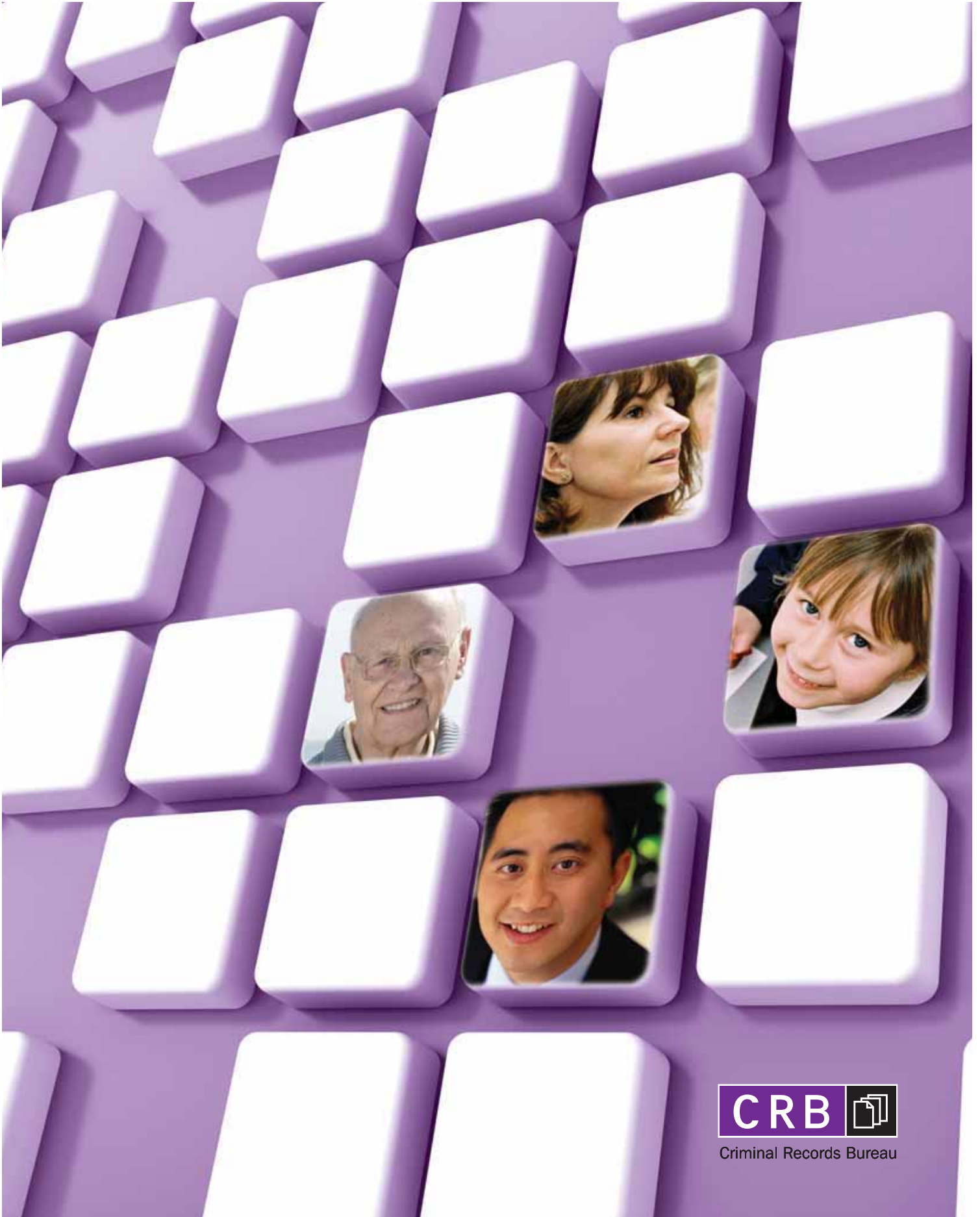


# Annual Report and Accounts 2007/2008



Criminal Records Bureau





Criminal Records Bureau

# Annual Report and Accounts 2007/2008

Presented to the House of Commons pursuant to Section 7 of the  
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## Chief Executive's Message

***I am delighted to introduce the 2007/08 Annual Report and Accounts for the Criminal Records Bureau (CRB).***

In last year's report I looked forward to the second year of the Agency's Five-Year Strategy for the 2006-2011 period – 12 months I expected to be dominated by strategic activities such as preparatory work on the Independent Safeguarding Authority (ISA) scheme (formerly Vetting and Barring) and the delivery of electronic services, as well as various initiatives to continuously improve the existing Disclosure service. Overall, good progress has been made and I am pleased to report we were able to achieve our highest ever levels of customer satisfaction. At the same time we also met the highest ever demand for our Disclosure services with further improvements in quality and without any increase to fees.

Probably the most important progress against strategic objectives in 2007/08 was the completion of the first tranche of the Programme to rationalise the number of Registered Bodies that use our service. We now have a network of Registered Bodies that is a third of its former size - this reduction allows us to more easily work with the remaining organisations to further develop a professional network and robust gateway to our services.

Potentially as important, albeit in a longer timeframe, was the completion of the Joint Venture with the Identity and Passport Service (IPS) on setting up a proof of concept project that will in time make enhanced identification processes available to the



Registered Bodies. We are now in the process of deciding how this work should be taken forward. Of course, the Agency's role in supporting the Home Office led ISA Programme is a significant element of our Five-Year Strategy and the Agency and its partner, Capita, made a significant contribution to the initial preparatory phase that concluded with the recent announcement of the launch date in late 2009.

I was also pleased that in January 2008 the Agency rolled out the second phase of the Electronic Tracking service to Registered Bodies. This is a further important step in making our services available electronically. Because of our work on the ISA Programme and in agreement with our customers we are now aiming to introduce the next step of our e-services strategy (bulk electronic applications) in the 2008/09 financial year.

Finally, our strategic objectives to widen the scope of the Disclosure service met with further success with the addition of new UK data sources and the setting up of a working group on overseas data, which will hopefully allow us to begin to assimilate overseas data sources in the not too distant future.

As for the day to day operations, the highest ever annual volume of Disclosure certificates - over 3.4 million - was issued in 2007/08, bringing the total since the Agency's inception to over 15 million. As witnessed by our key performance indicators, we were able to meet the turnaround and quality challenges posed by these record volumes. This level of performance was recognised by our customers with yet another increase in the levels of customer satisfaction recorded in the poll undertaken on our behalf by Ipsos MORI.

The expansion of the CRB business is reflected in the opening of additional premises in India Buildings, Liverpool in June 2008.

We have now published our 2008/09 Business Plan which details the work programme for the third year of our strategy. The most demanding challenge is likely to be the integration of the ISA scheme into the Disclosure process in collaboration with Home Office colleagues and the ISA itself. However, I also intend to continue to develop and expand our existing services through the delivery of electronic applications, the addition of more data sources, and expansion of our role to support local police force Disclosure Units in undertaking work on their behalf.

In addition, we will continue to work with colleagues in the IPS to support their plans for the National Identity Scheme and the launch of ID Cards while striving for continuous improvements in the day-to-day operations by further reducing the low number of errors, improving data quality and timeliness together with a transformation of our customer service in support of our mission:

***"To help protect children, vulnerable adults and society in general by providing a first-class service of criminal records information for employment and other vetting purposes."***



**Vince Gaskell**

Chief Executive

Criminal Records Bureau  
10 July 2008



To help protect children, vulnerable adults and society in general by providing a first-class service of criminal records information for employment and other vetting purposes.





## Management Commentary

### Nature, Objectives and Strategies of the CRB

**Our Role** The CRB, an Executive Agency of the Home Office, provides access to criminal record information through its Disclosure service. This service allows organisations in the public, private and voluntary sectors to make safer recruitment and licensing decisions by identifying candidates who may be unsuitable for certain work, especially those involving children or vulnerable adults. The CRB was established under Part V of the Police Act 1997 and was launched in March 2002.

Since its launch the CRB has issued over 15 million Disclosures, of which 20% have been issued free-of-charge to volunteers. The CRB provides services to approximately 5,000 directly-registered organisations and many thousands of others who use those bodies to access CRB checks. Together we have directly prevented over 80,000 job offers being made to those considered unsuitable to work with children or vulnerable adults and acted as a deterrent to many more.

**Our Values** Our core values set out the standards and behaviours by which we operate and are based on those used by the Home Office.

1. We deliver for the public - putting our customers at the centre of everything that we do.
2. We are professional and innovative - looking to continuously improve and develop people in a learning organisation.
3. We work openly and collaboratively - explaining to our people, partners and customers what we are doing and why.
4. We treat everyone with respect - valuing the diversity of our people, partners and customers.

**Our Vision** We will be the first choice provider of criminal record information for non-operational policing purposes to organisations and individuals.

We will be the preferred supplier of employment vetting services and develop new products in support of this, built around our customers requirements and our legislative framework.

In achieving this vision, we will:

- *Be a recognised beacon of excellence in customer service within the public sector;*
- *Continue to strengthen the quality of our products and services;*
- *Work in partnership with others to further strengthen and modernise our services;*
- *Continue to be self-funding and remain financially stable; and*
- *Sustain our current high levels of customer confidence and trust in the service we provide.*

The CRB is located in Shannon Court and since June 2008 India Buildings, Liverpool and employs 450 Home Office (‘Agency’) staff.

**Our Business** The organisation handled 3.4 million Disclosures in 2007/08. There are two Disclosure services: “Standard” and “Enhanced”, the primary difference being that the latter includes a check against local police records. The Disclosure process, from the completion of the application form to the production of the final certificate, involves three main parties: the Registered Body; the CRB and, in the case of Enhanced Disclosures, Local Police Forces (LPFs).



**Registered Bodies** Registered Bodies (RBs) are responsible for authenticating the identification of the applicant and for ensuring that the application form is correctly completed.

**CRB** The CRB's role is to initially capture and check applicant details supplied through RBs - a task undertaken by Capita under a Public Private Partnership (PPP) arrangement. Agency staff match this information against corresponding data contained on the Police National Computer (PNC) system, and then transmit the applicant data to LPFs for matching against their local systems. Capita issue the subsequent Disclosure certificate to both the applicant and RB.

