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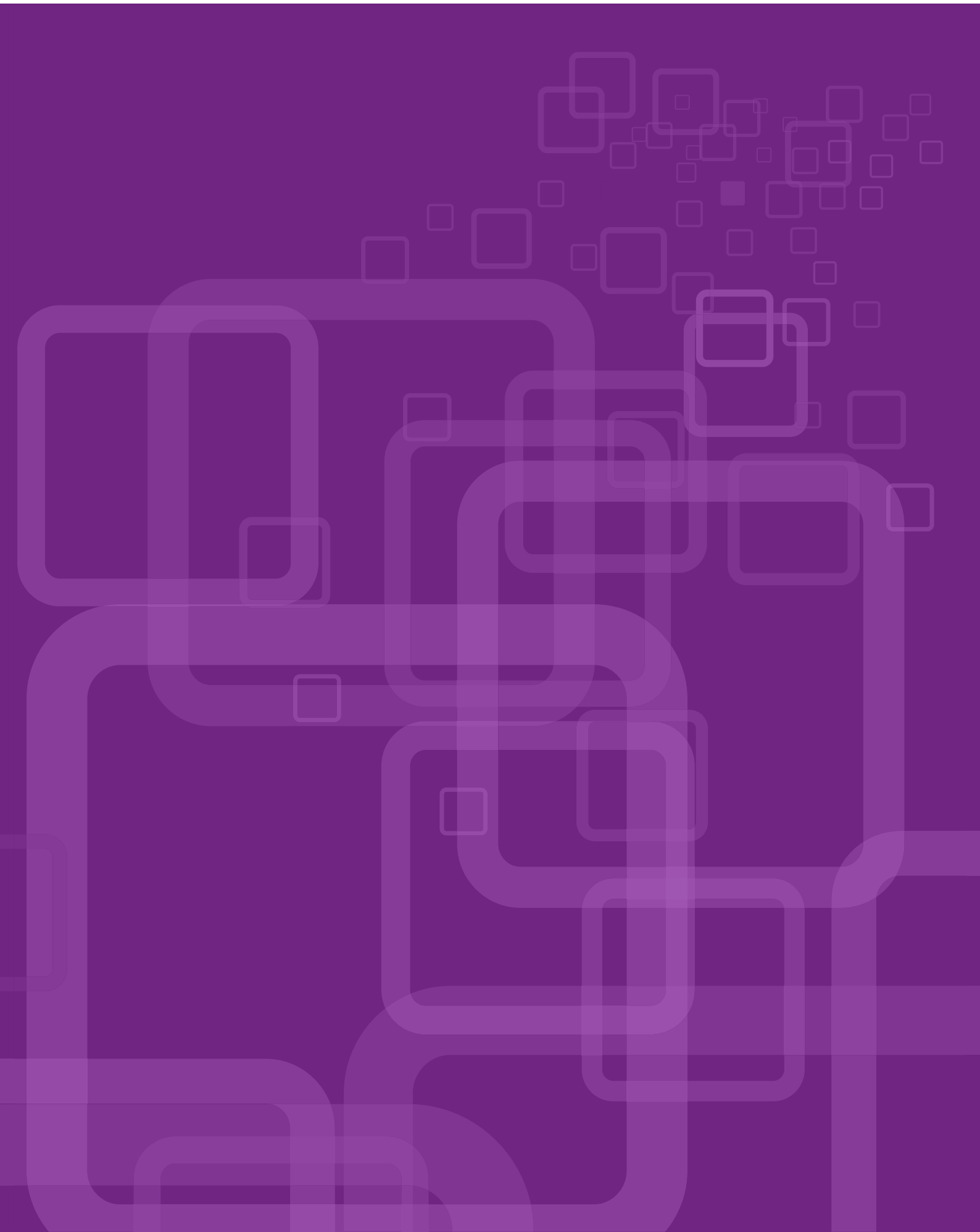
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## Annual Report and Accounts 2008/09

## Chief Executive's Statement

**I am pleased to introduce the 2008/09 Annual Report and Accounts for the Criminal Records Bureau (CRB), and report another year of progress and achievement.**

I joined the CRB at the end of a challenging year and one that witnessed the completion of Vince Gaskell's time as Chief Executive. I would like to take this opportunity to thank Vince for his hard work and dedication over the past five years and wish him well in his new position and the future.

Research shows that the CRB is continuing to make a considerable difference to the protection of children and vulnerable adults, supporting the Home Office objective 'To help people feel secure in their homes and local communities'. During 2008/09 the Disclosure service prevented a further 18,000 unsuitable people from gaining access to children and vulnerable adults, bringing this total to approximately 100,000 in the past five years.

In 2008/09, we received unprecedented demand for our services, issuing 3.9 million Disclosure certificates – 500,000 more than the previous year and the highest annual figure since the CRB's inception in 2002. At the end of 2008/09 more than 19 million Disclosure applications had been handled by the CRB.

In 2008/09, this high demand resulted in a dip in performance to marginally below our primary target to issue 90% of Enhanced Disclosures within 28 days. Consequently, we have continued to actively engage and listen to our customers to effectively gauge their expected volumes to assist planning, and we are already seeing noticeable improvements. We have also continued to work closely with our delivery partners to ensure that we can continue to provide an effective service, building on our existing strong relationship with the Association of Chief Police Officers (ACPO) and police forces by providing support where necessary, including additional funding and resources.

We have continued our work to support the Home Office and Independent Safeguarding Authority (ISA), developing our systems and processes in preparation for the launch of the Vetting & Barring Scheme (VBS) in October 2009. This will continue as our primary focus over the coming year when we will work to ensure a smooth transition to the new scheme in July 2010. In addition to this, it is paramount that we continue to work hard to ensure that our existing services are maintained effectively to a high standard.

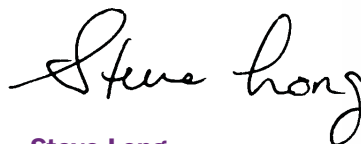
A significant milestone in 2008/09 was the launch of our first electronic application channel, e-Bulk, which allows our largest volume customers to submit multiple applications online, bringing many benefits to those organisations and the CRB.

The service is progressing well and we are working through the first phase to ensure that all those organisations registered can use the new service. In addition, the scope of the vetting process has been widened through the expansion of the data sources we can check and an extension to the type of employment role which is subject to the Disclosure service.

It is highly encouraging that once again, our performance and development has been recognised by our customers, with record levels of satisfaction recorded in the annual Ipsos MORI survey. To gain a wider assessment of the impact of the CRB and to identify further improvements, last year we extended our programme of research with two additional strands that will now continue on an annual basis: a survey of Disclosure applicants and an awareness survey targeted at the general public. The overall results were positive with overwhelming support for CRB checks on those working with children and vulnerable adults.

The 2009/10 Business Plan outlines the continued commitment to the VBS and our ongoing aim to develop a more customer-centric organisation. Over the coming year, as part of our continuous improvement regime, we will continue to engage with our customers and delivery partners to ensure that we can develop and improve current services, focusing on accuracy and turnaround times. To go hand in hand with this, we will research how we can develop new services to meet the needs of our customers, including the use of biometrics, a Basic Disclosure service and provision for continuous updating. We have taken the opportunity this year to outline a new set of strategic goals that will support the CRB's vision:

**'Our vision of the future is one in which the CRB is trusted by its stakeholders to support public protection and will be the first-choice provider of comprehensive services for organisations, to assist informed recruitment decisions'**



**Steve Long**  
Interim Chief Executive  
Criminal Records Bureau  
2 July 2009





**“To help protect children, vulnerable adults and society in general by providing a first-class service of criminal records information for employment and other vetting purposes”**



## Management Commentary

### Nature, Objectives and Strategies of the CRB

#### Our Role

The CRB is an Executive Agency of the Home Office, providing access to criminal record information through the Disclosure service. This allows organisations in the public, private and voluntary sectors to make safer recruitment and licensing decisions by identifying candidates who may be unsuitable for certain work, especially those involving children or vulnerable adults. The CRB was established under Part V of the Police Act 1997 and was launched in March 2002.

At the end of March 2009, the CRB had issued more than 19 million Disclosures, of which approximately 20% have been issued free-of-charge to volunteers. The CRB provides services to approximately 5,000 directly-registered organisations and many thousands of others who use those bodies to access CRB checks. Together over the past five years we have directly prevented around 100,000 job offers being made to those considered unsuitable to work with children or vulnerable adults and acted as a deterrent to many more.

#### Our Values

Our core values set out the standards and behaviours by which we operate and are based on those used by the Home Office:

- **We deliver for the public – putting our customers at the centre of everything that we do.**
- **We are professional and innovative – looking to continuously improve and develop people in a learning organisation.**
- **We work openly and collaboratively – explaining to our people, partners and customers what we are doing and why.**
- **We treat everyone with respect – valuing the diversity of our people, partners and customers.**

#### Our Vision

We recognise that in order to ensure the delivery of services that match what our stakeholders want, we need to understand how they can be developed further, yet remain focused on efficiently delivering the highest quality of information. Our vision, therefore, of the future is one in which the CRB is trusted by its stakeholders to support public protection and will be the first-choice provider of comprehensive services for organisations to assist informed recruitment decisions.

#### Our Business

The CRB processed 3.9 million Disclosures in 2008/09. There are two Disclosure services: 'Standard' and 'Enhanced', the primary difference being that the latter includes a check against local police records. The Disclosure process, from the completion of the application form to the production of the final certificate, involves three main parties: the Registered Body; the CRB and, in the case of Enhanced Disclosures, police forces.

The CRB employs 582 staff and is located over two sites in Liverpool at Shannon Court and India Buildings.

#### Registered Bodies

Registered Bodies are responsible for authenticating the identification of the applicant and for ensuring that the application form is correctly completed.



### **CRB**

The CRB's role is to initially capture and check applicant details supplied through Registered Bodies - a task undertaken by Capita under a Public Private Partnership (PPP). CRB staff match this information against corresponding data contained on the Police National Computer (PNC) system, and then transmit the applicant data to police forces for matching against their local systems (for Enhanced Disclosures). Capita issue the subsequent Disclosure certificate to both the applicant and Registered Body.

### **Police Forces**

There are 43 separate police forces who are responsible for matching applicant data against information stored on local databases – both conviction data and other intelligence – and deciding what relevant information should be disclosed. In order to ensure the timeliness of the Disclosure service, in 2008/09 police forces were expected to return 90% of search requests within 14 days.

### **Funding**

The CRB is funded through Disclosure fees, which for 2008/09 were £36 for Enhanced Disclosure applications and £31 for Standard applications. The exception is voluntary employees who receive the service free-of-charge. In 2008/09 a total of 19.2% of all Disclosure applications were for voluntary employees.

