



DBS Disclosure News

October 2014



Hi and welcome to October's edition of DBS Disclosure News.

We've really appreciated your patience over the past couple of months as we've been dealing with heightened numbers of applications and call volumes.

It's been a challenging time for everyone but you're helping us through one of our busiest ever periods by using our [website](#) more often to answer your queries. Thank you. This is taking some of the pressure off our call centre and helping our phone operators prioritise calls for those who need specific help with applications. It would really help if you carried on using the website as your first destination – it will be quicker for you if you can find what you need without having to contact us. The 'Making our service work for you' article gives you

some of our most frequently used web links to help you with this.

Also this month, it is a very exciting time at DBS as we begin to get a real flavour for how our new digital systems will help us become more efficient and effective. You can read more about our plans in 'Our journey to becoming a Centre of Excellence' article. We also give you a final reminder that our form replenishment exercise is drawing to a close at the end of October. The new date to note is **1 December 2014** – from this date, we will no longer accept applications using the old form.

Ian Johnston
Director of Operations (Disclosure)

■ Our journey to becoming a Centre of Excellence

We are changing the way we do things to make our services simpler and more accessible for everyone. We are developing new digital systems to make our customer journey easier and our turnaround times quicker. This is driven by our three year Strategic Plan and desire to become Government's Centre of Excellence for suitability information.

We want the new system to enhance the work we do to protect the public and give better access to those who refer barring cases to us and those who make disclosure applications.

This is a big project because of the incredible number of applications we deal with and the very high standards we demand.

We work closely with police forces nationwide and many Umbrella and Registered Bodies to process around four million disclosure applications annually. Lots of organisations also make safeguarding referrals or share barring case information with us. We greatly value our partners' input in helping us protect the public by providing good quality, timely and accurate information. Some of you have already shown great interest in our

digitisation programme. We are now ready to ask you about how our new digital system can help and how, together, we can integrate it into your processes and systems.

What are we doing – and what are the benefits?

Release 1 (R1) is a major IT project which will see us operating in a paperless environment and become digital by default in the way we work.

Individuals will be able to apply online for DBS checks through a new, simple to use web portal. They will be able to use web chat if they need help and can receive text messages about where their applications are up to. Barring referrals will also be made online and people who have been referred will be able to check on the progress of their case or make representations through the web. Referrers will engage with us in a much improved digital environment. We will also centralise our interactions with our police partners into one system and provide information in a timely, quality driven, digital environment.

We are also addressing a number of process-based

■ Our journey to becoming a Centre of Excellence (continued)

inefficiencies through the project so we will be able to turn applications around quicker, providing progress information along the way.

We have a number of valued Umbrella and Registered Bodies and we are very keen to continue working effectively with them and ensure they, along with our other partners and stakeholders, get the most out of our new digital environment. They will continue to be responsible for counter-signing applications and verifying identification following the launch of our new system.

We will soon be asking some of you to feedback on some of the functionality and look and feel of the new system. There are some elements of the project which you won't be able to influence, and a number of technical interfaces which have to be set in stone, but we have scoped the system to meet the needs of our operations and that of our partners, to make the end product as practical as possible.

A lot of work has already been carried out, but there is still a lot to do, so now is the right time for you to get involved. There will be many opportunities to engage with us about the project as we start to talk to you about integration and roll out.

Milestones will include user testing and look and feel.

We also need greater understanding of your requirements and readiness in the run up to Christmas, and user accessibility testing around February. This will be alongside ongoing discussions about technical integration and business change throughout the project. We plan to launch in late spring for our Barring services and late summer for Disclosure.

You will still be able to submit disclosure applications on paper forms and via the e-Bulk channel when we go live next year, however there will be some changes that we need to make. We will give you further information about this soon.

We know that you will be thirsty for more information, but we don't have all the answers at the moment. Things will become clearer as the project moves forward – but we are committed to working with you to make our processes more efficient and effective. This is not about changing **what** we do together but **how** we do it with you. We will continue to provide you with regular updates so look out for more details soon on how, where and when you can get involved.

■ Making our service work for you

We know that more of you are now using our website to self-serve and answer your own queries – which is hopefully saving you time.

It's helpful to know which area you should be looking in, so as a reminder, and to make finding what you're looking for a bit easier, here are some of our most frequented links:

- [Track your application online](#)
- [Subscribe to the Update Service](#) or [find out more about the service](#)
- [Renew your Update Service subscription](#)
- [Identity checking guidelines](#)
- [Find out more about whether you're eligible for a DBS check](#)
- [Refer someone to the DBS](#)

If you do have to contact us, it's handy to know which phone option will get you through quickly to the service you need:

- Press 1 if your enquiry is about applying for a DBS check
- Press 2 if your enquiry is about an application in progress
- Press 3 if your enquiry is about the Update Service
- Press 4 if your enquiry is about a DBS certificate that's been issued, but not yet received
- Press 5 if your enquiry is about a DBS certificate that's been received
- Press 6 if you're calling to order forms or are a Registered Body enquiring about a payment

Disclosure and Barring Service

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■ Operation FALCON swoops to first prosecution

A fantastic effort from our Fraud, Detection and Investigation team saw an illegal immigrant who was working for almost a year at a home for elderly people, where the residents needed specialist care, sentenced to four months in prison.

The worker will also be deported to Nigeria after being charged with three counts of fraud.

The conviction was the first for Operation FALCON (Fraud And Linked Crimes ONline), a new Metropolitan Police initiative that seeks to reduce harm caused by fraud and cyber criminals by providing an effective response, excellent service and proactive prevention.

DS Suzanne Grimmer, from the Met said: "This was a time-critical arrest due to this subject still working within the care community – and an excellent result."

Angie Geraghty, DBS Investigations Manager, said: "It's an excellent coup for us that the first FALCON prosecution was achieved by DBS. To celebrate this fantastic result, I attended the official launch of FALCON in London in early October."

The launch saw keynote speeches from Sir Bernard Hogan Howe, MPS Commissioner, Stephen Greenhalgh, Deputy Mayor for Policing and Crime, and DS Jayne Snelgrove, Operation FALCON.

Sir Bernard said: "FALCON sees a more focused and joined-up approach by the Met, the business industry and other law enforcement agencies to ensure that we are protecting the public and arresting the culprits. We will be more powerful if the three of us can work together – the police, the public and businesses."



■ Out with the old, in with the new

Please note, from **1 December 2014** we will no longer accept applications using the old form. All applications submitted using old forms will be rejected from this date. We've been sending out a new supply of application forms to every Registered Body that uses the paper application route. We will have completed this by the end of October.

Please start using the new forms straight away and destroy all stocks of the old ones.

You can read more about why we're doing this in our [August edition](#) of DBS Disclosure News ('New form replenishment exercise underway').

Disclosure & Barring Service

Form Ref
F0100000001

The new forms have a form reference number that begins with F01

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

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>

Don't miss out on our latest updates

Register to get email alerts by signing up to our e-database. Tell us which sector you work in and what information interests you, so you can keep up-to-date.

Keep your registration details up-to-date

If you are a registered body, you need to keep your details up-to-date. Read our [employers guide](#) to find out how to do this.