



Disclosure & Barring Service

DBS Operations (Barring) Quality Policy

The DBS is committed to providing a quality of service that meets the needs of its customers. Operations (Barring) makes a key contribution to this by making correct, proportionate and timely safeguarding decisions about the people referred to us. We recognise that this contribution is delivered through our staff and the DBS is committed to creating for them a culture, and environment, that promotes excellence.

Our underpinning quality management system helps us deliver these standards and we are fully committed to complying with it. We continually seek to improve its effectiveness, through regular review and by ensuring everyone within Operations (Barring) can contribute to its development.

Our quality objectives flow directly from our Corporate Plan and demonstrate commitment to safeguarding and customer satisfaction. These objectives are reflected in Published Service Standards and are monitored through the Directorate Management Team and DBS Senior Management Team.

Jenny Mooney
Director for Operations (Barring)

The policy has been endorsed by the Quality & Standards Committee (QSC). Senior management will review it regularly, as part of its wider review of our quality management system.