### **Strategic Context**

In May 2006, the CRB published a Five-Year Strategic Plan which detailed our strategic objectives for the period. As the environment in which we operate is changing radically, the 2009/10 Business Plan outlined a revised set of strategic goals:

- **Provide information that meets the customer, public and stakeholder's requirements in quality, accuracy and timeliness;**
- **Provide a customer-focused service;**
- **Build a capable, flexible and motivated organisation;**
- **Deliver value for money services whilst remaining self-funding;**
- **Provide a comprehensive range of public safety employment vetting services to meet the needs of employers.**

### **Financial Aims and Objectives**

The CRB is a self-funding Agency which is dependent on the volumes of Disclosures processed each year to generate income. We have clearly defined financial accountability and report regularly through our governance committees and on an annual basis through our Annual Report and Accounts. We are audited by the National Audit Office (NAO).

The CRB is required to maintain the self-funding status first achieved in 2006/07 and a self-funding budget has been set for 2009/10 in the Business Plan. The Business Plan can be accessed via the CRB website ([www.crb.gov.uk](http://www.crb.gov.uk)).

## Management Commentary

### Resources, Relationships and Principal Risks

#### Resources

##### Our Finances

The achievement of self-funding status in 2006/07 has been maintained in subsequent financial years and as can be seen from below, is also forecast for 2009/10 (figures in £millions):

	<i>Surplus/(Deficit)</i>
2004/05	(7.9)
2005/06	(2.2)
2006/07	13.6
2007/08	9.7
2008/09	6.8
2009/10 (budget)	0.0

A large element of the CRB's costs are fixed and, as volumes have continued to increase since inception, each Disclosure's share of these fixed costs has decreased. This reduction - combined with internal efficiency measures, IT system improvements and robust contractual arrangements with Capita - has helped reduce unit costs and secured self-funding status.

When setting the fees for the 2008/09 financial year the CRB considered whether there was a case for actually reducing the level of fees in light of the surplus generated in 2007/08. However, in view of the sensitivity of the financial position to changing volumes and a realisation that they could not continue to increase indefinitely, the CRB decided that the prudent approach was not to seek any decrease to fees in 2008. A combination of increasing Disclosure volumes and lower costs has resulted in a larger than anticipated surplus for 2008/09.

The CRB has prepared a neutral budget for 2009/10 without recourse to an increase in fees.

##### Our Employees

The CRB currently employs 582 highly committed and dedicated staff, the majority of whom carry out the difficult, sensitive and demanding role of matching Disclosure applicant details against police records and lists. The number of staff is set to rise over the next year as the volume of Disclosures continues to rise and the CRB gets ready to support the new Independent Safeguarding Authority (ISA).

The CRB's staff have played a major role in achieving the high quality service now delivered to our customers. The satisfaction derived from this achievement was reflected in the 2008 staff survey results, which showed an improvement in job satisfaction, better communication and that staff are now strong advocates of the CRB. However, the survey also identified areas for improvement, particularly around People Management practices. This issue is being addressed through the development of a People Strategy based on the broader policies employed by the Home Office. During 2009/10 this strategy will be converted into practical steps to support and develop the CRB's workforce for the challenges ahead.

The framework that will underpin these activities is now in place. The focus is on regular performance reviews with dedicated sessions on learning and development. Core Home Office values have been adopted and a Skills and Behaviour Framework based around these have been developed to use as part of the Managing Development and Achievement (MDA) process.

With the MDA process in place and various initiatives coming on-stream, the CRB is confident that its staff will respond to the changes ahead and that the survey results in 2009 will be even more impressive than those achieved in 2008.



### Research and Development

The CRB's development programme is managed through a Programme Board, which is responsible for ensuring that approved projects are implemented within budget and to set timescales, in line with strategic direction. The Board reports to the CRB's Management Board and Executive Team.

- Service Delivery;
- People;
- Partners and stakeholders;
- Business change;
- Finance;
- Strategy.

### Management of Risks

#### Risk Management Approach

An important governance consideration is how the CRB manages its risks. Key areas of development in 2008/09 have been:

- Implementation of a Corporate Risk Management Strategy based on the Home Office Risk Management Policy;
- A revised and updated corporate risk register which aligns with the Business Plan;
- Implementation of a common approach to identifying risk across the business.

From the start of 2008/09 the Management Board implemented a Corporate Risk Management Strategy detailing the organisation wide risk management approach. This approach is fully aligned with the Home Office Risk Management Policy and guidance.

To aid risk identification and reporting across the business, strategic threat areas have been identified and are used to identify risks and opportunities in each business area. The six threat areas agreed by the Management Board are:

At the corporate level, each of the threat areas have been used to identify risks to the delivery of both the Business Plan and Strategy, with mitigating actions cascaded to appropriate action owners throughout the business.

In addition to protecting the Business Plan, the same threat areas are used at all levels to aid decision making and planning, with an escalation route to the Management Board if required.

The Management Board makes use of risk appetite and risk tolerance to determine the level of control for each risk and thereby the escalation rules, as well as the escalation path. Each area of the business has its own local risk register which feeds into a separate corporate document.

Risks are owned and managed by the most appropriate individuals across the business using the controls set by the corporate level. This approach enables risks to be identified, owned, managed and escalated from all levels of the organisation.

## Reporting of Personal Data Related Incidents

Incidents, the disclosure of which would in itself create an unacceptable risk of harm, may be excluded in accordance with the exemptions contained in the Freedom of Information Act 2000 or may be subject to the limitations of other UK information legislation.

**TABLE 1: SUMMARY OF PROTECTED PERSONAL DATA RELATED INCIDENTS FORMALLY REPORTED TO THE INFORMATION COMMISSIONER'S OFFICE IN 2008/09**

Date of incident (month)	Nature of incident	Nature of data involved	Number of people potentially affected	Notification steps
Nil Return	N/A	N/A	N/A	N/A

**TABLE 2: SUMMARY OF OTHER PROTECTED PERSONAL DATA RELATED INCIDENTS IN 2008/09**

Incidents deemed by the Data Controller not to fall within the criteria for report to the Information Commissioner's Office but recorded centrally within the Agency are set out in the table below. Small, localised incidents are not recorded centrally and are not cited in these figures.

Category	Nature of incident	Total
I	Loss of inadequately protected electronic equipment, devices or paper document from secured Government premises	0
II	Loss of inadequately protected electronic equipment, devices or paper document from outside secured Government premises	0
III	Insecure disposal of inadequately protected electronic equipment, devices or paper documents	0
IV	Unauthorised disclosure	0
V	Other	0

In November 2007 CRB conducted a review of all personal computers, laptops and mobile phones. As a result of this exercise 15 laptops and one mobile phone were unaccounted for. After completing a risk assessment and investigation, CRB does not consider any of the missing equipment to hold any protected personal data. Improved control and security procedures have now been implemented to prevent the re-occurrence of such losses. A further review was carried out on 5 October 2008, when no further losses were reported.

**TABLE 3: YEAR-ON-YEAR TOTAL NUMBERS OF PROTECTED DATA RELATED INCIDENTS PRIOR TO 2008/09**

Total number of protected personal data related incidents formally reported to the Information Commissioner's Office, by category number							Total number of other protected personal data related incidents by category number						
	I	II	III	IV	V	Total		I	II	III	IV	V	Total
2007/08						0	2007/08						0
2006/07						0	2006/07						0
2005/06						0	2005/06						0

Equipment losses discovered in 2007/08 are noted underneath Table 2. There were no further losses in 2008/09.

## Relationships with Key Stakeholders and Partners

### Impact on Society

Our effectiveness in delivering our vision has been evaluated through a series of Ipsos MORI polls. The latest results are encouraging and clearly demonstrate that the CRB continues to offer significant protection to children and the vulnerable by preventing unsuitable people from gaining access to these groups.

### Other Stakeholders and Partners

The performance of the CRB is also dependent on the effectiveness of our principal partners and their staff. Consequently, the CRB engages with stakeholders via a series of consultative panels configured both to promote collaboration and to form an integral part of our Risk Management Strategy. The main features of these arrangements are:

- Registered Bodies will be supported through an Account Management model that supports closer workings with Registered Bodies to understand their requirements, ensure compliance with our Code of Practice and focus on managing volume demands to ensure our service meets customers' needs;
- Contractual agreements with Capita ensure that service level agreements are in place and monitored, which allows for us to identify if further support is required;
- The police forces also work to service level agreements, which we use to monitor performance and assess the impact of fluctuating workloads against their available resource. We will continue to develop our relationship with individual forces to ensure that changes are managed effectively;
- Other Government bodies such as the Department of Health (DH) and the Department for Children, Schools and Families (DCSF) have strong links with CRB, as the services we offer are used by the organisations that they regulate. We consult widely across Government on any development of our services and will continue to maintain these good working relationships and seek opportunities for closer working to assist in the joined-up Government agenda;
- The delivery of VBS requires strong links between CRB and ISA. By being the access point for those wishing to register onto the scheme, customers and stakeholders will automatically associate the two organisations and we will take proper steps to ensure that the delivery of our services will meet the requirements of the ISA.





# Management Commentary

## 2008/09 Development and Performance



### Financial Position

A summary of the 2008/09 accounts, compared to the 2007/08 position, is shown below. The movements have resulted in a reduction in the CRB surplus.

	2007/08	2008/09	Movement
	£m	£m	£m
Income	97.8	114.5	16.7
<b>Production Costs</b>			
Direct	68.7	81.0	12.3
Indirect	16.3	23.0	6.7
Sub-total	85.0	104.0	19.0
Surplus/(Deficit) on Operating Activities	12.8	10.5	(2.3)
<b>Change Costs</b>			
Running Costs	1.7	2.3	0.6
Development	1.4	1.4	0.0
Sub-total	3.1	3.7	0.6
<b>Total Costs</b>	88.1	107.7	19.6
<b>Surplus/(Deficit)</b>	9.7	6.8	(2.9)
<b>Disclosure Volumes (m)</b>	3.4	3.9	0.5

### Explanation of Movements

#### Income

Although fees were frozen in 2008/09, income rose by £16.7 million due to the continuing increase in Disclosure volumes, which were up 14.7% from the previous year.



### Production costs

Costs have not risen in line with volumes during 2008/09. Production costs totalled £104 million, which is a rise of 22.3% compared to 2007/08. The volume adjusted increase in costs of 7.6% is attributable to:

- Increases in pay and prices;
- Investment in the CRB's quality management systems;
- Additional investment in police Disclosure Units to improve turnaround times and reduce work in progress.

