



Disclosure &  
Barring Service

**DBS News**

January 2017

Release 1 (R1)  
Project update

02

Department  
for Education  
Advice &  
information

03

RB  
Compliance  
Visits

05

Barring  
Referral  
Improvements

06

Service  
Excellence

07

Disclosure  
Fraud Team

08

by **Adele Downey**,  
Chief Executive

## Looking Forward

**Adele Downey was appointed as the new Chief Executive of the Disclosure and Barring Service in June last year. Being with the DBS since the very start she has demonstrated strong leadership and has extensive safeguarding experience.**

It's a great privilege to be the Chief Executive of the DBS and to lead an extraordinary team with such an important job to do. I am proud of what the DBS has achieved in its first few years and although 2016 has been a challenging year we have had many successes.

Working closely with the MPS we have made a valid contribution to the reduction of their backlog. DBS staff have conducted training, carried out some of the more straightforward work & suggested process improvements.

The continued reduction in the MPS backlog has also had a positive effect on the DBS with most targets being met or exceeded. Great results in our 2016 Customer Satisfaction survey saw a 4% increase in our customer

satisfaction rating with notable increases across both services. We know that our customers and partners have high expectations for fast, quality turnarounds with more digital services.

The timetable for our new IT solution is challenging, but it will take us closer to meeting your needs. The team is working exceedingly hard to make sure that the quality of the solution is absolutely right.

We are now preparing our 2017-20 strategy. We work in a fast changing world where crime is different; child sexual exploitation, cyber crime and extremism, are all relevant to DBS and we must be ready to respond by putting the information we hold to better use and making decisions that support safeguarding.

We look forward to continuing to work with you in 2017.



**“The services DBS provides have never been so important and we fully intend to make sure we add value to safeguarding as a public body”**

*Adele Downey, Chief Executive*

by **Peter Evans**,  
R1 Programme Manager



## Release 1 (R1), Project update

# Release 1 (R1) Project update

In previous issues of DBS News we told you about our plans to introduce a new IT system, Release 1 (R1). Many of you will already know that the go-live dates for the system have been subject to change. We are working hard to make sure that it delivers what you need.

Over the past few months, we've been working closely with barring stakeholders to test the new system's connectivity and this is continuing, alongside other technical work, to help us all achieve a smooth transition.

We're currently planning the go-live dates for the new barring and disclosure system. We'll be publishing news updates on our [GOV.UK homepage](#).

### One team, one platform

A new digital system, which will give us better matching capabilities and lead to faster turnaround times.

### Meeting customer expectations

The range of digital channels customers expect from a public service, with online accounts and a new, more user-friendly website.

### Safeguarding

A much more strategic platform with greater analytics capability, driving more informed insight in the safeguarding environment.

## Significant MPS Improvements

Last year we updated you on the processing delays being experienced at the Metropolitan Police Service, explaining what measures were being put in place by the MPS and DBS to ensure that processing times reduced as quickly as possible.

Since then, we are pleased to report, the MPS has recruited and trained up to 100 additional Disclosure Unit staff, brought in to help reduce the outstanding caseload. As a consequence, MPS are operating at full strength and processing times are improving.

Looking forward, the MPS has put in place a new strategy to ensure that they can maintain and develop these improvements through a highly trained disclosure team.

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



Whilst it is pleasing to be able to report that excellent and sustained progress is being made, we will not be satisfied until the MPS has fully recovered and delays have been eradicated.

We expect continued improvements at MPS in the coming months though some applications currently in progress continue to experience delay. We ask you to please bear with us whilst the MPS continues to reduce the small number of outstanding cases aged over 60 days.

Both DBS and the MPS Disclosure Unit apologise for the delays experienced to date and we will continue to work together to improve processing times and to ensure this issue does not reoccur in the future.

# Department for Education Advice & information

## Placement with parents applications and access to barred list checks for fostering positions.

### The Department for Education (DfE) has provided advice about

- applications for parents who are having their own children returned to them from local authority or social services arranged care. This is referred to as “**placement with parents**”
- access to barred list checks for **fostering positions**

It is important that you know about this to make sure you're complying with the law when submitting applications for DBS checks.

### Placement with parents

The DfE has confirmed that there is no eligibility for a standard or enhanced DBS check for birth parents or other adults living in the household.

Under [The Care Planning, Placement and Case Review \(England\) Regulations 2010](#), owned by DfE, local authorities need to obtain information about unspent convictions and cautions before placing a child back with the parents.

DfE has advised that local authorities can obtain the details they need via two routes:

1. They can see details of unspent convictions and cautions by asking that the parent(s) and adult household members apply for a basic check, currently provided via Disclosure Scotland.
2. The Public Protection Units (PPU) of police forces have the ability to release

information via a Direct Police Check under arrangements allowed by the Home Office circular 047/2003.

### Barred list checks for fostering positions

DfE have confirmed that individuals can only be fostered if they are aged under 18. It isn't possible to have a fostering arrangement that involves an adult, so all fostering-related roles are in the child workforce.

