

Date: 12th February 2025
Our ref: FOI/25/014083/D

FREEDOM OF INFORMATION REQUEST REFERENCE NO: FOI/25/014083/D

I write in connection with your request for information dated 30/01/2025, received by Greater Manchester Police (GMP) for the following information:

A previous FOI request resulted in the GLEA Scheme scoring matrix being shared, thanks for that.

Having read the Police Staff Handbook -

(<https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.local.gov.uk%2Fpublications%2Fpolice-staff-council-england-and-wales-handbook&data=05%7C02%7CFreedomOfInformation%40gmp.police.uk%7C05a37a8c59064cd16ca908dd407909ce%7Cdc8a542c40d46ab8f73e6023f45c7c5%7C0%7C0%7C638737610906743552%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIlwLjAuMDAwMCIsIlAiOiJXaW4zMtIklFOljoITWFpbCIsldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=4R2ulObrGBJfevki1NFBw9yaAhRjQ5f0RnGwzfzLdPw%3D&reserved=0>)

I now find that there is an additional document called a Job Evaluation Information Sheet (JEIS) which gathers detailed information about a job alongside the job descriptions and person specifications to provide relevant data.

For transparency and fairness, I would like a copy of this document and any notes recorded by the HR Assessor so I am better able to understand the information that was used to reach the previously provided GLEA Factor score.

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate the requested information and I can confirm some of the information requested is held by GMP.

In relation to the Job Evaluation Information Sheet (JEIS) no information is held as JEISs are not used within GMP. The JEIS is referenced in the Police Staff Handbook as a generic job evaluation form which may be used by police forces. GMP uses a form called a Job Evaluation Questionnaire (JEQ) as part of the job evaluation process.

Please see attached the following relevant documents:

- X2 Job Evaluation Questionnaires (JEQ) for the DBS Officer. There are two versions of the JEQ which were completed when the draft job description was intended as a career-graded post. The structure chart in both versions of the JEQ reflects the original, prospective grades for both the DBS Assessor and DBS Officer, which were later amended. One JEQ provides additional information about the job requirements which was supplied by the unit manager following discussions with the Evaluation team.
- The HR evaluator's personal notes made following a meeting with the unit manager regarding the requirements of the post.
- DBS Officer Log – this is the internal log which details the thoughts and rationale of the Evaluation team when making changes to the job description during the Evaluation process.
- Email from the unit manager to a member of staff in the Occupation Checks Unit in response to a query about the content provided to the Evaluation team as part of the Evaluation process.

Where redaction occurs within the attached documents, this relates to Section 40(2) Personal Information, this represents information that identifies a living individual, to disclose this information would breach the principles of the GDPR and the Data Protection Act 2018. Personal data is defined by Article 4 of the GDPR and Part 1 of the Data Protection Act 2018 and means any information relating to an identified or identifiable natural person ('data subject'). An identified natural person is one who can be identified directly or indirectly from that data.

■ to check that tracked changes have been applied correctly against existing published version prior to JE. ■ checked and there are no issues over continuity of the track changes.

20/02/2024: the panel have met for the initial evaluation of this JD. The panel are concerned that a bit too much has been stripped out of this JD especially concerning the MoP as all the points concerning the quality assurance checking of others work (and to a lesser degree coaching and mentoring of staff) has been redacted. If the MoP score goes down to a 110 then the grade will drop to a C and the business area are wanting this role to increase from a D to a D/E. The panel also discussed CR; however, although some points have been removed there have been new points added about proactively conducting enquires which has meant that the panel stuck with a 3. The panel considered the DCon going up because of the lengthy comments in the JEQ; however, the panel felt that this did not fit in with the wording or the scheme or the convections (particularly around the consequences relating to the decision and not the consequences of failed action). Also on looking at comparators such as the Vetting Researcher, the 2 for DCon seemed more reasonable. The WCxt has been increased to a 2 in line with other roles and the wording of the JEQ. The person spec for this role has been split into Grade D and Grade E; however, the panel did not think that there was a significant difference to increase the KS score to a 4 (the supervisor above this role scores a 3 also), it would be more likely that the bottom score would go down to a 2; however, the role has been functioning as a single grade for some time without the need for a split in the KS score. ■ to speak with the business area - ■

