



DBS Disclosure News

March 2014

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Hello and welcome to March's edition of DBS Disclosure News, our first since welcoming aboard our new service delivery partner Tata Consultancy Services (TCS) and temporarily suspending some of our services so we could make changes to our IT system.

Thank you for bearing with us during this time – we did as much as possible to keep the disruption to a minimum.

The good news is we're once again firing on all cylinders, and we hope you feel that normal service has resumed.

To help us improve on our normal service we need your help. In this edition, we turn the spotlight on some of the areas where we're receiving a sizeable amount of enquiries. Please take the time to read these important articles and share within your organisation. Hopefully, this will reduce the number of enquiries you're having to make to us.

Sue Quigley

Director for Operations (Disclosure)

£61,000 fraud exposed by DBS

Thanks to our eagle-eyed staff, a company which charged its customers for criminal records checks, but conspired to avoid DBS fees, has been convicted of eight counts of fraud.

In the first case of its kind for DBS, William Daniel Fradgley, owner of JPW Recruitment, was sentenced to 12 months prison, suspended for two years on 24 February. He was also ordered to do 200 hours Community Service.

“Fraud is simply not acceptable. This is an isolated case and I'm very pleased the

deception was discovered and that justice has been done. I hope this sentence makes it very clear that those who misuse the DBS criminal record checking system will be brought to justice,” said Adrienne Kelbie, DBS Chief Executive.

Fradgley submitted more than £61,000 worth of criminal record check applications to the DBS, fraudulently claiming they were for free of charge volunteer roles, while pocketing the fees paid by customers.

We have several checks in place to prevent abuse of our services, and when our diligent staff noticed a pattern in the applications submitted by the company, an investigation was launched which showed it was fraudulently submitting applications for volunteer checks. JPW Recruitment was de-registered and the police informed of the fraud.

In the lead

In [January's edition](#), (*'We need your details' article*) we told you we'd be contacting Lead Countersignatories to refresh the contact details we hold for you. So far we've been in touch with over 300 Lead Countersignatories, and had nearly 800 Countersignatories updating their details. Thanks to those of you who've replied as it has really helped to spring-clean our system.

We've noticed that some of you don't have an active Lead Countersignatory in place and, as a Registered Body, you're required to have one in position at all times.

You must tell us if:

- Your Lead Countersignatory is leaving (or has already left) and needs to be replaced
- The Lead Countersignatory changes their name, signature and/or address

If you don't keep your registration details up-to-date, this may result in delays as it makes it harder for us to contact you and keep you informed of important and relevant information.

If you need to register a new Lead Countersignatory, you must contact us as soon as possible in writing and on company letter-headed paper with these details:

- Registered Body name and number
- Your (Lead) Countersignatory number, name and signature
- Details of the change e.g. name and number of replacement Lead Countersignatory, name and number of Countersignatory replacing Lead Countersignatory, date of change etc.

