



DBS Disclosure News

May 2014

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Hello, and welcome to May's DBS Disclosure News.

Last month, we told you about some delays in processing paper application forms following the handover to our new service delivery partner Tata Consultancy Services (TCS).

Our number one priority has been to resolve this, and I'm pleased to say our hard work has paid off – service levels for processing new paper applications are back to usual standards.

Now we're back where we should be, our intention is to stay there. We'll continue to work closely with you, and monitor our new processes to maintain our standards and deliver the high-quality service you expect of us.

Your patience and understanding has been really appreciated at this time.

Next month's edition will be my last as DBS Director for Operations (Disclosure). I'm retiring in the summer and will be handing over responsibility to Ian Johnston, who will be taking up post in late May.

Ian joins DBS following a successful four-year role as an Operations Director at MHA Care Home Group – which operates care homes and retirement accommodation at over 200 sites across the country.

I'm sure Ian will want to tell you more about himself and his ideas in the next edition.

Sue Quigley
Director for Operations (Disclosure)

■ Our new Director



Ian Johnston
Director of Operations
(Disclosure)

Following a rigorous recruitment process, the position of Director of Operations (Disclosure) has been accepted by Ian Johnston who will take up the role, based in Liverpool, in late May.

Sue Quigley will certainly be missed but will help with Ian's transition into the role before she retires in the summer.

Ian is joining DBS at an exciting time, as we enter a new phase of significant change.

He'll be responsible for a team delivering around four million criminal record checks annually as well as helping deliver major projects to help put the customer first.

Ian will be the strategic lead on all disclosure operational performance matters, enabling us to effectively deliver our strategic plan and further develop as a Centre of Excellence. We'll introduce him further in the next edition of DBS Disclosure News.

■ Changes to identity checking guidelines

We've been working with the Home Office to identify changes that can be made to our [identity checking guidelines](#). We want to address some of the issues you've been raising since the last changes were introduced in May 2012.

In particular, we've been looking at the use of adoption certificates and EU driving licences. The guidelines will

be amended to provide that from 1 July 2014, adoption certificates are to be treated the same as an original birth certificate, and that EU driving licences are treated the same as a UK driving licence.

If any further changes to the guidelines are introduced, we'll give you plenty of time to make any necessary changes to your documentation and systems.

Legal definition of ‘work with children’

The Home Office recently made changes to existing legislation to provide a legal definition of ‘work with children’.

These changes consolidate the existing prescribed purposes (a role or activity set out in Police Act regulations which provides eligibility for Enhanced criminal records checks to be submitted) relating to working with children, and bring them together into a single prescribed purpose called ‘work with children’. This allows for Enhanced criminal records checks to be made.

The new legislation can be found on the [legislation.gov website](#):

[SI 2013/2669](#)

[SI 2014/955](#)

It gives more clarity – for example it includes a reference to special guardians, who although previously eligible for enhanced criminal record checks courtesy of the role, had not been previously named. As with a prospective adopter, this would also include any persons aged 18 or over living in the same household as the special guardian.

Here's a summary of the new prescribed purpose:

- Activities that would have met the definition of regulated activity with children before the introduction of the Protection of Freedoms Act (PoFA) in September 2012
- Activities that meet the definition of regulated activity with children
- Adoptive parents, special guardians and any of their household members aged 18 and over
- Registration for child minding/day care and any household members aged 16 and over

- Registration under Part 3 of the Childcare Act 2006 and any household members aged 16 and over
- Foster carers and any household members aged 18 and over*
- Private foster carers and any household members aged 16 and over
- Household members aged 16 and over of individuals who are in regulated activity with children, or would have been in regulated activity with children before the introduction of PoFA in September 2012 and live on a school site; or are working and living in an Further Education (FE) institution or 16-19 Academy
- Working in an FE institution or 16-19 Academy where the normal duties of that work involves regular contact with children
- Activities that would have been regulated activity with children before the introduction of PoFA in September 2012 if they met the period condition but are only carried out infrequently
- Activities that would be regulated activity with children if they met the period condition but are only carried out infrequently
- Registration under Part 2 (Establishments) and Part 4 (Social Care Workers) of the Care Standards Act 2000

Eligibility for accessing children’s barred list checks has not been affected by these changes.

The [eligibility guide and the DBS child workforce document](#) have been updated to reflect this change.

**In line with the Department for Education fostering regulations.*



Update Service hits 150,000 mark

It's almost a year since the [Update Service](#) was launched and more than 150,000 subscribers have already taken advantage of being able to transfer and update their certificate online. The low-cost subscription service also gives the flexibility of being able to take your certificate from role to role – all for just over £1 a month.

From this month, those subscribers who didn't opt to automatically renew their subscription will be able to renew themselves for just £13 for another year.

