



SERVICE LEVEL AGREEMENT

Between

AccessNI

and

**Northern Ireland Hospice
(Responsible Body)**

August 2020

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Section 1 – The Agreement

Introduction

- 1.1 The purpose of this agreement between AccessNI and Northern Ireland Hospice (Responsible Body) is to set out the terms under which Northern Ireland Hospice (Responsible Body) can be designated as a “Responsible Body” within the AccessNI Basic Disclosure scheme.
- 1.2 This agreement is made on August 2020 and will commence at the same time.
- 1.3 Unless the Agreement is specifically amended, altered or withdrawn, it will be automatically agreed to have rolled over on the 1st April each year.

Background

- 1.4 Under section 112 of the Part V of the Police Act 1997, any individual can make an application to the Justice Minister for a criminal conviction certificate containing details of their “unspent” convictions (i.e. convictions considered to be unspent under the Rehabilitation of Offenders (Northern Ireland) Order 1978) or indicating they have no such record. In Northern Ireland such applications are made to AccessNI and are called “Basic Disclosures”.
- 1.5 For those employers who require a substantial number of Basic Disclosures each year, AccessNI is prepared to grant “Responsible/Umbrella Body” status to these employers. This is an administrative arrangement that enables the employer to conduct the required identification checks on potential employees/volunteers, and countersign applications for Basic checks.

Scope

- 1.6 The terms of this agreement shall not be varied or amended unless agreed to and confirmed in writing by authorised representatives of AccessNI and Northern Ireland Hospice (Responsible Body). AccessNI may, giving appropriate notice, withdraw an organisations designation of “Responsible Body” status.

Assumptions

1.7 This agreement is based on the following assumptions:

- That Northern Ireland Hospice (Responsible Body) only requires Basic Disclosures in terms of those:-
 - who may seek employment or a volunteer position with them;
 - who may seek employment or a volunteer position with client organisations;
- The Responsible/Umbrella Body agrees to set up an Account with AccessNI to handle the payment of all Disclosure Applications;
- The Responsible/Umbrella Body will only submit applications to AccessNI using the on-line portal on the NI Direct website;
- The Responsible/Umbrella Body requests all applicants, or their designated representative, to create a NI Direct account for completing the basic disclosure e-application;
- The Responsible/Umbrella Body will process a minimum of 20 basic disclosure applications each financial year;
- Basic Disclosure checks are based on a search of all relevant UK databases; and
- That the information supplied on applications has been verified by the Responsible Body, and is correct.

Section 2 – Roles & Responsibilities

2.1 AccessNI will:-

- Grant Northern Ireland Hospice (Responsible Body) designation as a Responsible/Umbrella Body;
- Allow the Responsible/Umbrella Body to undertake identity checks in relation to persons seeking employment or a volunteer role with them who make application for a Basic Disclosure;
- Provide a Basic Disclosure check on the basis of information supplied on the on-line application;
- Issue a monthly invoice to the Responsible/Umbrella Body for the Disclosure certificates that have been issued during the month;
- Ensure a Privacy Notice is in place in line with the new Data Protection Act 2018;
- Send a Disclosure Certificate to the applicant. Where the applicant has given permission, the information will be sent to the Responsible/Umbrella Body;
- Issue a digital disclosure certificate to the applicant unless criminality information is disclosed or the applicant specifically requests a paper certificate to be issued - paper certificates will only be issued to UK addresses;
- Provide 95% of Basic Disclosure checks within 14 calendar days;
- Provide a Customer helpline for queries (via NI Direct Call Centre);
- Provide a dispute service where those receiving a criminal conviction certificate are in disagreement with its contents; and
- Check that Responsible/Umbrella Body is complying with the terms of this SLA by undertaking periodic compliance audits.
- Review the Responsible Body network to ensure all organisations process the minimum threshold of 20 basic disclosure applications during the period 1 April to 31 March each year.

