



# DBS Disclosure News

September 2014

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Hi, and welcome to September's DBS Disclosure News.

This month, we are experiencing one of our busiest ever periods – our call centre received its highest number of calls in one day earlier this month –

nearly 5,000. These volumes are higher than we have been used to and it is the first time we have seen this level of calls in three years.

On average, over 30% of calls have been progress checks on applications, which can be [tracked online](#).

We value the role you play in helping us deliver our services, and we'd really appreciate it if you encouraged your customers to use this route rather than calling us.

Many customers have been used to a 7-14 day turnaround for receiving certificates. But applications are taking longer to process at the moment because of the high numbers we are receiving.

We are sorry if this has caused any inconvenience. We are doing everything we can to reduce waiting times, including recruiting and training more staff and continuing to work closely with police forces.

It would really help our customers if you send applications to us as soon as possible. You can also advise them of the longer than usual wait times and tell them about tracking the progress of their application online. Where possible, giving customers their application form reference number will mean they can check progress at their convenience.

Your patience is really appreciated and we hope to be able to get back to the level of customer service you know and expect very soon.

One final note – Ofsted (Early Years) have become the first large statutory organisation to mandate use of the Update Service for registered childminders. It's pleasing to see that such a big organisation has shown its commitment to the service in real terms and is aware of the benefits to be gained from using it.

**Ian Johnston**  
**Director of Operations (Disclosure)**

## ■ Update Service news

Ofsted (Early Years) have become the first large statutory organisation to mandate use of the Update Service.

For applications submitted on or after 1 September

2014, all Ofsted registered childminders (and everybody associated with their application) must join the Update Service and give their consent to Ofsted re-checking the status of their DBS certificate at least every six months.



## ■ The importance of the application form reference number

We have told you about high demands on our call centre and the rise in call volumes. In some cases, we can help customers find the information they need without phoning us.

Many applicants use our [online tracking service](#) but often call us to get their application form reference number (the 'F' number on the front of a paper form – or for e-Bulk applicants, their 'e' reference number) – which is vital to track an application. In the first instance, applicants need to ask their Registered Body/employer for this number – and it should be given to them, where possible, at the time they apply.

By providing their application form reference number (or making them aware of where to find it) as soon as possible, they can access online tracking and the

[Update Service](#) at their convenience, without needing to call us first. This gives a better experience and frees up our call centre to help those unable to find what they need from our website or their Registered Body.

Benefits of tracking applications online:

- available 24/7
- gives instant real-time results
- you can [track multiple applications](#) and registered bodies can use it to order blank application forms

For those who do need to call us, having their application form reference number to hand will enable us to help them more quickly and reduce the time they need to be on the phone.

## ■ Our application form replenishment exercise is still ongoing

As we told you in [last month's edition](#) ('New form replenishment exercise underway'), we're sending out a new supply of application forms to every Registered Body that uses the paper application route. We expect

to have done this by the end of October.

As soon as you receive these new forms, you must start using them straight away and destroy all stocks of the old ones.

## ■ Online instant checks speed up recruitment processes

The [Update Service](#) is a valuable tool in safeguarding vulnerable groups, including children. It lets individuals keep their certificate up-to-date and use it for different positions in the same workforce.

It can also improve your ability to make faster, safer recruitment decisions.

### Faster

The Update Service improves access to our services. You can check the criminal record status of individuals' certificates any time for free – helping you make informed recruitment decisions faster. You can also submit [large volumes of checks](#) at the same time.

### Safer

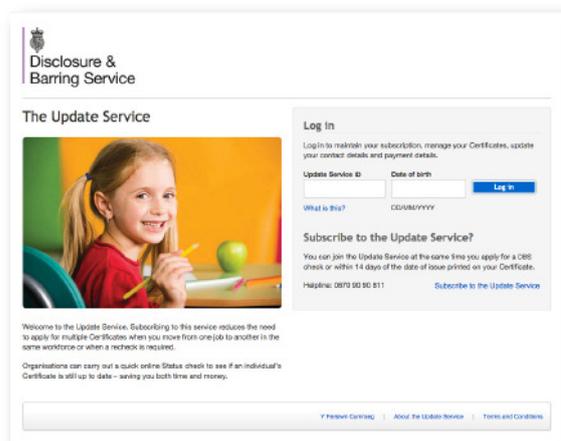
Some employers have removed people from employment as a result of the status changes to a previous criminal record certificate they may not have previously known about. You can carry out checks on an individual's certificate at any point, with their permission. This could reduce your risks and improve safeguarding.

### Next steps

Help your applicants join up so the recruitment and rechecking processes can be done more quickly.

Give the applicant their application form reference number so they can join sooner.

With their permission, you can carry out checks on their certificate as soon as it is linked to their subscription.