06/03/2024: ■ has spoken with ■ and discussed the questions from the panel members, the panel should be reconvened to discuss - ■

12/03/2024: the panel have reconvened to discuss the further information from ■. The panel have concluded that the MoP should be reduced from a 210 to a 110 has ■ has stated that the incumbents have not been quality checking the work of others for many years and this will fall to the supervisor or DBS Assessor for now on. They are looking for a career grade for this role and even if that is the case the higher grades will not be checking the work of the lower grade. ■ has stated that the difference between the grade is the level of complexity in regards to checks that will given to a higher graded Officer; however, the panel are struggling to see this role reaching the grade E that they are looking for. The panel have discussed the further information regarding the DCon and are considering a 3 but the panel would like some examples of this to be sure. The WCxt score has been lifted from 1 to a 2 based on the JEQ and ■ testimony regarding the viewing and reading of sensitive materials. ■ to discuss further with ■

13/03/2024 ■ spoke with ■ regarding examples of the consequences of decisions made. The DBS Officers have full responsibility for files which they close (ie they have not found any issues with the subject that would prevent them from working. In these cases the closed files are sent straight to DBS and a certificate to validate the subject for work is created. The consequences of the DBS Officer making bad decisions with regards to research and checks would mean that subject could be working with vulnerable people when they should not be – ■

19/03/2024: The panel have met to discuss the above and they are happy with a 3 for DCon. Because the MoP has gone down to a 110 the grade remains a D. The business area are wanting this role to be career graded D/E but this may be quite a struggle to achieve an increase. - ■

02/04/2024: ■ has spoken with ■ regarding the grade not reaching the grade E that ■ was hoping for. The next course of action is that ■ will look over the JD again to make sure that there isn't anything which has been missed. ■ will also look at the JEQ and give some working examples for the CI and CR. Awaiting response - ■

02/08/2024: [REDACTED] has had a call with [REDACTED] in which she has expressed again that [REDACTED] was expecting this role to be D/E graded and as such [REDACTED] has made some amendments to the JEQ (but not to the JD). [REDACTED] has stated that [REDACTED] has added extra bits to the CR section; however, [REDACTED] has asked her if [REDACTED] thinks that the DBS Assessor and the DBS Officer are dealing with a similar level of contact and [REDACTED] has explained that whilst both parties will deal with the same people, the complexity is higher in terms of the DBS Assessor (and this is why the panel have already scored the Officer 3 and the Assessor 4 in the CR factor). [REDACTED] is also trying to convey the complexity of the decision making for the Officer role; however, the Officer and the Assessor both score 3/3 for Dec and DCon. [REDACTED] has also stated that the creativity and problem solving for this role are tied directly to the CI; however, the CI scores a 3 which is the same as the Assessor (so it would be inconceivable to score the Officer a higher CI score than the Assessor. [REDACTED] will arrange a panel for next week to discuss - [REDACTED]

06/08/2024: The panel have met to discuss the further information from the business area. The panel are struggling to see an increase in grade for this role in relation to the factor scores and in terms of an overall change to the complexity of the role. [REDACTED] to discuss with [REDACTED]

15/08/2024: [REDACTED] has spoken to with [REDACTED] regarding the evaluation and both parties are in agreement regarding the grade outcome. Email sent to [REDACTED] with the result - [REDACTED].

07/10/2024: [REDACTED] has spoken with [REDACTED] and explained that throughout the many panel meetings and iterations of this JD, it is extremely unlikely that this will reach the grade E that they are looking for. As such [REDACTED] is going to ask [REDACTED] to submit a change to the DBS Assessor to change the career grade of that role from F/G to E/G - [REDACTED]

10/10/2024: [REDACTED] has sent through a new version of this JD which details it as a single grade rather than a career grade. The panel are to review this to finalise the JD. - [REDACTED]

11/10/2024: The panel have been consulted via email regarding the updates to this JD and the panel are happy that there are no issues regarding the factor scores. The evaluation is now complete - [REDACTED]

07/11/2024: The JD has been sent to consultation with the incorrect grade on the JD. It was displaying a career D/E grade when it should in fact be a Grade D. This has now been amended on our version on [REDACTED] [REDACTED] also said that the JD isn't the same as the final version [REDACTED] sent across on 10.10.2024. [REDACTED] has looked into this and the latest version hadn't been saved to SP (the panel members had reviewed the changes via an email copy instead). Therefore, [REDACTED] quickly uploaded the latest version from [REDACTED] tidied it up, and sent it back to [REDACTED] and [REDACTED]. [REDACTED] forwarded to [REDACTED] for her info too.