2.2 Northern Ireland Hospice (Responsible Body) will:-

- Agree to become a Responsible/Umbrella Body;
- Ensure that the subject of a disclosure is aware that a Basic check (or re-check) is required for a position in the organisation before they apply for the role;

- Retain signed documentary evidence (for at least 90 days) that an applicant has agreed to undertake a Basic check;
- Undertake the appropriate identity check on individual applicants using the methodology and documentation set out in **Annex A** to this document;
- Thoroughly check the appropriate documentation and photographic identification of the individual applying for a Basic Disclosure. Northern Ireland Hospice (Responsible Body) will only confirm on the e-application form that identity has been checked where this has been demonstrated to reasonable satisfaction of the individual checking the document;
- In as many cases as possible, check identification documents in the presence of the person concerned;
- Agree that only staff authorised by the Lead Signatory will undertake the checking of identification documents and a copy of the identity documentation checked will be held by Northern Ireland Hospice (Responsible Body) for 90 days following the issue of the disclosure certificate;
- The Responsible/Umbrella Body will only undertake identity checks where an applicant is applying for a post within Northern Ireland Hospice (Responsible Body) or for another organisation as an umbrella body.
- Countersign and submit all Basic disclosure applications to AccessNI using the appropriate e-applications tool on the NI Direct website;
- Process the minimum of 20 basic disclosure certificates each year between 1st April and 31st March.
- Pay AccessNI invoices within the 30 days of the date of issue (as per AccessNI credit terms);
- Ensure all applicants or client organisations are provided a copy of or a link to the AccessNI Privacy Notice. This is currently in place on the AccessNI website for all individuals/clients submitting e-applications.
- Obtain written permission from the individual applying for a Basic Disclosure if the certificate is to be delivered to the address of Northern Ireland Hospice (Responsible Body). Without such permission the Responsible/Umbrella Body will be in breach of the Data Protection Act (DPA) 2018;
- Have a written policy on the suitability of ex-offenders for employment in relevant positions that should not unfairly discriminate on the basis of conviction or other information disclosed. Prior to applying for a position all applicants should be made aware of this policy and it should be made available to them upon request. In the case of those carrying out an umbrella function, all applicants in the client organisation should be made aware of this policy prior to applying for a position and it should be made available to applicants on request;

- Accept an AccessNI digital disclosure certificate but where a paper certificate is required recruitment material will reflect this requirement;

- Ensure that Disclosure information is not passed to persons not authorised to receive it;
- Ensure that Disclosure information is only made available to those who need to have access in the course of their duties;
- Securely store Disclosure information;
- Have a written policy on the Secure Handling, Use, Storage and Retention of Disclosure information. Prior to applying for a position all applicants should be aware of this policy and it should be made available to them upon request and, in the case of those carrying out an umbrella body function, all applicants in the client organisation should be made aware of this policy prior to applying for a position and it should be made available to applicants on request.
- Protect AccessNI Reference Numbers that have been allocated to the Responsible/Umbrella Body and its authorised Post holders;
- Either return original Disclosure Certificate to the Applicant or agree with the Applicant (in writing) the period for which the organisation will retain the original Certificate;
- Comply with recommendations arising from AccessNI Compliance Audits;
- Provide to AccessNI any relevant information, such as change of address or change of authorised post holder;
- Provide AccessNI with advance notice of any changes in the status or constitution of the Responsible/Umbrella Body that will impact on the working relationship with AccessNI;
- Manage the on-line account on the NI Direct portal for the Responsible/Umbrella Body, ensuring:
 - All information pertaining to the Responsible/Umbrella Body is up to date;
 - All information pertaining to additional Countersignatories is up to date;
 - Countersignatories no longer required by the Responsible/Umbrella Body are immediately removed from the list of Countersignatories;
 - Countersignatory login details are never shared with anyone who isn't a signatory;
 - Countersignatory login details are only used to verify and submit applications to AccessNI. They will never be used to create or complete an e-application on behalf of an applicant.
 - A unique e-mail address is used for each new signatory who registers as a countersignatory.
- Ensure all Countersignatories operate within the terms and conditions of the AccessNI Service Level Agreement.

