



Disclosure &
Barring Service

DBS News

December 2012



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A warm welcome from the DBS



I am delighted to welcome you to our first edition of DBS News. We have a new name and new ways of describing what we do; however, our service to you and our contact details remain

just the same. Our transition to DBS has gone very well and your support has been very much appreciated. We could not have done it without you. The final bit of the transition happens on 31 March 2013, when we will only accept DBS application forms – so please make a note in your diaries.

Your support will really help us get the right message to everyone who uses and needs our service, so if there's anything at all that you need, please just let us know at customerservices@dbs.gsi.gov.uk

Best wishes

Adrienne Kelbie
Chief Executive

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Request for certificate numbers

We have noticed a worrying trend that many more of you are now asking for the reference numbers of previously issued certificates.

Customers have told us that organisations are asking them to provide their certificate numbers when they apply for jobs.

We will always consider such requests, but we view it with concern because a certificate number alone does not tell you:

- the level or type of check carried out;
- if any information, such as convictions or non-conviction information was actually disclosed;

- if the person is barred from working with vulnerable groups; or
- when the certificate was issued.

If you want to reuse a previously issued certificate, you must see the actual certificate – not just rely on knowing one has been issued.

Remember that the information released on a DBS certificate is provided only to help you make an assessment of the person's suitability for the position you want to fill. So please help us to highlight the risks and concerns of relying on just a certificate number if you notice this practice with customers or other organisations.

Christmas opening times

Disclosure Office (Liverpool)

Christmas Eve	08:00 – 17:00
Christmas Day	closed
Boxing Day	closed
Thursday 27 Dec	08:00 – 18:00
Friday 28 Dec	08:00 – 18:00
Saturday 29 Dec	10:00 – 17:00
Sunday 30 Dec	closed
New Years Eve	08:00 – 17:00
New Years Day	closed
Wednesday 2 Jan	08:00 – 18:00

Barring Office (Darlington)

Christmas Eve	closed
Christmas Day	closed
Boxing Day	closed
Thursday 27 Dec	08:30 – 17:00
Friday 28 Dec	08:30 – 17:00
Saturday 29 Dec	closed
Sunday 30 Dec	closed
New Years Eve	08:30 – 15:00
New Years Day	closed
Wednesday 2 Jan	08:30 – 17:30

Register now for the latest information

We want to keep you abreast of changes before anyone else so please register your details online at www.homeoffice.gov.uk/dbs, where you can tell us which sector you work in and what you are interested in learning more about.

We'll have lots to tell you about, including the Update service which is coming soon, so do register your interest as soon as you can.

REGISTER YOUR INTEREST

To register for news, events and product information please complete this form. All fields marked (*) are mandatory.

Title*

First name*

Surname*

Thank you from our training team

Our Training team has worked closely with many of you for over two years; to help you understand relevant legislation and get the most out of our service.

Our one-day training events have proved very popular, especially the bits that covered changes such as the new ID checking process and the new definition of Regulated Activity.

As we want to keep our fees low, we have really appreciated the venues which some of you have given us free-of-charge. A massive thank you to everyone involved in hosting and facilitating our training events; especially our repeat supporters.

The training events were originally aimed at newly appointed Countersignatories. However, from the outset, it became quickly apparent that many of you who have been a Countersignatory for some time have also wanted to understand more.

The focus has always been to make sure that

the DBS application form is completed correctly – first time! For most delegates, the training has helped reduce errors by more than 50%. This helps all of us and means we can process the form as soon as we get it.

Your feedback from these events has shaped our current course content. Over 98% of attendees said they would recommend the training course to a colleague.

Training Manager, Dave Nield said: 'We have considerably more offers of venues than we can cope with, which is a good thing. However, some organisations have been left disappointed and we hope, in the coming months, to work with many new organisations. We also want to explore new communication channels that will further improve your experience of working with us.'

For the team's schedule, up to the end of March 2013, please visit our website at www.homeoffice.gov.uk/dbs and search for csig-training.



The Communications Training team

Help us to reduce form errors

We monitor DBS application form errors so as to eradicate delays to our service and cost for us all. We rely on you to help us reduce the errors further.

Since January 2012, out of the 360,000 errors, 27,000 errors related to volunteer applications. We can reduce this if you carefully check that:

- The position applied for meets the criteria of a volunteer as defined by the DBS: 'A person who performs any activity which involves spending time unpaid (except for travelling and other approved out-of-pocket expenses), doing something which aims to benefit someone (individuals or groups) other than, or in addition to, close relatives.'
- The position is eligible for a DBS check
- At x61 you describe what the position is –

do not just use the word 'volunteer' as the form will be rejected.

- You cross (X) against the 'Yes' box in section x68 of the application form to indicate that it is for a free volunteer check.

We will need to reject and return the form if:

- Both boxes in section x68 are completed
- The x68 box is left blank when x61 box is completed as a volunteer position
- The application is submitted for a volunteer and a cross (X) is placed in the 'yes' box, but a payment is also received.

Please help us to keep turn-around times and costs low by checking application forms thoroughly ensuring the correct boxes are ticked.

Fingerprinting – always a last resort

Each time you see an application form with a 'No' in w59, please specifically ask the ID checker if 'No' really means 'No'. In the past three months, in 25% of cases, the applicant's identity could have been validated without the need for fingerprints.

