



DBS News

May 2013

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Hello and a big welcome to our first electronic-only version of DBS News.

I am pleased to share with you the news that our first Corporate Plan has been approved by our Minister and will be published on our website shortly. The Plan contains what you can expect from us over the coming months and our new Mission statement:

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

I am particularly proud that by providing you with high quality services we are working together to protect children and vulnerable people. This is something that we must continue to get right and we aim to achieve this by maintaining business continuity and meeting our published service standards.

Bringing you up to the minute news and modernising the way we communicate is just one part of our commitment to you this year. 2013-14 will be our first full year - and what a year it will be!

It will be a challenging time as we launch the Update Service and single (applicant-only) certificate and bring in a new system to allow for the filtering of certain cautions, convictions, reprimands and warnings from disclosure certificates. But we are not allowing ourselves to take the eye off the ball. Our performance and the setting of ambitious targets (which you can read about later in this edition) all confirm that our focus will not divert from delivering the services that you need, in the time that you need them.

Just one of these would be a big change for an organisation to introduce so we know it will be a major task to make sure everything continues to run smoothly. But with our Mission emblazoned across our work ethic and firmly at the forefront of our minds, we are committed to delivering all of these in a timely and high quality manner.

It's going to be an exciting time during which I look forward to us working together to enhance the safeguarding landscape.

Adrienne Kelbie
Chief Executive

Reminder - you MUST use your DBS branded application forms, Any CRB branded forms will be returned because we cannot process them. Please dispose of any old stock to avoid confusion.

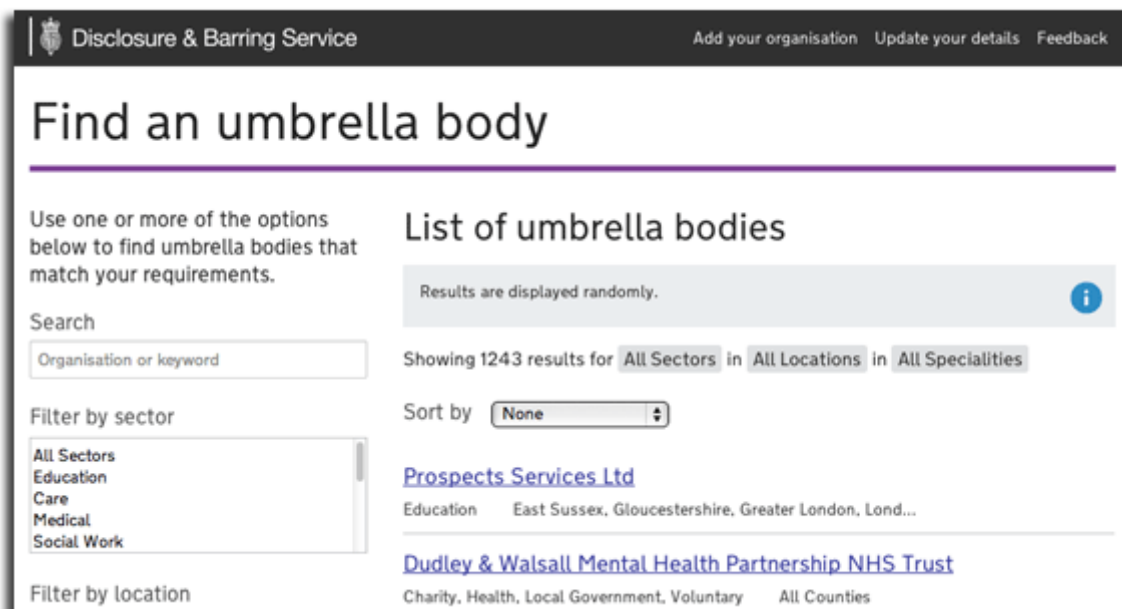
Note on the Update Service

We cannot yet announce the date to launch our Update Service, and we apologise for the frustration caused by this. But on a positive note, we expect a Home Office decision imminently.

As soon as we have the green light, we will be in touch to give you what you need to assist applicants. Please make sure you're on our e-database, as we expect things to move very swiftly soon. Please register at www.gov.uk/dbs to receive electronic announcements.

Umbrella Body Directory

Our new Umbrella Body directory has successfully launched on the GOV.UK website. You can see the directory [here](#) or by searching for 'find a DBS umbrella body company' on www.gov.uk.



The screenshot shows the 'Find an umbrella body' search page on the Disclosure & Barring Service website. The page has a dark header with the logo and navigation links: 'Add your organisation', 'Update your details', and 'Feedback'. The main heading is 'Find an umbrella body'. Below this, there is a search section with a text input field for 'Organisation or keyword'. To the right of the search section is a 'List of umbrella bodies' section. It includes a message 'Results are displayed randomly.' with an information icon, and filters for 'All Sectors', 'All Locations', and 'All Specialities'. A 'Sort by' dropdown menu is set to 'None'. Two results are visible: 'Prospects Services Ltd' (Education, East Sussex, Gloucestershire, Greater London, Lond...) and 'Dudley & Walsall Mental Health Partnership NHS Trust' (Charity, Health, Local Government, Voluntary, All Counties). On the left side, there are filters for 'Filter by sector' (All Sectors, Education, Care, Medical, Social Work) and 'Filter by location'.

