



DBS Disclosure News

January 2014

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Hello and a happy New Year from all of us at DBS.

Our second year looks to be just as busy as our first and we start with news that around the middle of March, we'll have to suspend some of our disclosure services for a few days as we make internal changes to our IT and infrastructure. Don't worry though, you'll still be able to apply for criminal record checks during this time.

This is a necessary process so we can continue to modernise our services, and we ask that you'll bear with us for the few days of potential disruption. You can read more about this in our 'Disclosure service availability' article.

You read first about all the latest news because you're subscribed to receive DBS Disclosure News, but it's important to make sure all your contact details are up-to-date so we can get in touch with you quickly if we need to. Please take the time to read our '*Help us to keep you informed*' article and follow the instructions for updating your details if appropriate.

As ever, we'd like to remind you how important it is for us to have your feedback, so please keep sending it into feedback@dbsgsi.gov.uk

Sue Quigley

Director of Operations (Disclosure)

Disclosure service availability

Our mission statement is:

'We aim to be an efficient and trusted supplier of information services to support safe employment decisions.'

We're starting 2014 from a strong position, with excellent customer satisfaction levels and

good levels of performance, but we know we need a more modern, flexible IT service platform, which we can exploit, transforming our current service and offering new services.

In the middle of March 2014, we'll start this journey as we make some changes to our existing IT system, and welcome aboard our new service delivery partner, Tata Consultancy Services (TCS). To complete the first stage, we'll need to suspend some of our disclosure services for a few days.

Don't worry though, you'll still be able to send in paper and e-bulk applications. However, applications may take a few extra days to appear on our Tracking service.

During this time, some of our disclosure services will be unavailable including Update Service, Online Tracking and Adult First services. Our call centre and Customer Services teams will also only be able to answer general enquiries, because we'll have no access to our disclosure system so won't be able to discuss individual cases.

We apologise for any disruption and inconvenience this may cause, but we wanted to give you an early heads-up. In the next edition, we'll be able to let you know the actual dates in March which will be affected, so you can make plans to minimise any disruption to your business.

This is all the information we have available for you at this stage. As soon as we can tell you more, and confirm the actual days affected, we'll let you know.

Thank you for your understanding and look out for more information in the next issue.

We need your details

In [August's](#) edition, (*Have your registration details changed?*) we stressed the importance of keeping your contact details up-to-date. Thanks to those of you who have been in touch with changes since you registered.

Unfortunately, we're still having problems reaching some of you so we'll soon be contacting lead signatories to confirm your details. We'll also be asking about the contact details for your countersignatories to ensure they are correct, and also asking about those who haven't been countersigning any applications of late, so we can remove them from our records if appropriate.

Providing the details we need within the required timescales will help to improve our communications with you.

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

- Registered Body number.
- Your (lead) countersignatory number and signature.
- Details of the change(s), such as the previous and new name/address of the Registered Body, effective date of the change and the name and registration number(s) of the countersignatories affected.

If this isn't possible, we can accept a letter from a director or equivalent.

Send it to:

DBS Registrations Team
PO Box 110
Liverpool
L69 3EF

For more information please look at the '[changing you registration details](#)' section on our website.

Getting the message

Your relationship with applicants is vital to raising awareness of our services and helping them understand the benefits of these. We also share your view that we could do more to help you and applicants to do this by developing a direct method of communication to applicants.

While we consider ways we can enhance our service and meet our customers' changing needs, we're mindful of our self-funding status. It's important we avoid passing on additional cost to our customers. It's also important that we continue to involve you and applicants in shaping and improving our services.

Soon, we will be introducing application form inserts to tell applicants directly about the Update Service and Online Tracking tool. We hope this will complement the good work you are already doing to encourage applicants to consider the service.

Feel free to make your own copies of the insert and give them out to anyone you think needs to hear about the Update Service. We've also put it [on the website](#)

for you to download at your convenience.

We welcome your suggestions and will continue to do all we can to improve your experience while using our services.

Please email feedback@dbb.gsi.gov.uk if you have any feedback.

Apply online
it's quick
and easy

Disclosure & Barring Service

The Update Service

Save money, subscribe now

- ⇒ Make this the last DBS check you may ever need
- ⇒ No need to re-apply if you need multiple checks
- ⇒ Keep your certificate up to date for only £13 per year
- ⇒ Take it from role-to-role within the same workforce where the same level and type of check is required

Don't miss out

- ⇒ Join at the earliest opportunity, subscribe when you apply for your DBS check
- ⇒ If you wait until after you have received your certificate you have only 14 days from the date it was issued

Here's how

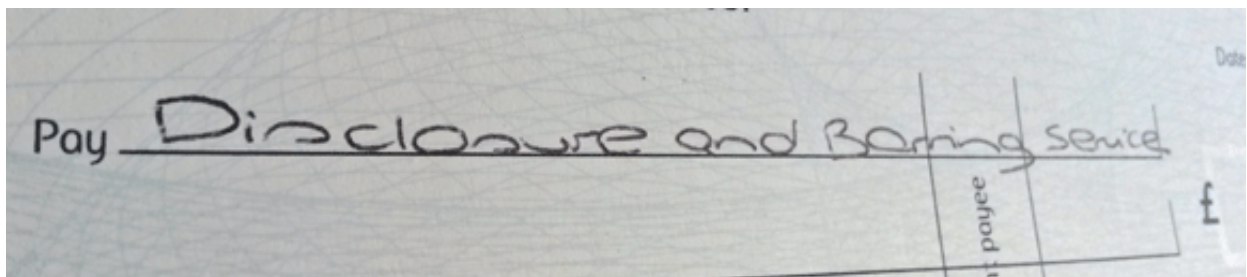
- ⇒ Note your application form number: F
- ⇒ Use it to subscribe to the Update Service at www.gov.uk/dbb-update-service
- ⇒ You can also use it to track the progress of your DBS check application at www.gov.uk/dbb
- ⇒ When you subscribe note your Update Service ID number and keep it safe: C
- ⇒ Submitted an online application for a DBS check? If you don't receive an application reference from the organisation that submitted your application, you can subscribe with your certificate number

Changes to cheques

Despite the CRB and ISA merging in December 2012, we've noticed some cheques are still being made payable to the CRB. These have been accepted, however any cheques addressed to any payee other than 'Disclosure and Barring Service' or 'DBS' and which are received after 6 March 2014, will be rejected and returned.

From March 2014, we'll also be changing our banking arrangements, including a change in bank account. We'll tell you more about this nearer the time, but registered bodies that pay by direct debit won't be affected, other than a slight change in how the direct debit collection appears on your bank statement.

Please make sure your Finance departments are made aware of these imminent changes.



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:

01325 953 795.

As a newly merged organisation, 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>