



Disclosure & Barring Service

DBS Barring Quality Policy

The DBS is committed to providing a quality of service that meets the needs of its customers. 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 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 Barring Directorate Management Team and the DBS Executive Leadership Team.

Sue Smith
Director for Barring and Safeguarding

Senior management will review the Quality Policy regularly, as part of the wider review of Barring's Quality Management System.