### Change Costs

The total costs of £3.7 million shown in the Financial Position can be broken down as follows:

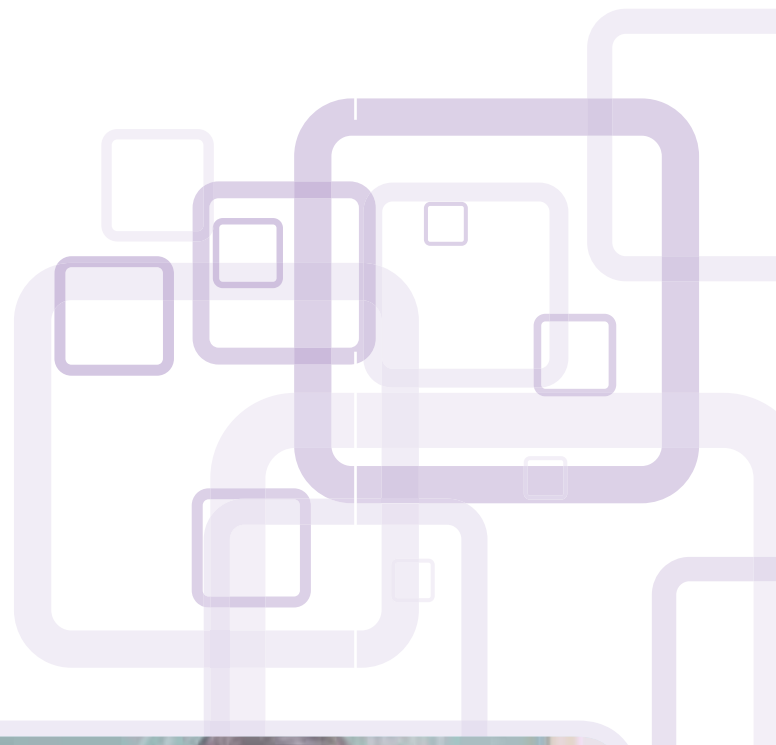
Project	Expenditure (£'000)
Change Management (BIC)	1,450
Programme Management	1,100
New Data Sources	27
Overseas Data Sources	12
Police Volume Management	91
e-Services	717
PLX	156
Other Small Changes	147
<b>Summary</b>	<b>3,700</b>

### Capital Expenditure

In the year £2,916,000 was spent on capital expenditure (2007/08 £2,509,000). This relates entirely to expenditure on the CRB's electronic-Services project.

### Cash balances

As at 31 March 2009 the CRB's cash balance was £6.9 million (2007/08 £0.6 million).





## Performance

The CRB has a set of Key Performance Indicators (KPIs) that act as a benchmark for our performance across the business; they particularly assist in the assessment of progress against the drivers behind our Strategic Aims.

As part of the monitoring process, monthly performance is reported both to the Management Board and the Executive Team, with exceptions highlighted to inform remedial action.

Achievement in 2008/09 against those targets is recorded below:

	Target	Performance	Measure	Source
<b>Improving Delivery Times</b>				
Enhanced Disclosures				
a. CRB to complete and send to police	90% checks in 10 days	<b>93.5%</b>	The time taken to process application from receipt in the CRB to despatch of application to police forces, excluding time out with customer.	System generated
b. Overall time for processing from receipt to issue	90% issue in 28 days	<b>88.6%</b>	The overall time – excluding time out with the customer – taken to process a valid application from receipt, to processing within the CRB and police forces and then to printing.	
c. Overall time for processing from receipt to issue	99% issued in 60 days	<b>95.2%</b>		
Standard Disclosures	90% issued in 10 days	<b>99.1%</b>	The overall time – excluding time out with the customer – taken to process a valid application from receipt to processing within the CRB and then to printing.	System generated
Calls to the Call-Centre	90% answered in 20 secs	<b>92.0%</b>	The time taken to answer call to the Call-Centre.	System generated
POVAFirst checks (Protection of Vulnerable Adults)	98% completed in 2 days	<b>99.7%</b>	The overall time taken from the valid initial request received in the CRB to notification to Registered Body.	System generated
<b>Improving Quality &amp; Accuracy</b>				
Disclosure Accuracy (our aim is 100% Disclosures free of error)	To reduce the causes of potential Disclosure errors by 10% year on year	<b>30.7%</b>	Errors occur where the Disclosure certificate does not reflect central criminal record. Errors were reduced by 30.7% against a target reduction of 10%.	Clerical-Derived from a statistically valid sample each month
Disclosure Disputes	90% resolved in 21 days	<b>99.6%</b>	Time from receipt in CRB to resolution.	Clerical
Customer Satisfaction	85%	<b>94.0%</b>	Based on independent annual customer survey.	Ipsos MORI poll
Complaints	95% resolved in 10 days	<b>96.9%</b>	Time taken from receipt in CRB to reply issued.	Clerical
<b>Reducing Cost &amp; Bureaucracy</b>				
Cost of Disclosure service	To deliver efficiencies totalling 8% over three years from 2008/09 onwards	<b>ongoing</b>	Comparison of unit cost to 2007/08 baseline.	Clerical
<b>Internal Development/People Aspects</b>				
Development of strategic projects	VBS e-Services Basics	<b>Achieved Achieved Achieved</b>	Completion of agreed milestones on these strategic projects.	Clerical
Average sick absence levels in a rolling 12 months	Less than 10 days annually	<b>11.31</b>	The total number of sick days divided by the total number of full-time equivalent staff.	Clerical

### **Enhanced Disclosures**

The significant number of applications above the original forecast placed considerable pressure on the end-to-end business, meaning actual performance was marginally less than the primary target to process 90% of Enhanced Disclosures within 28 days.

The second-tier target to process 99% of Enhanced Disclosures within 60 days was also missed for the same reason.

A significant amount of work is being undertaken both internally and with customers to establish robust forecast volumes to assist planning.

### **Standard Disclosures**

Performance target has been achieved throughout the period. Standard Disclosures do not require a search by police forces and the figure of 99.1% processed within 10 days of receipt also reflects well on the internal service provided by the CRB.

### **Calls to the Call-Centre**

Performance target has been achieved in 2008/09.

### **POVAFirst checks**

Performance target has been achieved in 2008/09.

### **Disclosure Disputes**

Performance target has been achieved for 2008/09.

### **Customer Satisfaction**

The continued improvement and development of the CRB is reflected in a performance of 94% in 2008/09, against 87% for the prior 12 months.

### **Complaints**

Performance target has been achieved in 2008/09.

### **Unit Cost Reduction**

There is a commitment to reduce costs by 8% over three years (from 2008/09 – 2010/11) in accordance with the Department's wider Comprehensive Spending Review plans. We are currently working with the Home Office to develop how this will be measured to take account of issues such as the changing nature of the service. It is anticipated that an agreement will be in place during 2009/10.

### **Sickness Absence Levels**

The 11.3 days recorded in 2008/09 (10.8 days in 2007/08) reflects the level of sickness absence in the CRB and has been used as the basis for the 10-day target for 2009/10 although the CRB's longer-term goal remains eight days.

## **Progress against key projects**

### **Registered Bodies**

We have worked closely with Registered Bodies to ensure that there is a more manageable network of organisations that access our service, enabling us to provide a high quality of support and advice, with Registered Bodies taking a more consistent approach to their role in the Disclosure process.

### **Police Forces**

We have also worked closely with police forces to ensure that they are properly resourced to handle increased numbers of Enhanced Disclosures and are currently assisting a number of key forces by undertaking lower-level checks on their behalf, to agreed quality standards.

### **VBS**

Our main development activity has continued to be the support to the VBS. The new scheme will enable the ISA to make decisions on whether an individual should be barred from working in certain positions of employment. The CRB will pass relevant information on to the ISA to inform their assessment and eventual barring decision. The introduction of VBS will have a significant impact on CRB in terms of demand and work processes and it is therefore important that we manage the transition to VBS effectively.

### **Electronic Services**

Our other development activities have centred on the building blocks of a full electronic service and progress has been made through the implementation of e-Bulk and Online Tracking Services for Registered Bodies.

### **PLX and Data Sources**

We have also continued to develop our Police Local Cross Reference (PLX) system functionality and have worked to increase the range of criminal data sources that are routinely searched to enable a comprehensive check to be made.

## Diversity

In delivering its business the CRB will take care to assess the impact of policies and their implementation with respect to race, religion and belief, gender, disability, equality, sexual orientation, gender identity and age equality and will create a working environment where diversity is recognised, valued and celebrated.

To this end the CRB will aim to:

- Employ a workforce that reflects at all levels the diversity of the communities where they work and society as a whole;
- Treat all staff and customers with dignity and respect;
- Develop all staff to realise their full potential;
- Take positive action to secure equality of opportunity for all staff;
- Ensure that recruitment, selection, appraisal, training and career progression processes are fair, objective and free from bias or stereotyping;
- Carry out impact assessments on services to identify and address bias and prejudice.

In support of the above, in May 2007 the CRB introduced a new Race Disability and Gender (RDG) Equality Scheme, which sets out clearly its commitments, aims and objectives in these areas. It also included three separate action plans for delivering against the key aims and commitments for each of the above-mentioned equality groups. The CRB is also fully committed to working towards the aims of the Home Office 3-year Diversity Strategy 2007-2010.

In 2009/10 the CRB's Equality Forum will continue to monitor performance against these commitments and strive to embed equality awareness across the CRB.

## Health and Safety

The CRB is committed to maintaining the standards required by the Health and Safety at Work Act 1974 and other United Kingdom and international regulations relating to the health and safety of its employees and the public. It will continue to raise staff awareness on all aspects of health and safety as required by the 1992 European Commission Health and Safety Directive.

## Payment Performance

If there is no alternative contractual provision or other understanding, payment is due to be made within 30 days of receipt of a valid invoice. The CRB's overall performance during the year was 97.4% (2007/08 98.9%) of invoices paid within the agreed credit period.

In November 1998, the Late Payment of Commercial Debts (Interest) Act came into force, providing small businesses with a statutory right to claim interest from large businesses and all public sector bodies on payments that are more than 30 days overdue. Amended legislation - the Late Payment of Commercial Debts Regulations 2002 - came into force on 7 August 2002 providing all businesses, irrespective of size, with the right to claim statutory interest for the late payment of commercial debts. No interest has been claimed by CRB creditors under this Act.

On 8 October 2008, the Prime Minister committed Government organisations to speed up the payment process, paying suppliers wherever possible within 10 working days. The standard terms and conditions in most contracts and the legislative periods within the Late Payment of Commercial Debts (Interest) Act 1998 remain at 30 days. The CRB will ensure that systems are in place during 2009/10 to meet the 10 day target.



