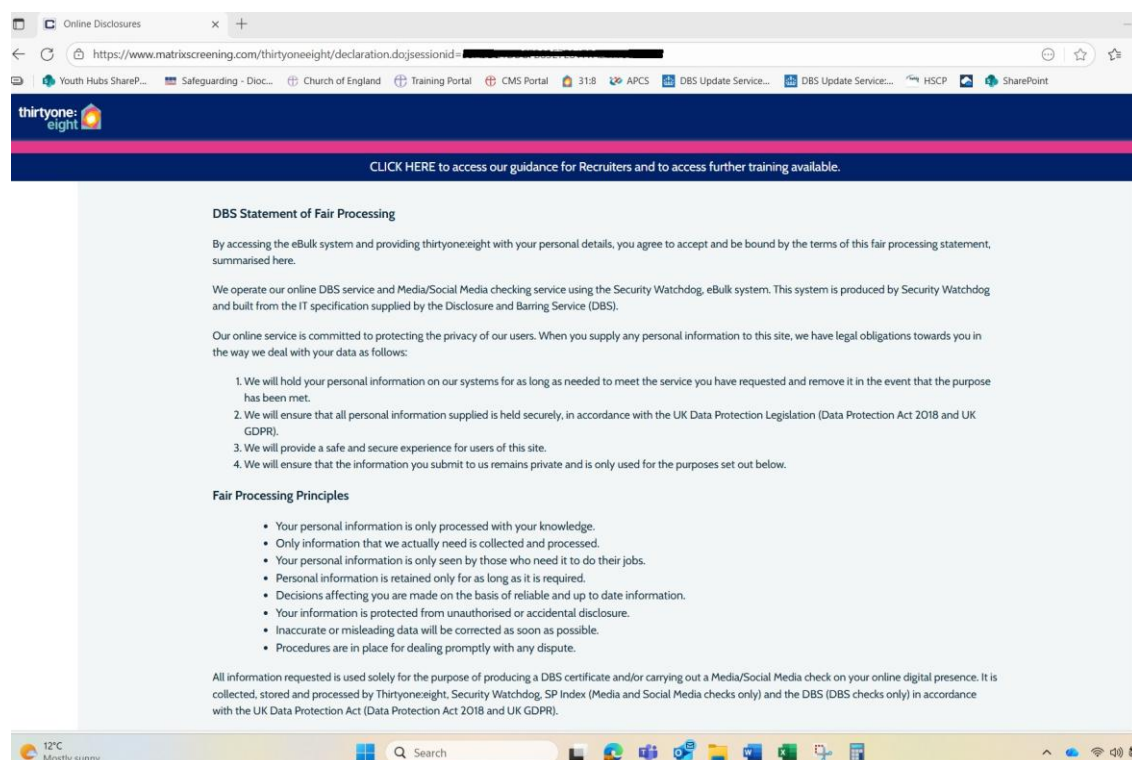
12. The full [Safer Recruitment](#) process must always be completed with any new volunteers or workers. This includes issuing a role description. Role description templates can be found [Here](#) or on request from the team.

13. If two applicants need a DBS check but share the same email address, the Thirtyone:eight system will not allow the same email address to be used simultaneously for both.

The solution is to process their DBS checks one at a time. Once the first applicant's DBS certificate has been issued, the system will then allow the same email address to be used for the second applicant.

14. Before initiating a DBS check from your Thirtyone:eight subunit, if you send a separate email including the image below to the applicant, it may help them avoid the occasional problem of internet browsers and their search function (i.e. Google, Firefox, Bing, etc.) re-directing the applicant to the wrong website.

Just a tip for when you do get your email from **Thirtyone:eight**: you will know that your internet browser has allowed the link to work correctly if you see the below screen - if you don't see this, please get in touch.