Despite reminders, only 164 Umbrella Bodies have updated their information out of a total of 1246 held on the directory.

Having correct, up-to-date information is essential for customers. We know that many Umbrella Bodies have gained a real competitive advantage from updating and refreshing their information.

In fact, we have been receiving really positive feedback from some of you, including Devon County Council who told us: 'Really impressed with the new Umbrella Body Database, since I updated our details, we've had enquiries from all over the country. Really good.'

If your contact details are out-of-date, customers may look elsewhere and you may never know who has the got the business that you should have had. So please take the few

minutes needed to go online and make sure your information is correct. We'd be really grateful if you could check and update your details by 30 June 2013.

Other specialist services that you may provide can also be listed, including Welsh Language and advice, guidance, training. Just put these details on the form too.

If your details have not moved over to the new directory, please let us know at: customerservices@dbs.gsi.gov.uk

Using the GOV.UK search engine

Now that we have securely moved all our information over to the GOV.UK website, we want to show you the best and easiest way to find what you are looking for.

GOV.UK has a powerful search facility that is located in the top right-hand corner of the site.

If you are searching for DBS specific information, the search facility will work best if you type in 'DBS' first and then the term you are looking for. For example: 'DBS complaints' or 'DBS eligibility'.

The search results display within three separate tabs as shown below (General results, Detailed guidance and Inside Government).

Please check the three tabs for the information you are looking for. Most of our information is held on Inside Government but the other tabs may pick up something more relevant to your search.

The screenshot shows the GOV.UK search interface. At the top, the GOV.UK logo is on the left and a search bar is on the right. Below the logo, the breadcrumb 'Home > Search' is visible. The search results section shows '150 results for DBS subject access' with a search button. Three tabs are present: 'General results (50)', 'Detailed guidance (50)', and 'Inside Government (50)'. The 'Detailed guidance' tab is selected. The results are organized into two columns. The left column contains three links: 'Disclosure and Barring Service (formerly Criminal Records Bureau)', 'Access to Learning Fund', and 'Find a DBS umbrella body company'. The right column is titled 'Other sites that may be useful' and contains two links: 'Find local councillors - Openly Local' and 'Census records - The National Archives'.

You might also consider adding some of our frequently used links to your favourites. If you are looking for our referral form and guidance:

<https://www.gov.uk/government/publications/dbs-referrals-form-and-guidance>

or for countersignatory guidance:

<https://www.gov.uk/government/publications/guidelines-for-the-countersignatory-application-form>

As always, if you have any queries or feedback about GOV.UK, please get in touch. Additionally, as it's a new site we want to make sure that if you have any feedback – good or bad – that we can pass it on to the government's website team. Contact us at customer.services@dbs.qsi.gov.uk

Our targets

In April, we published our annual standards and targets. We want targets which you will find useful in holding us to account. These standards require us to maintain performance during a time of significant change. But we also know that our performance is as important to you, as it is to us. You have our commitment that we will continue to deliver a high level of service and as you will see, demand even greater performance from our services.

We ended the last financial year on a high; with our best ever barring performance against target and exceeding all our targets for processing criminal record checks. We've reduced our work in progress to record lows and complaints have also fallen.

So, to make sure we keep our eye on the ball and continuously improve, we have set ourselves a greater challenge. Our performance standards have increased and new goals added.

We have listed our new standards below.

Disclosure (criminal record checks)

Historically we reported performance achievement on Standard and Enhanced checks separately, but April saw the launch of a new, more challenging target which we feel will improve and reflect our customers' experience. We will aim to issue 75% of all Disclosures within 14 days and this new target will be supported by two further measures as listed below.

- 75% of **all** Disclosures issued within 14 calendar days from receipt
– **new target set**
- 90% of **all** Disclosures issued within 28 calendar days from receipt
– **new target set**
- 99% of **all** Disclosures issued within 60 calendar days from receipt
– **new target set**
- 99.98% accuracy rating for Disclosure certificates

Barring

In our Barring operations, we continue to aim for high level performance and have set two new targets due to recent legislative changes.

- 99.96% accuracy rating for processing of barring cases
- 80% of discretionary cases closed within 110 working days

- 60% of discretionary cases closed within 55 working days
- 80% of Autobar without representation cases, barred and concluded within 55 working days – **new target set**
- 60% of Autobar with representation cases, concluded within 120 working days – **new target set**

Customer perspective

No one likes getting complaints. But we believe that the best way to approach any issues with our services is by responding to them - and you - quickly and efficiently.