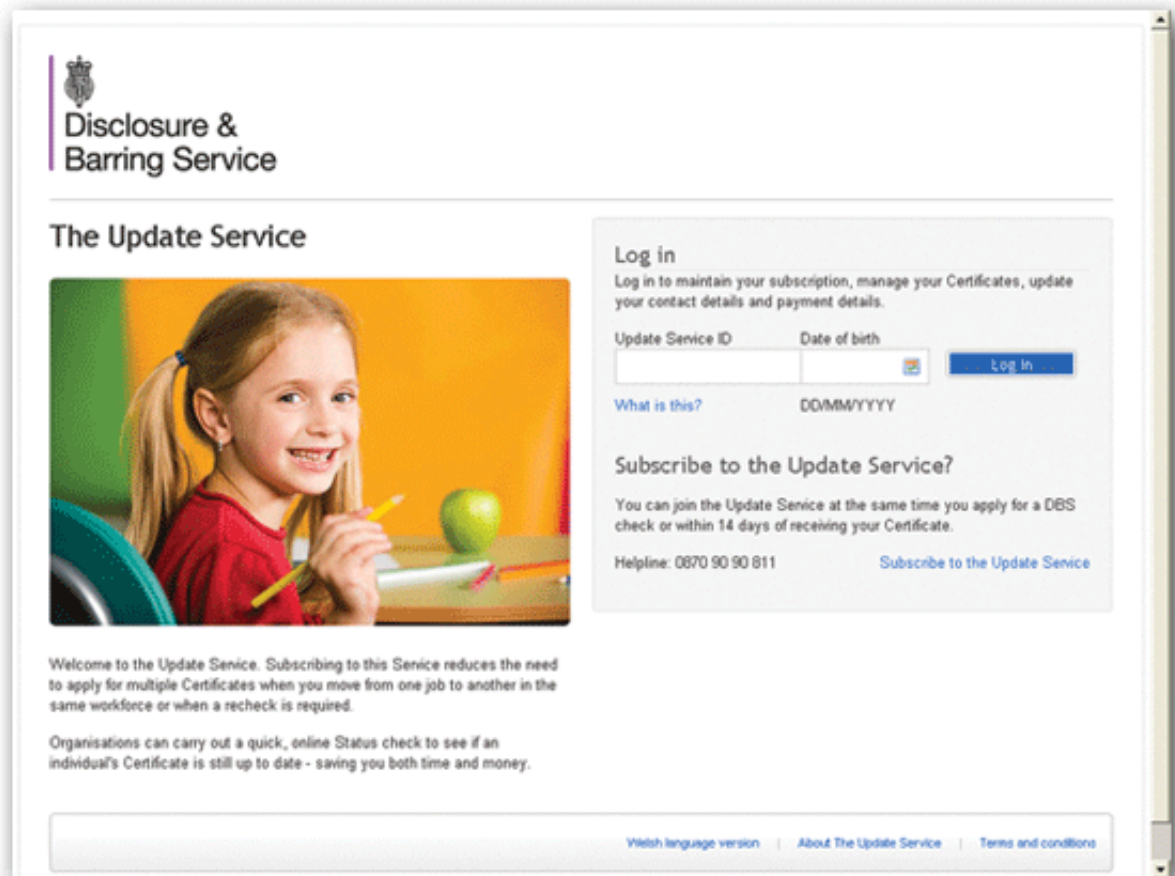
If the Lead Countersignatory or a Countersignatory is not available to submit these details, we can accept a letter from a director or equivalent.

Send it to:

Disclosure & Barring Service
PO Box 110
Liverpool


For more information, please see the [‘changing your registration details’](#) section on our website.

Update Service: the results are in



Disclosure & Barring Service

The Update Service



Log in
Log in to maintain your subscription, manage your Certificates, update your contact details and payment details.

Update Service ID Date of birth

What is this? DDMM/YYYY

Subscribe to the Update Service?

You can join the Update Service at the same time you apply for a DBS check or within 14 days of receiving your Certificate.

Helpline: 0870 90 90 811 [Subscribe to the Update Service](#)

Welcome to the Update Service. Subscribing to this Service reduces the need to apply for multiple Certificates when you move from one job to another in the same workforce or when a recheck is required.

Organisations can carry out a quick, online Status check to see if an individual's Certificate is still up to date - saving you both time and money.

[Welsh language version](#) | [About The Update Service](#) | [Terms and conditions](#)

Some of you took part in our Update Service research at the end of last year – thank you for that, your views are important to us!

The results were encouraging and very informative; we've some great pointers for making improvements, and it's good to hear the service really works for some of you, and your applicants in particular.

Since the first round of research in April 2013, awareness levels have risen considerably. Many of you clearly identify with the benefits that the service offers and 55% of subscribers heard about the service at an early stage, through you or their employer, meaning they too could benefit. Satisfaction levels were encouraging too, at over 60% among Registered Bodies and 76% for applicants. This is good news, and we will be working hard to improve on these levels in the future.

You've told us that the service is efficient and easy to use – 87% of subscribers intend to renew their subscription. Subscribers and those who intend to subscribe would encourage

others to use the service, so there is plenty of potential for growth. Interestingly, over 35% of Registered Bodies plan to include the Update Service in staff contracts, and 40% of those who don't yet use the service would encourage applicants to use it in the future as part of their recruitment processes.