Greater Manchester Police
Job Evaluation Questionnaire for a new police staff post

The purpose of this questionnaire is to record key information on the job content to assist in the job evaluation of the post.

To be completed by the current post holder or the author of the new job description (to be attached)

Post Title: *DBS Officer*

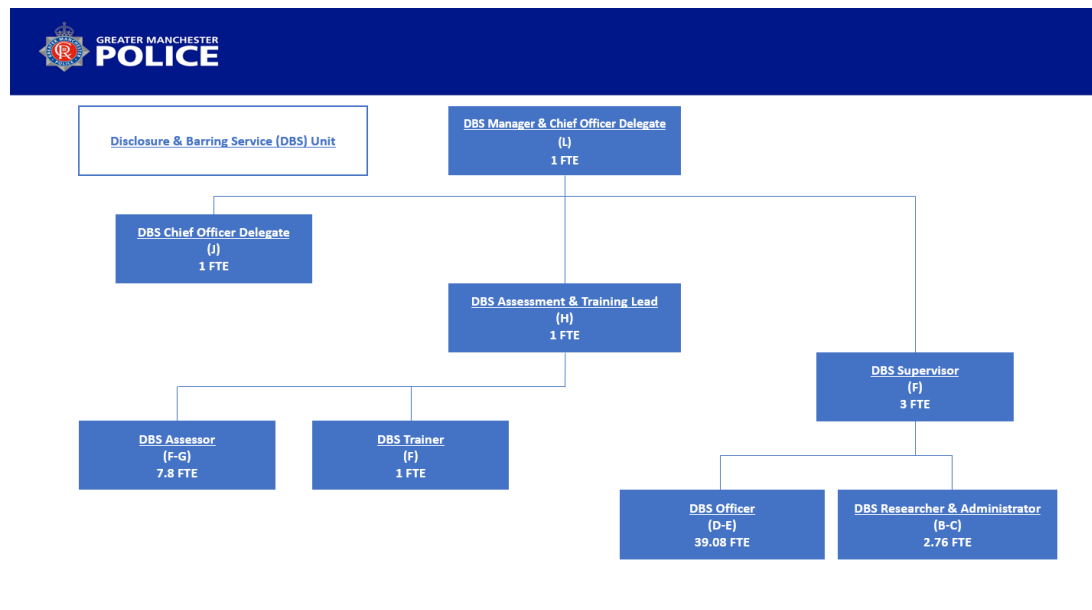
Department /Division /Branch: *Information Management*

Section/Unit: *Occupation Checks Unit (to be rebranded as Disclosure & Barring Service (DBS) Unit)*

Organisation Chart / Management of People

Attach or detail posts above and below with grades/ranks and numbers in each group and confirm if based at one or different locations.

The unit is based in one location, but all staff have the option to WFH on an agile workstyle



Creativity and Innovation

Give examples of creativity which the post will require e.g. problem solving, creativity in communication etc. Indicate to what extent the work will be assisted by guidelines, procedures or systems.

*There is some requirement for creativity and innovation by using professional judgement within the procedural framework. Problem solving will be required in decisions (see **Decisions – Discretion** below).*

Contacts and Relationships

Describe the regular contacts of the post within the: unit, section, division/branch or departments, Authority, the public, external forces/groups and organisations, their purpose and frequency:

Colleagues within the unit:

- *Daily*
- *In person or via Teams/phone/email*
- *For advice, instructions, etc*

Other areas of the force:

- *As required – fairly regularly*
- *Via Teams/phone/email*
- *To ask **and answer** queries, etc*

Other forces/external organisations:

- *As required – fairly regularly*
- *Via Teams/phone/email*
- *To ask **and answer** queries, etc*

Members of the public:

- *As required – infrequently*
- *Via phone/email/letter*
- *To **ask and** answer queries, etc*

Decisions – Discretion

Give examples of the MORE IMPORTANT decisions/recommendations the post will make and the policies, procedures that are available to guide/influence how decisions are made.

