



Our plan to make choosing staff safer 2020 -2025



EasyRead version of:
DBS Strategy 2020 – 25
Making Recruitment Safer



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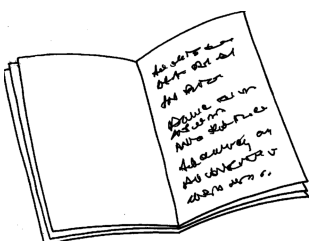
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About this leaflet



Disclosure &
Barring Service

The **DBS (Disclosure and Barring Service)** wrote this leaflet.



We work for government and carry out DBS checks for England, Wales, Jersey, Guernsey and the Isle of Man and Barring functions for England, Wales and Northern Ireland.



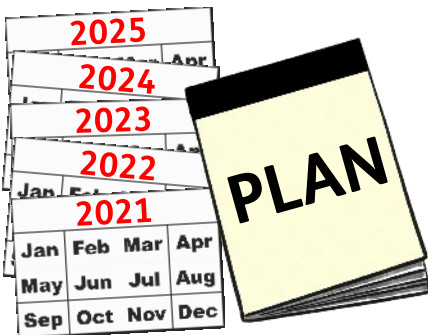
We help organisations **recruit** safely.



This means checking whether staff and volunteers are safe to work with children, young people and **vulnerable** groups.



We can stop people doing some types of jobs if we think they might harm **vulnerable** groups.



This leaflet tells you about our plan for the next 5 years. It says what we will do and how we will make the plan work.

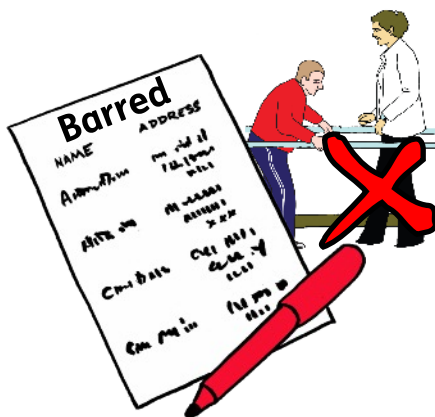
Who we are and what we do



Our customers are organisations who want to quickly check if someone is safe to work or volunteer for them.



People who apply for some types of work must say if they have a **criminal record**. We check this.



We also keep lists of everyone who is **barred**. This means they are not safe to work with **vulnerable** groups.



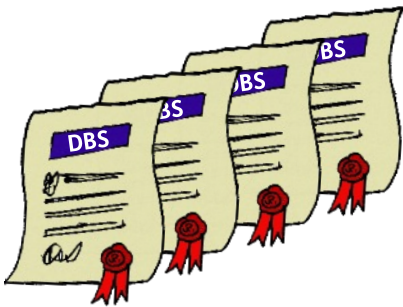
A **criminal record** means someone has been convicted or cautioned in the past for carrying out a crime.



We decide if a person doing certain jobs with a **criminal record** should be **barred**.



Everyone who applies for a **DBS** check gets a **DBS** certificate.



There are 4 different levels of certificate, different jobs have different levels.



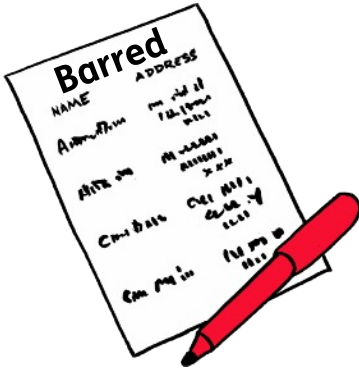
Having a **criminal record** on a **DBS** certificate might stop someone getting a job.



Employers think about the type of crime and whether the person is safe to do the job or not.



Last year we gave out 6 million **DBS** certificates.



Over 77 thousand people are on our **barred** lists.

About our plan



We already work well to protect the public.



But the world is changing. We must plan how to give people the services they need now and in the future.

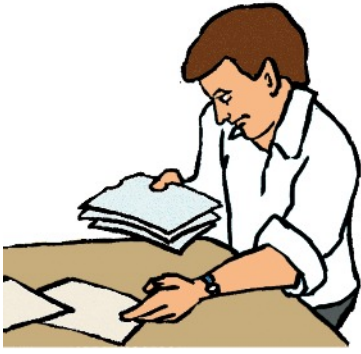


We must:

- make sure people know about us and use our services



- make it easier for people to use our services **electronically**. For example, **DBS** certificates on a smartphone or tablet, not just on paper



- look at new ways to give people information as quickly as possible.