## Management Board

The Management Board members during the year were as follows:

### Executive members:

Steve Long (from February 2009)

Trevor Carlile

Sue Quigley (from February 2009)

Adele Townsend (from April 2008)

Vince Gaskell (until January 2009)

John Scullion (until June 2008)

Les Anderson (until March 2009)

### Non-Executive members:

Hugh Barrett

Mike Lewis

Charlie Pienkowski

Details of any significant interests held by Management Board members are maintained in a Register of Interests, which can be obtained from the Chief Executive's Office of the CRB.

The names, positions and brief personal details of the Management Board are also set out in the Remuneration Report. The Chief Executive is a permanent member of staff appointed by the Home Office under Senior Civil Service terms. The Civil Service Management Code contains provision for the termination of this contract, and is available from the website [www.civilservice.gov.uk](http://www.civilservice.gov.uk).

The remaining Executive Directors' remuneration is within the CRB agreed pay scales adjusted to effect reasonable comparison with similar roles within the Civil Service. Full details are contained within the Remuneration Report.

Management Board members: meetings attended in 2008/09		Number of meetings in 2008/09			
		Management Board		Audit Committee	
Member	Status	Required	Present	Required	Present
Steve Long	Executive	1	1	1	1
Trevor Carlile	Executive	5	4	2	2
Sue Quigley	Executive	1	1	0	0
Adele Townsend	Executive	5	4	3	2
Vince Gaskell	Executive	4	4	2	1
John Scullion	Executive	1	1	0	0
Les Anderson	Executive	5	4	0	0
Hugh Barrett	Non-Executive	5	5	3	3
Mike Lewis	Non-Executive	5	5	3	2
Charlie Pienkowski	Non-Executive	5	5	3	3

Membership of the Audit Committee is restricted to Non-Executives although Executive members can and do attend.

## Corporate Governance

Full details of the CRB's Governance arrangements in accordance with the requirements of DAO (GEN) 05/06 – Corporate Governance: Reporting - are contained within the 2009/10 Business Plan.

## Management Commentary

### Future position – 2009/10 and beyond

#### 2009/10 Budget

For 2009/10 the CRB has produced a break-even budget without an increase in Disclosure application fees. The factors that have enabled this include:

- An increase in budgeted volumes of 570,000 from 2008/09;
- Capitalisation of some project costs;
- Funding of ISA costs by the Home Office;
- A reduced Development cost budget.

	09/10 Budget £m
<b>Income</b>	<b>116.38</b>
<b>Production Costs</b>	
Direct	83.21
Indirect	29.70
<b>Sub-total</b>	<b>112.91</b>
<b>Change Costs</b>	
Running costs	0.75
Development	2.72
<b>Sub-total</b>	<b>3.47</b>
<b>Total Costs</b>	<b>116.38</b>
<b>Surplus/ (Deficit)</b>	<b>0</b>
Disclosure volumes (m)	4.17

These figures are as published in the 2009/10 CRB Business Plan, which outlined a neutral budget for the year. The Business Plan can be accessed via the CRB website. [www.crb.gov.uk](http://www.crb.gov.uk)

#### Performance

The full list of targets for 2009/10 is:

#### Targets

Target	
<b>Improving Delivery Times</b>	
Enhanced Disclosure applications	90% checks in 10 days
a) CRB to complete and send to Police	
b) Disclosures issued	90% issued in 28 days
c) Disclosures issued	99% issued in 60 days
Standard Disclosure applications	95% issued in 10 days
Calls to the Call Centre	90% answered in 20 seconds
POVAFirst checks	98% completed within 48 hours
<b>Improving Quality and Accuracy</b>	
Disclosure accuracy (our aim is 100% Disclosures free of error)	Reduce the causes of potential Disclosure errors by 10% year on year
Disclosure Disputes	90% completion within 21 days
Customer Satisfaction	85% based on annual Ipsos MORI survey results
Complaints	95% resolved in 10 days
<b>Reducing Cost and Bureaucracy</b>	
Cost of Disclosure service	To deliver efficiencies totalling 8% over the next three years
<b>People Aspects</b>	
Sick absences	Less than 10 days annually per person



## Strategic Challenges

The external and internal environments within which the CRB operates are changing and this poses a number of challenges and opportunities to the business:

### VBS

The implementation of the VBS will require an active and dynamic working relationship with the ISA to ensure that a smooth transition of operational processes takes place where customers understand the services that both the CRB and ISA will provide. The transitional stage will be critical to successfully delivering the current service whilst at the same time implementing a new regime that will involve additional technological systems and operational processes.

### Capita

Our current contract with Capita is due to expire in 2012 and work is currently being undertaken to ensure that the necessary supplier partnerships are in place both pre and post-2012 to support any changes that may be required as the service develops.

### National Identity Scheme

The Government's National Identity Scheme (NIS) will give people the ability to prove their identity in a secure and convenient way, backed up with biometric identification. The scheme was launched for foreign non-European Economic Area (EEA) nationals living and working in the UK in November 2008, and will continue to rollout over the next three years. This will have an impact upon the identity checking processes carried out within the CRB and by its partners.

### Police Forces

There are also a number of initiatives underway to improve the quality and availability of police data. The IMPACT Programme has already delivered

improvements by enabling police forces to establish which forces hold information on a person of interest.

IMPACT is also planning to roll out a code of practice Management of Police Information (MOPI) to help standardise how forces handle their information over the next two years and ultimately will deliver the Police National Database (PND) which will provide a single access point for searching information held across forces.

### PNC Data

Within the Home Office there are currently three organisations – the CRB, ISA and the Security Industry Authority (SIA) – that use PNC data via the Disclosure service for the purposes of supporting employment decisions. As each organisation has some overlap within their customer base, the CRB expects to work with the Vetting and Safeguarding Policy Unit to investigate how collectively we could work together to produce improved services.

### Employees' Right to Work

The CRB is currently working closely with the United Kingdom Border Agency (UKBA) to develop processes for employers to be able to check employees' Right to Work. This is part of a wider initiative which recognises that, for employment decisions, organisations are required (or wish) to have access to information held by the Home Office. As a result, there is a review underway to look at how this might be delivered in a more co-ordinated way to employers.

We acknowledge these strategic challenges and will work closely with key stakeholders to understand the impact on the CRB. However, our primary focus will continue to be on delivering a successful Disclosure service that meets the requirements of our customers. Our plan for next year is to split our activities into four distinct areas:



## Key Activities for 2009/10

Deliver	Research	Develop	Implement
Our current service with the aim of increased accuracy and information assurance and a keener focus on improving turnaround times	How we can implement a continuous updating service	A comprehensive plan to support the transitional arrangements for VBS	Our electronic e-Bulk service to cover more Registered Bodies
A more effective delivery chain through better understanding of our partners needs	How we can enhance our support to police forces	How we can support the Right to Work checks for employers	Further phases of our PLX system
	How we can implement a Basic Disclosure service		
	How we can introduce biometrics into the Disclosure service to improve accuracy		

### International Financial Reporting Standards (IFRS)

From 1 April 2009, the accounts of the CRB, along with other central Government Departments and entities in the wider public sector, will be produced using International Financial Reporting Standards (IFRS), as interpreted for the public sector in the IFRS-based Financial Reporting Manual (FRM). Preparation for the efficient transition to IFRS based financial reporting for the CRB has been through adoption of the HM Treasury trigger point process in conjunction with NAO.

### Provision of Information to Auditors

There is no relevant audit information of which the Auditors are unaware. I have taken all necessary steps to make myself aware of any relevant audit information and to establish that the auditors are aware of that information.

**Steve Long**

Interim Chief Executive  
Criminal Records Bureau  
2 July 2009

## Remuneration Report



### Remuneration Policy

The remuneration of Senior Civil Servants is set following independent advice from the Review Body on senior salaries. In reaching its recommendations, the Review Body has regard to the following considerations:

- Suitably able and qualified people to exercise their different responsibilities;
- Regional/local variations in labour markets and their effects on the recruitment and retention of staff;
- Government policies for improving the public services including the requirement on departments to meet the output targets for the delivery of departmental services;
- The funds available to departments as set out in the Government's departmental expenditure limits;
- The Government's inflation target.

The Review Body takes account of the evidence it receives about wider economic considerations and the affordability of its recommendations.

### Service Contracts

Civil Service appointments are made in accordance with the Civil Service Commissioners' Recruitment Code, which requires appointments to be on merit on the basis of fair and open competition but also includes the circumstances when appointments may otherwise be made.

All the officials covered by this report hold appointments, which are open-ended until they reach the normal retiring age. Early termination, other than for misconduct, would result in the individual receiving compensation as set out in the Civil Service Compensation Scheme.



## Salary and pension entitlements

The following sections provide details of the remuneration and pension interests of senior staff in the CRB:

### Remuneration (Audited)

Officials	Salary £ 2008/09	Benefits in kind (to nearest £100) 2008/09	Salary £ 2007/08	Benefits in kind (to nearest £100) 2007/08
<b>Vince Gaskell</b> Chief Executive (to January 2009)	120-125 full year equivalent 145-150	-	140-145	-
<b>Steve Long</b> Chief Executive (from February 2009)	5-10 full year equivalent 75-80	-	N/A	-
<b>Les Anderson*</b> Commercial Director (until February 2009)	250-255	-	115-120	-
<b>Trevor Carlile</b> Director of Service Delivery	95-100	-	65-70	-
<b>John Raftery</b> Director of Service Delivery (until July 2007)	N/A	-	55-60	-
<b>John Scullion</b> Director of Resources (until June 2008)	20-25 full year equivalent 70-75	-	70-75	-
<b>Adele Townsend</b> Director of Programmes and Corporate Services (from April 2008)	55-60 full year equivalent 60-65	-	N/A	-
<b>Sue Quigley</b> Director of Commercial and Procurement (from February 2009)	10-15 full year equivalent 80-85	-	N/A	-

\* The total value of fees paid to a third party for the services of Mr Anderson to the CRB. A total of 60% of payments shown above relate to services provided to the CRB. (2007/08 60%). The remaining 40% is charged to the Home Office.

### Salary

'Salary' includes gross salary; performance pay or bonuses; overtime; reserved rights to London weighting or London allowances; recruitment and retention allowances; private office allowances and any other allowance to the extent that it is subject to UK taxation.

Mr Gaskell and Mr Carlile received allowances within the above remuneration to cover the expense of renting accommodation in Liverpool whilst in post.

This report is based on payments made by the CRB and thus recorded in these accounts. The salary of Senior Civil Servants is administered by the Cabinet Office and the above report included bonuses paid in year as a best estimate for this element of the remuneration receivable.

### Remuneration of the Non-Executive Directors (Audited)

There were three Non-Executive Directors who served on the Management Board in 2008/09:

Hugh Barrett, Mike Lewis and Charlie Pienkowski. Payments for the services are shown below:

	2008/09	2007/08
Hugh Barrett	£9,200	£11,200
Mike Lewis	£12,800	£10,800
Charlie Pienkowski	£22,400	£18,000

Non-Executive Directors do not receive any pension benefits. They are appointed initially on a three-year contract which can be mutually curtailed or extended.