Many of you have already taken advantage of the Update Service, carrying out free and instant online checks of individuals' DBS certificates. This helps to speed up your recruitment processes and increase your confidence in the information presented to you.

You've also recognised the advantages of promoting the service to your clients and applicants – and have played an important part in helping them to access the package.

In a recent Ipsos MORI survey, 87% of subscribers were satisfied with the service. Its efficiency and ease of use were also positively received. It's great to hear that in its first year, the Update Service is giving subscribers such a high satisfaction rate. There's always room for

improvement though, which we aim to achieve by continually modernising our services.

We're encouraged by what we've heard from customers over the past year and are proud of what the Update Service offers and has achieved. It supports our shared purpose – to protect the public and ensure balanced suitability decisions are made – as well as our determination to deliver an excellent service.

Look out for more information in the coming weeks.

Think about...

- how your organisation, clients and applicants can continue to benefit from using the Update Service.
- encouraging individuals to renew their subscription so you can continue to benefit from free and instant online checks of DBS certificates.
- using your communications channels to tell clients about the Update Service and remind them to renew their subscription.

Help us to help you

This year, we've carried out more research than ever, with the aim of helping us understand what you want from our services. Your feedback truly is important and we'll continue to involve you, and use what you tell us to evolve and improve our services as your needs change. We recently invited some of you to take part in a DBS

Disclosure News survey – the results were very useful and we'll use them to improve how we communicate with you, when we do and what information we provide. We'll tell you more about this, and other customer research projects you've been involved in, next month.

Finance update

Customers who pay by direct debit

Last month, we had some technical issues with collection of direct debits. This has now been addressed and the direct debit collection will take place as usual for this month.

We're sorry for any inconvenience this has caused, but please be assured the process is now working as normal.

Thank you to those who made payments via an alternative method during April 2014.

Customers who pay by BACS

Please note that our bank account details changed on 7 March 2014 – see our letter dated February 2014.

Remember to quote your invoice number or Registered Body account number on your BACS instruction, and send a remittance advice to one of the following:

- invoice@dbs.gsi.gov.uk
- PO Box 142, Liverpool, L69 3JA
- Fax to 0151 676 1702

Going online saves you time

Your time is at a premium, so using our online services is the quickest way to track your application and find out the latest news.

During periods of high demand, going online will ensure you still get the excellent level of service you've come to expect.

Online tracking

To [track applications online](#) you just need the application reference – 'F' number for paper applications or 'e' number for online applications – and the applicants' date of birth.

Our [online tracking](#) service is just one click away, available 24/7 and gives you an instant result, so no waiting time.

You can also use it to [track multiple applications](#) and order blank application forms.

Latest news and updates

Our latest news and updates are on the DBS pages of the [GOV.UK website](#). Our homepage is regularly updated and all our guidance is available online.

When a news story is added or guidance is updated, you can opt to get an email alert sent by GOV.UK:

- Go to our [homepage](#) and scroll down until you see the 'Latest' box.
- Click on the 'email' link and follow the instructions to create an email subscription, which you can manage as needed.

Latest

Information requested from the DBS about the structured judgment for evaluation of risk of harm test

published 13 May 2014 FOI release

How many DBS checks were issued in 2013 and how many had references to welfare or mental health

published 13 May 2014 FOI release

Request for the number of individuals added to and removed from DBS barred lists in the last 12 months

published 13 May 2014 FOI release

Get updates to the list

 [email](#)  [feed](#)

[See all](#)

Keep in the loop

Keeping your registration details up-to-date is vital – you're reading this edition of DBS Disclosure News because we can email you using the details you've given us.

If you know details need to be updated and/or removed from our system, please contact us in writing on company letter-headed paper, providing the following information:

- Registered Body number
- Your (Lead) Countersignatory name, number and signature
- Details of the change(s) – such as the previous and new name/address of the Registered Body, the effective date of the change, and the name and

registration number(s) of the Countersignatories affected

If the Lead Countersignatory or a Countersignatory is not available to submit these details, we can accept a letter from a director or equivalent.

Send it to:

**Disclosure & Barring Service
PO Box 110
Liverpool
L69 3EF**

For more information read the 'changing your registration details' section on the guidance for employers website page.

Contacts

Address:

PO Box 110
Liverpool L69 3EF

For Disclosure issues and information,**please phone:**

Customer Services	0870 90 90 811
Minicom line	0870 90 90 344
Llinell Gymraeg	0870 90 90 223

For Barring issues and information,**please phone:**

Barring helpline 01325 953 795

We have two different telephone systems so we're really sorry that we can't transfer your call between our offices.

Email:

customerservices@dbs.gsi.gov.uk

Websites:

www.gov.uk/dbs

Use our online tracking service to check the progress of DBS applications by visiting

<https://www.gov.uk/disclosure-barring-service-check/tracking-application-getting-certificate>