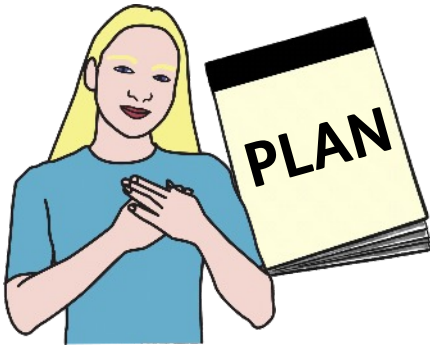


This plan shows everyone that we want to make our services even better. It says how we will work in the future and the most important things we will do.



We involved our staff and people we work with. We had over 40 thousand comments about what should be in the plan. We are really proud of this.

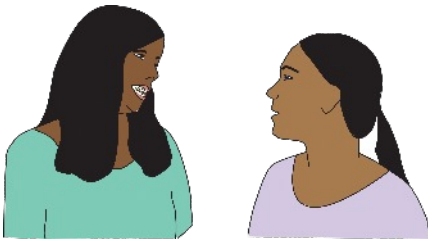
What we believe and how we behave



The things we believe in are really important to us. Everything in the plan is based on them.

1. We work together

This means:



- we listen to our staff, customers and other organisations and learn from them



- we respect other people and the work they do



- we explain what we are doing clearly.



2. We are honest and always do the right thing

- we keep our promises, learn from our mistakes and admit if we do something wrong



- we treat all our staff fairly



- we always think about how to give people the best possible service.



3. We want to do the best we can

- we look at new ways of working



- we want to do a good job and get things right.

The most important things to do

1. Give our customers even better services



Why this is important:

- our staff want to know what our customers need.



- customers want quick, easy services they can trust

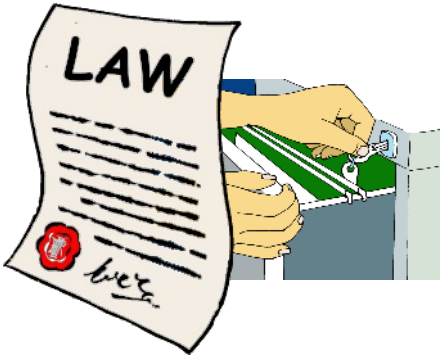


- we want to do everything well

How we will do this:



- make it easier for everyone to use our services. This includes people who use **assistive technology**, EasyRead or want information in other languages



- make sure we meet the laws about using **technology** to collect and store information



- use more **technology** and less paperwork to make our barring service better



- put all our information in one place so it is easier to carry out checks



- get better at explaining what we do and why people should use our services.



We will know we have done this when:

- we have done these new things for 5 years



- people can see our services are better. For example, we get less complaints.



- we use information better.

2. Use technology to help us work better



Why this is important:

- some of the ways we do things are old fashioned



- customers need information on mobile phones and tablets



- our staff want to use more **technology** and less paperwork.



How we will do this:

- work with 2 new companies to change our computer systems



- make it easy to do **DBS** checks through our website



- look at the best way to use **technology** in each part of our services.



We will know we have done this when:

- we are working better and have more control of our computer systems



- we use **technology** to give customers the services they need



- it is quicker and easier for people to get **DBS** checks or report someone who should be **barred**.

3. Help people understand what we do

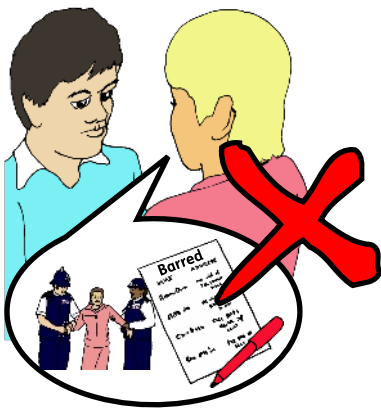
Why this is important:



- people say it is difficult to find out about us and use our services



- customers want to use all our services on their phones or tablets



- people do not always tell us about staff who should be **barred** from working with children or **vulnerable** groups



- we must get better at talking to our staff and giving them information.

