



Disclosure &
Barring Service

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March

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by **Adele Downey**,
Chief Executive

Minister's Visit to DBS Demonstrating progress

We were very pleased to host our minister Sarah Newton, Parliamentary Under Secretary of State for Vulnerability, Safeguarding and Countering Extremism in February.

The minister attended our Board meeting and was keen to be updated on the development of some of key initiatives since her last visit in October last year.

She was particularly pleased with the improvement in reducing police delays and commented on our high staff engagement scores. We gave her an update on our Release 1 (R1) project and she was interested to hear about the progress being made towards delivery.

She expressed her confidence in the ability of our Board, Senior Management Team and the wider DBS team to deal with the complexity of this project.

Last month I met key external stakeholders including representatives from

NACRO: A Social Justice Charity, UNLOCK and the Office of the Public Guardian to discuss safeguarding policy practice, conversations that our new Director of Safeguarding Strategy & Quality will continue when she joins us in May.

Finally look out for the next wave of our Customer Satisfaction Survey that we'll be launching soon. It's sent to a random sample of both disclosure and barring customers and takes only a few minutes to complete. Your feedback and comments from previous years have been invaluable as they help us to continually improve the service we provide to you. I am looking forward once again to receiving your suggestions this time around.



"It was great to be able to demonstrate the progress we have made in service improvement and delivery of our complex IT project."

Adele Downey, Chief Executive



In the know

DBS Barring
Safeguarding crime
prosecutions

by **Barbara Moore**,
Operations (Barring) Team Leader

Barring Police Liaison

Safeguarding crime prosecutions

The Barring Police Liaison Team is able to identify individuals who have committed a crime such as working whilst barred. When offences are identified, they prepare a pack of relevant evidence and work with our Fraud Team to share this with the police. The pack provides police forces with vital information to assist them in relevant investigations and their duties to safeguard the public.

Barring 'evidence bundles' are prepared and used for:

- breach of bar offences - it's an offence for a barred person to work or apply to work in regulated activity or for an employer or agency to knowingly employ a barred person
- other DBS related offences, such as forged DBS letters or certificates
- police investigations into criminal offences against children or vulnerable adults, such as historical allegations of sexual abuse by teachers against pupils

We report over 100 breach of bar offences to the police each year. The rate of successful convictions has increased from 20% in 2012 to 50% 2016.

Sentences can range from fines to community payback or imprisonment. DBS has also assisted in the conviction of employers who have failed to maintain appropriate recruitment and vetting records and have knowingly employed a barred person. In one instance a barred individual was appointed to a role in domiciliary care. This gave them

the opportunity to commit further offences by stealing from service users in their own homes.

We've provided evidence to the police of DBS letters and certificates that have been forged or amended. One letter stated that the DBS had agreed to remove caution/conviction information from a certificate.

Another example was of a recent conviction being removed from a certificate. In January this year, representatives from DBS attended a hearing at Liverpool Magistrates Court. The case was for an individual who had deliberately failed to declare their conviction history on their disclosure application. This individual received a 20 week prison sentence (suspended for a year).

Legislative powers enable DBS to provide information to support police investigations. Our records have been described as 'pivotal' in the successful prosecution of historical sexual offences against children, in schools and care homes. The information we hold has provided links between the offender and the victims. Sentences can result in imprisonment of up to 20 years.

If you'd like to find out more or have any questions, please email dbsdspatch@dbsgsi.gov.uk

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

by **Bev Nicholson**,
Customer Experience Manager

Customer Satisfaction

Results and actions so far

This year will be the third year for our Customer Satisfaction survey. It's run in association with IPSOS Mori and we call each survey a wave as the findings from each year build to give us a richer picture of your views and expectations and have an impact not only in the current year, but for years to come. Your feedback is used to help us improve our business and your experience using our services.

We had a great response to the survey last year with 2,705 of you giving us feedback from across all of our customer groups including registered bodies, disclosure applicants, update service subscribers, service user organisations and referred individuals.

We were very proud to have increased our overall satisfaction score by four percentage points on the previous year – up to 89% and in the top quartile of performance. As a result, our Senior Management Team agreed that they want us not only to maintain this level of service but also to continue to learn from our customers and improve.



89% of respondents also believe that DBS makes a difference to public safety by helping our customers make effective employment decisions. This is at the heart of DBS's mission and we are delighted with this result.