A check of the DBS children's barred list is available when submitting enhanced applications for prospective foster parents, any adults living in their household and nominated individuals carrying out specific agreed functions which meet the definition of regulated activity with children as part of a fostering package.

A check of the DBS adults' barred list has never been available for any roles in the child workforce.

If you have any queries about this information please email [customerservices@dbs.gsi.gov.uk](mailto:customerservices@dbs.gsi.gov.uk).



# DBS Update

## DBS Workforce Guidance

The [Workforce guidance documents](#) have been updated on the website.

They now include information about access to checks of the relevant barred lists.

Please read these documents and make sure you're using the right versions when establishing eligibility for applications that are being submitted to us.



## DBS Certificate Numbers

We receive a high volume of enquiries asking for DBS certificate numbers after a check has been issued to the applicant.

When making suitability decisions it's important that you actually see the certificate so that you can make an informed decision.

You'll be breaking the law if you knowingly employ someone in regulated activity who is barred from working with children and/or vulnerable adults.

The certificate number alone isn't enough to confirm an applicant's suitability for a role. For this reason, DBS won't provide certificate numbers on request.

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Take a look at the comprehensive collection of [DBS performance & metrics](#) we publish each month

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## Eligibility Guidance

In August, we published a new [eligibility tool](#) on GOV.UK, to help you decide what roles and activities are eligible for standard or enhanced DBS checks.

It's been a great success up to now, with over 80,000 views in November.

The tool will help you to meet your legal responsibility of confirming that the job role is eligible for a DBS check.

Before countersigning each DBS application form, make sure you use the tool and read our [collection of eligibility guidance](#).

If you need more eligibility advice after using the tool and reading the guidance you can contact us via email [customerservices@dbsgsi.gov.uk](mailto:customerservices@dbsgsi.gov.uk)

by **Michael Blakemore**,  
Head of Relationship Management



## RB Compliance Visits,

The story so far

# RB Compliance Visits

## The story so far

In the [March 2016](#) issue we told you that we were starting to visit Registered Bodies (RBs) to carry out compliance inspections against the [code of practice](#); this code applies to all DBS RBs, umbrella bodies and recipients of [update service](#) information.

We will soon be starting a programme of work assessing the level of compliance for all RBs by issuing you a self assessment questionnaire. This will be followed by a more detailed questionnaire which will ask you to expand on your responses and provide evidence on request of how effective those processes are when adhering to the code of practice.

We will use your responses and data from submitted applications alongside inspection visits to identify non-compliance.

Support and guidance will be available if you are identified as non compliant. However DBS will take steps to suspend and where necessary cancel RBs who are unable to comply with their obligations as set out in the code of practice.

### Our checks focus on 6 key areas:

- registration details
- eligibility
- ID verification
- application process
- suitability policies
- data handling

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**The online [DBS update service](#) can be used to check or keep a certificate up to date**

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Inspections to date have identified these top 3 areas where RBs were not adhering to the code of practice:

### 1. ID Checking Guidance

Some RBs were not following the DBS [ID checking guidance](#); in particular they were failing to obtain sufficient valid ID documents to verify the applicant's identity.

### 2. ID Training

There was evidence that RBs did not provide training or have processes in place should an ID checker suspect an applicant was using fraudulent documents. GOV.UK has useful guidance to help you recognise [fraudulent documentation](#).

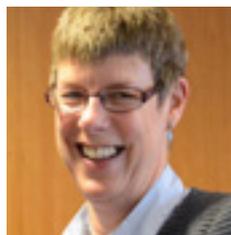
### 3. Ineligible barred list and enhanced checks

RBs were identified who were requesting inappropriate barred list checks for the wrong workforce. This is an offence and may result in an RB receiving information they are not legally entitled to see and the applicant being inappropriately investigated for trying to work in an activity they are barred from.

Before asking a person to apply for a DBS check, the counter-signatory is legally responsible for making sure the job role is eligible. You can use our [eligibility tool](#) and [guidance](#) to find out which roles or activities could be eligible for a standard or enhanced DBS check.

We'll be in touch with more details soon, but if you'd like to find out more in the meantime, please email [rbmanagement@dbs.gsi.gov.uk](mailto:rbmanagement@dbs.gsi.gov.uk).

by **Jenny Mooney**,  
Director for Operations (Barring)



## Barring Referral Improvements

# Barring Referral Improvements

We told you in previous editions of DBS News how much we rely on good quality referrals from organisations with a legal 'duty to refer'. The content of the referral is really important for us to be able to make effective barring decisions and support our ability to prevent unsuitable people from working in regulated activity.

We are pleased to tell you that since those articles were published we've also improved our website making guidance easier to find and use. We've seen an increase in the number of visits to our GOV.UK [barring referral guidance](#) and an increase in referrals. Between 1 April and 30 November 2016 we received 4824 barring referrals from employers, regulatory bodies and other employment providers. This is a 4% increase compared to the same period in 2015.

As well as increasing the number of referrals, we are also committed to help employers and regulatory bodies to improve the quality of their referrals. New referrals that already contain the fullest available information negate the need for us to request further information. This means that we can complete the case consideration process much quicker supporting our aims to maximise our safeguarding impact and to provide excellent customer service.