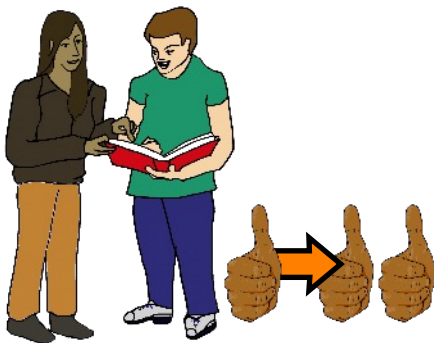


How we will do this:

- build a new website for people to find out about us and use all our services



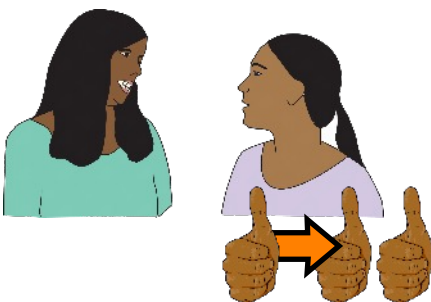
- make it easier for people to use mobile phones and tablets to find out about the **DBS**



- build a better system for our staff to get information, communicate with each other and understand what we are doing



- make our information easier to understand so everyone can see how we keep people safe

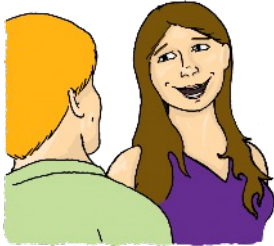


- be better at listening to our staff and involving them in our work.

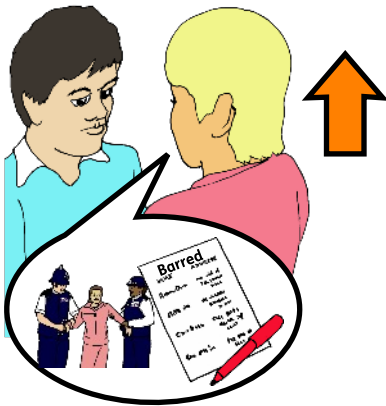


We will know we have done this when:

- more people know how to choose staff safely



- our staff are happier



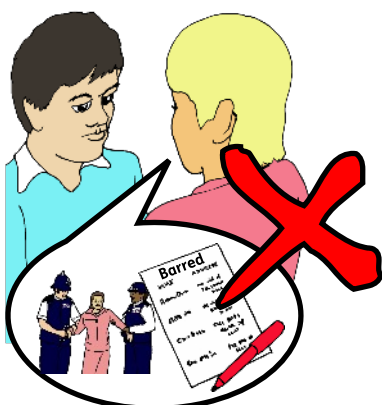
- more people are telling us about people who should be **barred**.

4. Make sure people and organisations trust and respect us

Why this is important:



- we need to work more with other organisations to make it safer to choose staff



- many employers do not tell us about people who are a risk. This means we cannot stop them working with **vulnerable** groups.

How we will do this:



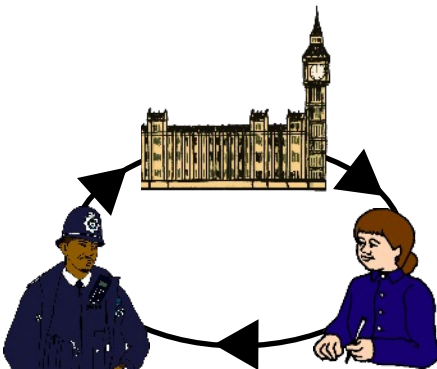
- find out what other people and organisations need and how to work better together



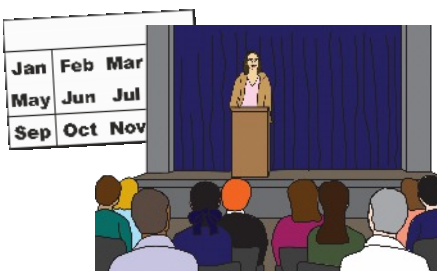
- have a team to look at working better with other people and organisations



- have Outreach Workers in each area. They will help employers understand and use our services



- find better ways to work with different parts of the government, the police and organisations that help people get **DBS** checks done



- have a conference each year to show people what we are doing

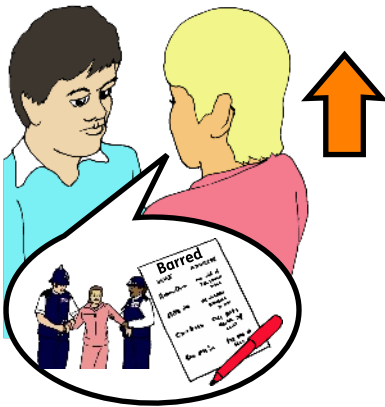


- make sure the money we spend on working with other organisations helps us do our job well.

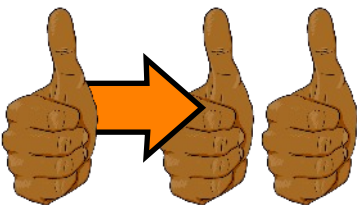
We will know we have done this when:



- we are working better with other people and organisations



- more people are telling us about people who should be **barred**



- we can see that all our services are better.