We aim to respond to 95% of Stage 1 complaints within 10 working days. (These are complaints responded to by the service manager). This amended target aligns both of our former CRB and ISA complaints response timescales.

Our final new target aims to respond to 95% of customer correspondence enquiries within 10 working days.

Please let us know what you think of these standards by emailing us at customerservices@dbs.gsi.gov.uk

Countersignatory Training courses – Book your FREE place now!

If you are a new or existing countersignatory who would like to improve your knowledge and get practical support, you might be interested in a training course just for you! It will help with:

- form completion;
- ID checking;
- understanding Regulated Activity;
- the Code of Practice; and
- future changes.

Previous delegates have benefited from a considerable reduction in the number of forms returned marked as errors. Saving everyone time, money and inconvenience. We still have a number of spaces available so please click [here](#) and look at Countersignatory training dates for further details including a full schedule of dates, locations and how to book.

You are advised to book early as places are limited at each venue and are allocated on a first-come, first-served basis.

These courses will be run until July, but from August, we will be taking a little time out to review all our processes and procedures around how we get information to you that you want – this includes reviewing all your feedback. We want to make sure we get it right so watch this space for how we are going to deliver this to you in the future.

New Guidance

New Guidance for the Safeguarding of Children

Safeguarding is everyone's business and safeguarding information is an important tool for

you to use. The Department for Education (DfE) has revised guidance '*Working Together to Safeguard Children*'

It replaces three documents:

- *The Framework for the Assessment of Children in Need and their Families (2000)*
- *Statutory guidance on making arrangements to safeguard and promote the welfare of children under section 11 of the Children Act (2007):* and
- *Working Together to Safeguard Children (2010).*

The guidance is important to everyone who works with children and it's vital that you read and follow the guidance as it will help you to respond to the individual needs of children in your care, in the most appropriate way.

Importantly, the information adds clarity to what individuals and organisations should do to keep children safe and promote their welfare. It is intended to provide a national framework within which agencies and professionals, at a local level – individually and jointly – draw up and agree on their own ways of working together to safeguard and promote the welfare of children.

The complete guidance can be accessed by clicking on the link [here](#) and downloading the third link on the right hand side of the page.

Keeping Children Safe in Education

A formal consultation on replacement guidance to the '*Safeguarding Children and Safer Recruitment in Education 2007*' document has been launched. The new draft guidance is called '*Keeping Children Safe in Education*'.

This is important safeguarding information; particularly for those of you who work in the education sector, and it can be viewed by clicking on the link [here](#) and downloading the second link on the right hand side of the page. This link also tells you how you can respond online to the consultation.



Checks for overseas applicants

When an applicant is from overseas, employers can ask them to obtain a criminal records check, or 'Certificate of Good Conduct', from their country of origin. In some cases, it may also be possible for employers to obtain this check through the relevant embassy in the UK - but the applicant must give their permission.

Many countries have provided details of how to apply for certificates of Good Conduct and/or criminal record certificates and these can be found here:

<https://www.gov.uk/disclosure-barring-service-check/arranging-checks-as-an-employer>
(**please note:** the information in this link will be available from the end of May)

Employers should continue to check with the relevant embassy as processes for obtaining these checks and certificates vary between countries. A list of contact details for London based embassies can be found at:

<https://www.gov.uk/government/publications/foreign-embassies-in-the-uk>

Overseas addresses

In April's edition we told you about our plans to introduce applicant only certificates; where we no longer issue Certificates to the Registered Body, only the applicant.

When this is introduced - at the same time as the Update Service - we will change the way we deal with certificates that have an overseas address as their primary address.

Currently, if an applicant has an overseas current address, and it doesn't reach them, the Certificate is returned to us and then forwarded to the relevant Countersignatory.

With the introduction of applicant only certificates, we will no longer be able to forward returned applicant Certificates to the Registered Body. It is important that you use a UK 'care-of' address in the 'current address' field in these cases; this way the applicant knows of, and agrees to, the UK address.

If the applicant agrees, the care of address could be that of the Registered Body or employer.

The application form should be completed as follows:

- **Section b line 32: Should have 'c/o' or 'care of' in front of the first line of the address**
- **Section b line 37: 'at address since' should be the date the form is completed**
- **Section c: Other Addresses should be the current overseas address**
- **Section c, line 43: 'to' date should be the same as line 37**

b current address Please give details of your current address.
This is the address to which all correspondence will be sent.

32 address

33 town/city

34 county

35 UK postcode 36 country

37 at address since

c other addresses You must provide all other addresses where you have lived in the last 5 years.
There must be no gaps in dates, however, overlapping dates are acceptable.
Use a continuation sheet if necessary, available from www.homeoffice.gov.uk/dbs
If not applicable, go to section e.

38 address

39 town/city

40 county

41 UK postcode 42 country

43 dates from and to

If you are acting as an Umbrella Body, please remember to inform your client organisations of this new process.

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.

Websites:

www.gov.uk/dbs

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