### Benefits in Kind (Audited)

The monetary value of benefits in kind covers any benefits provided by the employer and treated by HM Revenue and Customs as a taxable emolument. There were no benefits in kind in 2008/09.



### Pension Benefits (Audited)

Officials	Accrued pension at age 60 as at 31/3/09 and related lump sum	Real increase in pension and related lump sum at age 60	CETV at 31/3/09	CETV at 31/3/08	Real increase in CETV	Employer contribution and transfers in
	£'000	£'000	£'000	£'000	£'000	Nearest £'000
<b>Vince Gaskell</b> Chief Executive (to January 2009)	52.5 – 55 plus lump sum of 160 – 162.5	0 – 2.5 plus lump sum of 0 – 2.5	1,181	1,080	2	1,300
<b>Steve Long</b> Chief Executive (from February 2009)	7 – 7.5 plus lump sum of 0 – 2.5	0 – 2.5 plus lump sum of 0 – 2.5	84	79	4	300
<b>Trevor Carlile</b> Director of Service Delivery	30 – 32.5 plus lump sum of 92.5 – 95	1 – 1.5 plus lump sum of 3 – 3.5	507	460	17	1,200
<b>John Scullion</b> Director of Resources (until June 2008)	30 – 32.5 plus lump sum of 85 – 87.5	5 – 7.5 plus lump sum of 7.5 – 10	620	527	98	300
<b>Sue Quigley*</b> Director of Commercial and Procurement (from Feb 2009)	0 – 2.5 plus lump sum of 0 – 2.5	0 – 2.5 plus lump sum of 0 – 2.5	3	0	3	400
<b>Adele Townsend</b> Director of Programmes and Corporate Services (from April 2008)	22.5 – 25 plus lump sum of 0 – 2.5	0 – 2.5 plus lump sum of 0 – 2.5	299	276	2	2,000

\* Sue Quigley is a member of the nuvos pension. Pension age for nuvos members is 65.

The pension and details for Les Anderson have not been provided on the basis that he is employed by a third party and not the Home Office.

## Civil Service Pensions

Pension benefits are provided through the Civil Service pension arrangements. From 30 July 2007, Civil Servants may be in one of four defined benefit schemes; either a 'final salary' scheme (classic, premium or classic plus); or a 'whole career' scheme (nuvos). These statutory arrangements are unfunded with the cost of benefits met by monies voted by Parliament each year. Pensions payable under classic, premium, classic plus and nuvos are increased annually in line with changes in the Retail Prices Index (RPI). Members who joined from October 2002 could opt for either the appropriate defined benefit arrangement or a good quality 'money purchase' stakeholder pension with a significant employer contribution (partnership pension account).

Employee contributions are set at the rate of 1.5% of pensionable earnings for classic and 3.5% for premium, classic plus and nuvos. Benefits in classic accrue at the rate of 1/80th of final pensionable earnings for each year of service. In addition, a lump sum equivalent to three years pension is payable on retirement. For premium, benefits accrue at the rate of 1/60th of final pensionable earnings for each year of service. Unlike classic, there is no automatic lump sum. Classic plus is essentially a hybrid with benefits for service before 1 October 2002 calculated broadly as per classic and benefits for service from October 2002 worked out as in premium. In nuvos a member builds up a pension based on his pensionable earnings during their period of scheme membership. At the end of the scheme year (31 March) the member's earned pension account is credited with 2.3% of their pensionable earnings in that scheme year and, immediately after the scheme year end, the accrued pension is uprated in line with RPI. In all cases members may opt to give up (commute) pension for lump sum up to the limits set by the Finance Act 2004.

The partnership pension account is a stakeholder pension arrangement. The employer makes a basic contribution of between 3% and 12.5% (depending on the age of the member) into a stakeholder pension product chosen by the employee from a panel of three providers. The employee does not have to contribute but where they do make contributions, the employer will match these up to a limit of 3% of pensionable salary (in addition to the employer's basic contribution). Employers also contribute a further 0.8% of pensionable salary to cover the cost of centrally-provided risk benefit cover (death in service and ill health retirement).

The accrued pension quoted, is the pension the member is entitled to receive when they reach pension age, or immediately on ceasing to be an active member of the scheme if they are already at or over pension age. Pension age is 60 for members of classic, premium and classic plus and 65 for members of nuvos.

Further details about the Civil Service pension arrangements can be found at the website [www.civilservice-pensions.gov.uk](http://www.civilservice-pensions.gov.uk)

## Cash Equivalent Transfer Values

Cash Equivalent Transfer Value (CETV) is the actuarially assessed capitalised value of the pension scheme benefits accrued by a member at a particular point in time. The benefits valued are the member's accrued benefits and any contingent spouse's pension payable from the scheme.

A CETV is a payment made by a pension scheme or arrangement to secure pension benefits in another pension scheme or arrangement when the member leaves a scheme and chooses to transfer the benefits accrued in their former scheme. The pension figures shown relate to the benefits that the individual has accrued as a consequence of their total membership of the pension scheme, not just their service in a senior capacity to which disclosure applies. The figures include the value of any pension benefit in another scheme or arrangement which the individual has transferred to the Civil Service pension arrangements. They also include any additional pension benefit accrued to the member as a result of their buying additional pension benefits at their own cost.

CETVs are calculated in accordance with the Occupational Pension Schemes (Transfer Values) (Amendment) Regulations and do not take account of any actual or potential reduction to benefits resulting from Lifetime Allowance Tax which may be due when pension benefits are taken.

## Real increase in CETV

This reflects the increase in CETV that is funded by the employer. It does not include the increase in accrued pension due to inflation, contributions paid by the employee (including the value of any benefits transferred from another pension scheme or arrangement) and uses common market valuation factors for the start and end of the period.

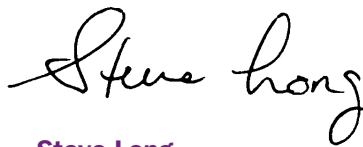
## Statement on Criminal Records Bureau's and Chief Executive's Responsibilities

Under section 7(2) of the Government Resources and Accounting Act 2000 HM Treasury has directed the CRB to prepare a statement of accounts for each financial year. The accounts are prepared on an accruals basis and must give a true and fair view of the CRB's state of affairs at the year end and of its income and expenditure, recognised gains and losses and cash flows for the year.

In preparing the accounts the CRB is required to comply with the requirements of the Government Financial Reporting Manual and in particular to:

- Observe the Accounts Direction issued by HM Treasury, including the relevant accounting and disclosure requirements, and apply suitable accounting policies on a consistent basis;
- Make judgements and estimates on a reasonable basis;
- State whether applicable accounting standards as set out in the Government Financial Reporting Manual have been followed, and disclose and explain any material departures in the financial statements;
- Prepare the financial statements on a going concern basis.

The Accounting Officer for the Home Office has designated the Chief Executive as the Accounting Officer of the CRB. The responsibilities of an Accounting Officer, including responsibility for the propriety and regularity of the public finances for which the Accounting Officer is answerable, for keeping of proper records and safeguarding the CRB's assets, are set out in Managing Public Money published by HM Treasury.



**Steve Long**  
Interim Chief Executive  
Criminal Records Bureau  
2 July 2009

## Statement on Internal Control

### 1. Scope of Responsibility

As Accounting Officer, I have responsibility for maintaining a sound system of internal control that supports the achievement of the CRB's policies, aims and objectives, whilst safeguarding the public funds and departmental assets for which I am personally responsible, in accordance with the responsibilities assigned to me in Managing Public Money. As Accounting Officer for the period under review at the date of these accounts, I am required to report on the state of internal control in the CRB during that period. I also recognise that I am fully accountable for the management, performance and future development of the CRB.

I am assisted in meeting this accountability through my relationship with the Home Office. CRB's Strategy and Business Plan, which describes the CRB's approach to risk management, is agreed with the CRB's Sponsor Unit within the Home Office and approved by the Home Office Minister with responsibility for CRB. Each month I provide the Minister with a Vital Signs report of the previous month's service performance and an assessment of, and proposed mitigation of risk to performance in the months ahead. We also meet several times throughout the year to discuss these. Furthermore, the meetings of the CRB's Management Board and Audit Committee have invited Home Office representation, from a senior member of the Sponsor Unit and their Audit and Assurance Unit respectively. The invited representatives have not attended.

### 2. The Purpose of the System of Internal Control

The system of internal control is designed to manage risk to a reasonable level rather than to eliminate all risk of failure to achieve policies, aims and objectives; it can, therefore, provide only reasonable, and not absolute, assurance of effectiveness.

The system of internal control is based on an ongoing process designed to identify and prioritise the risks to the achievement of the CRB's policies, aims and objectives, to evaluate the likelihood of those risks being realised and the impact should they be realised, and to manage them economically, efficiently and effectively. The system of Internal Control has been in place in the CRB for the year ended 31 March 2009 and up to the date of approval of the annual report and accounts, and accords with Treasury guidance.

### 3. Capacity to Handle Risk

The Agency has a Risk Management Strategy endorsed by the Management Board and Audit Committee. The Corporate risks have been reviewed against the Five-Year

Strategy and the Corporate Risk Register updated accordingly and, ownership has been taken of strategic risks by named members of the Executive Team. Arrangements across the business are also under review to ensure they are in line with the Strategy which will include the linking of bottom up with top down risks. Sub risks will be allocated to operational managers for upward monthly reporting on their status. The top management Executive Team consider monthly a summary report of the status of strategic risks and quarterly, the full register. The effectiveness of the system as it beds in is being monitored by the CRB's Internal Audit Unit. They report annually on the effectiveness of the overall arrangements. A Risk Co-ordination manager has also been appointed who will assist the Executive Team discharge their responsibilities, be responsible for delivering effective reporting and monitoring risks across the business along with their effective management. We participate in the Home Office's risk improvement programme and adopted their Risk Management Policy and Guidance from November 2007.