Processing enhanced Disclosure and Barring Service (DBS) Disclosure Arm applications to stage 2

As per DBS Researcher & Administrator, plus:

Where any events are categorised as 'relevant', and a basic report is created, the postholder carries out the stage 2 assessment of the events. They assess each event for relevance to the purpose of the application, reliability and proportionality. They are given national procedures for this (Quality Assurance Framework MP7 flowchart:

[QAF v9 MP7a and MP7b Disclosure Rationale and Method March 2014.pdf \(publishing.service.gov.uk\)](#)). This flowchart is complex as the questions are open-ended and there is not always one obvious correct answer, and the post holder will need to apply professional judgement to form a reasonable conclusion. They are required to write comprehensive rationale for their decision.

Eg for a parental violent chastisement crime event, at box 3 of the flowchart the post holder will be required to analyse the circumstances recorded in the crime event to decide whether it is reasonable to believe the allegation indicates a transferable risk to vulnerable service users in a working role or is confined to the family environment, and provide comprehensive supporting rationale for their answer.

Eg for a crime event with an NFA outcome, at box 4 of the flowchart the post holder will be required to analyse the evidence recorded in the crime event to decide whether it is reasonable to believe the allegation to be true or not, and provide comprehensive supporting rationale for their answer.

Eg for a crime event with a restorative justice outcome where the applicant has expressed remorse, at box 6 of the flowchart the post holder will be required to analyse the gravity and recentness to decide whether it is reasonable to believe there is a current risk of repetition or whether the passage of time and remorse leads to a reasonable conclusion that the behaviour is unlikely to be repeated, and provide comprehensive supporting rationale for their answer.

On the higher grade, it is expected that the post holder will have the competence and confidence to use their professional judgement to decide when enquiries with internal colleagues (eg the OIC) or external agencies (eg an applicant's former employer or regulatory body) are appropriate and make these accordingly.

If the post holder does not find any person record(s) belonging to the applicant, or categorises all events as 'not relevant', or assesses and rationalises all events as 'non-disclosure' (ie not relevant/reliable/proportionate), they close the application without further checking.

If the post holder assess and rationalises any event(s) as relevant, reliable and proportionate, they pass the application to a DBS Assessor for stage 3 assessment.

Processing Disclosure and Barring Service (DBS) Barring Arm requests to stage 2

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The post holder will carry out checks on PNC & PoliceWorks to identify information belonging to an individual under consideration for inclusion on the Barred List(s), categorise events for relevance, and assess events for relevance to the vulnerable group and reliability. This is a very similar process to that explained above for processing enhanced Disclosure and Barring Service (DBS) Disclosure Arm applications to stage 2.

In addition, the post holder will locate answers to specific questions (eg age of victim, case progression update), and create summaries and/or redacted documents (case summary, witness statements, suspect interview transcripts, etc) for specific events which the DBS are considering. These answers, summaries and redacted documents are shared with DBS without further checking.

Processing Disclosure and Barring Service (DBS) identity queries and disputes of national police records

The post holder will carry out checks on PNC & PoliceWorks to identify whether a PNC match to an applicant can be confirmed, or whether fingerprint elimination is required.

The post holder will carry out checks on PNC to identify information which has been disputed (eg incorrect conviction information). They will make enquiries with other areas of the force and the courts to determine whether the information is correct or requires amending.

All of these cases are then passed to a DBS Supervisor for sign off.

Will advice be available from the manager/supervisor or other sources and if so how readily?

New post holders undergo a rigorous in-house training programme, including full quality checking until they are competent.

Once trained, post holders are subject to retrospective quality assurance (DBS recommend 5% of their closed work).

The post holder's line manager and senior colleagues are available to offer advice, but in order to achieve service delivery the post holder needs to be competent and confident to make decisions themselves in the majority of cases.