The screenshot shows the 'Update Service' login page. At the top left is the Disclosure & Barring Service logo. The page title is 'The Update Service'. On the right, there is a 'Log in' section with a form containing 'Update Service ID' and 'Date of birth' fields, and a 'Log in' button. Below the form is a 'What is this?' link and a 'Subscribe to the Update Service?' section with a 'Subscribe to the Update Service' button. At the bottom, there is a 'Welcome to the Update Service' message and a 'Helpdesk: 0870 50 50 511' link. The footer contains links for 'Feedback Contact Us', 'About The Update Service', and 'Terms and Conditions'.

## ■ DBS Focus Week

We are very proud to be working with the NSPCC to be part of their first ever 'DBS Focus Week'. This will be hosted on the NSPCC Safe Network [website](#). Take a look from Monday 29 September to Friday 03 October. Content will include articles promoting our services and work safeguarding vulnerable groups, including children, our vision and challenges ahead. We also talk about how the different elements of what we do come together and how organisations and partners can do their bit to ensure we protect the public.

We will host two webinars and invite you to join in on:

- 2 October to talk about Referrals
- 3 October on Disclosure

Look out for a feature on our Chief Executive, Adrienne

Kelbie. She will give an insight into her role, what lies ahead for DBS and our collective drive to improve our services while maintaining our high levels of service with purpose to protect the public.

There are also features from Ian Johnston, Director of Operations (Disclosure) and Janet Gauld, Director of Operations (Barring).

There will be lots more going on – all of it informative – so bookmark the site and drop in for a visit during DBS week!

### DBS Focus Week

NSPCC Safe Network website  
29 September - 03 October

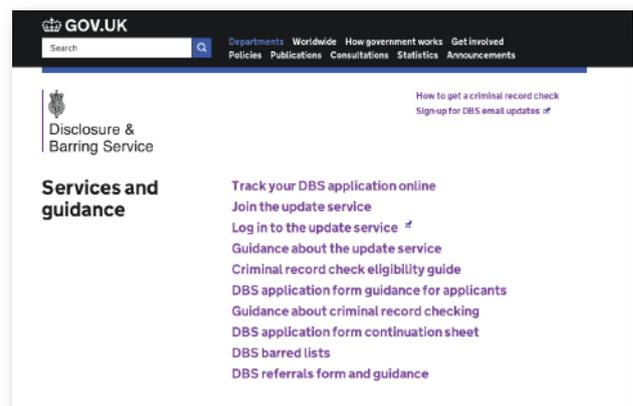
## ■ A user-friendlier homepage

We have improved our [website homepage](#) to make finding popular content quicker and easier.

We have doubled the amount of top links from five to ten. These take you straight to the most accessed website information. We have also made them more visible – they are right in the centre of the page.

We can change these links to meet your needs and will use website traffic information and your queries to do this.

Our news stories, giving you the most up-to-date information, are still on the homepage – just underneath the top links.



## ■ Overseas workers: what ID docs can be used?

In July, we made changes to the list of valid identity documents. One of these changes enabled EU residents to use their driving licence as a Group 1 identity document.

There are also other identity documents that can be used by overseas workers who need a DBS check, including:

- Passport
- Biometric residence permit
- Driving licence
- Letter of sponsorship from future employment provider

- Work permit/Visa
- Bank/Building Society or credit card statement
- EU National ID card

There are some restrictions on the use of these documents, so please check out the list of valid identity documents in our [identification checking guidelines](#).

You cannot accept the foreign equivalent of an identity document if it has a specification that implies otherwise such as 'UK only' on the list of valid identity documents. If an identity document is in a foreign language and does not have any such specification, you may accept this but must obtain a translation of that document, certified by a Notary Public.

## ■ Update Service: Home Based occupations

Please remember that if you carry out a [status check](#) for a Home Based role rather than apply for a new certificate, third party risks may not be identified.

When someone applies for a DBS check for a Home Based position, police carry out third party checks on the address where the role will be carried out, residents of that address and individuals associated with the applicant.

The Update Service only checks for updates relating to the subscriber – as an application originally processed as Home Based can only be monitored on workforce. It does not check for new updates relating to the home

address where the work is undertaken, nor any other person at the address ('third party' information).

The police can only carry out their checks based on available information presented to them. They still however have the statutory ability to disclose information that the chief officer of the relevant police force reasonably believes to be relevant, and in their opinion, ought to be disclosed.

The submission of a new Home Based application will ensure that third party risks are identified and disclosed by police, where appropriate.

## Contacts

### Address:

PO Box 110  
Liverpool L69 3EF

### For Disclosure issues and information, please phone:

Customer Services	0870 90 90 811
Minicom line	0870 90 90 344
Llinell Gymraeg	0870 90 90 223

### Email:

customerservices@dbs.gsi.gov.uk

### Websites:

[www.gov.uk/dbs](http://www.gov.uk/dbs)

Use our online tracking service to check the progress of DBS applications by visiting <https://www.gov.uk/disclosure-barring-service-check/tracking-application-getting-certificate>

### Don't miss out on our latest updates

Register to get email alerts by signing up to our e-database. Tell us which sector you work in and what information interests you, so you can keep up-to-date.

### Keep your registration details up-to-date

If you are a registered body, you need to keep your details up-to-date. Read our [employers guide](#) to find out how to do this.