As a direct result of your feedback, we are able to focus on what really matters to you, including a review of written communication, to make our letters and e-mails clearer. We'll also be championing improving customer experience and the value of listening to what you say. We're committed to learning from best practice in the public and private sectors and as a member of the Institute of Customer Service, we now have access to a wealth of experience and insight.

The next wave of the Corporate Customer Satisfaction survey will take place in the Spring. If you are contacted to complete the survey, please can we ask you to take ten minutes to do so? Your views and experiences will really help us to improve the service we give: both our values and strategic objectives focus on our commitment to our customers.

If you'd like to find out more or have any questions, please email customerexperienceteam@dbs.gsi.gov.uk

2705

feedback
responses in
2016



The 2017 Customer Satisfaction survey starts in Spring

by **Ian Johnston**,
Director for Operations (Disclosure)



In the know

Police Update
Metropolitan Police
Service

Police Update

Metropolitan Police Service

We have been keeping you updated on the processing delays at the Metropolitan Police Service (MPS) and the progress we have been making in reducing the outstanding caseload.

We're delighted to report that the improvements we told you about in the last edition of DBS News have continued throughout February and March.

Delivering excellent customer service is one of the highest priorities for the DBS and we continue to work closely with the MPS Disclosure Unit to ensure that all measures put in place continue to make a positive impact on the experience of customers.

While we're happy that we're able to once again report that performance and processing times continue to move in the right direction, we remain committed to eradicating delays, and returning performance to target levels.

Once again, DBS and MPS Disclosure Unit apologise for the delays experienced to date and we will continue to work together to improve processing times and to prevent this issue from occurring again in the future.

Visit [GOV.UK](https://www.gov.uk) for Updates on Release 1 (R1)

4.2M

Disclosure certificates issued between April 15 and Mar 16

868K

Over 868K applications for volunteer positions processed between April 15 and Mar 16

63K

Individuals on an Adult and/or Child barred list as of Jan 17

1M

Almost 1M subscribers to the Update Service since launch as of Jan 17

Come and speak to us at:

- **20 April** - [The National Council for Voluntary Organisations](#), London, Conference for voluntary sector, Leading with Purpose
- **19 June** - [Adult Safeguarding Summit](#), London, Improving Adult Safeguarding Practice Decision Making, User Involvement & Outcomes
- **21/22 June** - [NSPCC](#), London, How safe are our children 2017 conference

Workforce Guidance

Roles in both child and adult workforces

We've received a number of enquiries relating to DBS checks for roles that are based in both the child and adult workforces where the role is eligible for an enhanced check in one workforce, but only a standard check in the other. In this issue we're providing clarification on how these applications should be submitted.

An example of this is a cleaner who is contracted by an agency to work in schools (or any other specified establishment) and also general hospitals. This individual meets the conditions for working in a specified establishment and is eligible for an enhanced DBS check in the child workforce, but only eligible for a standard check in the adult workforce for their work in general hospitals.

Before submitting an application, you should carefully consider the level of check that is applicable for the role in each workforce. See DBS workforce guidance [here](#).

In the scenario above, we wouldn't expect you to submit two separate DBS checks. You should follow these guidelines, to ensure that the correct workforce is applied, this should reduce delays that may otherwise occur.

When you are sure that one workforce is only eligible for a standard check, but the other is eligible for an enhanced (with or without a barred list check), you should submit an enhanced level application but only enter the enhanced workforce in section x61 of the form. In this example, only the child workforce should be entered.

This means that the appropriate workforce checks will be conducted at the police force and will reduce delays that can occur at this stage.

We'd like to reassure you that when the certificate is issued for dual purposes as in the example, you'll still receive the same information for the standard level workforce (this includes details of spent and unspent convictions, cautions, reprimands and final warnings) as if you had submitted a separate standard DBS application.

If you do need to submit a separate standard only level application for a DBS check, you should still enter the relevant workforce to avoid it being rejected on submission.

Contact:

Address:

PO Box 3961
Royal Wootton Bassett
SN4 4HF

DBS helpline:

03000 200 190

Welsh language scheme:

03000 200 191

Minicom:

03000 200 192

Email:

customerservices@
dbs.gsi.gov.uk

Website:

www.gov.uk/dbs

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Use our online tracking tool
to check your application
progress

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If you're an RB, you need to
keep your details updated.
Take a look at our
employer guide for more
information