



## Disclosure & Barring Service

### DBS News

August 2013

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Hello and welcome to August's edition of DBS News.

This month, we are bringing our Update Service YouTube videos to your computer screens. We have been busy working on these companion videos (one aimed at applicants and one aimed at employers) to show you how the Update Service can work for you. We are now ready to show you the final products which can be viewed [here](#) (employers) and [here](#) (applicants).

The videos are something I am personally very proud of. We have never done anything like this before and it represents a shift in the way I see us doing things in the near future. It moves us as an organisation just that little bit closer to becoming a 'digital' organisation. They feature real people (no trained actors here!) giving first-hand accounts of what the service will do for them and, in the employers' video, how it will benefit them and their service users.

We are extremely grateful to our YouTube video volunteers for taking time out of their busy day to talk about our service and putting their honest opinions on record.

Off camera, this is something we want you to keep doing too. It's important to keep talking about the Update Service and the changes that we have seen brought in with it.

Also, this month we provide details on the best way of subscribing to the Update Service. We have heard some applicants are having difficulties subscribing within the 14 day window – hopefully, our latest information will help resolve this.

Communication is key to getting things right – and keeping them right – so please, get in touch if you're not sure on anything, keep referring to all the communication tools at your disposal and keep talking: to us, to your colleagues and to your applicants.

**Adrienne Kelbie**  
Chief Executive

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### The Update Service: latest developments

2013 is proving to be a really exciting time for us as we have taken huge strides in the

digital direction and you have joined us on this journey.

One giant step we have taken is to launch the Update Service; which has just reached its first major milestone of 10,000 subscribers. A big thank you for helping us reach this impressive figure. You have helped by spreading the word amongst your employees and clients about the benefits they (and you!) can gain from using the service so please just keep doing what you're doing and help us to keep pushing that number up.

Please read on to find out more about our new YouTube videos and how you can encourage applicants to subscribe to the Update Service at the earliest opportunity, using their application reference number.

### **Update Service now on YouTube**

Some of you have worked with us to produce YouTube videos and posters that will help applicants, your colleagues and other organisations to understand the benefits that the new Update service offers.



Tricia Buckle, the Epilepsy Society, Barbara Ball, the **Churches' Child Protection Advisory Service**, Jill Lane, The Oldershaw Academy, and two applicants, Glenn Walsh and Anne Kipping kindly agreed for us to film their views and experiences of the DBS checking service, and their reactions to how the Update Service could benefit them and their organisations.

Working together, we have produced two YouTube videos; which showcase the new service. The videos were created to generate interest, get people talking and reach a wider audience.

To view, please click [here](#) for the applicant video and [here](#) for the employer's video. We hope you think the videos are as fantastic as we do and that they offer completely

honest accounts that other organisations and applicants will be able to identify with. Our biggest challenge now is reaching those who will benefit most from the service – our applicants - and we need your help. We need to get as many people to see, like and share the videos and reach the maximum audience possible.

You may be wondering how this will benefit you – well, as more individuals join, more of you can benefit from free and instant online Status Checks rather than you having to pay for new criminal record checks and wait for them to come through.

If you or your organisation have a Facebook or Twitter account; have your own blog or website; or any other social media site please go to the videos and share them with your staff, applicants, clients, friends, followers and readers.

**Get involved:**

- Go to our [website](#), download the YouTube posters and put them up in your offices, recruitment departments, applicant service desks and on your website.
- Go to YouTube and watch the two DBS Update Service videos.
- Share the videos on your organisations' websites and through your social media channels. Encourage applicants to join the Update Service so your organisation can benefit from time and cost savings.

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## Joining the Update Service: the best route to subscribe

We have received feedback from some applicants who wanted to join the Update Service using their DBS Certificate number, but missed the 14 day window.

To support your applicants and help avoid this issue, you can provide the application reference number to them. They can then use this to subscribe to the Update Service and track progress of their application online.

The advantage of this is that in most cases they will have more time to join and are less likely to miss the opportunity to subscribe to the service. If they wait until their DBS Certificate is issued, the applicant only has a short 14 day window to subscribe, starting from the date of issue that is printed on their DBS Certificate.

Where it is not possible to provide the application reference number you can help applicants by explaining that they:

- Only have 14 days to subscribe from issue date printed on the certificate.
- Can use [online tracking](#), if they have the application reference number.

Can call us on 0870 909 0811 to obtain their application reference number or their DBS Certificate number.

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## New interactive e-guide.

Our Countersignatory Training team has been delivering a programme of training events all over England and Wales for over three years aimed primarily at new

Countersignatories.

At the beginning of this month however, our training programme came to an end as we actively look at new ways of supporting you to accurately complete the paper application form.

We have been gathering feedback from attendees at our training events and more than 90% said they would use an online interactive e-guide.

Thank you for this great feedback! With your views in mind, we have developed an e-guide to replace our training events. We are currently piloting the guide with some new Countersignatories and plan to share it with you shortly on our website. So look out for more details of where and when you can find this exciting addition to our digital repertoire in our next edition.

The decision to go electronic with our training also brings us in line with our Principles; a commitment to deliver, where possible, services which are digital by default.

E-bulk users will also find this e-guide useful as there is still some common guidance that is relevant to completing both e-bulk and paper applications; for example how to complete the address fields if you are a student registered at two different addresses. However the guide has been specifically designed for paper application users as e-bulk already significantly reduces errors via system validation.

Training Manager, David Nield, said: "Thank you so much to everyone involved in hosting our training over the past three years. Without you, we would not have been able to deliver our one day training sessions to more than 10,000 Countersignatories and identity checkers.

"The results of our training speak for themselves as within three months of completing a course, Countersignatories have been 50% less likely to make an error when completing the application form. This statistic is taken against the average return rate for an application form across the whole Registered Body network.

"We are extremely excited about how our new e-guide will take our training into the digital age and can't wait to tell you more about it in next month's DBS News."

**Please note:** Our 'duty to refer' workshops continue as planned.

For those of you who want more information on these workshops, please click [here](#) and go to the 'referral information events' page.

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## Have your registration details changed?

An important part of our service is being able to communicate directly to you and know that our messages are reaching their intended target – you. We can't do this if your registration details aren't up-to-date and this could mean you miss out on important issues or result in delays to the service we provide to you.

As a result of communicating a number of important changes to our services, we have discovered that some of you have not kept us informed of changes to your registration

details.

It is essential you keep these details up-to-date and just as important to ensure we are notified immediately of any changes to the registered organisation, Lead Countersignatory, or Countersignatory registration details including the name, correspondence address and contact details.

We also need to be told if the organisation, Lead Countersignatory, or a Countersignatory no longer wishes to be registered with the DBS.

If any of the elements of your registration change, please let us know in writing on company letter-headed paper, and provide 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, the effective date of the change, and the name and registration number(s) of the countersignatories affected

If the Lead Signatory or a Countersignatory is not available, a letter from a director or equivalent can be accepted.

Send your letter to:  
DBS Customer Services  
PO Box 110  
Liverpool  
L69 3EF

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

**Don't forget:** you can sign up to our e-database [here](#) to receive electronic updates about all the topics that interest you. Over 18,000 of you have so far signed up to receive DBS News this way – this is great news and we are really pleased that you are finding the database so easy to use. It takes less than two minutes to register – just tell us your name, email address and business sector and tick the boxes that you want to hear more about.

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## 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](mailto:customerservices@dbs.gsi.gov.uk)

**Websites:**

[www.gov.uk/dbs](http://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](http://www.homeoffice.gov.uk/dbs-online-tracking)