### 4. The Risk and Control Framework

The CRB has established the following processes to identify, evaluate, control and manage risk:

- A Management Board, including three independent Non-Executive Directors, which meets at intervals of two months, with regular review of significant risk and assurance issues;
- An Audit Committee that meets quarterly, comprising the three Non-Executive Directors. The Committee's terms of reference are available publicly and the Chair produces a formal annual report to the Board;
- Regular reports by internal audit, to Government Internal Audit Standards (GIAS), which include recommendations for improvement;
- The Head of Internal Audit has responsibility for evaluating the overall risk and control framework within the CRB;
- The appointment of a Director as the CRB Senior Information Risk Owner (SIRO);
- A number of other internal committees are in place to address detailed governance matters;
- A system of risk registers is maintained and reviewed regularly by Directorates;
- All business plans include the consideration of the main risks likely to arise in the period;
- All projects are subject to risk analysis and the maintenance of project risk registers;
- Business Continuity Plans to manage the risks of loss of key premises and processes;
- Safeguarding information against the loss of or unauthorised disclosure of information through the following measures:

- The review and use of portable media, implementation of strict controls and the use of encryption where it is operationally necessary to transport personal sensitive data on such media. Work is currently being undertaken to assess the feasibility and options for restricting A drive access on the CRM system;
- Revised information assurance arrangements, including the development of an Information Asset Register along with the appointment of Information Asset Owners (IAO) who have been given the responsibility to ensure the information assets within CRB are managed securely and used to good effect. IAOs have also attended risk management training delivered by the Home Office's Performance and Delivery Unit (PDU) and will require support over the coming year to develop in this role;
- Revising existing policies and procedures, where needed, to support the implementation of additional controls, such as the introduction of the Protect marking, and guidance. It is clearly defined that any failure to apply the requirements they contain will be dealt with under the disciplinary procedures;
- The IT system and infrastructure which underpins the Disclosure service is accredited to hold information classified up to Restricted under Her Majesty's Government (HMG) classification guidelines and is subject to penetration testing by Communications-Electronics Security Group (CESG) approved independent experts as part of any significant change;
- Controls were further improved in 2008/09 by the introduction of a User Browser Check on our key production IT system.
- Quarterly Information Assurance risk assessments have been conducted with the resulting registers being provided to the PDU;
- More than half of our staff had undertaken the Level 1 Information Assurance e-learning package by the end of March 2009 and we subsequently met the target date of June 2009 for all employees.

## 5. Review of Effectiveness

As Accounting Officer, I also have responsibility for reviewing the effectiveness of the system of internal control. My review of the effectiveness of the system of internal control is informed by the work of the internal auditors and the executive managers within the department who have responsibility for the development and maintenance of the internal control framework, and comments made by the external auditors in their management letter and other reports. I have been advised on the implications of the result of my review of the effectiveness of the system of

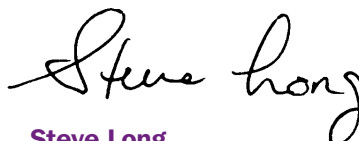
internal control by the board, the Audit Committee and a plan to address weaknesses and ensure continuous improvement of the system is in place. This consists of:

- Review by the Management Board of significant risks and the controls in place to manage them;
- Quarterly meetings of the Audit Committee at which all assurance activities are reviewed, including internal and external audit, risk management, and other reviews as appropriate;
- The maintenance of detailed risk registers;
- Work carried out by Internal Audit and approved by the Audit Committee.

At the end of the financial year, the Head of Internal Audit produces an annual report which is presented to the Audit Committee. This report summarises the work completed during the year and identifies any significant issues which may impact upon the effectiveness of the CRB's control environment and which should be incorporated into this statement. An opinion on the adequacy and effectiveness of the CRB's systems of internal control is also provided in an annual report setting out their opinion on internal control in the CRB for the year ended 31 March 2009. Overall assurance has reduced to a limited level, mainly due to the increased number of audit reports giving limited assurance in key areas of the CRB's business and a pause in the operation of the risk management system while it was being reappraised by management. Tangible steps have been taken to address the areas of weakness identified, including: the aim of meeting Level 3 on the Home Office Risk Management Maturity Model in 2009/10; approval by the Management Board of a Corporate Risk Management Strategy which will support the aim of achieving level 3 in 2009/10; and approval by the Management Board of an Investment Board to approve larger projects.

## 6. Significant Internal Control Issues

Although no significant internal control issues were identified, we recognise that there is room for improvement in the areas outlined by the NAO and the Head of Internal Audit in their respective reports and in particular the need for improved financial management and to ensure that the necessary governance is in place to ensure delivery of CRB's elements of the VBS. We will continue to strive for continuous improvements in these specific areas.



**Steve Long**  
Interim Chief Executive  
Criminal Records Bureau  
2 July 2009

## The Certificate and Report of the Comptroller and Auditor General to the House of Commons

***I certify that I have audited the financial statements of the Criminal Records Bureau for the year ended 31 March 2009 under the Government Resources and Accounts Act 2000. These comprise the Income and Expenditure Account, Statement of Recognised Gains and Losses, the Balance Sheet, the Cash Flow Statement and the related notes. These financial statements have been prepared under the accounting policies set out within them. I have also audited the information in the Remuneration Report that is described in that report as having been audited.***

### Respective Responsibilities of the Agency, the Chief Executive and Auditor

The Criminal Records Bureau and Chief Executive, as Accounting Officer, are responsible for preparing the Annual Report, which includes the Remuneration Report, and the financial statements in accordance with the Government Resources and Accounts Act 2000 and HM Treasury directions made thereunder and for ensuring the regularity of financial transactions. These responsibilities are set out in the Statement of Accounting Officer's Responsibilities.

My responsibility is to audit the financial statements and the part of the Remuneration Report to be audited in accordance with relevant legal and regulatory requirements, and with International Standards on Auditing (UK and Ireland).

I report to you my opinion as to whether the financial statements give a true and fair view and whether the financial statements and the part of the Remuneration Report to be audited have been properly prepared in accordance with HM Treasury directions issued under the Government Resources and Accounts Act 2000. I report to you whether, in my opinion, the information, which comprises the Management Commentary, included in the Annual Report, is consistent with the financial statements. I also report whether in all material respects the expenditure and income have been applied to the purposes intended by Parliament and the financial transactions conform to the authorities which govern them.

In addition, I report to you if the Criminal Records Bureau has not kept proper accounting records, if I have not received all the information and explanations I require for my audit, or if information specified by HM Treasury regarding remuneration and other transactions is not disclosed.

I review whether the Statement on Internal Control reflects the Criminal Records Bureau's compliance with HM Treasury's guidance, and I report if it does not. I am not required to consider whether this statement covers all risks and controls, or to form an opinion on the effectiveness of the Agency's corporate governance procedures or its risk and control procedures.

I read the other information contained in the Annual Report and consider whether it is consistent with the audited financial statements. This other information comprises the Chief Executive's Statement, the Statement on the Criminal Records Bureau's and Chief Executive's Responsibilities and the unaudited part of the Remuneration Report. I consider the implications for my report if I become aware of any apparent misstatements or material inconsistencies with the financial statements. My responsibilities do not extend to any other information.

## Basis of Audit Opinions

I conducted my audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. My audit includes examination, on a test basis, of evidence relevant to the amounts, disclosures and regularity of financial transactions included in the financial statements and the part of the Remuneration Report to be audited. It also includes an assessment of the significant estimates and judgments made by the Criminal Records Bureau and Chief Executive in the preparation of the financial statements, and of whether the accounting policies are most appropriate to the Criminal Records Bureau's circumstances, consistently applied and adequately disclosed.

I planned and performed my audit so as to obtain all the information and explanations which I considered necessary in order to provide me with sufficient evidence to give reasonable assurance that the financial statements and the part of the Remuneration Report to be audited are free from material misstatement, whether caused by fraud or error, and that in all material respects the expenditure and income have been applied to the purposes intended by Parliament and the financial transactions conform to the authorities which govern them. In forming my

opinion I also evaluated the overall adequacy of the presentation of information in the financial statements and the part of the Remuneration Report to be audited.

## Opinions

In my opinion:

- The financial statements give a true and fair view, in accordance with the Government Resources and Accounts Act 2000 and directions made thereunder by HM Treasury, of the state of the Criminal Records Bureau's affairs as at 31 March 2009, and of the surplus, recognised gains and losses and cash flows for the year then ended;
- The financial statements and the part of the Remuneration Report to be audited have been properly prepared in accordance with HM Treasury directions issued under the Government Resources and Accounts Act 2000;
- Information, which comprises the Management Commentary, included within the Annual Report, is consistent with the financial statements.

## Opinion on Regularity

In my opinion, in all material respects, the expenditure and income have been applied to the purposes intended by Parliament and the financial transactions conform to the authorities which govern them.

## Report

I have no observations to make on these financial statements.

10 July 2009

Amyas C E Morse  
Comptroller and Auditor General  
National Audit Office  
151 Buckingham Palace Road  
Victoria  
London  
SW1W 9SS



## Criminal Records Bureau Annual Accounts 2008/09

### Income & Expenditure Account For the Year Ended 31 March 2009

	Notes	2008/09 £'000	2007/08 £'000
Turnover from Continuing Activities	2a	114,421	97,844
Miscellaneous Income		90	50
Cost of Sales	2b	(81,020)	(68,680)
<b>Gross surplus</b>		<b>33,491</b>	<b>29,214</b>
Administrative Expenses	2c	(25,591)	(18,751)
<b>Operating surplus</b>		<b>7,900</b>	<b>10,463</b>
Cost of Capital	5	(1,081)	(758)
<b>Surplus on Ordinary Activities</b>		<b>6,819</b>	<b>9,705</b>

The notes on pages 34 to 42 form part of the financial statements

All income and expenditure is derived from continuing activities.

There are no recognised gains or losses other than the operating surplus.

# Criminal Records Bureau Annual Accounts 2008/09

## Balance Sheet As at 31 March 2009

	Notes	As at 31 March 2009 £'000	As at 31 March 2008 £'000
<b>Fixed assets</b>			
Tangible assets	6	4,901	3,309
Debtors falling due after one year	7b	7,778	3,685
<b>Current assets</b>			
Debtors & prepayments falling due within one year	7a	33,632	30,109
Cash at bank & in hand	11	6,860	2,224
		<u>40,492</u>	<u>32,333</u>
<b>Current liabilities</b>			
Creditors falling due within one year	8a	<u>(15,539)</u>	<u>(12,805)</u>
<b>Net current assets</b>		24,953	19,528
<b>Total assets less current liabilities</b>		<u>37,632</u>	<u>26,522</u>
<b>Non-current liabilities</b>			
Provision for liabilities and charges	12	(62)	(55)
Creditors; amounts falling due after one year	8b	<u>(6)</u>	<u>(11)</u>
		<u>37,564</u>	<u>26,456</u>
<b>Taxpayers' equity</b>			
General fund	9	37,564	26,456
		<u>37,564</u>	<u>26,456</u>



**Steve Long**

Interim Chief Executive  
Criminal Records Bureau  
2 July 2009

## Cashflow Statement For the Year Ended 31 March 2009

	Notes	2008/09 £'000	2007/08 £'000
Net Cash inflow from operating activities		6,162	7,101
Capital expenditure & financial investment		(2,916)	(2,509)
Net Cash inflow/(Outflow) from financing		3,000	(5,000)
Increase/(Decrease) in cash in year	11	6,246	(408)
<b>Reconciliation of operating surplus to operating cash inflows</b>			
Surplus on ordinary activities		6,819	9,705
Non cash transactions	10a	2,613	1,254
Movements in working capital other than cash	10b	(3,270)	(3,858)
Net cash inflow from operating activities		6,162	7,101
<b>Analysis of capital expenditure &amp; financial investment</b>			
Purchase of fixed assets	6	(2,916)	(2,509)
Net cash outflow from investment activities		(2,916)	(2,509)
<b>Analysis of Financing</b>			
Cash refunded to Home Office		(2,000)	(12,000)
Cash funding received from Home Office		5,000	7,000
Net cash requirement	9	3,000	(5,000)

# Criminal Records Bureau Annual Accounts 2008/09

## Notes to the Accounts For the Year Ended 31 March 2009

### Accounting policies

#### 2008/09 Policy

The accounts meet the requirements of the Financial Reporting Manual (FReM) and the 1985 Companies Act, plus any Accounting Standards issued or adopted by the Accounting Standards Board so far as these requirements are relevant.