If there is anything in the referral guidance or you're unclear about any of the information we've asked you for please email [dbsdspatch@dbsgsi.gov.uk](mailto:dbsdspatch@dbsgsi.gov.uk) or call our helpline on 01325 953795 so that we can give you the help you need.



The Hub Team in Operations (Barring) process all referrals from employers and regulatory bodies. They also manage all information requests, with local authorities being one of our key information providers.

Our Hub Team Manager Katie Adam recently attended the November meeting of Yorkshire and Humberside LADOs (Local Authority Designated Officers) to explain the importance of the information they hold and its relevance to our decision making process. The meeting was very productive and helped everyone understand the challenges as well as the shared commitment to safeguarding.

The Hub and Stakeholder Engagement Teams work closely together to help organisations understand both the legal and information requirements of making a barring referral. If you or your organisation are interested in finding out more about this area of the DBS, please email [dbspartnerships@dbsgsi.gov.uk](mailto:dbspartnerships@dbsgsi.gov.uk).

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

by **Rosemary Earp**,  
Associate Director for Customer  
Service & Investigations



**Service  
Excellence,**  
Maintaining  
accreditation

# Service Excellence

## Maintaining accreditation

### Customer Service Excellence

**We're delighted to announce that we have maintained our Customer Service Excellence (CSE) accreditation following another successful assessment.**

In our first full assessment since being accredited in 2015, a representative from CSE explored our Operations (both Disclosure and Barring), Information Directorate and Finance & Corporate Support Directorate.

Special mention was given to our proactive approach to Barring Stakeholder Engagement and how we work with police forces. He also praised the close working relationships that our Registered Body (RB) Relationship Management team have worked hard to build with their customers and how we gather and use customer insight to drive customer-focused improvement in the business.

In maintaining our accreditation 2 of the 3 criteria that we only partially met last year are now fully compliant. These were improvements in our customer satisfaction result and using the knowledge from what other organisations are doing well to improve the service we provide.

We've also maintained our 'compliance plus' rating for providing information to our customers which meets their needs. Highlighted for special mention were our Welsh Language Scheme, website information provisions and the work that our contact centre have been doing to support customers experiencing delays.

### Quality Management System ISO 9001:2008

**Both our Barring and Disclosure operational areas are certified to ISO:9001 2008, an international standard that requires organisations to demonstrate their ability to consistently provide products and services that meet customer and regulatory requirements.**

Earlier this month, the British Standards Institute (BSI) conducted a surveillance assessment of our Disclosure area. The audit covered areas within the scope of our certificate. The report was extremely positive with no non-conformities, observations or opportunities for improvement and BSI recommended our continued certification. Barring's assessment on their compliance to the new ISO 9001:2015 standard is in May this year. Disclosure's certification continues until September 2018 with transition to the new 2015 standard including cover of our Customers Services area is in progress.

### Barring PIA Review

**In September, we asked relevant stakeholders to take a look at our new Privacy Impact Assessment (PIA) for barring.**

This document explains how the DBS uses data from a range of sources in our decision making. It makes clear to our customers how information about them can be shared with other individuals or organisations. Stakeholders were able to ask questions and make suggestions about the document and we've incorporated the changes or clarifications they requested.

Further editions of the PIA for other DBS services are now being written and will be reviewed in the same way with stakeholders relevant to each service.

by **Angie Geraghty**,  
Head of Fraud Investigation



**Disclosure  
Fraud team,**  
Working together to  
tackle fraud

## Disclosure Fraud Team

### Working together to tackle fraud

**Our fraud team continue to work closely with other agencies to identify and prosecute people who attempt to gain employment using counterfeit identity documents.**

We've helped in a number of successful prosecutions in recent months, mostly following the use of counterfeit passports to obtain a clear DBS certificate. The certificates can then be presented to an employer allowing them to gain employment under a fraudulent name or perhaps to conceal cautions or convictions. DBS have also supported the police in identifying suspected individuals using alias address information. Fraudulent documents

can be identified by the DBS or other agencies. We can also be asked for support in ongoing investigations where concerns have been raised from other sources.

Registered bodies and employers are advised to continue to be alert to counterfeit documents. If you suspect any [documents](#) presented to you may be counterfeit or that a DBS certificate has been tampered with then please make additional checks.

Security features of a DBS or older CRB certificate can be found [here](#). Details about re-using a DBS check are also available on the [GOV.UK](#) website.

## Keeping Safe While Job Searching

SAFERjobs (Safe Advice for Employment and Recruitment) is a non-profit, joint industry and law enforcement organisation set up by the Metropolitan Police in 2008. It works to raise awareness of recruitment

fraud and stop criminal activities carried out by fake employers. SAFERjobs have published advice for job seekers who suspect that a request for a police check is fraudulent. You can read more about this

on their [website](#) and report any suspicious recruitment activity.



### 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

**Don't miss our latest updates:**  
Register for email alerts by  
joining our mailing list

Use our online tracking tool to check your application progress

**Keep your details up-to-date:**

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