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Decisions – Consequences

What are the implications of an error of judgement in this post? Please give examples.

Safeguarding:

- *The DBS exists to help employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, and the national framework was implemented following the Soham murders. If a post holder fails to identify information belonging to an enhanced DBS applicant, or identifies the information but incorrectly categorises it as 'not relevant', or incorrectly assesses the information as 'non-disclosure', and closes the application, this could result in the applicant's enhanced DBS certificate being incomplete. This could lead to a safeguarding risk of dangerous individuals obtaining work with vulnerable groups.*
- *If a post holder fails to identify information belonging to an individual under consideration for barring, or identifies the information but incorrectly categorises it as 'not relevant', or incorrectly assesses the information as 'non-disclosure', and closes the request, this could result in the DBS Barring Arm having insufficient information to place an individual on the Barred List(s). This could lead to a safeguarding risk of dangerous individuals obtaining work with vulnerable groups.*
- *If a post holder fails to provide accurate answers, summaries and/or redacted documents to the DBS Barring Arm, this could result in the DBS Barring Arm having insufficient information to place an individual on the Barred List(s). This could lead to a safeguarding risk of dangerous individuals obtaining work with vulnerable groups.*
- *If the post holder does not correctly process an identity query or dispute of national police records, this could result in the applicant's enhanced DBS certificate being incomplete. This could lead to a safeguarding risk of dangerous individuals obtaining work with vulnerable groups.*

Legal, reputational, financial:

- *There could be consequent civil legal, reputational and financial risks if a vulnerable person is exposed to harm as a result of GMP failing to disclose information. This is an area of work which attracts press and public interest.*
- *If a post holder provides inaccurate answers, summaries and/or redacted documents to the DBS Barring Arm, this could result in the DBS Barring Arm incorrectly placing an individual on the Barred List(s), preventing them from working in their chosen field. This could result in the individual taking civil legal action against GMP, with the consequent reputational and financial risks.*
- *If the post holder does not correctly process an identity query or dispute of national police records, this could result in the applicant's enhanced DBS certificate containing inaccurate information, preventing them from working in their chosen field. This could result in the individual taking civil legal action against GMP, with the consequent reputational and financial risks.*

Quality:

- *The unit is inspected by the DBS' Standards and Compliance Unit and given an annual grading. If a post holder composes sub-standard rationale this would impact on our compliance grading.*

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Resources

Is the post responsible for any resources (other than staff) e.g. cash, tools, vehicles etc. If so please clarify and include any estimated values.

No

Is there any responsibility for evidence/evidential material? Please give examples

No

Work Environment - Work Demands

Will the work be subject to: change, interruption, conflicting priorities, deadlines etc.? Please give examples.

Generally the post holder will be given weekly duties and be able to organise their own workload during the week.

The post holder may be interrupted by cases requiring urgent attention.

Work Environment - Physical Demands

Is there any physical effort involved in the job e.g. standing, lifting etc.? Please give examples.

No

Work Environment – Working Conditions

Describe the working conditions e.g. office, warehouse, workshop, driving vehicle, outside, noise, dirt etc

Office or WFH – not public facing

Work Environment – Work Context

Will there be any risk to personal safety, illness or health? Please give examples.

The role involves reading PNC and PoliceWorks event reports relating to emotive offences, eg sexual offences, extreme violence and exploitation of children and vulnerable people. This could cause a risk of psychological harm.

There is no particular risk of physical harm or illness.

Knowledge and Skills

Detail any specific knowledge, skills or experience required that is not already covered in the job description e.g. academic qualifications, IT skills

