



Disclosure &
Barring Service

DBS Disclosure News

February 2014

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Hello and welcome to February's special edition, which will devote most of its content to the forthcoming service changes next month, as we prepare for taking our first steps towards a more modernised DBS.

In January's edition we said we'd keep you informed about the suspension of our services in mid-March, and we can now confirm that **from Friday 7 March at 17:00 to Wednesday 12 March 2014 at 08:00**, some of our disclosure services will be unavailable.

Please be assured that we've done as much as we can to keep disruption to a minimum, but understanding how integral our disclosure service is to you, we do want to apologise in advance for this temporary service suspension, and we appreciate that it may cause you some short-term inconvenience.

The good news is that you'll still be able to apply for criminal record checks during this time, so depending on your service requirements you may not be directly affected, but I encourage you to read on to learn how our services are going to be affected.

Thank you in advance for your co-operation and understanding.

Sue Quigley
Director for Operations (Disclosure)

Service availability: the details

In mid-March, our journey towards modernising our service starts, which will allow the DBS to develop its services – and eventually to offer better and new ones built around your needs.

At the same time, we'll welcome aboard our new service delivery partner, Tata Consultancy Services (TCS).

To complete this first stage, we need to suspend some of our disclosure services in order to make changes to our IT system and infrastructure.

Note you can still submit paper and e-Bulk applications during this period.

Please read the following sections to find out how each of our services will be affected. For an overview of our service availability, see our table below.

	Thursday 6 March	Friday 7 March	Saturday 8 March	Sunday 9 March	Monday 10 March	Tuesday 11 March	Wednesday 12 March
Application form receipt							Business as usual
E-bulk service							
Application form ordering		Up to 17:00 hours					
Telephone applications	Orders after 13:00 hours on 6 March will not be not issued until 12 March						
Disclosure call centre 0870 90 90 811		Up to 17:00 hours	General enquiries only		General enquiries only		
Online tracking		Up to 17:00 hours					
Adult First		Up to 17:00 hours					
Update Service		Up to 17:00 hours					
Certificate printing							

Available as usual

Available with restrictions/changes

Unavailable

Applications forms

Paper application forms can still be sent in throughout this period. They will take a few extra days to appear on the Tracking Service.

e-Bulk service

e-Bulk files can still be sent by customers throughout this period. They may take a few extra days to be acknowledged and appear on the Tracking Service.

Telephone applications

This service will be unavailable between 17:00 on Friday 7 March and 08:00 on

Wednesday 12 March.

Telephone applications made from **13:00 on Thursday 6 March to 17:00 on Friday 7 March** will not be printed and dispatched until Wednesday 12 March.

Application form ordering

This service will be unavailable between **17:00 on Friday 7 March and 08:00 on Wednesday 12 March.**

Certificates

No DBS certificates will be printed or dispatched between Friday 7 March and Tuesday 11 March.

Online services

- **Update Service** will be unavailable between **17:00 on Friday 7 March and 08:00 on Wednesday 12 March.**
- **Tracking Service** will be unavailable between **17:00 on Friday 7 March and 08:00 on Wednesday 12 March.** DBS applications received during this period may take a few extra days to appear on the Tracking Service when it restarts.
- **Adult First Service** will be unavailable between **17:00 on Friday 7 March and 08:00 on Wednesday 12 March.** Adult First results will not be issued on Monday 10 and Tuesday 11 March.

Disclosure call centre

Our disclosure call centre will remain open for general enquiries only during this period.

Friday 7 March	8:00 to 17:00 hrs	early closing
Saturday 8 March	10:00 to 17:00 hrs	limited service
Sunday 9 March	Closed as usual	
Monday 10 March	8:00 to 18:00 hrs	limited service
Tuesday 11 March	8:00 to 18:00 hrs	limited service
Wednesday 12 March	8:00 to 18:00 hrs	back to normal service

During the days of limited service:

- We'll only be able to answer general enquires about our disclosure services.
- We'll not be able to answer enquiries about an application in progress, or about the content of a particular DBS certificate.

If you want to speak to us about an existing application or your DBS certificate, please call back from Wednesday 12 March.

Changes to the certificate

We'll be changing our printing supplier around this time and making small changes to the certificate:

- We'll replace the bar code on the top right hand side with a small QR code and a sequence of numbers.
- The font is slightly different.

