



Disclosure &
Barring Service

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by Ian Johnston
Director for Operations (Disclosure)

Police Performance: DBS check delays at the Metropolitan Police

We're actively supporting the UK's largest force, the Metropolitan (Met) Police, to target one of the biggest sources of delays. Ian Johnston explains

Enhanced DBS checks have to be reviewed by local police forces. Some applications going to the Met are taking much longer than our 60 day escalation target, with some taking up to 120 days before they start to process.

We understand the impact this has, not to mention the consequences for applicants and employers. My top priority is to get this issue resolved as quickly as possible.

The team and I have been working very closely with the Met to help them address their performance. However, given the level of applications involved, it will inevitably take some time to resolve.

Since August, the Met have been working to an agreed recovery plan. They're recruiting more staff, as well as training and deploying additional resource within the Disclosure Unit. Around 30 additional staff are now at various stages of recruitment and they will be hiring a further 20 evening shift staff to increase resilience. We anticipate this will improve productivity by 1,000 applications a week. The



Met will also be prioritising certain cases and escalating very urgent work where possible.

Although the plan is well underway, initially, the backlog of applications will continue to increase into December, before significantly reducing in the following months to meet their July 2016 target for recovery.

While we work with the Met to embed this recovery plan, we need your help to raise awareness of this issue, particularly

within the taxi driver and carer communities in the London area.

If you process taxi licensing renewals or applications from foster carers from the London area, please advise your customers to submit their DBS application as early as they can. This will help to minimise the potential for further delays in processing by the Met.

Additionally, applicants should subscribe to the [update service](#) within 19 days of the certificate being issued.

DBS and the Met Police Disclosure Unit apologise for the delays and we'll continue to keep you informed of the progress, as well as the improvements we're making together.

In the meantime, if you have any questions, please get in touch with customerservices@dbs.gsi.gov.uk

We are working with the Met to improve productivity by 1,000 applications a week

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DBS Chief Executive, Adrienne Kelbie, is to take on a new role at the Office for Nuclear Regulation [page 2]



DBS Chief Executive takes on a new role

Customer Service Excellence
Our aspirations become reality

Chief Executive takes on new role

Adrienne Kelbie is to take on a new challenge as the Office of Nuclear Regulation (ONR) Chief Executive in January 2016

In her time with DBS, Adrienne has overseen great change. Following the initial merger of the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA), she led the development and delivery of new products and services and provided clear strategic direction for the future.

At ONR, Adrienne will work with the board and staff to ensure strong regulation of the nuclear industry as it plays an even greater role in the UK energy market.

Chairman of the DBS Board, Bill Griffiths, said:

“Adrienne’s vision, determination and drive have seen us take great strides at DBS. But she never allows anyone to lose focus on our day-to-day purpose to protect the public and keep vulnerable people safe.

“I am personally delighted for Adrienne and congratulate her on this promotion which will provide her with equal challenge and

opportunity in this more senior role at ONR. “I hope we will be able to recruit someone with equal drive and ambition.”

Adrienne added:

“It has been my absolute privilege to work with DBS staff for over 3 years, and to lead a change programme that has seen it increase its safeguarding reach to protect even more vulnerable adults and children.

“While it has not been an easy decision to leave DBS, I feel the time is right to grasp this new opportunity which has been offered to me.

“Working with the ONR means I will still be in the safeguarding business which is truly rewarding and the main driver for me to continue to work in public service.”

“Adrienne’s vision, determination and drive have seen us take great strides at DBS.”

Bill Griffiths,
DBS Chairman

Deputy Chief Executive, Adele Downey, will act as Chief Executive while a permanent replacement is recruited.



Customer Service Excellence

Our aspirations become reality

In September, our journey towards becoming a centre of excellence reached a very important milestone. Following many months of research, action planning, benchmarking with external organisations and evidence gathering, we were delighted to receive our Customer Service Excellence accreditation. Our entire organisation has worked relentlessly

to learn from best practice and embed the principles of a customer-focused approach.

Our assessor reported that we can demonstrate “a clear corporate commitment to place the customer at the heart of service delivery”. We were also commended for identifying trends in complaints and developing and learning from best practice, as

well as our dedication to meeting the needs of our customers.

But customer service excellence won’t stop at the point of accreditation. There’s always room to improve, and we’ll continue to work with you to protect the public, while responding to emerging priorities and exceeding your expectations.

If you have any questions, or you’d like to share your experience of DBS or best practice from your organisation, please get in touch by emailing CSE@dbs.gsi.gov.uk

by **Barbara Howard**,
Head of Strategy, Policy and Governance



**European
Criminal
Checks**
Safeguarding
across borders

European Criminal Checks

Safeguarding across borders

We have just launched a pilot to test access to criminal record information from the European Union (EU). The trial, which will run until April 2016, will affect Dutch or Latvian nationals seeking employment in the UK. Barbara Howard tells us more

Over 650,000 of the disclosure certificates we process annually are for applicants who are not UK nationals. While we provide guidance on how to access certificates of good conduct from countries outside the UK, your feedback suggests this is complex and time consuming.

There is no existing mechanism to access information from other EU countries and add someone to the DBS barred lists, although there is a legal provision of a framework to do so.

This pilot is the first of its kind for UK government and will be jointly run by DBS, [Home Office](#) and the [UK Central Authority \(UKCA\)](#), who act as a conduit in and out of the UK for criminality information. The pilot will affect enhanced checks for individuals seeking to work with children and where the nationality on the application form indicates they are a Dutch or Latvian national.