Income generated from services provided during the year is almost entirely fees from applicants for Disclosures, the POVAFirst service and new Registered Bodies. The CRB recognises income on receipt of a countersigned application.

Some major enhancements to IT systems are included as a prepayment and written off over their useful life. Where the CRB has contributed towards enhancements to assets under existing Public Private Partnership (PPP) arrangements, a prepayment for their fair value is recognised and amortised over the life of the PPP contract.

### 1. Statement of Accounting policies

#### Basis for preparing the accounts

A HM Treasury direction requires the CRB to produce the accounts to conform with the accounting principles and disclosure requirements of the FReM and in accordance with section 7(2) of the Government Resources and Accounts Act 2000.

The accounts are prepared using the historic cost convention modified by the inclusion of fixed assets at current cost, where material. Without limiting the information given, the accounts meet the accounting and disclosure requirements of the FReM, the Companies Act 1985 and the accounting standards issued or adopted by the Accounting Standards Board so far as these requirements are relevant.

#### 1.1 Funding

The CRB principal activities are funded on a net resource basis from Home Office Request for Resources - subhead C.

#### 1.2 Turnover from continuing activities - Note 2a

“Turnover from continuing activities represents income generated from services provided during the year.”

Turnover represents:

- Fees charged to applicants for applications for Enhanced and Standard Disclosure of prescribed criminal record information;
- Fees charged to register corporate bodies and signatories to access the Disclosure service.

The CRB recognises income on the receipt of counter-signed Disclosure applications. The CRB has, under the Police Act 1997, an obligation to process an application following receipt and therefore a departure from FRS5 is necessary to give a true and fair view. Normal UK GAAP treatment would be to account for income as the costs are incurred but the treatment adopted differs from the normal UK GAAP arrangements. For 2008/09 this has led to an approximate net impact of £969,000 in the Income and Expenditure Statement overstating the surplus (£691,000 in 2007/08). This amount would otherwise have been recognised in 2009/10.

#### 1.3 Pension costs - Note 3

The CRB participates in the Principal Civil Service Pension Scheme (PCSPS) which is a statutory defined benefit scheme. The CRB is required to pay an employer's contribution that is currently between 17.1% and 25.5% of pensionable pay depending on the grade of staff. These contributions are charged to operating expenses as and when they become due.

Past and present employees are covered by the provisions of the PCSPS that are described in Note 3c and also the Remuneration Report. The defined benefit schemes are unfunded and are non-contributory except in respect of dependants' benefits. The CRB recognises the expected cost of these elements on a systematic and rational basis over the period during which it benefits from employees' services by payment to the PCSPS of amounts calculated on an accruing basis. Liability for payment of future benefits is a charge on the PCSPS. In respect of the defined contribution schemes, the CRB recognises the contributions payable for the year.

#### 1.4 Capital charges - Note 5

A charge, reflecting the cost of capital utilised by the CRB, is included in operating costs. The charge is calculated at the real rate set by HM Treasury (currently 3.5%) on the average carrying amount of all assets less liabilities except for cash balances with the Office of the Paymaster General.

#### 1.5 Fixed assets - Note 6

##### a. Tangible fixed assets

The CRB's fixed assets are stated at current cost where this is material to the accounts, or otherwise stated at historic cost. Major refurbishment works are capitalised and written off over the remaining length of the lease agreement.

##### b. Depreciation

A full year's depreciation is provided on all tangible fixed assets in the year of acquisition at rates calculated to write off the cost or valuation of each asset evenly over its expected useful life as follows:

Refurbishment	Over the period of the lease
Equipment	2-11 years
Fixtures & Fittings	10 years

##### c. Revaluation

The CRB's policy is not to revalue annually by applying indices on the basis that this revaluation would not be material. The indices are compiled by the Office for National Statistics to each class of asset, except for Assets under Construction.

#### d. Assets under Construction

All tangible assets being developed and not in operation at year end are capitalised as an asset under construction. Until the asset is brought into use no depreciation is recognised; however, once the asset is brought into use, a full year's depreciation is charged with the asset being transferred to the relevant 'Fixed Asset' register immediately.

#### e. Capitalisation

The minimum level for capitalisation as a tangible asset is £2,000 per item.

#### f. Research

All research expenditure is written off as incurred.

#### 1.6 Operating leases - Note 14a

Rental payments for land and buildings occupied by the CRB on the basis of operating leases are charged to the Income and Expenditure Account on a straight line basis over the lease term.

#### 1.7 Public Private Partnership (PPP) transactions - Note 14b

PPP transactions have been accounted for in accordance with Treasury Technical Note No. 1 (revised), entitled How to Account for PFI transactions as required by the FReM. Where the CRB has contributed towards enhancements to assets under existing PPP arrangements, a prepayment for their fair value is recognised and amortised over the life of the PPP contract.

#### 1.8 Fees and Charges - Note 18

Fees and Charges (Note 18) has been prepared under the HM Treasury's Managing Public Money guide and not in accordance with SSAP 25 (Segmental Reporting), because this is not required.

Note 2a. Turnover	Notes	2008/09 £'000	2007/08 £'000
Issue of disclosure notices	18	114,351	97,765
Registration of corporate bodies and signatories	18	70	79
		<b>114,421</b>	<b>97,844</b>

Note 2b. Cost of sales	Notes	2008/09 £'000	2007/08 £'000
PPP service charges	14b	52,823	46,317
Police and other data source costs	15b	28,197	22,363
		<b>81,020</b>	<b>68,680</b>

**Note 2c. Administrative costs**

	Notes	2008/09 £'000	2007/08 £'000
Staff costs	3b	14,774	11,662
Accommodation	4	1,974	1,658
PPP contract change costs		1,441	1,393
Other costs		4,095	2,687
Professional and legal fees		1,567	1,295
Non-cash costs			
Increase in provision for liabilities and charges	12	7	(23)
Provision for bad debts		201	(417)
Depreciation	6	1,324	319
NAO – External audit	10a	158	136
HO Payroll	10a	50	41
		<b>25,591</b>	<b>18,751</b>

**Note 3. Staff costs**

a. See separate Remuneration Report for senior staff pay and allowances and Non-Executive Directors' remuneration.

**b. Total staff costs:**

	2008/09 £'000	2007/08 £'000
Salaries	10,329	8,710
Social Security Costs	706	620
Other Pension Costs	1,878	1,593
Employee Costs	12,913	10,923
Contractor costs	1,861	739
Total staff costs	<b>14,774</b>	<b>11,662</b>

**c. Pension Costs**

PCSPS is an unfunded multi-employer defined benefit scheme but the CRB is unable to identify its share of the underlying assets and liabilities. The scheme actuary valued the scheme as at 31 March 2007. You can find details in the resource accounts of the Cabinet Office: Civil Superannuation ([www.civilservice-pensions.gov.uk](http://www.civilservice-pensions.gov.uk))

For 2008/2009, employers' contributions of £1,861,252 (2007/08 £1,592,642) were payable to the PCSPS at one of four rates in the range 17.1% and 25.5% of pensionable pay, based on salary bands. The scheme's Actuary reviews employer contributions usually every four years following a full scheme valuation. From 2009/10, the rates will be in the range of 16.7% to 24.3%. The contribution rates are set to meet the cost of the benefits accruing during 2008/09 to be paid when the member retires and not the benefits paid during this period to existing pensioners.

Employees can opt to open a partnership pension account, a stakeholder pension with an employer contribution. Employers' contributions of £15,561 were paid to one or more of the panel of three appointed stakeholder pension providers.

Employer contributions are age-related and range from 3% to 12.5% of pensionable pay. Employers also match employee contributions up to 3% of pensionable pay. In addition, employer contributions of £949 (0.8% of pensionable pay) were payable to the PCSPS to cover the cost of the future provision of lump sum benefits on death in service and ill health retirement of these employees.

Contributions due to the partnership pension providers at the Balance Sheet date were £1,283.

d. The average staff numbers employed by the CRB during the year:	Notes	2008/09 £'000	2007/08 £'000
Permanent staff		547	422
Other staff		22	5
		<b>569</b>	<b>427</b>

#### Note 4. Operating Surplus

The surplus for the year is shown after charging:	Notes	2008/09 £'000	2007/08 £'000
Depreciation	6	1,324	319
Audit fees		158	136
Property rental		1,974	1,658

Audit fee – consists of the statutory annual fee of £136,000 and a further £22,000 for the work associated with the transition to the International Financial Reporting Standards. The auditors have received no remuneration for non audit work (2007/08 £ Nil). Property rental costs include the annual rental charge for Shannon Court and India Mill.

#### Note 5. Interest on capital

Notional interest on capital is made in accordance with HM Treasury guidelines at a rate of 3.5%.

	Notes	2008/09 £'000	2007/08 £'000
Notional Cost of Capital		1,081	758

#### Note 6. Tangible fixed assets

	Fixtures and fittings £'000	Refurbishment £'000	IT equipment £'000	Assets under construction £'000	Total £'000
<b>Cost or Valuation</b>					
At 1 April 2008	56	3,530	1,335	2,225	7,146
Transfers	-	-	5,040	(5,040)	-
Additions	101	-	-	2,815	2,916
<b>At 31 March 2009</b>	<b>157</b>	<b>3,530</b>	<b>6,375</b>	<b>0</b>	<b>10,062</b>
<b>Depreciation</b>					
At 1 April 2008	30	3,248	559	-	3,837
Charge for year	16	71	1,237	-	1,324
<b>At 31 March 2009</b>	<b>46</b>	<b>3,319</b>	<b>1,796</b>	<b>-</b>	<b>5,161</b>
Net Book Value at 31 March 2009	111	211	4,579	0	<b>4,901</b>
Net Book Value at 31 March 2008	26	282	776	2,225	<b>3,309</b>

The application of indices in the current year in accordance with the CRB's stated revaluation policy and HM Treasury guidance produced an immaterial result and no amendment has therefore been made (2007/08 immaterial and no amendment made). Electronic Services (e-Bulk) became operational in 2008/09 and have been transferred to the live asset register.