We'll be keeping the same security features so you can still check it's a genuine DBS certificate by testing the heat sensitive seal and looking at the watermark.

Financial arrangements

As part of our move to a new service delivery partner (TCS), there will be a change to our banking arrangements.

All lead signatories and finance contacts will receive a letter explaining the new arrangements.

Please note, any cheques addressed to any payee other than 'Disclosure and Barring Service' or 'DBS' received after 6 March 2014, will be rejected and returned.

Customer Services – top five enquiries

Between June 2013 and January 2014, our busy Customer Services team received 31,000 enquiries – that averages 246 enquiries every day, yet most of these questions are already answered on our website.

At the click of a button, you can access our website and online services, which saves you time and money and gives you an answer there and then. To get you started, we've identified below the top five most common enquiries from the last six months and provided a link to further information.

6,000 (19%) enquiries are about the general processing that lies behind a DBS check. Our website contains lots of information about [different parts of the process](#) that will help you resolve your query.

Over 4,500 (15%) enquiries are about eligibility, and no one sector or job role is more common than another. Questions from employers are often about whether particular roles are eligible for a DBS check, and from applicants who have either been asked to apply, or are in the process of applying, for a role which may require a DBS check. Check out [DBS eligibility guidance](#) for more information.

3,500 (11%) enquiries are about the [Update Service](#), particularly [how to subscribe and the number of days an applicant has to subscribe](#).

Employers and other organisations can check a DBS certificate status online and get a result straight away. If you're an applicant, you can register online as soon as you have your application form reference number, which you can ask for when you apply for your DBS check.

Alternatively, you can wait and register with your certificate number when you receive your DBS certificate. **You must do this within 14 days of the certificate being issued.**

Registration lasts for one year and costs £13 per year (payable by debit or credit card only). You'll get an ID number with your registration that you need to log on to the service.

More information and guidance is available here:

[Applicants guidance](#)

[Applicants preview](#)
[Employers guidance](#)
[Employers preview](#)
[Employers presentation](#)
[Stakeholder presentation](#)

Nearly 2,500 (8%) enquiries are about the **progress of an application, which can be monitored** via our online [DBS tracking service](#). It's free and available 24-hours a day.

Over 1200 (4%) enquiries are about **overseas applicants and UK applicants who lived abroad**. Employers can ask applicants from overseas to get a criminal records check or 'Certificate of Good Character' from their country of origin. These are not the same as a DBS check.

It may also be possible for employers to get such a check through the relevant UK embassy, but the applicant must give their permission. More information can be found at [criminal records checks abroad](#).

100,000 join Update Service

100,000 people have joined the flagship DBS Update Service for criminal record checks, in just eight months.

"Our role is to help employers make safe employment decisions, and to help protect the most vulnerable people in our communities. We know how tight money is, and how quickly employers need to work to meet community needs, so we're delighted that our new Update Service which cuts red tape, and cost, for many people who need a DBS certificate to do their job," said Adrienne Kelbie, the DBS Chief Executive.

"People who sign up, gain the advantage of being able to check online if their certificates are still valid, and don't have to wait for a new paper certificate to start a new role.

"Employers also benefit because they can check the online certificate, when and where, it suits them for no extra cost, helping them make quick and safe recruitment decisions."

People who opt into the service and have no change to their criminal record may never have to apply for another full check, pay just £13 per year instead of up to £44 per check. In the eight months since the DBS Update Service was launched more than 81,501 status checks have been performed by employees. 72 subscribers have been informed that their original certificates are no longer valid, as their status changed because of updated police information. As of 17 February there are 101,754 subscribers.

Free webinar

Title: When and how to ask about criminal convictions

When: 10-11am, 19 March

We know how tricky it can be to keep up-to-date with useful resource and when we heard about this one, we thought you'd like to know, too. This free webinar is part of a series of

webinars to support Business in the Community's [Ban the Box campaign](#), which will help employers to understand when and how to ask about criminal convictions during the recruitment process.

With a guest speaker from Nacro and lots of other useful advice, the online session gives you the chance to ask questions and explore the best approach for your organisation.

Please sign up [here](#) to reserve your place and visit www.bitc.org.uk/banthebox for more information.

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@db.s.gsi.gov.uk

Websites:

www.gov.uk/db.s

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>