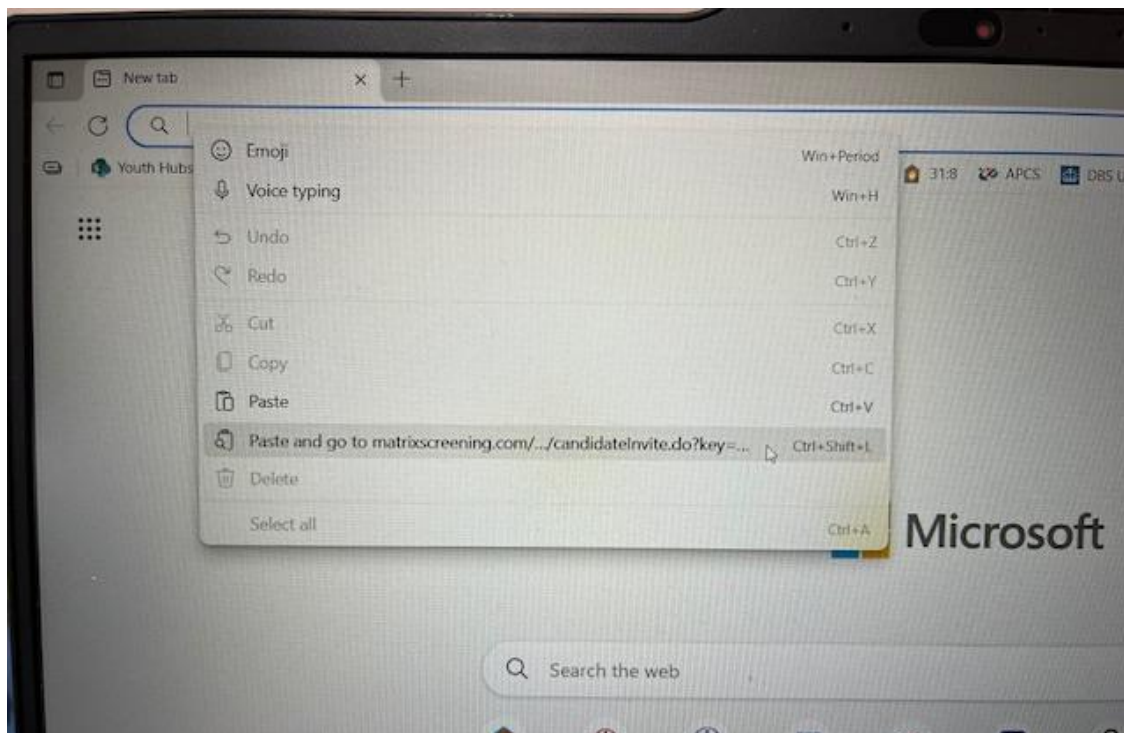
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Sending an email in advance, or notifying the applicant another way, e.g. verbally, may also help reassure them that the email and link from Thirtyone:Eight are genuine and not fraudulent. The Confidential Declaration will need to be completed independently of the Thirtyone:Eight system anyway, so sending an email in advance is a good way of ensuring they receive this, and could also be used to give additional information, e.g. about the ID check or other parts of the recruitment process.

- 15.** If you are supporting an applicant to get to the correct webpage, and they are choosing to copy and paste the Thirtyone:eight application link into their internet browser, it may help to know this:

If you are copying the Thirtyone:eight application link into your internet browser, you may like to avoid its search function sending you to the wrong webpage by

- a)** hovering over the address bar at the top of the internet browser page
- b)** clicking the right side of your mouse, so a 'drop down' menu appears
- c)** then click on the "paste and go to matrixscreening.com/..." line (highlighted grey in this screenshot below) and that way the link pastes accurately into the internet browser's address bar instead of its search function lower down the page.



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- 16.** Please remember that if the Confidential Declaration Form (CDF) or the DBS certificate contain any disclosure information, the Diocesan Safeguarding Team must be informed without delay. In these circumstances, they are responsible for advising regarding the recruitment decision.
- 17.** When Thirtyone:Eight have a query about an application, ID verification or Section Y, they will send an email notifying the recruiter responsible for the application. The preferred and quickest way to respond is via the form linked in the email they send.
- 18.** In the past, parishes have been able to pay the DBS fee for Basic checks and Enhanced checks for paid workers via card payment directly after the online ID check. This is unfortunately no longer an option, and whilst we initially explored with 31:8 whether each subunit could be charged via direct debit, due to the extra charges associated with setting this up we realised it would not be feasible. Therefore, when you need to pay for a check, the cost will first be absorbed by the Diocese, who will then invoice the parish directly at the end of the quarter. If multiple parishes are using one subunit, please make sure to inform Liz which parish should be charged, and she will ensure the finance team are given the correct information. Enhanced checks for volunteers remain free of charge. The DBS fee for Basic/paid checks is determined by the government and not the Diocese or Thirtyone:Eight. We will make every effort to let you know as soon as possible if we are made aware of changes to DBS fees. As before, we continue to pay all administrative fees for checks, so you will only be expected to pay the DBS fee as determined by the government. As of 1st June 2026, the DBS fee for a Basic check is £21.50, and an enhanced check for a paid worker is £49.50 (either with or without barring, the cost remains the same).
- 19.** Because you will be able to log onto the system and see whether a check has come back clear or not, diocesan outcome letters will no longer be issued for checks undertaken via Thirtyone:Eight. Once logged into Thirtyone:Eight, you will be able to access the results of the check by scrolling to the very bottom of the main page and clicking 'completed' under the heading 'submitted'. This will show a list of completed checks, and provided it says 'certificate contains no information' next to the person's name, the recruitment process can proceed. If it says anything else, please inform Liz and wait for advice before proceeding.

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As before, any DBS information will need to be risk assessed by the Diocesan Safeguarding Team before the person can take up the post.

- 20.** As a reminder, these are the best ways of contacting the diocesan team:

For safeguarding concerns or disclosures: 01905 732800 or safeguardingadvice@cofe-worcester.org.uk

For DBS queries: 01905 732811 or dbsadmin@cofe-worcester.org.uk

For PSO support: psosupport@cofe-worcester.org.uk

For training queries: safeguardingtraining@cofe-worcester.org.uk