

disclosure news

The newsletter for all new developments in the CRB service



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Welcome to the May edition of Disclosure News. In this edition we have the results of our Customer Satisfaction survey.

We also have details of the new CRB Business Plan and information on the e-Bulk launch.



E-BULK GOES LIVE!

In April, we officially launched our e-Bulk application channel, with Girlguiding UK becoming the first electronic Registered Body (e-RB) to adopt the service. Early indications are that things are going well with some e-Bulk applications being turned around within three working days. Annually the CRB completes more than 3.5 million checks against criminal records and lists of those barred from working with the vulnerable. Fifty percent of those applications come from just 265 organisations. The e-Bulk service is aimed at these larger volume customers who submit more than 3000 checks per year to offer them a more streamlined gateway to the Disclosure service. There are a total of 33 Registered

Bodies that are interested in using e-Bulk in the first phase and we are continuing to work closely with each of these to ensure that they are ready to go live. If things go as planned, we hope to have three more e-RBs by the end of May and to have rolled out the service to the remainder of those in Phase 1, by March 2010.

To date, a further 34 Registered Bodies have shown interest in adopting the service after the launch of the Vetting and Barring Scheme services in July 2010. The groundwork for the contact programme with these Phase 2 stakeholders is currently under way. If you would like further information, you can email eservices@crb.gsi.gov.uk

A 94% FEELING OF SATISFACTION

Customer satisfaction is at an all time high, which is a superb testament to the CRB's partnership with Registered and Umbrella Bodies.

To help us find out what you think of our services, in 2002 the CRB commissioned Ipsos MORI to conduct a programme of research including an annual satisfaction survey. Since the first survey there has been consistent improvement in satisfaction levels and the results of the seventh survey have broken records once again!

The Customer Satisfaction & Impact Survey 2008 found that nearly 19 out of 20 organisational customers (94%) are now 'satisfied' with the CRB service and, even better, a third (37%) of organisational customers are 'very satisfied'.

Mark Favager, Head of Customer Service, says:

"Since the first survey was carried out, there has been a gradual and consistent improvement in customer satisfaction levels. Every year you raise the bar in terms of your needs and expectations – our job is to deliver against these.

"Our Call Centre team has made another year-on-year improvement with 92% of customers being satisfied with the service that they

provide. Whilst satisfaction levels across all of our services are once again at a record high, you have said that we must not take our eye off the ball and focus our efforts on providing a quicker service."

In terms of our planned enhancements to our online offering – the future also looks bright. More than 8 out of 10 of you (82%) said you would use an online application form and 7 out of 10 (70%), would use the e-Bulk service that the CRB has recently launched. This tells us that we are on the right track to meeting your future needs.

Mark says:

"Over the next 12 months we will focus in on those areas which make you dissatisfied, such as customer care and timeliness and quality, so that we can improve these results even further next year."

It's good news, too, for this very publication, which remains the second most preferred channel at 27% for you to be informed about changes to the CRB service. 91% of you rate it as an 'informative' communication tool with 42% rating it as 'very informative'. When it comes to improving our communication channels we are already building on satisfaction levels with regard to the CRB website. The 2008

report says almost 9 out of 10 customers (88%) who had accessed the website were satisfied with it but, as we reported in February, we are about to make further improvements to make it even more user friendly.

Most importantly, your perception of the CRB has also continued to improve with 83% of you saying CRB checks boost your ability to protect children and vulnerable adults. It's really positive that 72% of you would speak highly of CRB checks as a recruitment tool and two-thirds (64%) would speak highly about the CRB as an organisation.

"Add these results to our recent general public survey, which said that nine out of ten people are in favour of CRB checks, and we have received some very positive feedback in the last 12 months.

These results confirm that the service the CRB and its staff provide is valued, appreciated and necessary," says Mark.

The Customer Satisfaction & Impact Survey is carried out independently through a random telephone sample of 300 Lead or countersignatories in Registered and Umbrella Bodies.

Excellent



PASSPORTS – DON'T GET CONFUSED

As part of your role in the Disclosure service, all Countersignatories must ensure that a series of checks are carried out to verify the identity of an applicant. This includes a detailed check of the information provided on their application form and examination of a range of identity documents, including the most common 'Group 1' document, an applicant's valid, current and original passport.

All Registered Bodies should be aware that a fake 'World Passport' can be purchased online by members of the public and should not be confused with a genuine passport. Through research, these 'World Passports' have been discovered by our Investigations team and highlight the importance of conducting thorough ID checks on all

CRB applicants.

Angie Geraghty, CRB Investigations Manager said:

"It's extremely important to establish the true identity of an applicant using the forms of identification that they provide in line with the CRB guidance. If this is not done properly, it could compromise the integrity of the Disclosure service."

It's vitally important that you don't get confused during your identity checking process. Make sure that you check all identity documents thoroughly when verifying an applicant's identity as outlined in the guidance and as a key obligation in the CRB Code of Practice. For all passports, including those from foreign nationals, you should consider the following:

- The general quality and condition of the passport;
- Examine photographs closely;
- Examine the embossed strip embedded into the laminate.

