



Disclosure &  
Barring Service

**DBS News**

2018: Edition Two

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## DBS crowned 'InMoment Customer Commitment Award' winners

**DBS has been recognised for excellent customer service at the 2018 UK Customer Satisfaction Awards ceremony. The organisation faced tough competition from companies such as Capita, Silver Cross UK and Welsh Water, to take home the 'InMoment Customer Commitment Award'.**

**Adele Downey, DBS Chief Executive said:** "Thanks to our dedication and hard work we consistently achieve high levels of customer satisfaction and are always striving to make our service the very best it can be. It is wonderful to have received this recognition for going above and beyond for our customers."

Now in its eighth year, the annual awards ceremony celebrates UK customer service achievements across the public, private and voluntary sectors. Run by The Institute of Customer Service, the awards have been created to showcase those organisations who genuinely place customers at the heart of their business strategy and build a sustainable culture of customer service within their organisation.

**Jo Causon, CEO of The Institute of Customer Service commented:** "What's clear from this year's entries is the extent to which organisations are determined to get things right first time, embed a customer

service ethos at every level, and fuse the functional and emotional impact of experiences - which is not easy in such a competitive economic environment.

"And while there is no room for complacency - even amongst those who lead the pack - it suggests that we are moving towards a future where great customer service becomes the differentiator that truly makes a difference, and that's something really worth celebrating.

"I would like to congratulate every one of our winners - and all those who were shortlisted - and commend their unwavering focus on driving customer satisfaction."

For more information about The Institute of Customer Service go to [www.instituteofcustomerservice.com](http://www.instituteofcustomerservice.com)



# Working together to tackle fraud

**The DBS is working with SAFERjobs to prevent people falling victim to potential fraud.**

DBS has been made aware that a number of people have been targeted by fraudsters asking them to pay upfront for DBS certificates that never materialised.

**Director of Safeguarding, Dr Sue Smith, said:** “This sort of scam can be really distressing to those involved and we are keen to do all we can to prevent it. We will be working closely with colleagues in SAFERjobs to raise awareness of the issue and advising people where to go for more support.”

SAFERjobs is a not-for-profit organisation set up by the Metropolitan Police to raise awareness and combat criminal activities that may be attempted against those seeking a job.

**Keith Rosser, Chair of SAFERjobs, said:** “Recruitment fraud takes many guises including paying for background checks, identity theft, premium rate phone interview scams, and even human trafficking and modern slavery. The public can fall for fake jobs advertised online or they can even be ‘head-hunted’ by criminals finding their profiles or CVs online. We are proud of the impact we have had so far but there is still so much more to do to prevent job seekers from falling victim to fraudsters. It is great to be working with DBS to help raise awareness of the issue and help reduce the number of people falling victim to this crime.”

The type of role you apply for will determine the level of DBS check you are eligible to have carried out. The following are three types of checks available:

**Basic Check:** This is suitable for any role. The certificate will show any unspent convictions and conditional cautions under the terms of the Rehabilitation of Offenders Act 1974.

**Standard Check:** This is suitable for certain trusted roles. The certificate shows both spent and unspent convictions, cautions, reprimands and warnings that are held on the Police National Computer.

**Enhanced Check:** This is suitable for people working with children and vulnerable adults. These certificates show the same information as the Standard but with the addition of further relevant information from the Police. They can in some cases also show if a person is on one of the DBS Barred lists.

For a Standard or Enhanced Check the person needs to get an application form from the employer who has requested a DBS check. This would then be submitted to the DBS by an organisation registered to do so. The certificate will then be issued to the individual and it would be up to them to share the information with their potential employer. An individual can request a Basic Check on themselves without using an employer using the DBS online Basic Check.

**Dr Sue Smith added:** “If anyone is concerned that they are being asked unnecessarily for a DBS check or that the person requesting a check may not be a legitimate organisation, especially if they are asking for money, then they should get in touch with us or SAFERjobs to discuss their concerns. It is also worth remembering that if you are applying for a volunteer position we process your Enhanced and Standard Check application for free.”

For more information or to raise a concern visit [www.safer-jobs.com](http://www.safer-jobs.com)

# A new Registered Body network

**A network of Registered Bodies are to come together to form a recognised group of criminal record check professionals.**

The group, called the Criminal Records Trade Body (CRTB) will form as a committee within the National Association of Professional Background Screeners (NAPBS).