We understand that there may be times when the applicant needs to go for fingerprinting to verify their identity, but this must always be a last resort. For the individual, it's not the best of experiences and for all of us it adds additional cost and delay. So to avoid all this, you must first exhaust the three ID validation routes and hold a probing discussion before you indicate on the application form at section

w59 that you could **not** validate their identity.

www.homeoffice.gov.uk/dbs has information on ID checking guidelines.



The DBS is responsible for considering such referrals, and ultimately bar individuals from working in Regulated Activity with vulnerable groups, including children.

All Regulated Activity providers and personnel suppliers are legally bound to contact us if they have any concerns about someone at your organisation. Local authorities, keepers of registers and supervisory authorities should also contact us if they have similar concerns.

If you believe a person has caused harm or could pose a future risk of harm to vulnerable groups, including children, you need to contact us.

To make a referral, use our referral form at www.homeoffice.gov.uk/dbs

Put as much detail as you can on the form and send any relevant information, such as, disciplinary investigations or minutes of meetings.

The decision-making process

Our decision-making is a five stage process:

1. Initial assessment - to determine whether we should be looking at this case
2. Information gathering and assessment - we look at the facts; we may seek additional information and, at this stage, we decide based on the balance of probability, whether harm or risk of harm occurred
3. Structured judgement process - we apply a risk analysis tool to the information and evidence gathered
4. Representations - we write to the individual concerned to inform them that we are 'minded to bar' and we ask them to provide representations and evidence

5. Barring decision - if no representations are received, the individual concerned is barred. If representations are received, the case is reassessed and a final decision is made

Decisions made by the DBS are subject to regular audit and review to ensure all decisions are fair, rigorous and transparent. Cases may be escalated to a senior management level for further consideration, with the most complex cases escalated to Board level. The DBS Board is comprised of a number of public appointees who are experts within the field of safeguarding.



For more information, please visit the DBS website www.homeoffice.gov.uk/dbs or call our helpline on 01325 953 795.

In our first few days as the DBS, we have issued over 35,000 DBS certificates. They carry our new logo and updated contact details, but apart from that, the format has not changed.

We need your help to make sure applicants are aware that they will receive a DBS certificate – even if they submitted a CRB application form - and there is no cause for alarm.

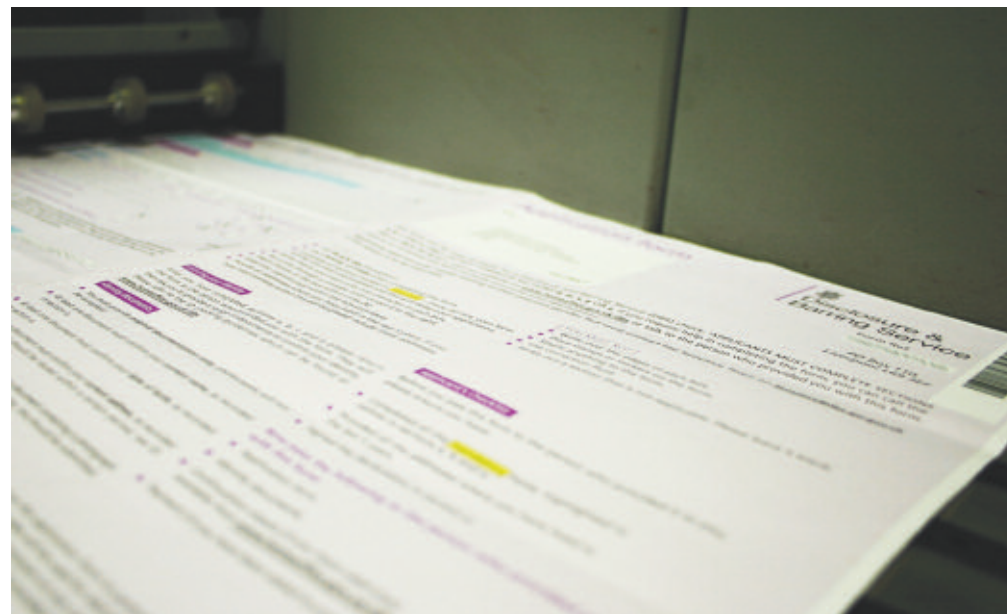
We also ask that you use up your stock of CRB application forms and keep to your regular ordering patterns. CRB branded application forms will continue to be accepted up until 28 February 2013; so there is still plenty of time to send them to us.

If you manage your orders for DBS forms carefully and use up your stock of CRB application forms, you will help us to avoid delays and reduce the impact on the environment of wasting printed materials.

Certificate Reprints: advice to applicants
Certificate reprints will still be available under the same terms as before. These can be issued within 93 days from the date of issue as it appears on a certificate. We need you to advise applicants requesting reprints that they will receive a DBS branded version.

Key dates – a quick reminder

- Continue to use stocks of CRB application forms up until 28 February 2013
- From 1 December all completed checks will be issued with DBS certificates
- Only DBS application forms will be processed from 1 March 2013



Contact

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Minicom line 0870 90 90 344
Llinell Gymraeg 0870 90 90 223

Websites:
www.homeoffice.gov.uk/dbs
www.gov.uk

Use our online tracking service to check the progress of DBS applications by visiting www.homeoffice.gov.uk/dbs-online-tracking