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# DBS News

January 2015

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Happy New Year and welcome to our first edition of DBS News for 2015.

As is the tradition at this time of year, we bring you a short review of the past year, with much to celebrate.

At the close of 2014, Disclosure and Barring Service (DBS) marked its second anniversary having issued 8 million disclosure certificates and processed 735,000 barring referrals in this time.

It was the year the Update Service saw over half a million status checks and over 300,000 registered individuals. It was the year we completed delivery of all of the recommendations outlined in the Sunita Mason Criminal Records Review.

We recognise customer complaints were higher than we would want and some services were not performing at their optimum due to a number of changes introduced over the past year. We are working hard to bring this back to the levels you have come to expect from DBS and I am encouraged to see the results of our work with local police forces.

DBS is continually working to improve customer service and it is with this in mind, that we have taken the decision to delay the launch of our business modernisation and IT project. Following in-depth assurance and risk analysis work, we now feel we

need more time to implement changes to the infrastructure and give us greater confidence in the new digital system.

We take the security and safety of the information we hold very seriously and want to make sure the solution we deliver is strong and reliable. This means we will now be going live in 2016.

But this is not lost time, as it gives us a better chance to ensure we deliver a system which addresses the needs of all of our partners and customers. It also means there will be more opportunities to engage with you about the future system and the business benefits.

Further information on this decision and its impact for your business will be addressed via our account managers and business liaison teams in the coming days.

I am positive that 2015 will mark the beginning of another industrious stage for the Disclosure and Barring Service's evolution.

Best regards for the New Year,

**Adele Downey,**  
**Deputy Chief Executive & Corporate Services**  
**Director**

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## ■ The year that was...

Last month, DBS celebrated its second birthday. During the two years since inception, we have issued 8 million disclosure certificates and processed 735,000 barring referrals. This is just a small part of what we do and will continue to do, as we develop our products and services into 2015.

This was the year we also delivered on all of the

recommendations outlined in the [Sunita Mason Criminal Records Review](#) – which have also helped to inform the modernisation of some of our processes.

The [Update Service](#) celebrated its first year, with over half a million status checks carried out and 300,000 individuals registered on the service at the close of the year. Your feedback indicates you have been

impressed at the ease with which information can be accessed and verified, further emphasising how vital this service has been for safeguarding vulnerable groups.

Also during this period, we launched our e-guide to completing the application form. The feedback since launching the [e-guide](#) has proven to be another well received initiative, with over 45,000 people making use of this helpful tool so far.

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## ■ Working together to protect the wider community

We have been at the frontline of some important results in the past few years. Some examples include:

- Evidence supplied by DBS helped to support the conviction of a former school teacher for 97 historic child abuse offences, committed 40 years ago.
- We helped to secure the first ever prosecution for Operation FALCON (Fraud and Linked Crimes Online), resulting in the arrest of an individual who had been working for almost a year at a home for the elderly.
- Our team led investigations into a company fraudulently submitting applications for volunteer checks. The company was subsequently de-registered and police informed of the £60K fraud. The owner of the company was later sentenced to 12 months in prison, suspended for two years. He was also ordered to carry out 200 hours Community Service. This was the first case of its kind for DBS.
- Internationally, we have been involved in fast tracking a number of applications for medical staff and volunteers on behalf of the charity Save the Children, to support their work with victims of Ebola in West Africa.

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## ■ Better together

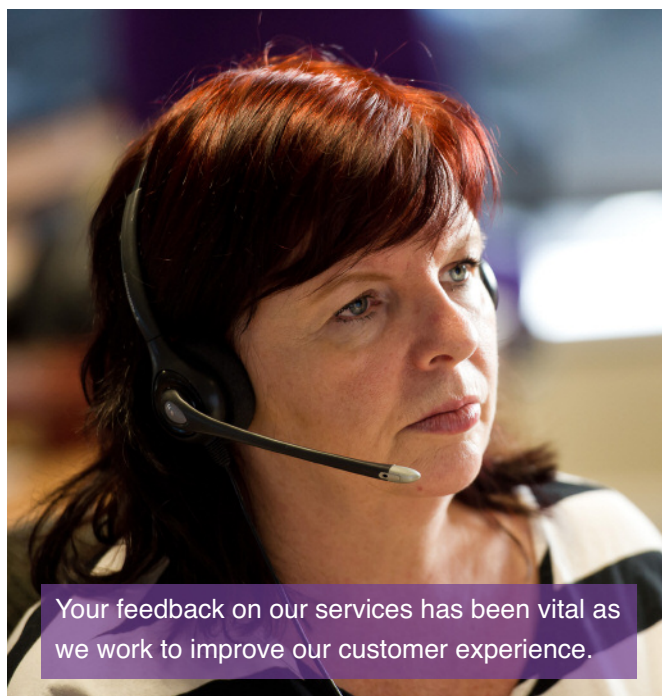
We pride ourselves on our strong working relationship with the police and have continued to work with them to improve service delivery. For example, our review and recommendations to North Yorkshire Police Force's application processes have helped to improve their turnaround times by 90 percent and reduce their backlog of cases by 88 percent over a period of 12 months. This collaborative approach to improving service delivery is being rolled out to all 53 networks, with whom we are currently working.

