



Disclosure &
Barring Service

DBS News
July

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by **Adele Downey**,
Chief Executive

DBS News July 2017

Message from the Chief Executive

Thank you to all of our customers who provided feedback in our recent Customer Satisfaction Survey.

90% of our customers believe the services we provide help them make safer employment decisions. This reinforces our position in the public safeguarding arena. More information on the initial results of this survey is available in an article from our Customer Insight team in this edition.

I'm pleased to report that our Release 1 (R1) project is progressing well and we've had positive results from the internal testing phases. We've also completed testing with two large Responsible Organisations (ROs) who currently use Disclosure Scotland for England and Wales basic checks.

Testing with more ROs will happen over the summer, with the aim of starting to use our basic check web service between September and the end of the year.

In addition, we'll soon start contacting Disclosure Scotland customers that submit basic checks via a paper route to tell them about their options.

Our new Director for Safeguarding, Strategy & Quality, Dr Suzanne Smith, has now joined us from the NHS. Sue is very keen to increase stakeholder engagement with our partners and I look forward to sharing her plans with you.

Finally, I'm pleased to confirm that the Metropolitan Police Service (MPS) has successfully worked through the backlog in enhanced certificate applications that had built up during 2016/17. You should now be receiving your certificates more quickly.

This is an exciting time for DBS and I look forward to telling you more about our future strategy in the coming months.



"It's pleasing to see overall customer satisfaction with DBS remains high"

Adele Downey, Chief Executive

by **Peter Evans**,
R1 Programme Manager

Release 1 (R1)

Project update

We promised in the last edition of DBS News to keep you updated on R1, our IT modernisation programme.

In June, we passed a significant milestone when we successfully tested connectivity and system integration with 2 of our largest Responsible Organisations (ROs). These organisations have built their own web services which will allow them to send electronic applications for basic checks to DBS when the system goes live.

R1 Project Manager, Martin Fitton said, “The ROs were able to connect to our systems and submit a test application. This means that we have successfully tested the end-to-end process, including the RO sending an application to DBS, DBS receiving the

application in our system and issuing a response message to the RO, all via the web service.”

As you’ll have read in our Chief Executive’s foreword, DBS is now due to start testing with other Responsible Organisations who currently use Disclosure Scotland’s web service or secure email service for England and Wales basic checks. Between September and December 2017, these customers will start to go live on the DBS system.

The volume of applications through the DBS system will be managed, to allow Disclosure Scotland and DBS to adjust operations accordingly. We’ll be contacting other Disclosure Scotland basic check customers soon to tell them about their options.

A million subscribers to Update Service

The Disclosure and Barring Service (DBS) has now had over a million subscribers to its Update Service.

The Update Service, which was launched in June 2013, puts applicants in greater control of their information, and allows you to reuse a DBS certificate when applying for similar roles within the same workforce.

Joining the Update Service reduces bureaucracy, and saves time and money. It allows your employer to go online, with your consent, and carry out a free status check to find out if the information on your DBS certificate is current and up-to-date. This reduces the need for an applicant to apply for multiple checks when moving from

one job to another in the same workforce or when required to complete a re-check. The vast majority of customers who use the Update Service have told us that they felt the it improves safeguarding, which remains a priority for DBS and for government.

Adele Downey, Chief Executive said, “We’re delighted to reach a million subscribers to our Update Service.”

You now have 30 days from your certificate issue date to register for the Update Service. Registration costs £13 per year (payable by debit or credit card only). There’s no charge if you’re a volunteer. For more information visit GOV.UK.

by **Bev Nicholson**,
Customer Experience Manager

Customer Satisfaction Survey

In May, we completed our third independent Customer Satisfaction Survey and had another great response this year.

We appreciate the time you took to provide your views. As an organisation, DBS is committed to understanding your needs and we use this to deliver services that meet your expectations.

Although Ipsos MORI is still working to analyse all your feedback we've had early indication of two measures that are very important to us.



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Customer Responses

90%

agreed that DBS makes a difference to public safety by helping customers to make effective employment decisions

88%

of customers reported they were satisfied with the service they received from DBS

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Customer satisfaction

88% of customers reported they were satisfied with the service they received from DBS. This is consistent with the level of satisfaction from 2016.

It's positive to see that we're still delivering a consistently high level of service and will continue to seek ways to make this even better.

90% agreed that DBS makes a difference to public safety by helping customers to make effective employment decisions. This is consistent with 2016 results, but the proportion of those who strongly agree with this statement has increased, for the second year running from 61% to 63%.

We're committed to making a difference by providing valuable information in support of safeguarding. It is good to know our customers agree that we make a difference. These results are encouraging for DBS and give us insight to support future planning to improve your customer journey and overall satisfaction.

What happens now?

We're waiting for Ipsos MORI to complete their full analysis. We'll then review its findings in detail and incorporate this into our business improvement activity.

We'll look to share more details of the results from your feedback and our plans in the coming months.



In the know

ISO 9001

An excellent quality management system

by **Paul Lowton**,
Head of Operations (Disclosure)

ISO 9001

An excellent quality management system

ISO 9001 is an international standard that specifies requirements for a quality management system (QMS). Organisations use the standard to demonstrate their ability to consistently provide products and services that meet customer and regulatory requirements.

What are the key benefits?

- improves customer satisfaction
- can increase employee motivation and participation
- promotes continual improvement
- improves operational efficiency
- reduces the need to redo work
- helps us meet our legal and regulatory requirements
- ISO is a brand recognised quality mark

Our Operations (Disclosure) QMS has been ISO 9001 certificated for 7 years. We started with a certificate for PNC matching only and successfully managed to add all matching processes. The Operations (Disclosure) QMS is now considered mature and stable.

Operations (Barring) has a certificated QMS for all processes involved in casework decision making, and has had this for nearly 3 years.

In May, we had a re-certification audit where we retained our ISO 9001 and also gained certification under the new ISO 9001:2015 standard.

Having a certified QMS means our customers can be sure that we work to a recognised standard which has been externally audited. This also supports us in delivering a quality service to customers and staff. The standard guarantees consistency in terms of:

- training
- processes
- measurement and measuring
- continuous auditing

What happens now?

The next step in Operations (Disclosure) is for us to transition to the 2015 standard by early September 2018. This will require additional work to accommodate new requirements and enhancements that will include:

- greater emphasis on leadership
- identifying context and interested parties
- continuous improvement
- risk based thinking

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