**Local Police Forces** There are 43 separate LPFs who are responsible for matching applicant data against information stored on local databases - both conviction data and other intelligence - and deciding what relevant information should be disclosed. In order to ensure the timeliness of the Disclosure service, in 2007/08 police forces were expected to return 90% of search requests within 14 days.

**Funding** The CRB is funded through Disclosure fees, which for 2007/08 were £36 for Enhanced Disclosure applications and £31 for Standard Disclosure applications. Applicants in voluntary employment are not charged for their

applications, in the event of the CRB incurring a deficit due to this arrangement, the balance will be funded by the Home Office. In 2007/08 a total of 19.9% of all Disclosure applications were for voluntary employees.

**Strategic Context** In May 2006 the CRB published a Five-Year Strategic Plan which detailed the six key strategic objectives to 2011:

- **Continuous improvement to existing service delivery;**
- **The introduction of an Independent Safeguarding service;**
- **Access to the service electronically;**
- **Extending the range of criminal data checked;**
- **Development of new products; and**
- **Enhance gateway to Disclosure service.**

Details of the activities that will support these objectives in the third year of the five-year strategic period can be found in the 2008/09 Business Plan published in June 2008.

**Financial Aims and Objectives** The Agency is required to maintain the self-funding status first achieved in 2006/07 and a self-funding budget has been set for 2008/09 (see 'Future position - 2008/09 and beyond').



# Management Commentary

## Resources, Relationships and Principal Risks

### Resources

**Our Finances** The achievement of self-funding status in 2006/07 was repeated in 2007/08 and, as can be seen from below, is also forecast for the next financial year (figures in £millions):

	<i>Surplus/(deficit)</i>
2004/05	(7.9)
2005/06	(2.2)
2006/07	13.6
2007/08	9.7
2008/09 (budget)	2.0

A large element of the Agency’s costs are fixed and, as volumes have continued to increase since inception, each Disclosure’s share of these fixed costs has decreased. This reduction - combined with internal efficiency measures, IT system improvements and robust contractual arrangements with Capita - has helped reduce unit costs since 2004/05 and secured self-funding status.

When setting the fees for the 2007/08 financial year the Agency considered whether there was a case for reducing the level of fees in the light of the surplus generated in 2006/07. However, in view of the sensitivity of the financial position to changing volumes and a realisation that they could not continue to increase indefinitely, the Agency decided that the prudent approach was to seek no change to fees in 2007. A combination of increasing Disclosure volumes and lower costs has resulted in a larger than anticipated surplus for 2007/08.

The Agency has prepared a budget for 2008/09 forecasting the smallest manageable surplus and without recourse to an increase in fees for the second year in a row.

**Our Employees** The CRB employs around 450 highly committed and dedicated staff who carry out the difficult, sensitive and demanding role of matching Disclosure applicant details against police records and lists. The number of staff is set to rise over the next year as the volume of Disclosures continues to rise, further advances are made in centralising some of the police activities and the Agency gets ready to support the new ISA scheme.

The Agency’s staff have played a major role in delivering the high quality and valued service to our customers. The satisfaction derived from this achievement was reflected in the 2007 staff survey results, which showed an improvement in job satisfaction, better communication and that staff are now strong advocates of the Agency. However, the survey also identified areas for improvement, particularly around HR practices and these are now being addressed through a People Strategy overseen by a People Group, which focuses on consistency across the business for all aspects of recruitment and selection, learning and development and reward and recognition. During 2008/09 these various strategies will be converted into practicable steps that will support and develop the Agency’s workforce for the challenges ahead.

The framework that will underpin these activities is now in place following the 2007 pilot of the new performance management system Managing Development & Achievement (MDA), which has now been rolled out, and all staff trained. The focus will be on regular performance reviews with

dedicated sessions on learning and development. Core Home Office values have been adopted and a skills and behaviour framework based around these values has been developed to use as part of the MDA.

With the MDA in place and various initiatives coming on stream, the Agency is confident that its staff will respond to the change ahead and that the survey results in 2008 will be even more impressive than those achieved in 2007.

## Management of Risks

### **Principal Risks and Uncertainties**

An important governance consideration is how the CRB manages its risks. The Agency adopts a cascade risk management methodology with strategic risks, identified and continually reviewed by the Management Board. At a lower level risks are owned and managed locally.

In a review of the strategic risks in November 2007, the Management Board agreed that the sharper focus on accuracy, timeliness and IT introduced in 2007/08 should be maintained in a new set of strategic risks that also took account of the Agency's role in supporting the ISA and the associated HR challenges, as well as the need to maintain vigilance with regard to the Agency's financial position. Consequently the Board agreed on the following top 10 strategic risks that required management to ensure the credibility and reputation of the Disclosure service:

### **Risk**

**1. Accuracy failure** Weaknesses in control over data and processing could result in the CRB issuing a false positive or negative Disclosure, which could result in a misinformed recruitment decision and risks to public protection.

**2. Timeliness failure** An imbalance between resources and demand (or an abundance of overly complex cases) could cause the CRB to miss Disclosure delivery timescales and as a consequence employers make delayed or ill-informed recruitment decisions.

**3. Demand management failure** Lack of knowledge or awareness of likely increases in applications could result in the CRB being unable to manage the demand, impacting on timeliness and, potentially, accuracy with the consequences outlined at (1) and (2).

**4. Financial failure** Poor financial management could undermine the Agency's ability to remain self-funding.

**5. Relationship management failure** The Disclosure service relies on a number of partners and stakeholders. Failure to manage inter-relationships and ensure respective responsibilities could result in a loss of goodwill and co-operation.

**6. Critical project failure** Poor project management practices could cause delays and overspends in the delivery of projects.

**7. Business continuity failure** Critical failures in hardware, communications, industrial relations or natural disaster could seriously interrupt the Disclosure service.

**8. Information system/data failure** Unauthorised access by staff or outsiders to CRB systems or data could result in the loss, corruption or misuse of privileged information.

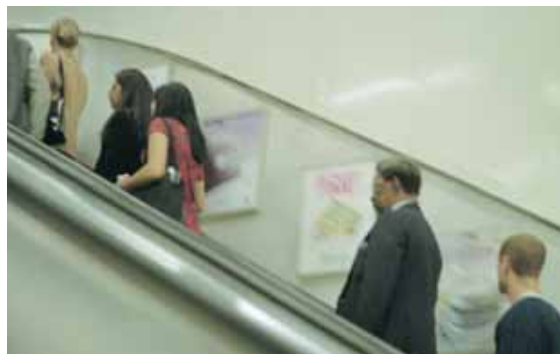
**9. Failure to deliver CRB's contribution to the ISA scheme** Deficiencies in project management, governance or relationship-management across a programme with numerous stakeholders could result in a failure to make the required contribution, to the detriment of the scheme.

**10. Human Resources failure** Lack of HR expertise could result in the Agency not meeting the significant staffing challenges ahead to the detriment of industrial relations, the CRB's Change Programme and ultimately the users of both the Disclosure service and the new ISA scheme.



## Reporting of Personal Data Related Incidents

Incidents, the disclosure of which would in itself create an unacceptable risk of harm, may be excluded in accordance with the exemptions contained in the Freedom of Information Act 2000 or may be subject to the limitations of other UK information legislation.



**TABLE 1: SUMMARY OF PROTECTED PERSONAL DATA RELATED INCIDENTS FORMALLY REPORTED TO THE INFORMATION COMMISSIONER'S OFFICE IN 2007/08**

Date of incident (month)	Nature of incident	Nature of data involved	Number of people potentially affected	Notification steps
Nil return	-	-	-	-

No further action on Information Risk required.

**TABLE 2: SUMMARY OF OTHER PROTECTED PERSONAL DATA RELATED INCIDENTS IN 2007/08**

Incidents deemed by the Data Controller not to fall within the criteria for report to the Information Commissioner's Office but recorded centrally within the Agency are set out in the table below. Small, localised incidents are not recorded centrally and are not cited in these figures.

Category	Nature of incident	Total
I	Loss of inadequately protected electronic equipment, devices or paper document from secured Government premises	0
II	Loss of inadequately protected electronic equipment, devices or paper document from outside secured Government premises	0
III	Insecure disposal of inadequately protected electronic equipment, devices or paper documents	0
IV	Unauthorised disclosure	0
V	Other	0

**TABLE 3: YEAR-ON-YEAR TOTAL NUMBERS OF PROTECTED PERSONAL DATA RELATED INCIDENTS PRIOR TO 2007/08**

Total number of protected personal data related incidents formally reported to the Information Commissioner's Office, by category number							Total number of other protected personal data related incidents by category number						
	I	II	III	IV	V	Total		I	II	III	IV	V	Total
2006/07						0	2006/07						0
2005/06						0	2005/06						0
2004/05						0	2004/05						0

## Relationships with Key Stakeholders and Partners

**Impact on Society** The CRB's ultimate stakeholder is society and the community at large as reflected in our mission -

***“To help protect children, vulnerable adults and society in general by providing a first-class service of criminal records information for employment and other vetting purposes.”***

Our effectiveness in delivering our vision has been evaluated through a series of Ipsos MORI polls. The latest results are encouraging and clearly demonstrate that the CRB continues to offer significant protection to children and the vulnerable by preventing unsuitable people from gaining access to these groups.

**Other Stakeholders and Partners** The performance of the CRB is also dependent on the effectiveness of our principal partners and their staff. Consequently the CRB engages with stakeholders via a series of consultative panels configured both to promote collaboration and to form an integral part of our risk management strategy. The main features of these arrangements are:

- A Service Delivery Board and a separate Commercial Board to oversee our contractual relationship with Capita.
- A national Consultative Steering Group, and a series of sub-groups constituted by individual employment sectors, to progress issues relating to our relationship with RBs.
- Specific service level agreements for individual police forces for 2007/08.





## Management Commentary

### 2007/08 Development and Performance

#### Financial Position

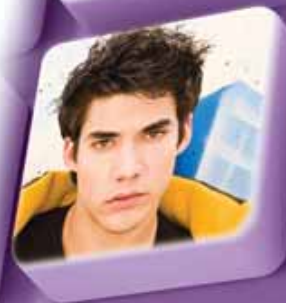
A summary of the 2007/08 accounts, compared to the 2006/07 position, is shown below. The movements have resulted in a reduction in the CRB surplus.