As per job description

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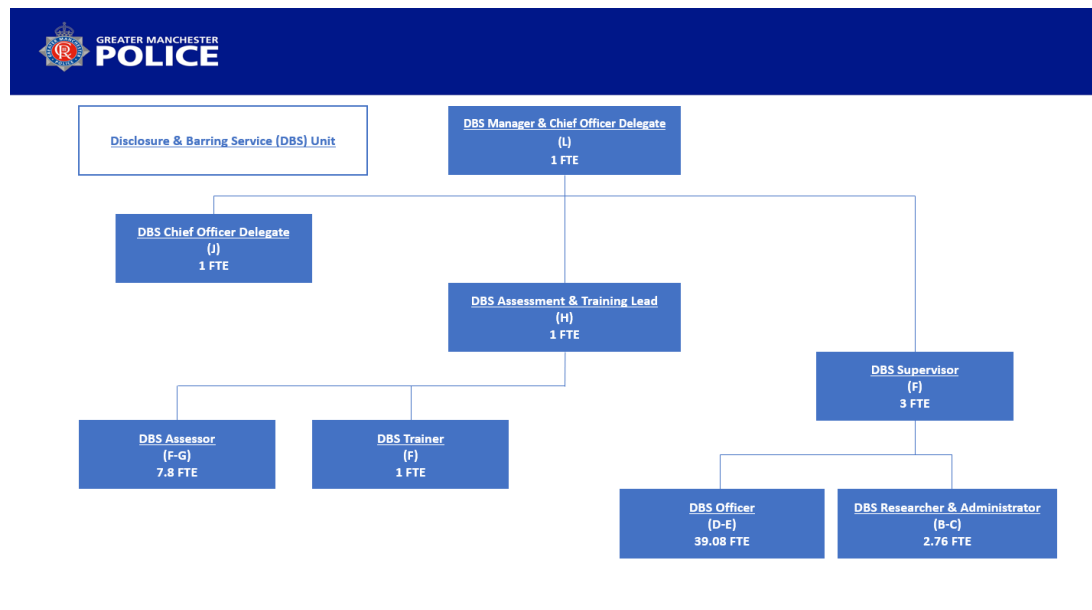
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Creativity and Innovation

Give examples of creativity which the post will require e.g. problem solving, creativity in communication etc. Indicate to what extent the work will be assisted by guidelines, procedures or systems.

There is little requirement for creativity and innovation as clear procedures are in place.

*Problem solving will be required in decisions (see **Decisions – Discretion** below).*

Contacts and Relationships

Describe the regular contacts of the post within the: unit, section, division/branch or departments, Authority, the public, external forces/groups and organisations, their purpose and frequency:

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- *Daily*
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Decisions – Discretion

Give examples of the MORE IMPORTANT decisions/recommendations the post will make and the policies, procedures that are available to guide/influence how decisions are made.

Processing enhanced Disclosure and Barring Service (DBS) Disclosure Arm applications to stage 2

The post holder will carry out checks on PNC & PoliceWorks to identify information belonging to an enhanced DBS applicant. They are given clear procedures for search criteria. They must decide whether the person record(s) they find belong to the applicant or not (in many cases this will be obvious, eg due to recent address matches, but in some cases it will be unclear, eg due to old records or alias details).

When a person record(s) has been identified as belonging to the applicant, the post holder will categorise every event attached to the person record(s) for relevance. They are given national procedures for this (Quality Assurance Framework MP3 & MP6 flowcharts:

[QAF v9 MP3ab Local Info Hit Relevance July 2017.pdf](#) ([publishing.service.gov.uk](#)); [QAF v9 MP6 PNC Hit Relevance April 2014.pdf](#) ([publishing.service.gov.uk](#)) and local procedures to assist due to the complexities of PoliceWorks. Whilst the flowcharts appear relatively straightforward, it is not always easy to locate the required information on the PoliceWorks event record (eg victim vulnerability may not be clear from the MO).

If the post holder categorises any events as 'relevant', they create a report and assess each event for relevance to the purpose of the application, reliability and proportionality. They are given national procedures for this (Quality Assurance Framework MP7 flowchart:

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In addition, the post holder will locate answers to specific questions (eg age of victim, case progression update), and create summaries and/or redacted documents (case summary, witness statements, suspect interview transcripts, etc)

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Will advice be available from the manager/supervisor or other sources and if so how readily?

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Once trained, post holders are subject to retrospective quality assurance (DBS recommend 5% of their closed work).

The post holder's line manager and senior colleagues are available to offer advice, but in order to achieve service delivery the post holder needs to be competent and confident to make decisions themselves in the majority of cases.

