



Disclosure &
Barring Service

DBS News

October

Release 1
(R1)

02

Customer
satisfaction
results

04

RB
compliance
update

05

Safeguarding
through
disclosure
information

06

by **Adele Downey**,
Chief Executive

DBS News October 2017

Message from the Chief Executive

I am delighted to see our new R1 solution is now in live operation, we are processing basic checks from Responsible Organisations, and receiving barring referrals online.

By the end of this year we should have on boarded all our Responsible Organisations, enabling us to process basic disclosure checks for England and Wales. By then we will also have launched the basic check service for individual applicants too.

I would like to encourage all Responsible Organisations to confirm their testing and start date for submitting basic checks if you haven't done so already.

We are staffed and ready to process these checks. Approximately 50% of basic checks require no human intervention to complete and we are issuing a result within

2 minutes which I hope you will agree is a fantastic service.

The implementation of the R1 solution brings significant benefits to how DBS works. It enhances our digital services and capabilities which supports the important work we all do in the safeguarding environment.

My focus is now on the next phase, which is to deliver the solution for standard and enhanced disclosure checks and I will keep you informed about this as plans progress.

Also in this issue is news about the results from our third customer satisfaction survey. Thank you again for your feedback.



Adele Downey, Chief Executive

Release 1 (R1)

New IT system goes live

Earlier this month, we pressed the go live button on R1, our much anticipated new IT system.

The system is being rolled out in stages: barring is now live and we've started processing basic checks for England and Wales. R1 will give our customers access to DBS services online and, by bringing together our disclosure and barring platforms, allow us to be more effective in our safeguarding work.

Barring

The changes in barring are also significant, as we're moving from a largely paper-based system to an online one. Until now, anyone making a barring referral has had to use a paper form. Now they can submit a referral online by registering to set up an account with DBS. Likewise, other organisations we share information with can also set up online accounts with us.

Referred individuals can also register accounts with DBS so that all communication between us can go via secure online accounts. DBS Director of Operations (Barring), Jenny Mooney, said, 'This is a really positive move for DBS as we embrace the digital age and make our services much more accessible to our users.'

Basic checks

At present, we're receiving just a small volume of basic checks from the first wave of Responsible Organisations (ROs). Between now and the end of the year, DBS will take on more basic checks from Disclosure Scotland until DBS is handling all England and Wales basic checks and Disclosure

Scotland is managing all checks for Scotland. In January 2018 we're planning to launch a new online service, which will allow individual customers to apply direct to DBS for basic disclosure checks.

Responsible Organisations

We spoke to the first two ROs to send in electronic applications to DBS – Access Personal Checking Services LTD (APCS) and uCheck – who have been liaising with DBS over the past few months to build and test the web services that will allow them to submit electronic checks direct to DBS.

Mark Gardner, Managing Director at APCS told us, 'APCS have been working closely with DBS and their development team to ensure that the new DBS basic web service fulfils all requirements. Over several months we've liaised with DBS, who provided prompt feedback to any queries raised, in particular with the new web service and the complexities of its data structure. We assisted DBS with their readiness testing, our committed staff working out of hours on the Sunday to ensure the testing was successful. The support we provided to DBS has continued as we assisted them with their test environment. Due to the hard work and determination of the APCS team we're pleased to be the first Responsible Organisation with DBS and have already submitted our first application through the live service, promptly receiving the results back in just over an hour. We see this being a major improvement in turnaround times and see our customers benefiting greatly from this.'

Release 1 (R1)

Important news for Responsible Organisations

George Griffiths, Director of Operations at uCheck, added, 'We've enjoyed working with DBS on the long and challenging project of launching a basic disclosure service for England and Wales. Its success is testament to the hard work of our development and operational teams and their interaction with DBS and their suppliers to make the transition as smooth as possible. We're delighted to be one of the first screening companies in the country to be offering the service to our loyal customers and look forward to working with DBS on their future projects.'



Ian Johnston, DBS Director of Operations (Disclosure), paid tribute to the new ROs, saying, 'We're delighted to have APCS and uCheck on board and I'd like to thank them for their support. They have worked collaboratively with our technical and account management teams and have gone the extra mile to help make things happen.'

The next phase will be to introduce the new system for standard and enhanced disclosures in 2018.



Key facts for basic ROs

- DBS is now processing basic checks for England and Wales
- Approximately 50% of checks require no human intervention to complete and we are issuing a result within 2 minutes
- Responsible Organisations (ROs) must transition to DBS by 31 December 2017
- ROs developing web services to submit checks to DBS need to build in sufficient time for testing with DBS
- Contact your DBS support/Account manager for help
- If you do not have a DBS Support/Account manager, contact customerservices@dbsgsi.gov.uk for more information

Applications for individuals working in England and Wales (or living in England and Wales, if the check is not for employment purposes) must be submitted to DBS after 31 December 2017

by **Rosemary Earp**,
Associate Director

Customer satisfaction results

In May we shared with you some initial results from our third customer satisfaction survey and we'd like to tell you more about the feedback we've received.

