



Disclosure &
Barring Service

Equality, Diversity & Inclusion Charter

Making Recruitment Safer

Equality, Diversity & Inclusion Charter

Introduction

Introduction from the Chairman and Chief Executive Officer

The Disclosure and Barring Service (DBS) exists to help protect the public. We do this by helping employers make safer recruitment decisions and by barring individuals who pose a risk to vulnerable groups from working and volunteering in certain roles.

We make recruitment safer by being a visible, trusted, and influential organisation, providing an outstanding quality of service to all our customers and partners, where our people understand the important safeguarding contributions they make and feel proud to work here. The DBS 2020-25 strategy was co-created with staff and partners, to ensure DBS continues to develop and thrive, providing services of the highest standard, and therefore making a real contribution to the national safeguarding arena.

Embracing equality, diversity and inclusion (EDI) is fundamental to achieving our strategy, and we know we have some more work to do to be One Inclusive DBS. We have a stretching but realistic three-year plan to ensure EDI is at the forefront of everyone's thinking in DBS. We want to be an employer that is able to attract, develop, retain, and engage diverse talent that is representative of the communities we serve, and to provide outstanding service to all our existing and new customers, who are diverse and have a range of different needs. We want all of our staff to be able to bring their 'whole self' to work. This charter explains to the public how we will move from being an organisation that is 'aware' of EDI, to one that truly embraces EDI. We will improve understanding, representation, inclusiveness, responsiveness, and access across our organisation to make a real difference to both our customers and our staff.



Dr Gillian Fairfield,
Chairman



Mr Eric Robinson,
Chief Executive Officer

Equality, Diversity & Inclusion Charter

Our DBS Values

We Work Together

We collaborate, we actively listen, learn, and share information with our colleagues throughout DBS and with our external partners. We respect and value everyone, and we recognise and appreciate each other's efforts. We are transparent, we communicate clearly, openly, and with transparency in all our interactions at work.

We Act with Integrity

We are accountable, we take responsibility for our actions and decisions, and follow through on our promises. We make sure that we treat all of our colleagues fairly. We behave with professionalism, seeking to do the right thing. We are customer-focused and we put the needs of our customers first in all of our actions at work, making sure we provide the best possible service for them.

We Pursue Excellence

We challenge ourselves to be creative and explore new ways of working so that we can provide the best possible service to our customers. We always seek to produce our best quality work, consistently and accurately.

Equality, Diversity & Inclusion Charter

Our DBS Charter Ambitions

Our People

- We will be an inclusive organisation where staff are engaged and feel they are treated fairly, with a high employee engagement index
- We will ensure our staff understand why EDI is important in Making Recruitment Safer
- We will become more representative of our communities and use this diversity of experience and thinking to achieve our strategic objectives
- We will be seen as an exemplar organisation, where talent from diverse backgrounds is supported and successful

Our Customers

- We will put EDI considerations at the heart of all of our decisions
- We will be seen as a supportive, inclusive, progressive, listening organisation in our service delivery
- We will understand the needs of our customers and wider environmental factors
- We will work in partnership with organisations who share our values to make improvements to products and services, and share good practice and data
- We will ensure any biases in service delivery are identified, understood, and addressed at the earliest opportunity
- We will ensure customer groups are not discriminated against in their access to and understanding of our services, products and processes, or in their implementation
- We will ensure our services, products, and premises are accessible, meeting individual needs in line with regulations

Equality, Diversity & Inclusion Charter

Our People



Equality, Diversity & Inclusion Charter

- **We will be an inclusive organisation where staff are engaged and feel they are treated fairly, with a high employee engagement index**

We will role model inclusive leadership and encourage courageous conversations, encouraging staff to bring their 'whole self' to work. We will not tolerate bullying and harassment within DBS. Senior leaders will champion protected characteristics in decision-making, and staff and staff networks will help shape our approaches through engagement activities. We will build a programme of learning and development activities within DBS to ensure all staff understand the importance of EDI and unconscious biases.

- **We will ensure our staff understand why EDI is important in Making Recruitment Safer**

Expectations of our staff in supporting diversity in all its forms will be clear, and staff will understand why this is important in Making Recruitment Safer, enabling us to become a trusted organisation.

- **We will become more representative of our communities and use this diversity of experience and thinking to achieve our strategic objectives**

We will improve our diversity across the organisation through effective workforce and succession planning, and improve diversity of thinking and diversity in protected characteristics within the organisation.

- **We will be seen as an exemplar organisation, where talent from diverse backgrounds is supported and successful**

We will improve our approaches to recruitment and selection, the retention of talent, promotion, and fair access to opportunities to support this. We will publish data on our diversity commitments externally.

“We will role model inclusive leadership and encourage courageous conversations, encouraging staff to bring their ‘whole self’ to work.”

Equality, Diversity & Inclusion Charter

Our Customers



Equality, Diversity & Inclusion Charter

- **We will work in partnership with organisations who share our values to make improvements to products and services, and share good practice and data**

We will set clear expectations of the organisations we work with to ensure they support our EDI goals. We will work with partners to develop supportive networks where we can seek good practice and test ideas before we implement them. We will make good use of insight to understand where change is needed and what interventions will work.

- **We will ensure our services, products, and premises are accessible to all, meeting individual needs in line with regulations**

We will ensure, as a minimum, we are compliant with the Public Sector Equality Duty and the Public Sector Bodies Accessibility Regulations, ensuring our services are accessible to all.

- **We will understand the needs of our customers and wider environmental factors**

Staff within DBS will understand the complexities of the diverse communities we serve. By developing a richer awareness of barriers and opportunities through listening to lived experiences and sharing stories, our interactions with diverse customer groups will be improved and we will provide a better service.

- **We will ensure any biases in service delivery are identified, understood, and addressed at the earliest opportunity**

We will use equality impact assessments and data as crucial tools in decision-making to understand any likely impact of changes we are proposing. We will ensure we communicate our guidance clearly to all audiences and seek feedback on the impact of any changes we make.

- **We will put EDI considerations at the heart of all of our decisions**

The diverse needs of our customers will be considered in everything that we do – our systems and processes, our policies, and our governance – helping us to eliminate any disproportionality and discrimination in all aspects of our work.

- **We will ensure customer groups are not discriminated against in their access to and understanding of our services, products and processes, or in their implementation**

We will seek to improve access for all groups, including those that are hard to reach, at all stages of service delivery. We will work with customers to understand how we can help them better access our services.

- **We will be seen as a supportive, inclusive, progressive, listening organisation in our service delivery**

We will seek feedback on our services, creating a two-way conversation with our customers.



Disclosure &
Barring Service

Find out more about DBS

Visit our website at: www.gov.uk/dbs

Find us on our various social media platforms:

Twitter: @DBSgovuk

Facebook: @DBSgovuk

LinkedIn: Disclosure and Barring Service (DBS)

YouTube: Disclosure and Barring Service

Contact us:

Liverpool
PO BOX 165, L3 1QY