	2006/07 £m	2007/08 £m	Movement £m
<b>Income</b>	<b>93.2</b>	<b>97.8</b>	<b>4.6</b>
<b>Production costs</b>			
Direct	61.7	68.7	7.0
Indirect	14.6	16.3	1.7
<b>Sub-total</b>	<b>76.3</b>	<b>85.0</b>	<b>8.7</b>
<b>Surplus on operating activities</b>	<b>16.9</b>	<b>12.8</b>	<b>(4.1)</b>
<b>Change costs</b>			
Running costs	1.5	1.7	0.2
Development	1.7	1.4	(0.3)
<b>Sub-total</b>	<b>3.2</b>	<b>3.1</b>	<b>(0.1)</b>
<b>Total costs</b>	<b>79.5</b>	<b>88.1</b>	<b>8.6</b>
<b>Surplus</b>	<b>13.7</b>	<b>9.7</b>	<b>(4.0)</b>
Previously funded police set-up costs	0.1	0	(0.1)
<b>Surplus on ordinary activities</b>	<b>13.6</b>	<b>9.7</b>	<b>(3.9)</b>
Disclosure volumes (m)	3.2	3.4	0.2

#### Explanation of Movements

**Income** Although fees were frozen in 2007/08, income rose by £4.6 million due to the continuing increase in Disclosure volumes, up by 170,000 or 5%.

**Production costs** Costs have not risen in line with volumes during 2007/08. Production costs totalled £85.0 million, which is a rise of 12% compared to 2006/07 against a 5% increase in Disclosure applications.



The volume adjusted increase in costs of 7% is attributable to:

- Average inflation impact on costs of around 4%.
- Investment in Agency's quality management systems.
- Additional investment in police Disclosure Units to increase turnaround times and reduce Work In Progress.

**Change Costs** The total Change Costs of £3.1 million shown in the 'Financial Position' can be broken down as follows:

Project	Expenditure (£'000)
Change Management (BIC)	1,400
Programme Management	737
New Data Sources	236
HR Project	113
Overseas Data Sources	78
Police Volume Management	84
E-services	152
ID Management	49
PLX	206
<b>Summary</b>	<b>3,055</b>

## Capital Expenditure

In the year £2,509,000 was spent on capital expenditure (2006/07 £362,000). This relates entirely to expenditure on the Agency's project delivering electronic services.

## Cash Balances

As at 31 March 2008 the CRB's cash balance was £2.2 million (2006/07 £1.2 million).

## Accounting Policies

**2007/08 Policy** See also 'Notes to the Accounts'. There have been no changes made to the main accounting policies in 2007/08.

The accounts meet the requirements of the Financial Reporting Manual (FRM) and the 1985 Companies Act, plus any Accounting Standards issued or adopted by the Accounting Standards Board so far as these requirements are relevant.

Income generated from services provided during the year is almost entirely fees from applicants for Disclosures, the POVAFirst service and new RBs. The CRB recognises income on the receipt of a countersigned application.

Some major enhancements to IT systems are included as a prepayment and written off over their useful life. Where the CRB has contributed towards enhancements to assets under existing PPP arrangements, a prepayment for their fair value is recognised and amortised over the life of the PPP contract.

**Basis for Preparing the Accounts** A HM Treasury direction requires the CRB to produce the accounts to conform with the accounting principles and disclosure requirements of the FRM and in accordance with section 7(2) of the Government Resources and Accounts Act 2000.







## Performance

The CRB has a set of Key Performance Indicators (KPIs) that act as a benchmark for our performance across the business; they particularly assist in the assessment of progress against the drivers behind the first of our six key objectives (see Strategic Context): to improve the delivery of our services to all stakeholders.

As part of the monitoring process, monthly performance is reported to Ministers, the Management Board and the Executive Team, with exceptions highlighted to inform remedial action.

Achievement in 2007/08 against those targets is recorded below.

	Target	Performance	Measure	Source
<b>Improving Delivery Times</b>				
Enhanced Disclosures				
a. CRB to complete and send to police	90% checks in 10 days	<b>96.3%</b>	The time taken to process application from receipt in the CRB to despatch of application to LPFs, excluding time out with customer	System generated
b. Overall time for processing from receipt to issue	90% issued in 28 days	<b>93.5%</b>	The overall time - excluding time out with the customer - taken to process a valid application from receipt, to processing within the CRB and LPFs and then to printing	
c. Overall time for processing from receipt to issue	99% issued in 60 days	<b>98.1%</b>		
Standard Disclosures	90% issued in 10 days	<b>99.7%</b>	The overall time - excluding time out with the customer - taken to process a valid application from receipt to processing within the CRB and then to printing	System generated
Calls to the Call Centre	90% answered in 20 seconds	<b>91.7%</b>	The time taken to answer calls to the Call Centre	System generated
POVAFirst checks (Protection of Vulnerable Adults)	98% completed in 2 days	<b>96.8%</b>	The overall time taken from the valid initial request received in the CRB to notification to RB	System generated
<b>Improving Quality &amp; Accuracy</b>				
Disclosure accuracy	To reduce the error rate by 10% year on year (Target 99.95%) *	<b>99.98%</b>	Error occurs where the Disclosure certificate does not reflect central criminal record	Clerical - Derived from a statistically valid sample each month
Disclosure disputes	90% resolved in 21 days	<b>97.3%</b>	Time from receipt in CRB to resolution	Clerical
Customer satisfaction	85%	<b>87.0%</b>	Based on independent annual customer survey	Ipsos MORI poll
Complaints	95% resolved in 10 days	<b>98.5%</b>	Time taken from receipt in CRB to reply issued	Clerical
<b>Reducing Cost &amp; Bureaucracy</b>				
Unit cost of Disclosure production	Reduce 2006/2007 costs by 5%	<b>Not met</b>	The total costs of production divided by the number of valid Disclosure applications received	System generated
<b>People Aspects</b>				
Completion of strategic projects	100% on schedule	<b>50%</b>	Completion of agreed milestone on two strategic projects: 1) VBS 2) E-services	Clerical
Average sick absence levels rolling 12 months	Less than 8 days	<b>10.8</b>	The total number of sick days divided by the total number of full-time equivalent staff	Clerical

\* Aim is 100% of Disclosures free of error



## Trends and Factors influencing Performance

**Enhanced Disclosures** The number of outstanding applications in a small number of larger police forces reported in 2006/07 was significantly reduced throughout the year resulting in a reduction in the amount of outstanding work and quicker turnaround by forces. With the Agency processing more than 96% of applications within 10 days of receipt - before action is taken by police forces - the key 28 days turnaround target was met for the first time in three years.

In an attempt to ensure that attention continues to be focused on applications falling outside the 28 days turnaround target, for 2007/08 the Agency introduced a new target to clear 99% of all applications within 60 days. Although this new target was marginally missed the Agency remains committed to improving its performance on older cases and their better management will be subject to a major drive in 2008/09.

**Standard Disclosures** Performance targets have been met throughout the period. Standard Disclosures do not require a search by police forces and the figure of 99.7% processed within 10 days of receipt also reflects well on the internal service provided by the CRB.

**Calls to the Call Centre** Performance target has been achieved in 2007/08.

**POVA First Checks** Performance target was not met in 2007/08 but this was due entirely to the postal strike in October when performance was severely affected and fell to 77.4% for the month. Despite meeting the target in the other 11

months, the fine margin for error resulted in the annual target being missed.

**Disclosure Disputes** Performance target has been achieved for 2007/08.

**Complaints** Performance target has been achieved in 2007/08.

**Unit Cost Reduction** The abnormally high fall in unit costs by 13% in 2006/07 mitigated against meeting the 5% year on year reduction target in 2007/08. However, as can be seen from the table below, without any adjustment for the impact of inflation, the CRB has managed to cumulatively reduce its unit costs by more than 9% over the last four years.

	2004/05	2007/08	% Reduction
Unit cost	£27.50	£25.00	9.1%

In the Agency's 2008/09 Business Plan the existing measure has been replaced by a commitment to reduce costs by 8% over the next three years in accordance with the Department's wider Comprehensive Spending Review plans.

**Sickness Absence Levels** The Agency set a challenging annual sickness absence target of an annual average of eight days per member of staff. More robust reporting procedures employed during the year means the 10.8 days recorded in 2007/08 more accurately reflects the true level of sickness absence in the Agency. This has been used as the basis for a more credible 10 days target for 2008/09 although the Agency's longer-term goal remains eight days. Internal targets and plans have been made, aiming at reducing the present absence levels with targeted effort and support from the Human Resources team.



## A Summary of Progress against Key Projects

Key tasks and objectives for 2007/08 as shown in CRB Business Plan are detailed below.

Tasks	Objective	Progress Against Plan
Development of interim system for cross checking of data by police forces	Enhanced search capability implemented. Protocol agreed to allow risk-based withdrawal of address-based referrals to police.	PLX Release 3 now scheduled for implementation on 21 Feb 2009.
Police Volume Management	Capability to perform searches on behalf of police forces from a central location.	<b>Milestone completed on 29 Oct 2007 with implementation of Devon &amp; Cornwall force. The rollout to other police forces continues with implementation of GMP (30 Oct 2007).</b>
PNC step down	Changes implemented to existing processes and services to make the CRB compliant with the new data retention guidelines for PNC.	Moved to 2008/09.
Vetting and Barring (now ISA) scheme development	Supplier who will provide the CRB's systems to support VBS selected. Data items needed for paper VBS applications agreed. RBs, LPFs and CRB staff informed of new VBS processes and the impact on existing processes. Resource and volumetric model developed for CRB and LPFs.	<b>Milestone completed Q1 (Apr-Jun 2007).</b> <b>Milestone completed Q3 (Oct-Dec 2007).</b> Work commenced with completion of walkthrough for CRB and LPF staff. Delivery to RB's is expected to be completed in Q1 2008/2009. <b>Milestone completed Q4 (Jan-Mar 2008).</b>
E-services - Phase 1	Roll-out of online application tracking phase 2 (tracking of multiple Disclosure applications by RBs). ID Management - report produced on Proof of Concept results and recommended next steps.	<b>Milestone completed Q4 (Jan-Mar 2008).</b> <b>Milestone completed Q3 (Oct-Dec 2007).</b>
E-services - Phase 2	Implementation of electronic bulk Disclosure applications with first tranche of RBs. Design of web-based VBS and Disclosure applications completed.	e-Bulk now scheduled for implementation March 2009. Work on e-DAF will continue in 2008/09. No implementation date confirmed.
New data sets	Royal Military Police data available to Disclosure service. MOD Police data available to Disclosure service. SOCA pilot evaluation report produced Isle of Man (IoM) Constabulary data available to Disclosure service.	<b>Milestone completed 12 Nov 2007.</b> <b>Milestone completed 29 Feb 2008.</b> The extended SOCA pilot has been suspended until data transmission arrangements have been completed. A decision is expected in Q2 2008/09. Work continues on IoM with the completion of a Data Processing Agreement reached. Implementation is expected in Q3 2008/09.
Continuous updating of Disclosures	Complete feasibility study.	Feasibility study commissioned and to be completed in 2008/09.
Restructuring of the RB network	All RBs failing to meet the application threshold criteria removed from the Register.	<b>Milestone completed 31 Jan 2008.</b>
ID management pilot	Report produced on Proof of Concept results and recommended next steps.	<b>Report presented to CRM Management Board in September 2007.</b>



## Diversity

In delivering its business the Agency will take care to assess the impact of policies and their implementation on race, religion and belief, gender, disability, sexual orientation, gender identity and age equality and will create a working environment where diversity is recognised, valued and celebrated.