Section 3 – Nominated Representatives

AccessNI and Northern Ireland Hospice (Responsible Body) authorise the following officers to undertake the day to day administration of this Agreement

1 AccessNI Authorised Officer

Name: Sharon Maxwell
Address: AccessNI, PO Box, 1085, Belfast, BT5 9BD
Telephone: 0300 200 7888
E-mail: accessni-compliance@accessni.gov.uk



2. Northern Ireland Hospice (Responsible Body) Authorised Officer

Name: Chris Perry
Address: Palliative Care Learning Academy, 74 Somerton Road, Belfast, BT15 3LH
Telephone: 07845055546
E-mail: Christopher.perry@nihospice.org

Section 4 – Authorisation and Agreement

The Services detailed in this Agreement have been authorised and agreed by the following parties

PART A

For AccessNI

Signed: 

Name: Sharon Maxwell

Status: AccessNI Finance and Compliance Manager

Date: 13th August 2020

PART B

For Northern Ireland Hospice (Responsible Body)

Signed: 

Name: Chris Perry

Status: Senior People and OD Manager

Date: 25th August 2020

GROUP 1 : Primary identity documents

- | | |
|---|--|
| <input type="checkbox"/> Current passport (any nationality) | <input type="checkbox"/> Original birth certificate (UK, Isle of Man or Channel Islands) issue at time of birth |
| <input type="checkbox"/> Biometric Residence Permit (UK) | <input type="checkbox"/> Original long form Irish birth certificate –issued at time of registration of birth (Ireland) |
| <input type="checkbox"/> Current driving licence (UK, Ireland, Isle of Man, Channel Islands or any EEA country) | <input type="checkbox"/> Adoption certificate (UK, Isle of Man or Channel Islands) |

GROUP 2a : Trusted government documents

- | | |
|---|---|
| <input type="checkbox"/> Birth certificate (UK, Ireland, Isle of Man or Channel Islands) issued after time of birth | <input type="checkbox"/> Electoral ID card (NI only) |
| <input type="checkbox"/> Marriage / Civil Partnership Certificate (UK, Ireland, Isle of Man or Channel Islands) | <input type="checkbox"/> Current driving licence photocard, full or provisional (All countries outside the EEA) |
| <input type="checkbox"/> HM Forces ID card (UK) | <input type="checkbox"/> Current driving licence (full or provisional paper version (if issued before 1998) (UK, Isle of Man, Channel Islands, EEA) |
| <input type="checkbox"/> Firearms licence (UK, Channel Islands and Isle of Man) | <input type="checkbox"/> Immigration document, visa or work permit (issued by a country outside the EEA – valid only if the applicant is working in the country that issued the document) |

GROUP 2b : Living and social history documents

- | | |
|--|---|
| <input type="checkbox"/> Mortgage Statement (UK, EEA) | <input type="checkbox"/> Land and Property Services rates demand (NI only) |
| <input type="checkbox"/> Financial statement, for example ISA, pension or endowment (UK) | <input type="checkbox"/> Council tax statement (Great Britain, Channel Islands) |
| <input type="checkbox"/> P45 or P60 statement (UK, Channel Islands) | |

Above documents must be issued within the last 12 months

- | | |
|--|---|
| <input type="checkbox"/> Credit card statement (UK,EEA) | <input type="checkbox"/> Bank or building society account opening confirmation letter (UK, EEA) |
| <input type="checkbox"/> Bank or Building society statement (UK, EEA) | <input type="checkbox"/> Utility bill (not mobile phone) (UK, EEA) |
| <input type="checkbox"/> Bank or Building society statement (Outside EEA) (Branch must be in the country where the applicant lives and works) | <input type="checkbox"/> Benefit statement, for example Child Benefit, Pension, etc (UK, Channel Islands) |
| <input type="checkbox"/> Central or local government, government agency, or local council document giving entitlement, for example from the Department for Work and Pensions, the Employment Service, HMRC (UK, Channel Islands) | |

Above documents must be issued within the last 3 months

- | | |
|---|--|
| <input type="checkbox"/> EU National ID card | <input type="checkbox"/> Cards carrying the PASS accreditation logo (UK, Isle of Man, Channel Islands) |
| <input type="checkbox"/> 60+ or Senior (65+) SmartPass issued by Translink (NI) | <input type="checkbox"/> Letter from head teacher or further education college principal (UK for 16 -19 year olds in full time education – only used in exceptional circumstances if other documents cannot be provided) |
| <input type="checkbox"/> yLink card issued by Translink (NI) | <input type="checkbox"/> Letter of sponsorship from future employment provider or voluntary organisation (non-UK or non-EEA only for applicants residing outside UK at time of application) |

Above documents must be valid at the time of checking

THIS FORM SHOULD BE RETAINED WITHIN YOUR ORGANISATION