



DBS Disclosure News

April 2014

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Hello and welcome to April's DBS Disclosure News.

It's been a month since our new delivery partner, Tata Consultancy Services (TCS), joined us. We're really excited to be working alongside them to develop our new systems and processes – which will transform our services over the course of the next few years. It's early days but exciting times as we plan to achieve our vision.

There have been a few teething issues during the handover to TCS. Thank you for your patience while we work hard to sort them out.

Service improvement and customer satisfaction are at the heart of what we do and we're continually reviewing our processes to make sure we're working as efficiently as possible. And hopefully over the coming months this will be of benefit to you.

It's only with your help and support that we've been able to get this far and we thank you for your continued partnership.

Sue Quigley

Director for Operations (Disclosure)

Backlogs – what's the latest?

There was a [delay in receiving postal paper application forms](#) during the first full week of operation following the handover to our new delivery partner – not a position we could foresee or plan for.

Our normal postal service has now resumed, but the [initial backlog in processing paper forms](#) is having an ongoing effect. We're working hard to resolve this and have put measures in place to get back to normal service.

It's important we provide a timely and efficient service that you have confidence in, so we're working through the paper form backlog in date order. e-Bulk applications are unaffected as they bypass this stage of the process. Our [online tracking service](#) is being

We really do appreciate your patience during this time.

As part of the changes made to our service, we've replaced the equipment used for scanning paper application forms.

It's more important than ever to stick to the lists of 'YOU MUST' and 'YOU MUST NOT' on the front of the application form.

- Use black ink throughout
- Use CAPITAL LETTERS
- Keep signatures within the box provided
- Insert only one character in each box
- Put a line through a mistake, and correct it to the right.
- Do not use correction fluid

A reminder

61 position applied for

C	H	I	L	D		W	O	R	K	F	O	R	C	E														
T	E	A	C	H	E	R		I	N		P	R	I	M	A	R	Y		S	C	H	O	O	L				

Our [e-guide](#) is available to give you further help if you're unsure about how to fill out the application form.

If you're a Registered Body, using our [e-Bulk](#) service to submit multiple electronic applications and receive results electronically is a great way to improve turnaround times

and enable quicker recruitment decisions.

However, we've noticed an increase in disputes from e-Bulk applicants saying personal information on their certificate is incorrect (e.g. the incorrect spelling of their name or address). Out of the 3,754 disputes relating to personal details we received between November 2013 and March this year, 1,320 (35%) were for e-Bulk applications.

The nature of the e-Bulk process allows Registered Bodies to submit applications directly into our system, so it's vital you thoroughly check e-Bulk application details provided by the applicant are correct before submission.

Any dispute resulting from your pre-submission errors will not be upheld and a new application will have to be made, adding to cost and delays to the applicant and the organisation needing to view the certificate.

'Care of' addresses for overseas applicants

Recruiting skilled staff from overseas quickly and efficiently is essential for many UK employers. To make it as easy as possible for overseas applicants to receive their DBS Certificate, you can ask them to consider using a UK 'care of' address. This address can be a family, friend, employer or the Registered Body address. The applicant can collect the certificate when they come to the UK or have it forwarded on.

To do this, the 'care of' address needs to be provided in section b (example 1) of the application form, **clearly stating** it's a 'care of' address. The applicant's current address can then be provided in section c (example 2) and will need to be verified in the usual way.

Example 1

The screenshot shows section b of the DBS application form, titled 'current address'. It includes a yellow instruction box stating: 'Please give details of your current address. This is the address to which all correspondence will be sent.' The form fields are as follows:

- 32 address:** c / o 14 MILKY WAY
- 33 town/city:** BRIGHTON
- 34 county:** (empty)
- 35 UK postcode:** BN1 1ND
- 36 country:** UNITED KINGDOM
- 37 at address since:** 042014

At the bottom right, there is a box for 'registered body use only' containing the text 'current address verified?' and a checkbox with an 'X' mark.

Example 2

C other addresses

38 address

F L A T 1 0 0 T R I V E N I A P A R T M E N T S
P I T A M P U R A

39 town/city

N E W D E L H I

40 county

41 UK postcode

42 country

I N D I A

43 dates from and to

0 9 2 0 1 2 0 4 2 0 1 4

Please see our [e-guide](#) for more guidance about unusual addresses and other address issues.

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>