



DBS Disclosure News

August 2014

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Hello and welcome to August's DBS Disclosure News.

Thank you for the feedback you have been giving us about this newsletter. Your opinions really do help to refine it. We are pleased that you want to share your views and the recent DBS Disclosure News survey we conducted revealed an appetite for more case study articles – particularly on eligibility.

This edition, our article, 'Eligibility, you said, we did', features two case studies. We hope you find them useful and that this is the type of article you want to see more of. If so, we will keep them coming.

By now, some of you will have received your stock of new forms which we are sending out – but don't worry if you haven't. It may take up to 12 weeks before you receive them so please bear with us. Our article, 'New form replenishment exercise underway', gives you more information on this exercise.

Ian Johnston
Director of Operations (Disclosure)

■ New form replenishment exercise underway

[Last month](#), we told you about our application form replenishment exercise. ('New forms heading your way soon', July DBS Disclosure News). This is because on 12 March 2014, the disclosure application form was amended to reflect the legislation change which resulted in the [filtering of old and minor convictions](#). Question e55 now asks:

'Do you have any convictions, cautions, reprimands or final warnings which would not be filtered in line with current guidance?'

We've already started sending out a new supply of application forms to every Registered Body, based on the volume of paper application forms submitted over the last 12 months. **This means you do not need to order new forms as we're arranging this for you.** Some Registered Bodies will have received their stock of new forms – but don't worry if you haven't received

yours yet. Due to the high volume of applications that need distributing, it may take up to 12 weeks before you receive them.

We ask that you:

- start using your new forms as soon as you receive them and securely destroy all stocks of the old ones.
- Use your current stock of application forms until your new forms arrive.

If you've already ordered blank application forms since 12 March, please start using these immediately and securely destroy all old versions of the forms. To identify them, the new forms have a form reference number that begins with **F01** at the top right-hand side. Please note: telephone application forms (TDAFs) – identified by the form reference number beginning with **00** – are not affected and can continue to be used as normal.

Sections w, x and y for Registered Body use only Form Ref F010000001

For help and assistance in completing this page please follow DBS guidance on the website - www.gov.uk/dbs
 Complete all sections marked in **blue** - if you do not, this form will be returned unprocessed and this will delay this application.

W evidence of identity

58 name of evidence checker

59 have you established the true identity of the applicant, by examining a range of documents as set out in DBS guidance, and verified the information provided by the applicant in sections a and b, by completing the verification check boxes? no yes

X apply for a DBS check

Application form



■ Volunteers: who is eligible?

When applying for a standard or enhanced DBS check, you need to consider if the position applied for is eligible. This is the case for both paid and voluntary positions.

Our Compliance team work closely with our Registered Body network and there has been a noticeable increase in some organisations submitting checks for volunteers who are not eligible for a DBS check. These ineligible applications have included shop assistants, who may meet our definition of a volunteer, but are not in a position that's eligible for a DBS check.

Before submitting an application for a voluntary position, follow these steps:

Step 1: Establish whether the role the applicant is applying for is eligible for a criminal record check. A good starting point is to view the [updated eligibility guidance](#).

Step 2: Once you're satisfied the role is eligible, consider whether it meets our definition of a volunteer. We define a 'volunteer' as:

'A person engaged in an activity which involves spending time, unpaid (except for travel and other approved out-of-pocket expenses), doing something which aims to benefit some third party other than or

in addition to a close relative.'

Step three: When you're satisfied it meets our definition, cross the volunteer box as 'Yes' at question x68 on the application form.

To qualify for a free-of-charge volunteer check, the applicant must not:

- Benefit financially from the position for which the DBS application is being submitted.
- Receive any payment (except for travel and other approved out-of-pocket expenses).
- Be on a work placement.
- Be in a trainee position or undertaking a course of study that will lead to a full time role/qualification.
- Be a paid foster carer or a member of a foster carer household.

We monitor volunteer applications and will take action if we believe inappropriate volunteer applications are being submitted.

Please see [October 2013's](#) article ('What is a volunteer?') for more information and useful case studies.



■ Umbrella body directory – check your details

If your organisation offers an [umbrella service](#) you will need to make sure you [log in to the umbrella body directory](#) to keep your details up-to-date.

The directory is simple and easy and you can use it to share the services you offer, such as Welsh language and Update Service applications.

Up-to-date information helps you attract customers, so

it's to your benefit to take a few minutes to go online and make sure your details are correct.

Our directory helps smaller organisations, your potential clients, to source your information when looking to access the DBS service as they are unable to meet the [Conditions of Registration](#) to register in their own right.

■ Updated guidance – eligibility & workforce

Following on from [last month's article](#) ('Changes to the ROA Exceptions Order 1975'), about new roles included in the Rehabilitation of Offenders Act (ROA) 1974 (Exceptions) Order 1975, the guidance on our website on [eligibility and workforce](#) will be updated from 1 September to show the relevant changes. Please make sure you're looking at the most up-to-date versions of these documents when countersigning applications.

The positions and duties included in the ROA Exceptions Order are eligible for at least a standard level DBS certificate. To be eligible for an enhanced level certificate, the position must be included in both the ROA Exceptions Order and the Police Act 1997 (Criminal Records) regulations.

You can access the various Police Act 1997 (Criminal Records) regulations by searching for them on legislation.gov.uk.