We'll use these findings to help inform and shape our future marketing, service development, pricing and business planning activities. We'll also look to promote the service to those sectors where there is a lack of awareness and where applicants could clearly benefit from it.

Customer insight helping to shape our future

Last month, we told you that we're carrying out customer research – separate to the Update Service research – and we encouraged you to share your views. This work started in February and is progressing well. Similar to the Update Service, we're surveying a few selected Registered Bodies and applicants. We'll update you soon with our findings.

We're venturing into a modernised way of working and have big ambitions. We want you to help us shape our future. Your input will drive and inform customer focused changes.

Thank you to those of you who've already taken part in our research. Some of you may still be contacted by telephone and we'd encourage you to take part; there are exciting times ahead and, rest assured, you're firmly a part of that.

Certificate numbers

We've received an increasing number of enquiries from applicants who want to find out their DBS Certificate number. This number is unique, has 12 digits and is located at the top right of every Certificate.

Applicants are telling us that employers are happy to employ them, even if they've not viewed their certificate, as long as they give them their DBS Certificate number. We won't provide this to the applicant as without the accompanying certificate, it won't give prospective employers any useful information that will help them assess a candidate's suitability for employment.

If an applicant loses their certificate and their employer needs a criminal records check, they'll need to make a new application. Alternatively, if an applicant wants to receive a reminder of the information that was on their previous certificate, they can apply for a [DBS subject access request](#), which costs £10 and gives details of the information we hold about them. This includes a print-out of the certificate number and the certificate's contents.

It's important to note that when we process a subject access request, we don't re-verify data contained on a previously issued certificate with any data sources, so out-of-date

information may appear on our response. This could include convictions which would now be filtered (in line with current guidance), convictions which have been overturned on appeal, or out-of-date passport numbers and marital status.

If an applicant has lost a certificate that is attached to their [Update Service](#) subscription, they'll need to apply for a new criminal records check, and attach the new certificate to their subscription. This is so any new employer can carry out a status check correctly by viewing the certificate, ensuring that it is for the right workforce, and of the right type and level that they need, and that they're legally entitled to receive.

Reducing Disputes

In the last four months, out of 1,233,367 applications, we've received 3,657 disputes. You, applicants or a third party can dispute if you believe there's a mistake in either:

- The records provided, such as incorrect conviction details
- Personal information, such as name or employer's details

On average, 62% of the disputes received regarding the applicants' personal information could have been avoided, as illegible hand writing on paper and mistyped characters on e-Bulk applications have been found to be common causes for a dispute.

The most common avoidable mistakes are made in the following fields:

- Applicant address (23%)
- Applicant forename(s) and surname(s) (10%)
- Place of birth (4%)

Disputes can cause delays to your recruitment processes so please take care when completing and/or checking DBS applications.

What's the process?

We compare the information on the application form with that on the certificate. We then determine if the error was our processing or due to the applicant/Countersignatory providing incorrect or incomplete information.

If it was due to the applicant/Countersignatory, we can't provide a new certificate and you'll have to submit a new application to receive an accurate certificate. If it was our error, we'll issue the applicant with a new accurate certificate, free of charge.

If an applicant is subscribed to the [Update Service](#) and the error was due to the applicant/Countersignatory, we may remove their certificate as the incorrect information could affect the accuracy of our checking process. We'll ask the applicant to submit a new application to get an accurate DBS Certificate.

Please see our website for more information and guidance on how to [dispute](#).

Getting w59 right

We're still receiving a large number of applications where the 'no' box has been incorrectly crossed in response to the question at section w59 which states:

'Have you established the true identity of the applicant, by examining a range of documents as set out in DBS guidance, and verified the information provided by the applicant in sections a and b, by completing the verification check boxes?'

About 27% were completed with a 'no' response in error, where the Countersignatory later confirmed that the 'yes' box should have been crossed.