To this end the Agency will:

- Employ a workforce that reflects at all levels the diversity of the communities where they work and society as a whole.
- Treat all staff and customers with dignity and respect.
- Develop all staff to realise their full potential.
- Take positive action to secure equality of opportunity.
- Ensure that recruitment, selection, appraisal, training and career progression processes are fair, objective and free from bias or stereotyping.
- Carry out impact assessments on services against bias and prejudice.

In support of the above in May 2007 the CRB introduced a new Race Disability Gender (RDG) Equality scheme, which sets out clearly its commitments, aims and objectives in these areas. It also included three separate action plans for delivering against the key aims and commitments for each of the above-mentioned equality groups.

In 2008/09 the Agency's Equality Forum will monitor performance against these commitments and strive to embed equality awareness across the Agency.

## Health and Safety

The CRB is committed to maintaining the standards required by the Health and Safety at Work Act 1974 and other United Kingdom and international regulations relating to the health and safety of its employees and the public. It will continue to raise staff awareness on all aspects of health and safety as required by the 1992 EC Health and Safety Directive.

## Payment Performance

If there is no alternative contractual provision or other understanding, payment is due to be made within 30 days of receipt of a valid invoice. The CRB's overall performance during the year was 98.9% (2006/07 95.1%) of invoices paid within the agreed credit period.

In November 1998, the Late Payment of Commercial Debts (Interest) Act came into force, providing small businesses with a statutory right to claim interest from large businesses and all public sector bodies on payments that are more than 30 days overdue. Amended legislation - the Late Payment of Commercial Debts Regulations 2002 - came into force on 7 August 2002 providing all businesses, irrespective of size, with the right to claim statutory interest for the late payment of commercial debts. No interest has been claimed by CRB creditors under this Act.



## Management Board

The Management Board members during the year were as follows:

### Executive members:

Vince Gaskell  
 Trevor Carlile (from July 2007)  
 Les Anderson (from October 2007)  
 John Scullion  
 John Raftery (until July 2007)

### Non-Executive members:

Hugh Barrett  
 Mike Lewis  
 Charlie Pienkowski

John Scullion left in June 2008  
 Adele Townsend joined as the new Director of Resources in May 2008.

Details of any significant interests held by Management Board members are maintained in a Register of Interests, which can be obtained from the CRB.

The names, positions and brief personal details of the Management Board are also set out in the Remuneration Report. The Chief Executive is a permanent member of staff appointed by the Home Office under Senior Civil Service terms. The Civil Service Management Code contains provision for the termination of this contract.

The remaining Executive Directors' remuneration - with the exception of Les Anderson - is within the CRB agreed pay scales adjusted to effect reasonable comparison with similar roles within the Civil Service. Full details are contained within the Remuneration Report.

Management Board members: meetings attended in 2007/08		Number of meetings in 2007/08			
		Management Board		Audit Committee*	
Member	Status	Required	Present	Required	Present
Vince Gaskell	Exec	6	6	4	4
Trevor Carlile	Exec	5	4	-	-
John Scullion	Exec	6	6	4	4
Les Anderson	Exec	3	3	-	-
John Raftery	Exec	1	1	-	-
Hugh Barrett	Non-Exec	6	6	4	4
Mike Lewis	Non-Exec	6	6	4	4
Charlie Pienkowski	Non-Exec	6	6	4	4

\* Membership of the Audit Committee is restricted to Non-Executives although Executive members can and do attend

## Corporate Governance

Full details of the CRB's governance arrangements in accordance with the requirements of DAO (GEN) 05/06 - Corporate governance: reporting - are contained within the 2008/09 Business Plan published in June 2008.

# Management Commentary

## Future Position - 2008/09 and Beyond

### 2008/09 Budget

For 2008/09 the CRB has produced a budget without an increase in Disclosure application fees. The factors that have enabled this include:

- **An increase in volumes of 250,000 from 2007/08.**
- **Capitalisation of some project costs.**
- **Funding of ISA costs by the Home Office.**
- **A reduced Development cost budget.**

	08/9 Budget £m
<b>Income</b>	<b>104.8</b>
<b>Production costs</b>	
Direct	74.2
Indirect	21.5
<b>Sub-total</b>	<b>95.7</b>
<b>Change costs</b>	
Running costs	4.3
Development	2.8
<b>Sub-total</b>	<b>7.1</b>
<b>Total costs</b>	<b>102.8</b>
<b>Surplus/(Deficit)</b>	<b>2.0</b>
Disclosure volumes (m)	3.6

These figures are an update of those originally published in the 2008/09 CRB Business Plan, which budgeted for a surplus of £2.2 million. The Business Plan can be accessed via the CRB website.

### Performance

The full list of targets is:

Targets	
<b>Improving Delivery Times</b>	
Enhanced Disclosure applications	Target
a) CRB to complete and send to police	90% checks in 10 days
b) Disclosures issued	90% issued in 28 days
c) Disclosures issued	99% issued in 60 days
Standard Disclosure applications	90% issued in 10 days
Calls to the Call Centre	90% answered in 20 seconds
POVAFirst checks	98% completed within 48 hours
<b>Improving Quality and Accuracy</b>	
Disclosure accuracy (our aim is 100% Disclosures free of error)	To reduce the causes of potential Disclosure errors by 10% year on year
Customer satisfaction	85% based on annual Ipsos MORI survey results
Complaints	95% resolved in 10 days
Disclosure disputes	90% completion within 21 days
<b>Reducing Cost and Bureaucracy</b>	
Cost of Disclosure service	To deliver efficiencies totalling 8% over the next 3 years
<b>Internal Development/People Access</b>	
ISA scheme	Modification to Agency's systems ready for testing by December 2008
Electronic services	Roll out of e-Bulk service underway by March 2009
BASICS	Completion of feasibility study by July 2008 followed by a decision on whether or not to proceed
Average sickness levels *	10 days annually

\* The Agency remains committed to the Home Office target of 8 days by 2010



## Change Programme

Following a major review of the Agency's IT Strategic Architecture and Change Programme governance arrangements, ambitious plans were included in the 2007/08 Business Plan to help realise the Agency's aspirations for a modern Disclosure service that would also support the new ISA scheme.

Progress was made on all fronts, with enhancements to our Police Cross Referencing System (PLX) that is a crucial link in our work with LPFs. Further enhancements were also introduced to our Electronic Tracking service. Other developments included the addition of further data sources into the Disclosure service which adds to the quality of service provided. We also completed an important Joint Venture with the Identity and Passport Service to enhance the identification processes in the initial application completion and checking stage. Finally, excellent progress was made in completing the first phase of the RB Rationalisation Programme. This was a major project completed on time and to budget. For 2008/09 and beyond the Agency has undertaken a major investment in Change Management resources - not only in project management skills but throughout the operational areas. This initiative will ensure that the capacity and capability will be in place to deliver the required programme and to ensure that the Agency and its partners will be operationally ready to handle the substantial challenges ahead.

As in 2007/08, where the Agency played a major role in the procurement and requirements exercises, the 2008/09 Change Programme will be dominated by the ISA scheme as it moves into implementation stage, as well as dependent projects:

- 1. Electronic services.**
- 2. PLX.**
- 3. Police Volume Management (PVM).**

While the ISA service will be overseen by the ISA, many of the scheme's activities will be undertaken by the Agency. Consequently a major component of the 2008/09 Change Programme will involve modifying existing Disclosure systems as well as implementing new systems that will provide the bridge between CRB and ISA.

## Provision of Information to Auditors

There is no relevant audit information of which the Auditors are unaware. I have taken all necessary steps to make myself aware of any relevant audit information and to establish that the auditors are aware of that information.

**Vince Gaskell**  
Chief Executive  
Criminal Records Bureau

10 July 2008



## Remuneration Report

**Remuneration Policy** The remuneration of Senior Civil Servants is set following independent advice from the Review Body on senior salaries.

In reaching its recommendations, the Review Body has regard to the following considerations:

- Suitably able and qualified people to exercise their different responsibilities;
- Regional/local variations in labour markets and their effects on the recruitment and retention of staff;
- Government policies for improving the public services including the requirement on departments to meet the output targets for the delivery of departmental services;
- The funds available to departments as set out in the Government's departmental expenditure limits; and
- The Government's inflation target.

The Review Body takes account of the evidence it receives about wider economic considerations and the affordability of its recommendations.

**Service Contracts** Civil Service appointments are made in accordance with the Civil Service Commissioners' Recruitment Code, which requires appointment to be on merit on the basis of fair and open competition but also includes the circumstances when appointments may otherwise be made.

All the officials covered by this report hold appointments, which are open-ended until they reach the normal retiring age. Early termination, other than for misconduct, would result in the individual receiving compensation as set out in the Civil Service Compensation Scheme.





