



Keeping our customers satisfied

The DBS is celebrating after the Institute of Customer Service has placed them as the second highest performing public sector organisation in its 2018 UK Customer Satisfaction Index (UKCSI). The UKCSI is the national measure of customer satisfaction. It gives a unique insight into the quality of customer service in the UK.

Adele Downey, DBS Chief Executive, said: “This is fantastic news and something we are extremely proud of. It was great to see that we scored highly in all areas. We are an organisation that is committed not only to meeting the needs of our customers but exceeding them.”

The UKCSI is the national measure of UK customer satisfaction. It rates customer satisfaction at a national, sector and organisational level across 13 sectors – incorporating the views of more than 10,000 consumers. Over 30 different considerations – such as staff professionalism, quality and efficiency, and complaint handling – are factored into the results. It is published twice a year, in January and July.

The average score for a public sector organisation is 76.1. The DBS scored **80.7** and was joint first in the areas of customer satisfaction and reputation.

Jo Causon, CEO of the Institute of Customer Service, said: “While high performing organisations act as an exemplar for others, they cannot become complacent.

“The temptation may be to hold back in economically uncertain times, but for organisations to maintain momentum and benefit from long-term returns, they must continue to invest in customer service and place it at the heart of their business strategy.”

For more information about The Institute of Customer Service go to www.instituteofcustomerservice.com



DBS Customer Services Team Liverpool

Reflecting on five years of safeguarding

Five years since it was founded the DBS continues to put safeguarding at its heart and play a vital role in keeping people safe.

The DBS has just celebrated its fifth anniversary on 1 December 2017. Every year the organisation issues more than 4 million certificates to help employers make safer recruitment decisions. It has also barred more than 15,000 people from working with children or vulnerable adults.



Chief Executive, Adele Downey, said: “It is with great pride that I am able to reflect on what we have achieved over the past five years. I know that the work we have done and continue to do makes a real difference to people’s lives and helps keep them safe from harm.”

The DBS processes requests and issues disclosure checks for England, Wales, the Channel Islands and the Isle of Man. It is also responsible for maintaining both the Children and Adult’s Barred lists.

Over the past five years demand for the service has increased. Disclosure requests have grown from 3.8m to 4.3m and Barring cases have increased by 50%. Despite this the organisation recently maintained its

Customer Service Excellence Accreditation and has achieved a customer satisfaction rating of 89%.

“Organisations are now more aware than ever of their safeguarding responsibilities. As an organisation committed to keeping people safe this is something we welcome. I am delighted that we continue to rise to the challenge of additional work volumes while still putting safeguarding at the heart of everything we do,” added Adele.

The organisation has recently taken steps to gain a greater understanding of its impact on the protection of children and vulnerable adults. The Safeguarding, Strategy and Quality Directorate, formed last year, will look to engage with stakeholders, shape policy and ensure that the DBS is working closely with safeguarding partners to impact on community safety.

“This is an exciting time at the DBS as we seek to further enhance the role we play in keeping people safe, added Adele. “Moving forward we will look to use the expertise in our new directorate to research, engage and really understand today’s safeguarding landscape.”





A programme of modernisation, the first phase of which launched last September, is also now underway. Once fully implemented this is expected to bring significant benefits. It has already enabled the DBS to begin delivering basic Disclosure Checks, something which had previously been provided by Disclosure Scotland.

Adele explained: “We are always looking to make our services and products more efficient and effective not only for our customers but also the wider safeguarding community.”

The DBS also provides an Update Service for Standard and Enhanced checks. There are currently 1.2 million users signed up to this which allows people to keep their check up to date and enables prospective employers to check its validity online.

For more information about this or any of the other products offered by the DBS visit our [website](#).

Sign up for [GOV.UK alerts](#) and you'll always know when we publish news or updates

New guidelines

The DBS has introduced new identity (ID) checking guidelines to align with [‘Right to Work’](#) checks.

These new guidelines will apply to all applications for Standard or Enhanced Disclosure checks.

Ian Johnston, Director for Operations Disclosure said: “The enhancement is being introduced so that the DBS’s identity checking process is aligned to [‘Right to Work’](#) checks whereby employers must prevent illegal working in the UK by carrying out document checks on people before employing them to make sure they are allowed to work. Please make sure that those people in your organisations involved in the DBS’s ID checking process are aware of these changes.”

The changes tighten up the document requirements for non European Economic Area (EEA) nationals who are applying for DBS checks for paid work so that they are consistent with the existing Right to Work document list.

The new [identity checking guidelines](#) have been running in parallel with existing guidelines since October. However, these now cease to apply and you must use the new guidelines.

For more information visit www.gov.uk/dbs or if you have an enquiry about the changes contact customerservices@dbs.gsi.gov.uk

Are you compliant?

Registered Bodies are being reminded of the need to comply to the [DBS Code of Practice](#).

As part of the Registered Body (RB) Compliance process the organisation has been actively gathering detailed information to help identify practices that need addressing.

Michael Blakemore, Head of Relationship Management, said: “We have already analysed more than 125 questionnaires and have identified a number of trends which will help you assess and where necessary amend your practices and controls to ensure you are complying with the DBS Code of Practice. In certain areas we have identified there are practices which risk impacting the accuracy of a certificate.”