To confirm an applicant's identity, Countersignatories, or their approved evidence checkers must:

- Follow the [three route ID checking](#) process using the list of Groups 1; 2a and 2b documents
- Check and confirm the information provided by the applicant on the application form/continuation sheet
- Establish the applicant's identity by examining a range of documents as set out in the guidance
- Ensure the applicant provides details of all names by which they have ever been known
- Make sure the applicant provides details of all addresses where they have lived in the last five years
- Make sure the application form is fully and accurately completed

If you're still unable to confirm the applicant's identity using routes one, two or three, then indicate this on the application form at box w59 and return it to us. The applicant will then need to go for fingerprinting, which could delay the application process and subsequently your recruitment processes.

For valid applications where a Countersignatory has made all appropriate enquiries with applicants, we've made a couple of changes to our process to make it a bit quicker for everyone:

- For applications received from **10 March 2014**, applicants will receive a copy of the fingerprint consent form with their reminder letter, as a high number tell us they've lost the original consent form.
- We've changed the letters we issue to the applicant reminding them of the importance of returning the consent form promptly giving them shorter, (14 days reduced from 21 days) but still reasonable, timescales to return their consent form.

To avoid delays, please take extra care when completing the w59 part of the form and make sure applicants provide all the required ID documents before sending in the application form.

W evidence of identity

58 name of evidence checker

59 have you established the true identity of the applicant, by examining a range of documents as set out in DBS guidance, and verified the information provided by the applicant in sections a and b, by completing the verification check boxes? no yes

e-guide at your service

So far, over 20,000 of you have viewed our [‘completing the DBS application form: e-guide’](#) since it launched last November.

Taking a section-by-section approach, the guide shows how to accurately complete the application form, so avoiding rejections and unnecessary delays.

Application form guidance Contents

The following sections of the DBS application form are covered within this e-guide:

Section a	Section w
Names (a1-a13)	Identity checking
a14-a19	Section x
a20-a27	Position Applied For
The driving licence number	Level of DBS checks
Questions	Home Based positions
Section b	Volunteer applications
Section c	Questions
Other addresses	Section y
Unusual address history	Statement by registered person
Section e	

You can jump to a specific section by clicking on [Section](#).

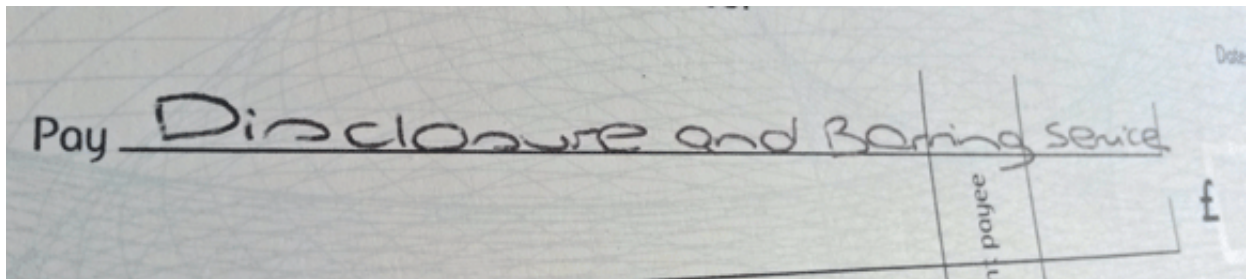
You can also jump to a specific area of interest by clicking on the sub-headings, such as 'Other addresses'.

EXIT X ← PREV 4 OF 27 NEXT →

You can view the e-guide in English, Welsh or as a downloadable PDF version.

Check your cheques

Since 6 March, we can only accept cheques addressed to 'Disclosure and Barring Service' or 'DBS'. If they're made out to any other payee, we'll have to reject and return them to you.



Contacts

Address:

PO Box 110
Liverpool L69 3EF

For Disclosure issues and information, please phone:

Customer Services 0870 90 90 811
Minicom line 0870 90 90 344
Llinell Gymraeg 0870 90 90 223

For Barring issues and information, please phone:

01325 953 795.

We have two different telephone systems so we're really sorry that we can't transfer your call between our offices.

Email:

customerservices@dbs.gsi.gov.uk

Websites:

www.gov.uk/dbs

Use our online tracking service to check the progress of DBS applications by visiting

<https://www.gov.uk/disclosure-barring-service-check/tracking-application-getting-certificate>