If you are suspicious about the validity or origin of an applicant's passport or you are unsure about any part of the ID checking process please refer to the guidance at www.crb.gov.uk/dip.

In order to maintain the integrity of the service that the CRB provides, failure to comply with the ID checking process could result in a suspension or de-registration of a Countersignatory or Registered Body.

CRB BUSINESS PLAN

The publication of the CRB's Business Plan for 2009/10 comes hot on the heels of the record-breaking customer Satisfaction Survey.

The new Business Plan highlights how we will tackle the important challenges ahead and build on our successes to deliver more benefits and service improvements to our customers over the coming year.

Chief Executive, Steve Long, states that:

"The CRB's Five Year Strategic goals have a strong customer focus. Our 2009/10 Business Plan takes practical steps to deliver on this aspiration.

"We will consolidate our current good performance but we will also look to the future to ensure that our services meet stakeholder and customer needs. We have listened to our customers in terms of ensuring a well planned transition to the new Vetting

and Barring Scheme (VBS) and in this year's plan we have committed to a range of research and development work to determine what new services are required and how they can be delivered."

The new vision and goals are set out below and the full report will be available to download from the CRB website; www.crb.gov.uk

Our vision of the future is one in which the CRB is trusted by its stakeholders to support public protection and will be the first-choice provider of comprehensive services for organisations to assist informed recruitment decisions.

Strategic Goal 1

Provide information that meets the customer, public and stakeholders' requirements in quality, accuracy and timeliness.

Strategic Goal 2

Provide a customer focused service.

Strategic Goal 3

Build a capable, flexible and motivated organisation.

Strategic Goal 4

Deliver value for money services whilst remaining self funding.

Strategic Goal 5

Provide a comprehensive range of public safety employment vetting services to meet the needs of employers.

Steve adds:

"The Disclosure service is an end-to-end partnership of the CRB, the Police and our stakeholders. We look forward to working with them on the successful delivery of the plan."



OVERSEAS UPDATE - TURKEY

As you are aware, the CRB cannot currently access criminal records or any other relevant information from overseas as part of the Disclosure service.

Therefore, if you are employing people from overseas, a CRB check may not provide a complete picture of their criminal record.

As an additional measure and to help those who are recruiting overseas applicants, we have a dedicated overseas section of our website that provides guidance on obtaining information from 23 different countries. Turkey is the most recent addition to the overseas suite of guidance and was added to the website in March. The guidance outlines that all foreign nationals who reside in the UK but have worked or lived in Turkey can now apply

to the Turkish Consulate General in London to obtain a copy of their criminal record. Individuals should provide the following documents and information by post to Turkish Consulate General, Rutland Lodge, Rutland Gardens, London, SW7 1BW:

- A copy of their passport;
- A completed application form, which can be downloaded from www.turkishconsulate.org.uk/tr/pdf/A_dliSicil.pdf;
- A self-addressed envelope;
- A brief letter stating the purpose of the request;

- A postal order made payable to the Turkish Consulate General for £6.

On receipt of this information, the Turkish Consulate will process the individual's application and provide a Certificate of Criminal Record to the individual within two months. The certificate will include an individual's previous convictions as confirmed by Turkish or foreign courts and should be used only for the purposes outlined on the application form.

If you would like more information on applications to Turkey and other overseas countries, you can visit the overseas page of the CRB website www.crb.gov.uk/overseas

POVAFIRST AND THE INDEPENDENT SAFEGUARDING AUTHORITY

As you will know, from January of this year the Independent Safeguarding Authority (ISA) took over responsibility for the making of barring decisions on new referrals under the Protection of Vulnerable Adults (PoVA) scheme. Customers who request PoVAFirst checks will know that they are only available in exceptional circumstances to allow a care worker to start work in a care home, for a domiciliary care agency or as an adult placement carer, before a full CRB check has been issued. Such cases have strict criteria and are permissible only where it is necessary to take such action because of a real danger that staffing levels will fall below statutory obligations. The CRB reply to a PoVAFirst check request will contain one

of the following responses and clearly state that it only forms the first part of the Disclosure process and that further information will follow:

OPTION 1: 'Registered Body must wait for the full Disclosure'.

OPTION 2: 'No match exists for this person on the current PoVA list'.

If the reply is Option 1, the details provided may have revealed a potential match to those of a person held on the PoVA list. Therefore you must wait for a full Disclosure as the search of the PoVA list is inconclusive and further investigations are required to determine whether the person is or is not on the

list.

Unfortunately ISA has received a number of enquires for more information following a PoVAFirst reply that advises that the customer must await the full Disclosure. ISA are not able to process these requests and we would ask PoVAFirst customers to refrain from contacting the ISA in these circumstances.

The Home Office and CRB are working to develop a system that will replace the current POVAFirst service offered by the CRB with an equivalent service from the 12 October 2009. This corresponds with the creation of the two new ISA barred lists that will replace the current POVA and POCA lists and List 99.



Independent Safeguarding Authority

CONTACT INFORMATION

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Application line 0870 90 90 844
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Criminal Records Bureau