## Note 7. Debtors & Prepayments

<b>a. Debtors &amp; prepayments falling due within one year</b>	<b>2008/09 £'000</b>	<b>2007/08 £'000</b>
Trade debtors	11,061	11,525
VAT Recoverable	3,138	3,232
Other HMG debtors	7,478	3,250
Staff debtors	68	52
Prepayments	11,879	12,048
Other debtors	8	2
<b>Total</b>	<b>33,632</b>	<b>30,109</b>

<b>b. Debtors falling due after one year</b>	<b>2008/09 £'000</b>	<b>2007/08 £'000</b>
IT Costs pre-payment > 1 year	7,778	3,685
<b>Total Debtors</b>	<b>41,410</b>	<b>33,794</b>

<b>Note 8. Creditors</b>	<b>2008/09 £'000</b>	<b>2007/08 £'000</b>
Overdraft	0	1,610
Trade creditors	2,306	2,073
Accruals	13,227	9,111
Deferred Income	6	11
<b>Total</b>	<b>15,539</b>	<b>12,805</b>

<b>b. Creditors falling due after one year</b>	<b>2008/09 £'000</b>	<b>2007/08 £'000</b>
Deferred Income	6	11
<b>Total</b>	<b>6</b>	<b>11</b>
<b>Total Creditors</b>	<b>15,545</b>	<b>12,816</b>

<b>Note 9. Reconciliation of movements in General Fund</b>	<b>Notes</b>	<b>2008/09 £'000</b>	<b>2007/08 £'000</b>
Balance at 1 April 2008		26,456	20,816
Surplus on ordinary activities		6,819	9,705
Net funding from Home Office/OGD	15a	3,000	(5,000)
Notional cost of capital	5	1,081	758
Non cash costs	2c	208	177
<b>Balance at 31 March 2009</b>		<b>37,564</b>	<b>26,456</b>



<b>Note 10a. Non-cash transactions</b>	<b>Notes</b>	<b>2008/09 £'000</b>	<b>2007/08 £'000</b>
Depreciation	6	1,324	319
Cost of Capital	5	1,081	758
Other non cash costs	2c	208	177
<b>Total</b>		<b>2,613</b>	<b>1,254</b>

<b>Note 10b. Movements in working capital other than cash</b>	<b>Notes</b>	<b>2008/09 £'000</b>	<b>2007/08 £'000</b>
(Increase) in debtors		(7,616)	(6,478)
Decrease in work in progress		0	20
Increase in creditors		4,339	2,623
Increase/(Decrease) in provision for liabilities and charges		7	(23)
<b>Total</b>		<b>(3,270)</b>	<b>(3,858)</b>

<b>Note 11. Analysis of movements in cash balance</b>	<b>2008/09 £'000</b>	<b>Movement £'000</b>	<b>2007/08 £'000</b>
Balance at Commercial Bank	6,774	6,774	0
Balance at Office of Paymaster General	86	(2,138)	2,224
Overdraft	0	1,610	(1,610)
	<b>6,860</b>	<b>6,246</b>	<b>614</b>

<b>Note 12. Provision for liabilities and charges</b>	<b>Dilapidations £'000</b>	<b>Total 2008/09 £'000</b>	<b>Total 2007/08 £'000</b>
Balance at 1 April 2008	55	55	78
Amount utilised	-	-	(30)
Arising in the year	7	7	7
<b>Balance at 31 March 2009</b>	<b>62</b>	<b>62</b>	<b>55</b>

### Note 13. Contingent liabilities

A contingent liability of £140,000 relates to various legal claims against the CRB. The contingent liability reflects estimates of all known claims where legal advice indicates that the criteria for recognition of a provision has not been met.

## Note 14. Lease obligations and other financial commitments.

### a. The CRB has annual commitments under operating leases which expire as follows:

	Land and Buildings £'000	Other £'000	Total at 31 March 2009 £'000	Total at 31 March 2008 £'000
Within 1 year	-	-	-	-
Within 1 to 5 years	1,710	-	1,710	-
Over 5 years	140	-	140	1,658
	<b>1,850</b>	-	<b>1,850</b>	<b>1,658</b>

Land and buildings rental includes the annual rental commitment for Shannon Court and India Mill. These costs are also included in the estimated PPP contract value shown below.

### b. PPP - Value and length of contract

2008/09 was the seventh year of the ten year contract awarded under the PPP initiative to provide the Disclosure processing service. The contract (from March 2002 to March 2012) has an estimated total value of £400m, with the actual final value determined by demand for Disclosure notices.

### c. Capital Commitments

The CRB has capital commitments of £1,855,320 at 31 March 2009. These commitments relate to the development of the e-Services (e-Bulk) and the Police Local Intelligence Index.

## Note 15. Related parties

The CRB has been an Executive Agency of the Home Office since 1 September 2003.

The Home Office is regarded as a related party. Material transactions between the Home Office and the CRB that occurred during the year ended 31 March 2009 are as follows:

a. The net funding received from the Home Office and Other Government Departments under a gross running cost regime during the year was £3 million (2007/08 a sum of £5 million was paid to the Home Office). In addition there have been additional transactions with the Home Office amounting to £11.7 million for recharging purposes.

b. The CRB incurred costs during the year of £28.2 million (2007/08 £22.4 million) to police authorities in respect of running and set up costs.

c. During the years ended 31 March 2009 and 2008, none of the Management Board members, key management staff or other related parties had undertaken any transactions with the CRB.

d. In addition CRB has had a small number of transactions with other Government Departments and Other Central Government bodies. Most of these transactions were with police forces.

### Note 16. Financial Instruments

FRS 26, Financial Instruments measurement, requires disclosure of the role which financial instruments have had during the period in creating or changing the risks an entity faces in undertaking its activities. Because of the largely non-trading nature of its activities, and the way in which Government Agencies are financed, the CRB is not exposed to the degree of financial risk faced by business entities.

Moreover, financial instruments play a much more limited role in creating or changing risk than would be typical of the listed companies to which FRS 26 mainly applies.

The CRB has no powers to borrow, invest surplus funds or purchase foreign currency. Financial assets and liabilities are generated by day-to-day operational activities and are not held to change the risks facing the department in undertaking its activities.

The CRB has no borrowings, relies primarily on the Home Office for cash requirements and is therefore not exposed to liquidity risks. The CRB also has no material deposits and all material assets and liabilities are denominated in Sterling, so it is not exposed to interest rate or currency risk. The fair value of cash is the same as the book value.

### Note 17. Intra-Government Balances

	Debtors falling due within one year £'000	Debtors falling due after more than one year £'000	Creditors falling due within one year £'000	Creditors falling due after more than one year £'000
Balances with other central Government bodies	10,617	-	-	6
Balances with local authorities	11,879	7,778	10,128	-
Balances with NHS Trusts	-	-	-	-
Balances with bodies external to Government	11,136	-	5,411	-
<b>At 31 March 2009</b>	<b>33,632</b>	<b>7,778</b>	<b>15,539</b>	<b>6</b>
Balances with other central Government bodies	6,869	-	2,284	11
Balances with local authorities	4,140	-	5,689	-
Balances with NHS Trusts	1,656	-	-	-
Balances with bodies external to Government	17,444	3,685	4,832	-
<b>At 31 March 2008</b>	<b>30,109</b>	<b>3,685</b>	<b>12,805</b>	<b>11</b>

### Note 18. Fees and Charges for the year ended 31 March 2009

The CRB's has a financial objective to achieve full-cost recovery.

Activity	Income £'000	2008/09 Costs £'000	Surplus/ (Deficit)	Income £'000	2007/08 Costs £'000	Surplus/ (Deficit)
Enhanced Disclosures	101,579	(98,351)	3,228	88,030	(81,193)	6,837
Standard Disclosures	11,037	(8,058)	2,979	8,281	(5,768)	2,513
POVAFirst	1,735	(1,176)	559	1,454	(1,077)	377
Other	70	(108)	(38)	79	(151)	(72)
<b>Total</b>	<b>114,421</b>	<b>(107,693)</b>	<b>6,728</b>	<b>97,844</b>	<b>(88,189)</b>	<b>9,655</b>

'Other' relates primarily to income received from applications by Registered Bodies and Countersignatories.

### Notional Cost per paid application (£) in 2008/09\*

	Cost (£'000)	Applications ('000)	Notional Cost (£)
<b>Enhanced Disclosures</b>	<b>98,351</b>	<b>3,457</b>	<b>35.21</b>
<b>Standard Disclosures</b>	<b>8,057</b>	<b>396</b>	<b>25.18</b>

\* Cost of processing a paid Disclosure application based on 19.2% of the application figure shown above being free-of-charge. Used for full-cost recovery purposes.

### Note 19. Post Balance Sheet events

In accordance with the requirements of FRS 21, post balance sheet events are considered up to the date on which the accounts are authorised for issue. This is interpreted as the date of the Certificate and Report of the Comptroller and Auditor General.

There are no Post Balance Sheet events to report for 2008/09.

The financial statements have been authorised for issue on the same date that the Comptroller and Auditor General signed the audit certificate.

### Note 20. Losses and Special Payments

No exceptional kinds of expenditure such as losses and special payments that required separate disclosure because of their nature or amount were incurred during 2008/09 (2007/08 nil).

## Glossary

CETV	Cash Equivalent Transfer Value
CRB	Criminal Records Bureau
e-Bulk	Multiple electronic applications and results
e-Services	Electronic Services
DAO	Dear Accounting Officer
DCSF	Department for Children Schools and Families
DH	Department for Health
FReM	Financial Reporting Manual
GAAP	Generally Accepted Accounting Principles
GIAS	Government Internal Auditing Standard
HMG	Her Majesty's Government
HR	Human Resources
IoM	Isle of Man
IPS	Identity and Passport Service
Ipsos	MORI Marketing & Opinion Research International
ISA	Independent Safeguarding Authority
KPI	Key Performance Indicator
MDA	Managing Development & Achievement
NAO	National Audit Office
OGD	Other Government Department
PCSPS	Principle Civil Service Pension Scheme
PFI	Private Financial Initiative
PLX	Police Local Cross Reference
PNC	Police National Computer
POVA	Protection of Vulnerable Adults
PPP	Public Private Partnership
PVM	Police Volume Management
RDG	Race Disability Gender
VBS	Vetting & Barring Scheme

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## Contact Information

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