The CRTB is open to all organisations registered with DBS, Disclosure Scotland and Access NI, to promote a culture of safeguarding and referral.

The group will provide an authoritative and independent voice, representing a wide range of sectors using criminal record check information; in an unprecedented period of change and digitisation of services. Aims and objectives of the group include:

- To support the UK's safeguarding agenda
- To encourage the adoption of enhanced identity verification processes
- To support candidates and users to understand eligibility of checks, and highlight the work of SAFERjobs in preventing employment screening scams
- To contribute and comment on the development of policy and legislation
- To promote best practice and awareness of overseas criminal record checks

Founding members explained: "The group will play a vital role in supporting the UK's criminal record agencies to engage with a network of organisations who access criminal record check information.

The group will work with the UK's criminal record check agencies on a strategic and operational level; through sub-groups that specifically work with the Government Agencies to ensure user requirements are factored into the ongoing digitisation programme."

**Dr Sue Smith, Director of Safeguarding at DBS said:** "We welcome the formation of the CRTB and look forward to engaging with its members as we continue to improve the services offered by DBS to help protect vulnerable groups in our society."

Interested in joining the CRTB then visit their [webpage](#) or email [CRTB@napbs.com](mailto:CRTB@napbs.com)

## Coming to a town near you!

**Staff from the DBS have been out and about highlighting the work it does and where it fits in the safeguarding arena.**

As part of this work the team is attending a series of seven events across England and Wales hosted by Eversheds, who specialise in employment law.

**Director of Safeguarding, Dr Sue Smith, said:** "These events provide a great opportunity for us raise the profile of how we can help employers make safer recruitment decisions and contribute to the protection of children and vulnerable people. Take up so far has been excellent which shows there is a real appetite for such events in the future."

The team provided a half day practical overview of all things DBS including:

- Disclosure: Levels of checks, eligibility, ID checking, the Update Service and considering disclosed information
- Barring: Duty to refer, what to include in a referral and how we make decisions.

An optional session covering eligibility was also provided for employers needing to know more about the issues involved. More information about eligibility is also available on [www.gov.uk/db](http://www.gov.uk/db)



# Top ten application errors

## 6. Is the application for a free of charge volunteer?

We offer free checks to those applying for volunteering roles. Therefore, it is important to accurately fill in this section.

### The application will be rejected if:

- Both fields are completed
- The field is left blank
- The application is submitted for a volunteer and a cross (X) is placed in the 'yes' box, but a payment is also received.

## 7. Has the evidence checker established the applicant's identity and verified the information?

Please make sure that this section is completed clearly.

### The form will be rejected if:

- The field is left blank or is illegible
- Both fields are completed.

## 8. Countersignatory number

We need to be able to clearly see this section.

### Forms will be rejected if:

- This field is left blank or is illegible (without attached explanation)
- If any digits are missing from the countersignatory number
- If the first six digits of the countersignatory number do not match up with Registered Body number (section Y69).

## 9. Nationality

If the applicant says that they have a passport (answers yes to question A24) then they must complete sections A25-27. If these sections are not completed the form will be rejected. If they say they do not have a passport (answer no to question A24) then you should leave sections A25-27 blank.

## 10. Dates to and from

You need to make sure that this section is in the right format and that we can read it clearly.

### Forms will be rejected if:

- The date is not completed using the correct format of: dd/mm/yyyy
- This field is left blank or is illegible (without attached explanation).

## Keeping children safe in education

The Department for Education has recently revised its statutory safeguarding guidance for all schools and colleges, [Keeping Children Safe in Education \(KCSIE\)](#).

The revised guidance comes into effect from 3 September 2018, although schools and colleges may wish to familiarise themselves with the new guidance prior to this date. Up until that point they must continue to have regard to the current guidance.

It provides statutory guidance on what schools and colleges should do to keep children safe, including advice to help school and college staff deal with allegations of child-on-child sexual violence and sexual harassment. Revised separate advice for schools and colleges on [Sexual Violence and Sexual Harassment between children](#) has also been published, and comes into force immediately.

The revised statutory guidance and separate departmental advice follows a 10-week public consultation which took place from 14 December 2017 until 22 February 2018. The [Government's response](#) to the comments received during the consultation period, which was also published on 17 May 2018.