## Salary and Pension Entitlements

The following sections provide details of the remuneration and pension interests of senior staff in the CRB:

### Remuneration (Audited)

Officials	2007/08		2006/07	
	Salary £	Benefits in kind (to nearest £100)	Salary £	Benefits in kind (to nearest £100)
<b>Mr Vince Gaskell</b> Chief Executive	140 - 145	-	135 - 140	-
<b>Mr Les Anderson*</b> Commercial Director (from October 2007)	115 - 120	-	-	-
<b>Mr Trevor Carlile</b> Director of Service Delivery (from July 2007)	60 - 65	-	-	-
<b>Mr John Scullion</b> Director of Resources	70 - 75	-	65 - 70	-
<b>Mr John Raftery</b> Director of Service Delivery (from November 2006 until July 2007)	55 - 60	-	10 - 15	-

\* The total value of fees paid to a third party for the services of Mr Anderson to the CRB. A total of 40% of payments shown above are recharged to the Home Office.

**Salary** 'Salary' includes accrued gross salary; performance pay or bonuses; overtime; reserved rights to London weighting or London allowances; recruitment and retention allowances; private office allowances and any other allowance to the extent that it is subject to UK taxation.

Mr Gaskell and Mr Carlile receive allowances within the above remuneration to cover the expense of renting accommodation in Liverpool whilst in post.

This report is based on payments made by the Agency and thus recorded in these accounts. The salary of Senior Civil Servants is administered by the Cabinet Office and the above report included bonuses paid in year as a best estimate for this element of the remuneration receivable.

**Benefits in Kind (Audited)** The monetary value of benefits in kind covers any benefits provided by the employer and treated by the Inland Revenue as a taxable emolument. There were no benefits in kind in 2007/08.

### Remuneration of the Non-Executive

**Directors (Audited)** There were three Non-Executive Directors who served on the Management Board in 2007/08: Hugh Barrett (started December 2006), Mike Lewis and Charlie Pienkowski. Payments for the services are shown below:

	2007/08	2006/07
Hugh Barrett	£11,200	£5,600
Mike Lewis	£10,800	£13,600
Charlie Pienkowski	£18,000	£19,200

Non-Executive Directors do not receive any pension benefits. They are appointed initially on a three-year contract which can be mutually curtailed or extended.



### **Pension Benefits (Audited)**

<b>Officials</b>	Accrued pension at age 60 as at 31/3/08 and related lump sum	Real increase in pension and related lump sum at age 60	CETV at 31/3/08	CETV at 31/3/07	Real increase in CETV	Employer contribution to partnership pension account
	£'000	£'000	£'000	£'000	£'000	Nearest £100
<b>Mr Vince Gaskell</b> Chief Executive	50 - 52.5 plus lump sum of 152.5 - 155	0 - 2.5 plus lump sum of 2.5 - 5	1,143	979	24	-
<b>Mr Trevor Carlile</b> Director of Service Delivery (from July 2007)	27.5 - 30 plus lump sum of 85 - 87.5	2.5 - 5 plus lump sum of 10 - 12.5	494	344	59	-
<b>Mr John Scullion</b> Director of Resources	25 - 27.5 plus lump sum of 77.5 - 80	0 - 2.5 plus lump sum of 2.5 - 5	554	463	24	-
<b>Mr John Raftery</b> Head of Service Delivery (from November 2006 until July 2007)	25 - 27.5 plus lump sum of 77.5 - 80	0 - 2.5 plus lump sum of 2.5 - 5	583	492	21	-

The pension and details for Les Anderson have not been provided on the basis that he is not a CRB or core Home Office employee.



**Civil Service Pensions** Pension benefits are provided through the Civil Service pension arrangements. From 1 October 2002, civil servants may be in one of three statutory based 'final salary' defined benefit schemes (Classic, Premium, and Classic Plus). The schemes are unfunded with the cost of benefits met by monies voted by Parliament each year. Pensions payable under Classic, Premium, and Classic Plus are increased annually in line with changes in the Retail Prices Index. New entrants after 1 October 2002 may choose between membership of Premium or joining a good quality 'money purchase' stakeholder arrangement with a significant employer contribution (partnership pension account).

Employee contributions are set at the rate of 1.5% of pensionable earnings for Classic and 3.5% for Premium and Classic Plus. Benefits in Classic accrue at the rate of 1/80th of pensionable salary for each year of service. In addition, a lump sum equivalent to three years' pension is payable on retirement. For Premium, benefits accrue at the rate of 1/60th of final pensionable earnings for each year of service. Unlike Classic, there is no automatic lump sum (but members may give up (commute) some of their pension to provide a lump sum). Classic Plus is essentially a variation of Premium, but with benefits in respect of service before 1 October 2002 calculated broadly in the same way as in Classic.

The partnership pension account is a stakeholder pension arrangement. The employer makes a basic contribution of between 3% and 12.5% (depending on the age of the member) into a stakeholder pension product chosen by the employee from a selection of approved products. The employee does not have to contribute but where they do make contributions, the employer will match these up to a limit of 3% of pensionable salary (in addition to the employer's basic contribution). Employers also contribute a further 0.8% of pensionable salary to cover the cost of centrally-provided risk benefit cover (death in service and ill health retirement).

Further details about the Civil Service pension arrangements can be found at the website [www.civilservice-pensions.gov.uk](http://www.civilservice-pensions.gov.uk)

**Cash Equivalent Transfer Values** A Cash Equivalent Transfer Value (CETV) is the actuarially assessed capitalised value of the pension scheme benefits accrued by a member at a particular point in time. The benefits valued are the member's accrued benefits and any contingent spouse's pension payable from the scheme. A CETV is a payment made by a pension scheme or arrangement to secure pension benefits in another pension scheme or arrangement when the member leaves a scheme and chooses to transfer the benefits accrued in their former scheme.

The pension figures shown relate to the benefits that the individual has accrued as a consequence of their total membership of the pension scheme, not just their service in a senior capacity to which disclosure applies. The CETV figures, and from 2003/04 the other pension details, include the value of any pension benefit in another scheme or arrangement which the individual has transferred to the Civil Service pension arrangements and for which the CS Vote has received a transfer payment commensurate with the additional pension liabilities being assumed. They also include any additional pension benefit accrued to the member as a result of their purchasing additional years of pension service in the scheme at their own cost. CETVs are calculated within the guidelines and framework prescribed by the Institute and Faculty of Actuaries and do not take account of any actual or potential reduction to benefits resulting from Lifetime Allowance Tax which may be due when pension benefits are drawn.

**Real Increase in CETV** This reflects the increase in CETV effectively funded by the employer. It takes account of the increase in accrued pension due to inflation, contributions paid by the employee (including the value of any benefits transferred from another pension scheme or arrangement) and uses common market valuation factors for the start and end of the period.

## Statement on Criminal Records Bureau's and Chief Executive's Responsibilities

Under section 7(2) of the Government Resources and Accounting Act 2000 HM Treasury has directed the CRB to prepare a statement of accounts for each financial year. The accounts are prepared on an accruals basis and must give a true and fair view of the CRB's state of affairs at the year end and of its income and expenditure, recognised gains and losses and cash flows for the year.

In preparing the accounts the CRB is required to:

- observe the Accounts Direction issued by HM Treasury, including the relevant accounting and disclosure requirements, and apply suitable accounting policies on a consistent basis;
- make judgements and estimates on a reasonable basis;
- state whether applicable accounting standards have been followed, and disclose and explain any material departures in the financial statements; and
- prepare the financial statements on the going concern basis, unless it is inappropriate to presume that the CRB will continue in operation.

The Accounting Officer for the Home Office has designated the Chief Executive of the CRB as the Accounting Officer. His relevant responsibilities as Accounting Officer, including responsibility for the propriety and regularity of the public finances and for the keeping of proper records and safeguarding assets, are set out in the Accounting Officers' Memorandum issued by HM Treasury and published in Managing Public Money.



**Vince Gaskell**  
Chief Executive  
Criminal Records Bureau

10 July 2008



## Statement on Internal Control - 2008

### **1. Scope of Responsibility**

As Accounting Officer, I have responsibility for maintaining a sound system of internal control that supports the achievement of the CRB's policies, aims and objectives, whilst safeguarding the public funds and departmental assets for which I am personally responsible, in accordance with the responsibilities assigned to me in Managing Public Money. As Accounting Officer for the period under review at the date of these accounts, I am required to report on the state of internal control in the CRB during that period. I also recognise that I am fully accountable for the management, performance and future development of the CRB.

I am assisted in meeting this accountability through my relationship with the Home Office. CRB's Strategy and Business Plan, which describes the Agency's approach to risk management, is agreed with the Agency's Sponsor Unit within the Home Office and approved by the Home Office Minister with responsibility for CRB. Each month I provide the Minister with a "Vital Signs" report of the previous month's service performance and an assessment of, and proposed mitigation of risk to performance in the months ahead. We also meet several times throughout the year to discuss these. Furthermore, the meetings of the CRB's Management Board and Audit Committee have Home Office representation, from a senior member of the Sponsor Unit and their Audit and Assurance Unit respectively.

### **2. The Purpose of the System of Internal Control**

The system of internal control is designed to

manage risk to a reasonable level rather than to eliminate all risk of failure to achieve policies, aims and objectives; it can, therefore, provide only reasonable, and not absolute, assurance of effectiveness. The system of internal control is based on an ongoing process designed to identify and prioritise the risks to the achievement of the CRB's policies, aims and objectives, to evaluate the likelihood of those risks being realised and the impact should they be realised, and to manage them economically, efficiently and effectively. The system of Internal Control has been in place in CRB for the year ended 31 March 2008 and up to the date of approval of the Annual Report and Accounts, and accords with HM Treasury guidance.

### **3. Capacity to Handle Risk**

The Agency has a Risk Management Strategy endorsed by the Board and Audit Committee. A risk register has been developed linking bottom up with top down risks. Ownership has been taken of strategic risks by named members of the Executive Team. Sub risks have been allocated to operational managers who report upwards monthly on their status. The Executive Team consider monthly a summary report of the status of strategic risks and quarterly the full register. The effectiveness of the system as it beds in is being monitored by the CRB's Internal Audit Unit. They report annually on the effectiveness of the overall arrangements.

We participate in the Home Office's risk improvement programme and have adopted their Risk Management Policy and Guidance from 1st April 2008.