5. Support our staff

Why this is important:



- we need good staff to help make this plan work



- we will make a great staff team made up of lots of different people



- staff need to use their skills and keep learning.



How we will do this:

- set up an **academy** for staff to get better training and **qualifications**



- have one team for everything to do with choosing, keeping and training staff



- have a new computer system to support staff



- pay people fairly for the job they do and support them to move into other jobs as they learn



- find more ways to show staff they are important to us



- have more senior managers to support staff with the changes



- manage all new projects and ideas well



- treat all our staff fairly and make sure they all have the same chances to do well.



We will know we have done this when:

- all our staff are involved in what we do



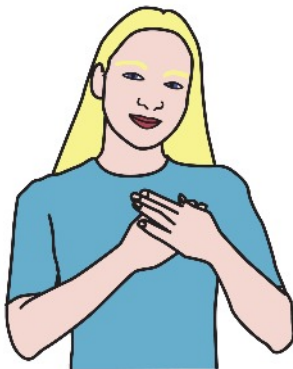
- we have a bigger mix of people working for us



- we have better computer systems to support our staff



- our staff have better support and training



- people can see what we believe by the way we do things.

6. Have lots of different people working for us

Why this is important:



- the **DBS** works from 2 buildings and most staff work in offices



- we want staff to be able to work in the way that is best for them



- some people might choose to work from home. This will help different people work for us to fit around their lives and families.



How we will do this:

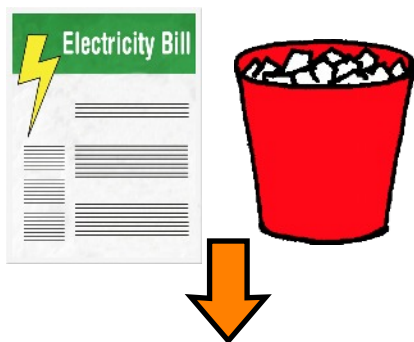
- write a new plan about how and where staff can do their jobs. This will include the chance to work from home or in a different building



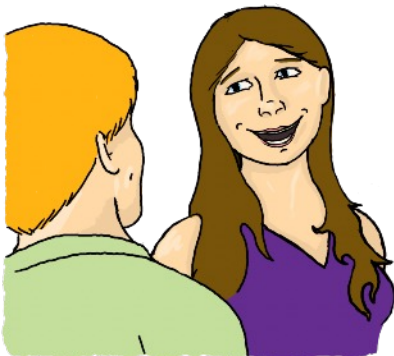
- make our offices more modern and nicer to work in



- support staff better with their physical and mental health

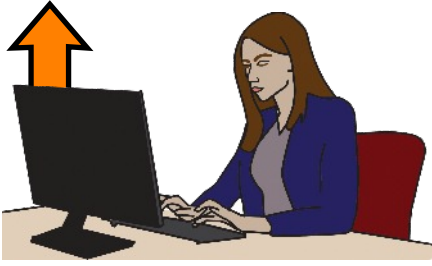


- look at how we can use energy better and cut down on waste in our offices.

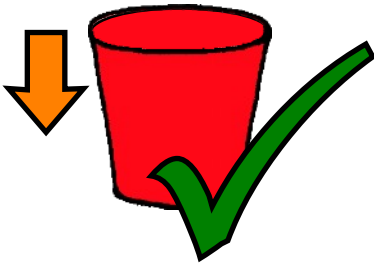


We will know we have done this when:

- staff say they are happier with where they work



- staff get more work done



- we cut down on waste.

Making our plan work



The **Board** that manages the **DBS** will work hard to make sure we do the things in the plan.



We will write a **Business Plan** each year about the parts of our 5 year plan we will work on.



This will say what we will do that year.



In 2023 we will look at what we have done and say what we will do in the next 2 years.

What the words mean

Academy

A place to learn or get training.

Assistive technology

Things that help you do things more easily. For example big buttons or switches or a computer program that reads words out to you.

Barred

Not allowed to do something.

Board

The group of people in charge of the DBS.

Business Plan

Is a plan showing what a business will do.

Criminal record

A criminal record means you have been convicted or cautioned in the past for carrying out a crime.

DBS (Disclosure and Barring Service)

A national organisation that checks whether staff and volunteers are safe to work with children, young people and vulnerable adults.

Electronically

Using computers to send information.



Qualification

When an official organisation checks you have learnt enough to do a job or pass an exam.

Recruit

An organised way to find and choose staff.

Technology

Using things like computers, mobile phones or tablets to do things more quickly or easily.

Vulnerable

Someone who cannot take care of themselves because they are young, old or have an illness or disability.



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