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What are the implications of an error of judgement in this post? Please give examples.

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No

Work Environment - Work Demands

Will the work be subject to: change, interruption, conflicting priorities, deadlines etc.? Please give examples.

Generally the post holder will be given weekly duties and be able to organise their own workload during the week.

The post holder may be interrupted by cases requiring urgent attention.

Work Environment - Physical Demands

Is there any physical effort involved in the job e.g. standing, lifting etc.? Please give examples.

No

Work Environment – Working Conditions

Describe the working conditions e.g. office, warehouse, workshop, driving vehicle, outside, noise, dirt etc

Office or WFH – not public facing

Work Environment – Work Context

Will there be any risk to personal safety, illness or health? Please give examples.

The role involves reading PNC and PoliceWorks event reports relating to emotive offences, eg sexual offences, extreme violence and exploitation of children and vulnerable people. This could cause a risk of psychological harm.

There is no particular risk of physical harm or illness.

Knowledge and Skills

Detail any specific knowledge, skills or experience required that is not already covered in the job description e.g. academic qualifications, IT skills

As per job description

Date: 30 January 2025 07:10:28

Sent: 29 January 2025 17:34

H

Apologies for the delay in replying.

I have also been asked by the establishment team to explain that they score the level for each factor, and the level automatically sets the points (ie the points are not a sliding scale within the level). The points are then added up to give the grade.

The information I provided to the establishment team for the DBS Officer JD evaluation (in addition to the draft JD) was:

Supervision / Management of People

Proposed structure chart provided. Based in one location, but all staff have the option to

WFH on an agile workstyle.

Creativity and Innovation

*Some requirement for creativity and innovation by using professional judgement within the procedural framework. Problem solving required in decisions (referred to **Decisions – Discretion**).*

Contacts and Relationships

Colleagues within the unit:

- *Daily*
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Members of the public:

- *As required – infrequently*
- *Via phone/email/letter*
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Decisions – Discretion

Disclosure Arm applications

Carry out checks on PNC & PoliceWorks to identify information belonging to an enhanced DBS applicant. Clear procedures for search criteria.

Decide whether the person record(s) they find belong to the applicant or not. May be unclear, eg due to old records or alias details.

Categorise every event attached to the person record(s) for relevance. National procedures (MP3 & MP6 flowcharts provided to establishment team) and local procedures to assist. Not always easy to locate the required information on the PoliceWorks event record (eg victim vulnerability may not be clear from the MO).

For 'relevant' events create a report.

Stage 2 assessment of each event for relevance to the purpose of the application, reliability and proportionality. National procedures (MP7 flowchart provided to establishment team). Complex as questions are open-ended and there is not always one obvious correct answer, need to apply professional judgement to form a reasonable

conclusion. Required to write comprehensive rationale for their decision.

Eg for a parental violent chastisement crime event, at box 3 of the flowchart the post holder will be required to analyse the circumstances recorded in the crime event to decide whether it is reasonable to believe the allegation indicates a transferable risk to vulnerable service users in a working role or is confined to the family environment, and provide comprehensive supporting rationale for their answer.

Eg for a crime event with an NFA outcome, at box 4 of the flowchart the post holder will be required to analyse the evidence recorded in the crime event to decide whether it is reasonable to believe the allegation to be true or not, and provide comprehensive supporting rationale for their answer.

Eg for a crime event with a restorative justice outcome where the applicant has expressed remorse, at box 6 of the flowchart the post holder will be required to analyse the gravity and recentness to decide whether it is reasonable to believe there is a current risk of repetition or whether the passage of time and remorse leads to a reasonable conclusion that the behaviour is unlikely to be repeated, and provide comprehensive supporting rationale for their answer.

It is expected that the post holder will have the competence and confidence to use their professional judgement to decide when enquiries with internal colleagues (eg the OIC) or external agencies (eg an applicant's former employer or regulatory body) are appropriate and make these accordingly.

For update service notifications, carry out the above to identify and assess all new events since the certificate was generated.

For homebased applications, assess risk in the home environment (different from risk in a workplace), including by third parties (family members etc).