#### **4. The Risk and Control Framework**

The CRB has established the following processes to identify, evaluate, control and manage risk:

- A Management Board, including three independent Non Executive Directors, which meets quarterly, with regular review of significant risk and assurance issues.
- An Audit Committee that meets quarterly, comprising the three Non Executive Directors. The Committee's terms of reference are available publicly and the Chair produces a formal annual report to the Board.
- Regular reports by internal audit, to GIAS standards, which include recommendations for improvement.
- The Head of Internal Audit has responsibility for evaluating the overall risk and control framework within the CRB.
- A number of other internal committees are in place to address detailed governance matters.
- Risk registers are maintained and reviewed regularly by Directorates.
- All Business Plans include the consideration of the main risks likely to arise in the period.
- All projects are subject to risk analysis and the maintenance of project risk registers.
- Business continuity plans to manage the risks of loss of key premises and processes.

#### **5. Review of Effectiveness in the Year to 31 March 2008**

As Accounting Officer, I also have responsibility for reviewing the effectiveness of the system of internal control in place in the year, and a process has been established to do this. This consists of:

- Review by the Management Board of significant risks and the controls in place to manage them.
- Quarterly meetings of the Audit Committee at which all assurance activities are reviewed, including internal and external audit, risk management, and other reviews as appropriate.
- The maintenance of detailed risk registers.
- Work carried out by Internal Audit and approved by the Audit Committee.

On the basis of the work carried out under the direction of the Audit Committee, the Head of

Internal Audit has produced an annual report setting out their opinion on internal control in the CRB for the year ended 31 March 2008. The report's overall assessment was:

"Overall it is apparent that a more control conscious culture continues to steadily develop. It is in this context, therefore, and as a result of the work we have summarised in this report that we are able to offer substantial assurance over the effectiveness of the overall system of control in operation during the year. Having said that, there is always scope for improvement, and we have made a significant number of recommendations in the reports issued for the year. We are pleased to report that these were invariably accepted readily by management and the implementation rate has also seen improvement. The Agency recognises that there remains a significant risk to delivering its part of the ISA Programme effectively and will be giving priority to addressing that risk in the coming months ahead.

As internal auditors of CRB, we are required to comply with Government Internal Auditing Standards and we are able to confirm that we have done so during the year and in the production of our report."

#### **6. Significant Internal Control Issues**

Following a two-year development plan to ensure the implementation of a system of internal control I am now satisfied that a fully embedded and robust system of risk management, control and governance, fully compliant with the relevant Government requirements, is in place.

As a consequence the CRB has been able to successfully meet the challenges of developing a more customer focused vision, enhancing contractor relations and further tightening IT controls. The challenge ahead is to maintain this momentum while successfully managing our risks within the ISA Programme and embedding risk management at operational level.



**Vince Gaskell**

Chief Executive  
Criminal Records Bureau

10 July 2008



## The Certificate and Report of the Comptroller and Auditor General to the House Of Commons

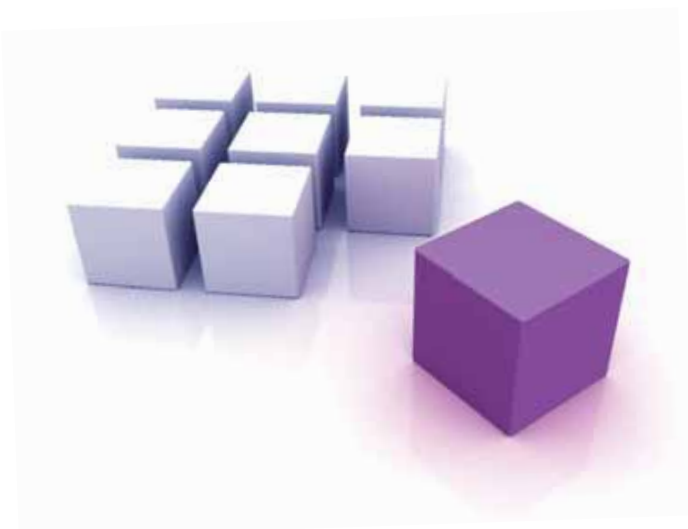
***I certify that I have audited the financial statements of the Criminal Records Bureau for the year ended 31 March 2008 under the Government Resources and Accounts Act 2000. These comprise the Income and Expenditure Account and Statement of Total Recognised Gains and Losses, the Balance Sheet, the Cash Flow Statement and the related notes. These financial statements have been prepared under the accounting policies set out within them. I have also audited the information in the Remuneration Report that is described in that report as having been audited.***

### Respective Responsibilities of the Agency, the Chief Executive and Auditor

The Agency and Chief Executive, as Accounting Officer, are responsible for preparing the Annual Report, which includes the Remuneration Report, and the financial statements in accordance with the Government Resources and Accounts Act 2000 and HM Treasury directions made thereunder and for ensuring the regularity of financial transactions. These responsibilities are set out in the Statement of Accounting Officer's Responsibilities.

My responsibility is to audit the financial statements and the part of the Remuneration Report to be audited in accordance with relevant legal and regulatory requirements, and with International Standards on Auditing (UK and Ireland).

I report to you my opinion as to whether the financial statements give a true and fair view and whether the financial statements and the part of the Remuneration Report to be audited have been properly prepared in accordance with HM Treasury directions issued under the Government Resources and Accounts Act 2000. I report to you whether, in my opinion, the information, which comprises the Management Commentary included in the Annual Report, is consistent with the financial statements. I also report whether in all material respects the expenditure and income have been applied to the purposes intended by Parliament and the financial transactions conform to the authorities which govern them.



In addition, I report to you if the Agency has not kept proper accounting records, if I have not received all the information and explanations I require for my audit, or if information specified by HM Treasury regarding remuneration and other transactions is not disclosed.

I review whether the Statement on Internal Control reflects the Agency's compliance with HM Treasury's guidance, and I report if it does not. I am not required to consider whether this statement covers all risks and controls, or to form an opinion on the effectiveness of the Agency's corporate governance procedures or its risk and control procedures.

I read the other information contained in the Annual Report and consider whether it is consistent with the audited financial statements. This other information comprises the Chief Executive's message and the unaudited part of the remuneration report. I consider the implications for my report if I become aware of any apparent misstatements or material inconsistencies with the financial statements. My responsibilities do not extend to any other information.

## Basis of Audit Opinions

I conducted my audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. My audit includes examination, on a test basis, of evidence relevant to the amounts, disclosures and regularity of financial transactions included in the financial statements and the part of the Remuneration Report to be audited. It also includes an assessment of the significant estimates and judgments made by the Agency and Chief Executive in the preparation of the financial statements, and of whether the accounting policies are most appropriate to the Agency's circumstances, consistently applied and adequately disclosed.

I planned and performed my audit so as to obtain all the information and explanations which I considered necessary in order to provide me with sufficient evidence to give reasonable assurance that the financial statements and the part of the Remuneration Report to be audited are free from

material misstatement, whether caused by fraud or error, and that in all material respects the expenditure and income have been applied to the purposes intended by Parliament and the financial transactions conform to the authorities which govern them. In forming my opinion I also evaluated the overall adequacy of the presentation of information in the financial statements and the part of the Remuneration Report to be audited.

## Opinions

In my opinion:

- The financial statements give a true and fair view, in accordance with the Government Resources and Accounts Act 2000 and directions made thereunder by HM Treasury, of the state of the Agency's affairs as at 31 March 2008, and of the net surplus, recognised gains and losses and cash flows for the year then ended;
- The financial statements and the part of the Remuneration Report to be audited have been properly prepared in accordance with HM Treasury directions issued under the Government Resources and Accounts Act 2000; and
- Information, which comprises the Management Commentary included within the Annual Report, is consistent with the financial statements.

## Opinion on Regularity

In my opinion, in all material respects, the expenditure and income have been applied to the purposes intended by Parliament and the financial transactions conform to the authorities which govern them.

## Report

I have no observations to make on these financial statements.

**17 July 2008**

**T J Burr**  
**Comptroller and Auditor General**  
**National Audit Office**  
**151 Buckingham Palace Road**  
**Victoria**  
**London**  
**SW1W 9SS**





## Criminal Records Bureau Annual Accounts 2007/08

### Income & Expenditure Account For the Year Ended 31 March 2008

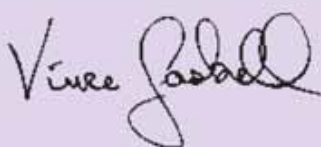
	Notes	2007/08 £'000	2006/07 £'000
Turnover from continuing activities	2a	97,844	93,167
Miscellaneous income		50	0
Cost of sales	2b	(68,680)	(61,718)
<b>Gross surplus</b>		<b>29,214</b>	<b>31,449</b>
Administrative expenses	2c	(18,751)	(17,245)
<b>Operating surplus</b>	4	<b>10,463</b>	<b>14,204</b>
Cost of capital	5	(758)	(586)
<b>Surplus on ordinary activities</b>		<b>9,705</b>	<b>13,618</b>

All income and expenditure is derived from continuing activities.  
There are no recognised gains or losses other than the operating surplus.

# Criminal Records Bureau Annual Accounts 2007/08

## Balance Sheet as at 31 March 2008

	Notes	As at 31 March 2008 £'000	As at 31 March 2007 £'000
<b>Fixed assets</b>			
Tangible assets	6	3,309	1,119
Debtors falling due after one year	7b	3,685	244
<b>Current assets</b>			
Work in progress		0	20
Debtors & prepayments falling due within one year	7a	30,109	27,072
Cash at bank & in hand	11	2,224	1,229
		32,333	28,321
<b>Current liabilities</b>			
Creditors falling due within one year	8a	(12,805)	(8,790)
<b>Net current assets</b>		19,528	19,531
<b>Total assets less current liabilities</b>		26,522	20,894
<b>Non-current liabilities</b>			
Provision for liabilities and charges	12	(55)	(78)
Creditors: amounts falling due after one year	8b	(11)	0
		(66)	(78)
		<b>26,456</b>	<b>20,816</b>
<b>Taxpayers' equity</b>			
General fund	9	26,456	20,816
		<b>26,456</b>	<b>20,816</b>



**Vince Gaskell**

Chief Executive

Criminal Records Bureau, 10 July 2008



## Criminal Records Bureau Annual Accounts 2007/08

### Cashflow Statement For the Year Ended 31 March 2008

	Notes	2007/08 £'000	2006/07 £'000
Net cash inflow from operating activities		7,101	8,862
Capital expenditure & financial investment		(2,509)	(250)
Net cash outflow from financing		(5,000)	(7,700)
(Decrease)/increase in cash in year	11	(408)	912
<b>Reconciliation of operating surplus to operating cash inflows</b>			
Surplus on ordinary activities		9,705	13,618
Non cash transactions	10a	1,254	1,009
Movements in working capital other than cash	10b	(3,858)	(5,765)
Net cash inflow from operating activities		7,101	8,862
<b>Analysis of capital expenditure &amp; financial investment</b>			
Purchase of fixed assets	6	(2,509)	(250)
Net cash outflow from investment activities		(2,509)	(250)
<b>Analysis of financing</b>			
Cash refunded to Home Office		(12,000)	(17,500)
Cash funding received from Home Office		7,000	9,800
Net cash requirement	9	(5,000)	(7,700)

# Criminal Records Bureau Annual Accounts 2007/08

## Notes to the Accounts For the Year Ended 31 March 2008

### **Note 1. Statement of Accounting Policies**

The accounts are prepared using the historical cost convention modified by the inclusion of fixed assets at current cost. Without limiting the information given, the accounts meet the accounting and disclosure requirements of the FReM, the Companies Act 1985 and the accounting standards issued or adopted by the Accounting Standards Board so far as these requirements are relevant.