One area is specifically within the ID verification of applicants. When applying for a DBS check you must provide a range of ID documents. These are set out in three separate ‘routes’. There appears to be a lack of understanding regarding the [identity checking guidelines](#) of which route should be used



RBs should:

- Ensure that appropriate controls and procedures are in place to ensure application data, for example applicant’s name and address, is entered correctly.
- Ensure that the details correspond to the ID documentation the applicant has provided to verify their identity.
- Also when using ‘Route 2’ RBs must then also use an appropriate external ID validation service to check the application.

Further questionnaires will be sent out over the coming months.

“All RBs have an obligation to comply with the Code of Practice. Disclosure functions are set out in Part V of the Police Act 1997, which requires RBs to adhere to this.” added Michael. “So please act now to ensure you are compliant.”

It is also important that RBs co-operate in full when DBS enquiries are made in relation to ongoing compliance under this Code, which includes responding to compliance questionnaires.

Information is key

Staff at the DBS are encouraging anyone making a Barring referral to include the relevant information necessary to avoid any delays in processing cases.

Anyone submitting a referral should do so via the DBS's online portal. This will ensure that case workers are presented with what they need to make a decision.

Jenny Mooney, Director of Operations in Barring said: “It is really important that anyone referring someone provides us with as much information as possible. We rely on the information given to us by those referring the case. So it is vital that information is accurate, comprehensive and complete to enable us to avoid any unnecessary delays in dealing with the case.”

There are currently more than 65,000 people on either the Children or Adult's Barred Lists. Some people are on both. It is the DBS that maintains these lists in terms of deciding who gets added to them and who is removed.

Jenny added: “This particularly complex area of our work involves us making fair, consistent and thorough decisions that are an appropriate response to the behaviour that has occurred as well as the risk of future potential harm.”

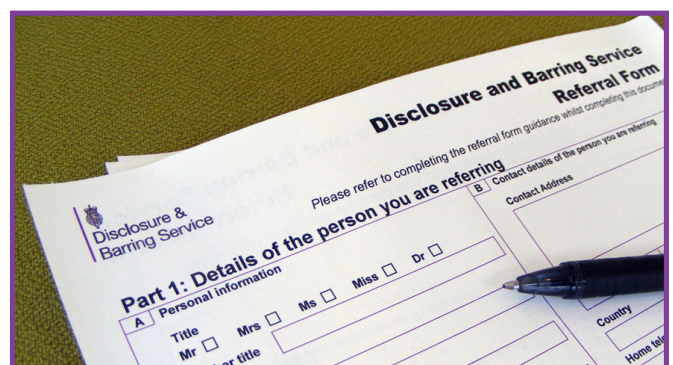
People are brought to the attention of the Barring team in one of three ways:

Automatic (Autobar): This is when someone has been newly convicted or cautioned for an offence so serious that they are considered for immediate Barring either with or without the opportunity to make representations. This information comes from the Police National Computer.

Disclosure: When someone applies for an Enhanced check to work with children or vulnerable adults and the check reveals relevant information that results in them being considered for inclusion on the barred lists.

Referral: This is when an employer, volunteer manager or other organisation has concerns that someone has either caused harm or has the potential to cause harm to vulnerable groups.

Further information about making a Barring referral can be found on our website www.gov.uk/dbs



New route for Basics

A new Basic Disclosure application route has been launched for customers applying for jobs in England and Wales.

A Basic Disclosure check is for any purpose including employment. The certificate will show any unspent convictions and conditional cautions under the terms of the Rehabilitation of Offenders Act 1974. These certificates should now be obtained directly from the DBS rather than Disclosure Scotland who have previously provided them on behalf of DBS.

Chief Operating Officer, Gary Blanchard, said: “Individuals who require a Basic Disclosure check for a job in England or Wales, or for personal reasons and live in England and Wales, need to get them from us rather than Disclosure Scotland who have previously provided them on our behalf. We anticipate that this new service, which forms part of our modernisation programme, will bring a number of benefits to customers of both organisations including faster turnaround times for certificates.”

Individuals can apply directly for their certificate via www.gov.uk/basic-dbs-check. Organisations wishing to carry out multiple Basic Disclosure checks need to do this via a [Responsible Organisation](#) that is already submitting checks through the DBS. A list of these is available on our website. There is no paper application facility.

Individuals who require a disclosure for a job in Scotland, or for personal reasons and they live in Scotland, should continue to apply to Disclosure Scotland.

It is important that people use the right organisation to obtain their Basic Disclosure Checks. This will ensure that the correct rehabilitation rules are applied.

The rules in England and Wales differ from those in Scotland. If the wrong rules are applied information could appear on a certificate that an employer doesn't have the right to view. This could lead to legal challenges.

For more information please email dbsdigitalops@dbs.gsi.gov.uk.

Fair recruitment

A guidance document that helps employers to consider criminal record information has just been updated.

'Recruiting safely and fairly: a practical guide to employing ex-offenders' has been produced by Nacro's Employer Advice Service with the support from the DBS.

It is a practical guide aimed at employers and recruiters of paid or voluntary staff to help them to understand their legal rights and responsibilities and good practice when employing staff with criminal records.

The guidance outlines how to implement fair, safe and responsible policies and practices for employing ex-offenders, based upon a full understanding and assessment of risks involved

The publication has recently been refreshed to ensure it contains the very latest information. It is available from www.nacro.org.uk.