DBS request a check from the Netherlands or Latvia via UKCA for these

We're dedicated to improving the quality of safeguarding information and this pilot is an important first step on our journey to access data from outside the UK.

applications. The Dutch and Latvian authorities will provide criminality information to the UK based on their disclosure rules, which means they may apply their version of the rehabilitation of the offenders act. The pilot will operate on existing DBS processes and systems, which means you don't need to make any changes to your service.

We're dedicated to improving the quality of safeguarding information and this pilot is an important first step on our journey to access data from outside the UK. We know from your feedback that this will be an important addition to our services.

In the first four weeks alone, since launch, we've requested checks on over 720 relevant applications.

Sarah Mills, Service Development Office at UKCA said: "Having DBS involved means that we can share our expertise and continue building on our relationship. As a collective group, we can provide greater background information, to make sure maximum safeguarding measures are put in place for regulatory bodies to consider an applicant's suitability for employment."

Once the pilot is completed, we'll reach out to many of you to involve you in the evaluation process. To find out more, please contact customerservices@dbs.gsi.gov.uk



This pilot is expected to affect 3,500 applications over the course of the six month period.



By **Pukul Rana**,
Stakeholder Relationship Manager

**Government
announcement**
Counter-
extremism
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Government announces counter-extremism strategy

new measures to automatically bar convicted terrorists

You'll have seen from the government's announcement on counter-extremism, that DBS' role of protecting the public may be enhanced

It would mean that anyone with a conviction or civil order for terrorist offences or extremist activity will automatically be barred from working with vulnerable groups, including children - in the same way as individuals convicted of sexual offences.

According to latest police figures, there were 338 counter-terrorism related arrests in the past

year. 157 of these were linked to Syria and 56 relate to suspects who are under 20-years-old, which is a growing trend.



Prime Minister David Cameron said:

"key part of this [new approach](#) is going further to protect children and vulnerable people from the risk of radicalisation by empowering parents and public institutions with all the advice, tools and practical support they need."

This is a significant endorsement of the work we do to protect the public.

We'll keep you informed over the coming months, as we know more about what this will mean for us.

The new measures seek to automatically bar convicted terrorists from working with children and vulnerable people

NALEO AGM

Engaging with taxi and private hire drivers

In September, our acting Head of Policy Development, Helen Chandler, was a guest speaker at the Annual General Meeting of the [National Association of Licensing and Enforcement Officers \(NALEO\)](#) in Birmingham. The conference was a great opportunity to talk directly to licensing officers and hear firsthand about their safeguarding concerns.

We were able to engage with the people who use our services, helping us to understand the challenges they face. We were also able to explain why it's so important to complete application forms correctly, and raise awareness of the impact of delays

caused by lack of or inaccurate information.

DBS checks are used as part of the 'fit and proper' person test for licensing decisions. There was some discussion around the impact on later decisions to award contracts to drive children and vulnerable groups.

Helen Chandler said: "It's really good to speak to our customers in this way, so we can help them get the best out of our services – and even help them to identify ways to improve their safeguarding practices."

This level of engagement, combined with the work we've done with local authorities to raise

awareness, has led to a marked decrease in the number of applications completed incorrectly. This has in turn reduced the time it takes to process these checks, making sure the right people are in the right jobs quicker.

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By **Graham Sadler**,
Safeguarding Relationship Manager

Making a
barring referral
Your duty to
refer

**Revised DBS
Code of
Practice
launched**

Making a barring referral

Your duty to refer

We know that making a referral can be a difficult task for managers, Graham Sadler, Safeguarding Relationship Manager explains:

As an employer or volunteer manager, you have a legal duty to make a barring referral to us following a safeguarding incident.

We have a statutory duty to bar unsuitable persons from working in regulated activity with children and/or vulnerable adults. If you manage people in regulated activity, legally you have to make a referral if:

1. You dismiss them from a regulated activity post or redeploy a person to a non-regulated activity post or they resign before that has happened.
2. The reasons for dismissal or redeployment are that you think one of the following:

- ▶ they have been cautioned or convicted of a relevant offence
- ▶ they were engaged in relevant conduct
- ▶ they satisfied the harm test

Legally you must still make a referral to DBS - even if you have already referred the incident to another body

Legally you must still make a referral to DBS - even if you have already referred the incident to another body (such as the police, a local authority or a professional regulator,) or if another body has already made a referral to us.

Regulated activity covers a wider remit than many professional sanctions.

A DBS bar helps to make sure that unsuitable people can't get access to vulnerable groups, including children through work or volunteering positions.

To consider the risk of harm a person poses, we rely on you to provide consistent and timely referrals.

All DBS barring guidance is available on our website.

For more information about referrals please email dbsdspatch@dbsgsi.gov.uk or call us on 01325 953795.

Revised DBS Code of Practice launched

The updated DBS Code of Practice is now available on our website. Disclosure functions are set out in Part V of the Police Act 1997. This legislation states that registered bodies need to follow this code of practice. The code of practice applies to all registered bodies of the DBS and recipients of update service information, under section 116A of the Police Act 1997.

This includes registered bodies that provide an umbrella function to non registered organisations. The code refers to any information exchanged between DBS and the registered body.

For more information please visit our website.

Contact

Address

PO Box 3961
Royal Wootton Bassett
SN4 4HF

For Disclosure issues and information.
Please Phone:

DBS helpline
03000 200 190

Welsh language line
03000 200 191

Minicom
03000 200 192

Email

customerservices@
dbsgsi.gov.uk

Website

www.gov.uk/dbsgsi

Use our online tracking service to check the progress of DBS applications.

Don't miss out on our latest updates

Register for email alerts by joining our mailing list.

Keep your registration details up-to-date

If you are a registered body, you need to keep your details updated. Take a look at our employer's guide for more information.