**1.1 Funding** The CRB principal activities are funded on a net resource basis from Home Office Request for Resources - subhead C.

**1.2 Turnover from Continuing Activities - Note 2a** Turnover from continuing activities represents income generated from services provided during the year.

Turnover represents:

- Fees charged to applicants for applications for Enhanced and Standard Disclosure of prescribed criminal record information.
- Fees charged to register corporate bodies and signatories to access the criminal record process.

The CRB recognises income on the receipt of a countersigned application. The CRB has, under the Police Act 1997, an obligation to process an application following receipt and therefore a departure from FRS5 is necessary to give a true and fair view. Normal GAAP treatment would be to account for income in line with work complete, but the treatment adopted differs from the normal GAAP arrangements. For 2007/08 this

has led to approximately £691,000 being recognised as income which would have been recognised in 2008/09.

**1.3 Pension Costs - Note 3** The CRB participates in the Principal Civil Service Pension Scheme (PCSPS) which is a statutory defined benefit scheme. The CRB is required to pay an employer's contribution that is currently between 17.1% and 25.5% of pensionable pay depending on the grade of staff. These contributions are charged to operating expenses as and when they become due.

Past and present employees are covered by the provisions of the PCSPS that are described in Note 3c and also the Remuneration Report. The defined benefit schemes are unfunded and are non-contributory except in respect of dependants' benefits. The CRB recognises the expected cost of these elements on a systematic and rational basis over the period during which it benefits from employees' services by payment to the PCSPS of amounts calculated on an accruing basis. Liability for payment of future benefits is a charge on the PCSPS. In respect of the defined contribution schemes, the CRB recognises the contributions payable for the year.

**1.4 Non-Cash Costs - Note 5** A charge, reflecting the cost of capital utilised by the CRB, is included in operating costs. The charge is calculated at the real rate of return set by HM Treasury (currently 3.5%) on the average carrying amount of all assets less liabilities except for cash balances with the Office of the Paymaster General.



**1.5 Fixed Assets - Note 6**

**a. Tangible fixed assets** Fixed assets are stated at current cost where this is material to the accounts. Major refurbishment works are capitalised and written off over the remaining length of the lease agreement.

**b. Depreciation** A full year’s depreciation is provided on all tangible fixed assets in the year of acquisition at rates calculated to write off the cost or valuation of each asset evenly over its expected useful life as follows:

Refurbishment	Over the period of the lease
Equipment	2-11 years
Fixtures & fittings	10 years

**c. Revaluation** The CRB’s policy is to revalue fixed assets on an annual basis by applying appropriate indices compiled by the Office for National Statistics to each class of asset, except for Assets under Construction.

**d. Assets under Construction** All tangible assets being developed and not in operation at year end are capitalised as an Asset under Construction. Until the asset is brought into use no depreciation is recognised; however, once the asset is brought into use, a full year’s depreciation is charged with the asset being transferred to the relevant ‘Fixed Asset’ register immediately.

**e. Capitalisation** The minimum level for capitalisation as a tangible asset is £2,000 per item. Costs associated with the PPP contract are not capitalised in the CRB’s balance sheet in line with all relevant guidance.

**f. Research** All research expenditure is written off as incurred.

**1.6 Operating Leases - Note 14a**

Rental payments for land and buildings occupied by the CRB on the basis of operating leases are charged to the Income and Expenditure Account on a straight line basis over the lease term.

**1.7 PPP Transactions - Note 14b**

PPP transactions have been accounted for in accordance with HM Treasury Technical Note No. 1 (revised), entitled “How to Account for PFI transactions” as required by the FReM. Where the CRB has contributed towards enhancements to assets under existing PPP arrangements, a prepayment for their fair value is recognised and amortised over the life of the PPP contract.

**1.8 Fees and Charges - Note 18**

Fees and charges (Note 18) has been prepared under the HM Treasury’s ‘Fees and Charges’ guide and not in accordance with SSAP 25 (Segmental Reporting).

<b>Note 2a. Turnover</b>	<b>Notes</b>	<b>2007/08 £'000</b>	<b>2006/07 £'000</b>
Issue of Disclosure notices	18	97,765	93,042
Registration of corporate bodies and signatories	18	79	125
		<b>97,844</b>	<b>93,167</b>

<b>Note 2b. Cost of Sales</b>	<b>Notes</b>	<b>2007/08 £'000</b>	<b>2006/07 £'000</b>
PPP service charges	14b	46,317	44,096
Police and other data source costs	15b	22,363	17,622
		<b>68,680</b>	<b>61,718</b>

<b>Note 2c. Administrative Costs</b>	<b>Notes</b>	<b>2007/08 £'000</b>	<b>2006/07 £'000</b>
Staff	3b	11,662	10,180
Accommodation	4	1,658	1,621
PPP contract change costs		1,393	1,700
Other costs		2,687	2,684
Professional and legal fees		1,295	693
Non-cash costs			
Decrease in provision for liabilities and charges	12	(23)	(58)
Provision for bad debts		(417)	2
Depreciation	6	319	250
NAO - External audit	10a	136	136
HO Payroll	10a	41	37
		<b>18,751</b>	<b>17,245</b>

### Note 3. Staff Costs

a. See separate 'Remuneration Report' for senior staff pay and allowances and Non-Executive Directors' remuneration.

<b>b. Total staff costs:</b>	<b>2007/08 £'000</b>	<b>2006/07 £'000</b>
Salaries	8,710	7,743
National insurance	620	597
Pension costs	1,593	1,394
Employee costs	10,923	9,734
Contractor costs	739	446
<b>Total staff costs</b>	<b>11,662</b>	<b>10,180</b>

**c. Pension costs** The PCSPS is an unfunded multi-employer defined benefit scheme but the CRB is unable to identify its share of the underlying assets and liabilities. A full actuarial valuation was carried out at 31 March 2007, details of which can be found in the resource accounts of the Cabinet Office: Civil Superannuation ([www.civilservice-pensions.gov.uk](http://www.civilservice-pensions.gov.uk)).

The conditions of the Superannuation Acts 1965 and 1972 and subsequent amendments apply to those employees of the CRB who are civil servants. For the year to 31 March 2008 contributions of £1,592,642.06 (Note 3b) were paid to the Paymaster General at between 17.1% and 25.5% of salary as determined by the Government Actuary and advised

by HM Treasury. There were no contributions to a Partnership Pension Account.

Pension benefits are provided through the Civil Service pension arrangements. From 1 October 2002, civil servants may be in one of three statutory based "final salary" defined benefit schemes (Classic, Premium, and Classic Plus). New entrants after 1 October 2002 may choose between membership of Premium or joining a good quality "money purchase" stakeholder based arrangement with a significant employer contribution (partnership pension account).

Details of these schemes, which are available for all employees are contained within the 'Remuneration Report'.



<b>d. The average staff numbers employed by the CRB during the year:</b>	<b>Notes</b>	<b>2007/08 Number</b>	<b>2006/07 Number</b>
With permanent employment contract		422	374
Other staff		5	3
		<b>427</b>	<b>377</b>

<b>Note 4. Operating Surplus</b>	<b>Notes</b>	<b>2007/08 £'000</b>	<b>2006/07 £'000</b>
The surplus for the year is shown after charging:			
Depreciation	6	319	250
Audit fees		136	136
Property rental		1,658	1,621

The auditors have received no remuneration for non audit work (2006/07 £ Nil).  
Property rental costs include the annual rental charge for Shannon Court and India Mill

#### Note 5. Interest on Capital

Notional interest on capital is made in accordance with HM Treasury guidelines at a rate of 3.5%.

	<b>2007/08 £'000</b>	<b>2006/07 £'000</b>
Notional cost of capital	758	586

#### Note 6. Tangible Fixed Assets

	<b>Fixtures and fittings £'000</b>	<b>Refurbishment £'000</b>	<b>IT equipment £'000</b>	<b>Assets under construction £'000</b>	<b>Total £'000</b>
<b>Cost or valuation</b>					
At 1 April 2007	56	3,530	891	160	4,637
Transfers	-	-	444	(444)	-
Additions	-	-	-	2,509	2,509
<b>At 31 March 2008</b>	<b>56</b>	<b>3,530</b>	<b>1,335</b>	<b>2,225</b>	<b>7,146</b>
<b>Depreciation</b>					
At 1 April 2007	24	3,177	317	-	3,518
Charge for year	6	71	242	-	319
<b>At 31 March 2008</b>	<b>30</b>	<b>3,248</b>	<b>559</b>	<b>-</b>	<b>3,837</b>
Net book value at 31 March 2008	26	282	776	2,225	<b>3,309</b>
Net book value at 31 March 2007	32	353	574	160	<b>1,119</b>

The application of indices in the current year in accordance with the CRB's stated revaluation policy and HM Treasury guidance produced an immaterial result and no amendment has therefore been made (2006/07 immaterial and no amendment made).