If the post holder does not find any person record(s) belonging to the applicant, or categorises all events as 'not relevant', or assesses and rationalises all events as 'non-disclosure' (ie not relevant/reliable/proportionate), they close the application without further checking.

If the post holder assesses and rationalises any event(s) as relevant, reliable and proportionate, they pass the application to a DBS Assessor for stage 3 assessment.

Barring Arm requests

Carry out checks on PNC & PoliceWorks to identify information belonging to an individual under consideration for inclusion on the Barred List(s), categorise events for relevance, and assess events for relevance to the vulnerable group and reliability.

Locate answers to specific questions (eg age of victim, case progression update), and create summaries and/or redacted documents (case summary, witness statements, suspect interview transcripts, etc). Shared with DBS without further checking.

Identity queries and disputes of national police records

Carry out checks on PNC & PoliceWorks to identify whether a PNC match to an applicant can be confirmed, or whether fingerprint elimination is required.

Carry out checks on PNC to identify information which has been disputed (eg incorrect conviction information). Make enquiries with other areas of the force and the courts to determine whether the information is correct or requires amending.

All of these cases are then passed to a DBS Supervisor for sign off.

Training/advice/QC/support given to post holders

Rigorous in-house training programme, including full quality checking until they are competent.

Once trained, retrospective quality assurance (DBS recommend 5% of their closed work).

Line manager and senior colleagues are available to offer advice, but in order to achieve service delivery need to be competent and confident to make decisions themselves in the majority of cases.

Decisions – Consequences

Safeguarding:

- The DBS exists to help employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, and the national framework was implemented following the Soham murders. If a post holder fails to identify information belonging to an enhanced DBS applicant, or identifies the information but incorrectly categorises it as 'not relevant', or incorrectly assesses the information as 'non-disclosure', and closes the application, this could result in the applicant's enhanced DBS certificate being incomplete. This could lead to a safeguarding risk of dangerous individuals obtaining work with vulnerable groups.*
- If a post holder fails to identify information belonging to an individual under consideration for barring, or identifies the information but incorrectly categorises it as 'not relevant', or incorrectly assesses the information as 'non-disclosure', and closes the request, this could result in the DBS Barring Arm having insufficient information to place an individual on the Barred List(s). This could lead to a safeguarding risk of dangerous individuals obtaining work with vulnerable groups.*
- If a post holder fails to provide accurate answers, summaries and/or redacted documents to the DBS Barring Arm, this could result in the DBS Barring Arm having insufficient information to place an individual on the Barred List(s). This could lead to a safeguarding risk of dangerous individuals obtaining work with vulnerable groups.*
- If the post holder does not correctly process an identity query or dispute of national police records, this could result in the applicant's enhanced DBS certificate being incomplete. This could lead to a safeguarding risk of dangerous individuals obtaining work with vulnerable groups.*

Legal, reputational, financial:

- *There could be consequent civil legal, reputational and financial risks if a vulnerable person is exposed to harm as a result of GMP failing to disclose information. This is an area of work which attracts press and public interest.*
- *If a post holder provides inaccurate answers, summaries and/or redacted documents to the DBS Barring Arm, this could result in the DBS Barring Arm incorrectly placing an individual on the Barred List(s), preventing them from working in their chosen field. This could result in the individual taking civil legal action against GMP, with the consequent reputational and financial risks.*
- *If the post holder does not correctly process an identity query or dispute of national police records, this could result in the applicant's enhanced DBS certificate containing inaccurate information, preventing them from working in their chosen field. This could result in the individual taking civil legal action against GMP, with the consequent reputational and financial risks.*

Quality:

- *The unit is inspected by the DBS' Standards and Compliance Unit and given an annual grading. If a post holder composes sub-standard rationale this would impact on our compliance grading.*

Resources

None

Work Demands

Weekly duties and able to organise their own workload during the week.

May be interrupted by cases requiring urgent attention.

Physical Demands

None

Working Conditions

Office or WFH – not public facing

Work Context

Involves reading PNC and PoliceWorks event reports relating to emotive offences, eg sexual offences, extreme violence and exploitation of children and vulnerable people. Risk of psychological harm.

No particular risk of physical harm or illness.

Knowledge and Skills