Your feedback on our services has been vital as we work to improve our customer experience. This is reflective of the fact that we now resolve 99 percent of all complaints at the first point of contact. Although, we acknowledge the number of complaints being received have increased in recent months, this is something we are working hard to reduce and quickly.

As a first step to address this we have increased the subscription timeframe from 14 days to 19 days for the [Update Service](#) and introduced a new email reprint process to make it easier and quicker to request reprints of the DBS certificate. The reprint service has helped to half peak call waiting time to 1.14 minutes for this service. Whilst overall call waiting times for our main call

centre are also down to 1 minute, we aim to reduce this further still in 2015.

Our commitment to improving customer experience is ongoing and we will be working with MORI to plan more customer feedback questionnaires and mystery shopping exercises in the coming year.



Your feedback on our services has been vital as we work to improve our customer experience.

## ■ Looking to our future



We have decided to postpone the launch of our digital modernisation project, R1, to ensure it is as secure and accessible as possible.

Following in-depth assurance and risk analysis work, we now feel we need more time to embed the hosting arrangements and give us greater confidence in the new digital system.

We take the security and safety of the information we hold very seriously and want to make sure the solution we deliver is strong and reliable.

We are the first organisation to deliver an IT project of this type on behalf of government and are discovering regular challenges as we move forward.

One of those was the need to move to a different hosting platform around six months ago. This was an essential move but not totally within our control, and we are now seeing the impact of that change. We need much greater assurance of the design to ensure it will be right for our business.

Working with our colleagues in Home Office Technology and Tata Consultancy Services we have made good progress on the development of the actual system. When launched the solution will bring many benefits:

- Individuals will be able to apply online, through Registered Bodies, for DBS checks on a new, simple to use website. They will be able to use web chat if they need help and can receive text messages about the progress of their applications.

- Barring referrals will also be made online and people who have been referred will be able to check on the progress of their case or make representations through the web.
- Referrers will engage with us in a much improved digital environment. We will also centralise our interactions with our partners into one system and provide information in a timely, quality driven, digital environment.
- A number of process-based inefficiencies will be addressed. R1 is also about improving our application turnaround times and providing you with progress information along the way.
- Project milestones will include look and feel focus groups, surveys and user testing workshops, which are planned for next year.
- Improvements to the Update Service.

A great deal of progress has already been made but we need more assurance around how the system will integrate with the new hosting platform. We need full confidence that it will deliver in the right way for our customers and partners.

This means we will now be going live in 2016. But this is not lost time as it gives us a better chance to ensure we deliver a system which addresses the needs of all of our partners and customers. It means that we will be able to engage in a much more meaningful way about the future benefits of the system and the business benefits.

This issue does not affect our Strategic Plan and we are continuing to develop the way we deliver our services and work with you. In the next year we will look to develop the products we offer and the way we carry out our business in readiness for the new systems.

Although we have moved back the intended launch of our new system this does give us an opportunity to

ensure the benefits it delivers are appropriate for many years to come.

Look out for more information as we continue the design and build of our digital systems and offer more opportunities for our partners to get involved in its development.

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## ■ For your information

### Reminder – rejection of old DBS application forms

Over the last couple of months we have been sending out a supply of new application forms to all Registered Bodies using paper forms.

**We will no longer accept applications using the old form.**

Please ensure that you have started using the new forms and have destroyed any old stock.

The **new form** can be easily identified by the form reference number on the top right. The new form begins with F01, while the **old forms** began with F00.

To find out why it is so important to use the new application form, please read our [web story](#).

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## 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

### Email:

customerservices@dbs.gsi.gov.uk

### Websites:

[www.gov.uk/dbs](http://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>

### Don't miss out on our latest updates

Register to get email alerts by signing up to our e-database. Tell us which sector you work in and what information interests you, so you can keep up-to-date.

### Keep your registration details up-to-date

If you are a registered body, you need to keep your details up-to-date. Read our [employers guide](#) to find out how to do this.