## Note 7. Debtors & Prepayments

<b>a. Debtors &amp; prepayments falling due within one year</b>	<b>2007/08 £'000</b>	<b>2006/07 £'000</b>
Trade debtors	11,525	12,529
VAT recoverable	3,232	2,616
Other HMG debtors	3,250	585
Staff debtors	52	48
Prepayments	12,048	11,148
Other debtors	2	146
<b>Total</b>	<b>30,109</b>	<b>27,072</b>

<b>b. Debtors falling due after one year</b>	<b>2007/08 £'000</b>	<b>2006/07 £'000</b>
IT costs pre-payment > 1 year	3,685	244
<b>Total debtors</b>	<b>33,794</b>	<b>27,316</b>

<b>Note 8. Creditors</b>	<b>2007/08 £'000</b>	<b>2006/07 £'000</b>
Overdraft	1,610	207
Trade creditors	2,073	2,970
Accruals	9,111	5,613
Deferred income	11	-
<b>Total</b>	<b>12,805</b>	<b>8,790</b>

<b>b. Creditors falling due after one year</b>	<b>2007/08 £'000</b>	<b>2006/07 £'000</b>
Deferred income	11	0
<b>Total</b>	<b>11</b>	<b>0</b>

<b>Total creditors</b>	<b>12,816</b>	<b>8,790</b>
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<b>Note 9. Reconciliation of Movements in General Fund</b>	<b>Notes</b>	<b>2007/08 £'000</b>	<b>2006/07 £'000</b>
Balance at 1 April 2007		20,816	14,139
Surplus on ordinary activities		9,705	13,618
Net funding from Home Office / OGD	15a	(5,000)	(7,700)
Notional cost of capital	5	758	586
Non cash costs	2c	177	173
<b>Balance at 31 March 2008</b>		<b>26,456</b>	<b>20,816</b>





<b>Note 10a. Non-cash Transactions</b>	<b>Notes</b>	<b>2007/08 £'000</b>	<b>2006/07 £'000</b>
Depreciation	6	319	250
Cost of Capital	5	758	586
Other non cash costs	2c	177	173
<b>Total</b>		<b>1,254</b>	<b>1,009</b>

<b>Note 10b. Movements in Working Capital other than Cash</b>	<b>Notes</b>	<b>2007/08 £'000</b>	<b>2006/07 £'000</b>
Increase in debtors		(6,478)	(4,540)
Decrease in work in progress		20	31
Increase /(decrease) in creditors		2,623	(1,198)
Decrease in provision for liabilities and charges		(23)	(58)
<b>Total</b>		<b>(3,858)</b>	<b>(5,765)</b>

<b>Note 11. Analysis of Movements in Cash Balances</b>	<b>2007/08 £'000</b>	<b>Movement £'000</b>	<b>2006/07 £'000</b>
Balance at Office of Paymaster General	2,224	995	1,229
Overdraft	(1,610)	(1,403)	(207)
	<b>614</b>	<b>(408)</b>	<b>1,022</b>

**Note 12. Provision for Liabilities and Charges**

	<b>Compensation to public £'000</b>	<b>Dilapidations £'000</b>	<b>Total 2007/08 £'000</b>	<b>Total 2006/07 £'000</b>
Balance at 1 April 2007	30	48	78	136
Amount utilised	(30)	0	(30)	(93)
Arising in the year	0	7	7	35
<b>Balance at 31 March 2008</b>	<b>0</b>	<b>55</b>	<b>55</b>	<b>78</b>

**Note 13. Contingent Liabilities**

As at 31 March 2008 the CRB had received claims for compensation for which there is a contingent liability of £39,000. It is not probable that these claims will result in a compensation payment and no provision has been made.

#### Note 14. Lease Obligations and Other Financial Commitments.

##### a. The CRB has annual commitments under operating leases which expire as follows:

	Land and buildings	Other	Total at	Total at
	£'000	£'000	31 March 2008	31 March 2007
	£'000	£'000	£'000	£'000
Within 1 year	-	-	-	-
Within 1 to 5 years	-	-	-	1,507
Over 5 years	1,658	-	1,658	134
	<b>1,658</b>	<b>-</b>	<b>1,658</b>	<b>1,641</b>

Land and buildings rental includes the annual rental commitment for Shannon Court and India Mill. These costs are also included in the estimated contract value shown below.

##### b. PPP - Value and length of contract

2007/08 was the sixth year of the ten year contract awarded under the PPP initiative to provide the Disclosure processing service. The contract (from March 2002 to March 2012) has an estimated total value of £400m, with the actual final value determined by demand for Disclosure notices.

##### c. Capital commitments

The CRB has capital commitments of £1,362,707 at 31 March 2008.

**Note 15. Related Parties** The CRB has been an Executive Agency of the Home Office since 1 September 2003.

The Home Office is regarded as a related party. Material transactions between the Home Office and the CRB that occurred during the year ended 31 March 2008 are as follows:

a. The net funding paid to the Home Office and Other Government Departments under a gross running cost regime during the year was £5 million (2006/07 a sum of £7.7 million was paid to

the Home Office). In addition, there have been other transactions with the Home Office amounting to £3.3 million for recharging of costs incurred for central projects.

b. The CRB incurred costs during the year of £22.4 million (2006/07 £17.6 million) to police authorities in respect of running and set up costs.

c. During the years ended 31 March 2008 and 2007, none of the Management Board members, key management staff or other related parties had undertaken any transactions with the CRB.



**Note 16. Financial Instruments**

FRS 13, Derivatives and Other Financial Instruments, requires disclosure of the role which financial instruments have had during the period in creating or changing the risks an entity faces in undertaking its activities. Because of the largely non-trading nature of its activities, and the way in which government agencies are financed, the CRB is not exposed to the degree of financial risk faced by business entities.

Moreover, financial instruments play a much more limited role in creating or changing risk than would be typical of the listed companies to which FRS 13 mainly applies.

The CRB has no powers to borrow, invest surplus funds or purchase foreign currency. Financial assets

and liabilities are generated by day-to-day operational activities and are not held to change the risks facing the department in undertaking its activities.

As permitted by FRS 13, debtors and creditors which mature or become payable within 12 months from the Balance Sheet date have been omitted from the currency profile.

The CRB has no borrowings, relies primarily on the Home Office for cash requirements and is, therefore, not exposed to liquidity risks. The CRB also has no material deposits and all material assets and liabilities are denominated in Sterling, so it is not exposed to interest rate or currency risk. The fair value of cash is the same as the book value.

**Note 17. Intra-Government Balances**

	Debtors falling due within one year £'000	Debtors falling due after more than one year £'000	Creditors falling due within one year £'000	Creditors falling due after one year
Balances with other Central Government Bodies	6,869	-	2,284	11
Balances with Local Authorities	4,140	-	5,689	-
Balances with NHS Trusts	1,656	-	-	-
Balances with Bodies External to Government	17,444	3,685	4,832	-
<b>At 31 March 2008</b>	<b>30,109</b>	<b>3,685</b>	<b>12,805</b>	<b>11</b>
Balances with other Central Government Bodies	3,796	-	51	-
Balances with Local Authorities	5,357	-	6,467	-
Balances with NHS Trusts	1,186	-	-	-
Balances with Bodies External to Government	16,733	244	2,272	-
<b>At 31 March 2007</b>	<b>27,072</b>	<b>244</b>	<b>8,790</b>	<b>0</b>

#### Note 18. Fees and Charges for the Year Ended 31 March 2008

The CRB's objective is for full cost recovery

Activity	Income £'000	2007/08 Costs £'000	Surplus/ (deficit)	Income £'000	2006/07 Costs £'000	Surplus/ (deficit)
Enhanced Disclosures	88,030	(81,193)	6,837	85,983	(72,234)	13,749
Standard Disclosures	8,281	(5,768)	2,513	5,677	(6,132)	(455)
POVAFirst	1,454	(1,077)	377	1,382	(1,019)	363
Other	79	(151)	(72)	125	(164)	(39)
<b>Total</b>	<b>97,844</b>	<b>(88,189)</b>	<b>9,655</b>	<b>93,167</b>	<b>(79,549)</b>	<b>13,618</b>

'Other' relates primarily to income received from applications by Registered Bodies and Countersignatories

#### Cost per application (£) in 2007/08 \*

	Cost (£'000)	Applications (£'000)	Cost per application (£)	Fee per application (£)
Enhanced Disclosures	81,193	3,045	33.29	36
Standard Disclosures	5,768	296	24.34	31

\* Cost of processing a paid Disclosure application based on 19.9% of the application figure shown above being free-of-charge. Used for full-cost recovery purposes.

#### Note 19. Post Balance Sheet Events

The following changes have been made to the Management Board:

John Scullion left in June 2008.

Adele Townsend joined as the new Director of Resources in May 2008.

In accordance with the requirements of FRS 21, post balance sheet events are considered up to the date on which the accounts are authorised for issue. This is interpreted as the date of the Certificate and Report of the Comptroller and Auditor General.

#### Note 20. Losses and Special Payments

No exceptional kinds of expenditure such as losses and special payments that required separate disclosure because of their nature or amount were incurred during 2007/08 (2006/07: Nil).



## Glossary

CETV	Cash Equivalent Transfer Value
CRB	Criminal Records Bureau
e-Bulk	Multiple electronic applications and results
e-DAF	Electronic Disclosure Application Form
e-Services	Electronic Services
DAO	Dear Accounting Officer
FReM	Financial Reporting Manual
GAAP	Generally Accepted Accounting Principles
GIAS	Government Internal Auditing Standard
HMG	Her Majesty's Government
HR	Human Resources
IoM	Isle of Man
IPS	Identity and Passport Service
Ipsos MORI	Marketing & Opinion Research International
ISA	Independent Safeguarding Authority
KPI	Key Performance Indicator
LPF	Local Police Force
MDA	Managing Development & Achievement
NAO	National Audit Office
NHS	National Health Service
OGD	Other Government Department
PCSPS	Principle Civil Service Pension Scheme
PFI	Private Financial Initiative
PLX	Police Cross Checking System
PNC	Police National Computer
POVA	Protection of Vulnerable Adults
PPP	Public Private Partnership
PVM	Police Volume Management
RB	Registered Body
RDG	Race Disability Gender
SOCA	Serious Organised Crime Agency
VAT	Value Added Tax
VBS	Vetting & Barring Scheme



## Contact Information

The CRB Annual Report and Accounts can be downloaded from the CRB website.

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