Impact DBS has on public safety

DBS is committed to safeguarding and it's very reassuring to know that **90%** of our customers agree that we make a difference to public safety. The proportion of customers who strongly agree with this statement has increased year on year from **56%** in 2015 to **63%** this year.

Satisfaction for customers

88% of our customers said they were satisfied with the service they received from DBS, which is on a par with last year's results. It's very encouraging to see that we're still delivering a consistently high level of service and we're committed to continually improving our service.

Although still high, overall satisfaction for people who're referred to our barring operations has fallen and we're working hard to understand the specific reasons behind this change. Developing a positive relationship with those who are referred is very important to us.

Delivery of our service

For all of our customer groups, speed of service is still the top priority. **72%** of our customers are satisfied with the time taken to process applications. We understand the importance of this and always strive to combine accuracy with a quick service. The introduction of our new modernised IT platform is intended to bring further improvements to the timeliness of our services.

68% of our customers are satisfied with the cost of a disclosure certificate, this is an increase of 15 percentage points since 2015. Providing value for money is very important to us and the cost of a disclosure hasn't increased since April 2011.

Customers' feedback about our staff continues to be very positive with 9 in 10 customers agreeing that they are polite and professional.

We're very proud of our team's dedication to delivering excellent service. We're delighted with these results and the endorsement from our customers that we're doing a good job and making a valuable contribution to safeguarding.

What happens now

Last year some customers told us that our written communication could be better and some customer groups have reported that there has been an improvement this year.

We're actively working on further enhancements to our written communication. We'll continue to focus on improving our service to you our customers and partners: making sure that DBS delivers a high quality service.





Update

RB compliance update

by **Julia Hutcheson**,
RB Account Manager

RB compliance update

In the January 2017 issue of DBS News we told you about the Registered Body (RB) compliance Self Assessment programme.

There are still a small number of RB's that have not responded and we will be contacting them in the near future, to all other RB's we would like to thank you for your co-operation and participation in this important exercise. Your Lead Signatory should have received a response from us along with a RB Compliance guide offering further guidance and suggested controls for all areas of the code of practice.

Completed questionnaires identified the following areas where RB's need to improve their controls/procedures in order to adhere to the code of practice:

Registration

You should regularly review the registration details of your organisation as well as Countersignatories and inform DBS immediately about any changes.

<https://www.gov.uk/guidance/dbs-check-requests-guidance-for-employers>

Eligibility

You should ensure all Countersignatories are aware of DBS eligibility tool to establish which roles or activities could be eligible for a Standard or Enhanced DBS check.

<https://www.gov.uk/government/collections/dbs-eligibility-guidance>

We've now started the next phase of the compliance programme and in the coming months you may receive a more detailed questionnaire. This will ask you to expand on your responses and provide evidence of how effective your processes are for adhering to the code of practice.

SAFERjobs



The Metropolitan Police and SAFERjobs are calling on Registered Bodies to help protect vulnerable job seekers. Read about SAFERjobs and the work they do to prevent recruitment fraud and how you can be part of the solution.

[SAFERjobs](#) (Safe Advice for Employment and Recruitment) is a non-profit, joint industry and law enforcement charity 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 that offer bogus services such as police checks. It promotes SAFER Recruiters, SAFER Employers, and SAFER Partners (such as background checking companies) to the public. Signing up with SAFERjobs as an official partner is free and enables you to demonstrate social responsibility to your candidates and clients, and provides a place for you to report abuse.

For how to sign up please visit the [SAFERjobs website](#) where you can also read more about the work they do and report any suspicious recruitment activity.

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

by **Karl Gergely**,
Head of Service Operations Barring

Safeguarding through disclosure information

The Protection of Freedoms Act requires that a persons link to regulated activity must be established before a barring decision can be made. (Some exceptions exist for the most serious offending behaviour).

This link is made by establishing that someone is now or has previously worked with children or vulnerable adults. The link can also be made through the role applied for when an application is made for a relevant criminal records check. This application is an indication they are 'actively seeking' to work in regulated activity.

Our Barring Operations team is notified if a certificate for a role in regulated activity discloses any convictions or approved information. If the disclosed information does not warrant consideration of barring someone from working with children or vulnerable adults then no further action is taken. However, if there are concerns and further action is considered relevant, the applicant is informed that DBS is considering whether they should be barred from working with children and vulnerable adults.

What happens next

The team may then gather other supporting information from relevant parties such as previous employers. They will consider anything gathered, along with the information disclosed on the certificate, as part of our barring decision making process. For example, a certificate relating to a role working in the children's workforce would have information disclosed about

a conviction considered for relevance for barring on the children's list. If the role is in both workforces then both lists will be considered.

If the case progresses to a minded to bar stage, the individual will be invited to submit representations. If our final decision is that the person should be included in one or both barred lists they will be informed. It is then a criminal offence for them to work in regulated activity.

Employers need good quality information, to enable them to make safer employment suitability decisions. DBS Barring decisions ensure that those people representing a significant safeguarding risk and still seeking to work are prevented from working in any regulated activity position.