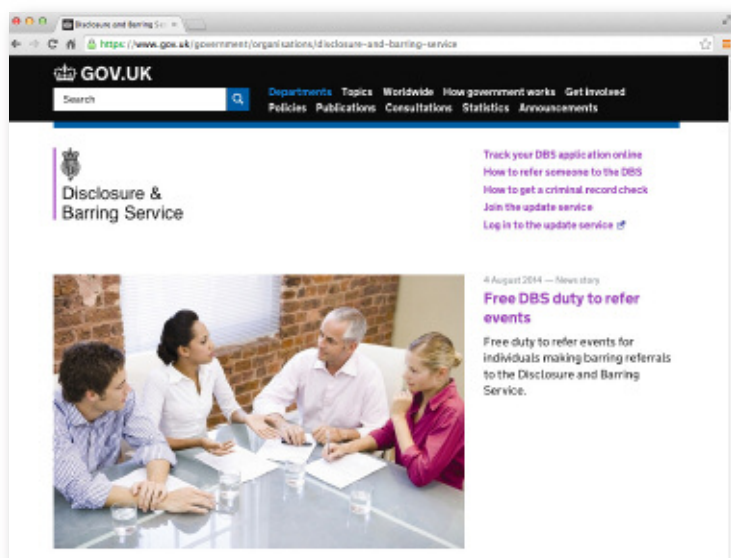
■ Your opinions make a difference

We recently invited 355 of you to take part in a survey about this publication; nearly a quarter of you gave your views. Thank you for this.

It was encouraging that 96% said you are reading all or most issues and 85% were happy with the frequency of DBS Disclosure News. We now know that 83% of you have shared it with colleagues, 46% with staff in other offices, 35% with clients and 22% with applicants. Many of you share it via email, publish it on your websites and print copies off. This is great, and something we'd encourage as it helps to educate our customers too. There are a few areas you want us to improve or build-upon, but satisfaction levels were encouraging, 87% of you were satisfied, of those 27% were very satisfied. DBS Disclosure News is clearly a useful tool to you – 90% agreed with this. Most of you also agreed that it provides information to support our processes and improvements. Changes made to tone and language in response to your feedback have been very well received.

While 82% of you were happy with the spread of news, some of you asked for more consultation and timely notification around changes; transparency around service delivery and timely updates around issues affecting our service delivery. So in July's edition, we told you about our call centre experiencing periods of high demand. Our [website](#) has the most up-to-date news and you can sign up to receive email alerts. We told you how to do this in [last month's edition](#) ('Going online saves you time: a reminder').

You've asked for more case study based articles and want us to feature eligibility more. In [June's edition](#), we included an Update Service case study – Vision For Education's experience so far. We hope you found this helpful and it gave good insight into how your counterparts are making the service work for them. Your responses have given us valuable insight into what you want to read about – and how you want to read it. With your continued feedback, we'll continue to shape DBS Disclosure News into the 'best-fit' for you.



Our website has the most up-to-date news and you can sign up to receive email alerts.

■ Eligibility – you said, we did

In our recent DBS Disclosure News survey, you said you wanted to see more on eligibility.

Eligibility is based on the duties carried out by each job role and if certain activities are carried out for children/adults.

We know it can be confusing trying to establish whether legislation allows an application to be submitted to us.

You can contact our [Customer Services](#) (marking your email 'eligibility query') if you need any pointers on what to consider when you're working this out.

Some of you suggested case studies would help you gain a better understanding. Starting with this edition, we will feature these when possible. The following fictional scenarios are based on positions we're receiving enquiries about. They're not exhaustive and are meant as a guide to help you.

Scenario 1 – catering contractor for an NHS Foundation Trust

Contractors for the NHS perform a wide range of roles, so not all of them are eligible for a criminal record check. [NHS Employers](#) say contract arrangements need to make clear whether or not each role meets the legislative eligibility criteria and, most importantly, what level of check should be carried out.

Jamie is employed, through an external contractor, as a catering assistant for an NHS Foundation Trust. His role involves working in designated catering areas and on wards in general hospitals where he'll have contact with child and adult patients.

To establish if eligibility exists for his role, the Trust

needs to consider whether preparing and handing food out to patients on the wards means that Jamie is involved in the provision of health services. If they decide this is the case, Jamie's role is eligible for a standard level DBS certificate under reference number 21 in our [updated eligibility guidance](#). He is in the child and adult workforce.

Scenario 2 – administrator in a Care Home

Clare is an administrator for an adult care home. Her role is based on site, where she has the opportunity for contact with residents.

To establish if eligibility exists for her role, the care home should consider whether she is working on site often enough to have contact with the residents:

- once a week or more on an ongoing basis, **or**
- four times a month or more, **or**
- overnight between 2am and 6am where she has the opportunity for face-to-face contact with the residents.

If the Trust decides this is the case, Clare's role is eligible for an enhanced level DBS certificate under reference number 04 in our [updated eligibility guidance](#). She is in the adult workforce.

We are working on making information about eligibility even clearer at the moment – so keep a look out in future editions.

Contacts

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Minicom line	0870 90 90 344
Llinell Gymraeg	0870 90 90 223

Email:

customerservices@dbs.gsi.gov.uk

Websites:

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.