FAQs

We have gathered the frequently asked questions below to provide you with as much guidance as possible regarding the Disclosure & Barring Service and the recent launch of the DBS Update Service.

We hope that you find the answer(s) you are looking for within this document; however, if you cannot, please email OfstedEnquiries@capita.co.uk and we will do our best to source the answer(s) for you and respond as soon as possible.

1. What is a CRB check

CRB stands for the Criminal Records Bureau. A CRB check is where a potential (or existing) employee’s record is checked by the Criminal Records Bureau against the Police National Computer (PNC) for spent and unspent convictions, cautions and warnings. In December 2012 the CRB was replaced by the Disclosure and Barring Service (DBS). All criminal record checks are now carried out as DBS checks.

2. What is a DBS check?

DBS stands for the Disclosure and Barring Service. The DBS was created on 1 December 2012 as a merger between the CRB and the Independent Safeguarding Authority (ISA). A DBS check is what used to be called a CRB check.

3. Why are criminal record checks necessary?

Employers/Regulators are legally required to carry out DBS (formerly CRB) checks for certain job types, particularly those involving work with children.

4. Why has my paper form not been accepted by Ofsted, I sent it in before 1 July 2013?

Any forms that were received by 28 June 2013 were processed as a matter of priority. Any DBS application forms received on or after the 1 July 2013 will not be accepted as the Department for Education has withdrawn the subsidy to pay for these checks. Therefore applicants need to make their application via Capita and pay for the check themselves.

If Ofsted receive a DBS application form before 1 July 2013 but we were unable to accept it due to an applicant error on the form, Ofsted will always attempt to contact the applicant to rectify it. If Ofsted are unable to contact the applicant, or the error makes the form totally unacceptable (such as being in blue ink) the form will be returned to the applicant.

A paper DBS application must be received correctly complete by Ofsted by 28 June 2013. Any DBS applications which are returned to the applicant cannot be honoured by Ofsted unless they are received by 28 June 2013.
5. Why do I now need to pay a fee?

From 1 July 2013, the Government subsidy for Disclosure and Barring Service (DBS) Criminal Records checks ceased. This means that individuals connected to an application for registration will be required to pay the full cost of obtaining a DBS check, including an administration charge. At the same time, and to counteract the DBS decision to no longer issue registered body copy enhanced certificates, Ofsted are moving their DBS checking process onto an online system.

6. Why do I now need to apply online?

To counteract the DBS decision to no longer issue registered body copy enhanced certificates, Ofsted are moving their DBS checking process onto an online system. The online system is called e-Bulk, as well as ensuring applications are completely more accurately it will mean also mean your check will be processed more quickly and will provide status updates to Ofsted.

7. How was the umbrella body (Capita) selected?

Capita were previously one of three suppliers contracted to the Department for Education to undertake subsidised DBS checks on staff members working within childcare settings and have lots of experience within the sector. They were selected following a procurement exercise, and were awarded the contract based on the value for money and quality of service they could provide Ofsted applicants.

8. How much will it cost?

The most notable change for our applicant’s is that they will now pay the cost of a DBS check. This includes the fee charged by the DBS as well as the administration fee charged by Capita. The table below outlines the various costs (depending on how the applicant applies), but the fee per DBS check will be at least £52. Usually as per below table it will be Item 1, 2 and 4 (£44 + £6.80 + £1.30 + VAT= £52.10)

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Transactional Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>DBS Enhanced Disclosure fee</td>
<td>£44.00</td>
</tr>
<tr>
<td>2.</td>
<td>Enhanced Disclosure Administration fee e-Bulk (Inc VAT)</td>
<td>£6.80</td>
</tr>
<tr>
<td>3.</td>
<td>Enhanced Disclosure Administration fee Paper (Inc VAT)</td>
<td>£9.46</td>
</tr>
<tr>
<td>4.</td>
<td>ID Check Processing Fee (Inc VAT)</td>
<td>£1.30</td>
</tr>
<tr>
<td>5.</td>
<td>Route 2 External Verification Check (Inc VAT)</td>
<td>£4.80</td>
</tr>
<tr>
<td>6.</td>
<td>Optional ID Checking Service at the post office</td>
<td>£7.15</td>
</tr>
</tbody>
</table>

9. Are applicants responsible for identifying who can check their ID?
Yes. An applicant must choose someone, in line with our guidance, who can verify their ID and fill in the ID verification form.

If applicants’ are struggling to find someone suitable to check their ID Capita also offer a Post Office checking service as an alternative. However, making an application in this way will incur an additional fee and is more expensive. This is because the Post Office charges their own fee for this service.

10. What do I do once I’ve received my enhanced disclosure and does Ofsted need the original copy?

Depending on the outcome of the DBS check Ofsted may contact the applicant and request an original copy of the enhanced certificate to be sent to them. Applicants must not send original certificates to Ofsted unless they have been specifically advised to do so.

If you have not yet submitted an application to Ofsted, and you now have all of the DBS enhanced certificates connected to that application as well any other documentation that is required, you may now submit your application. Please do not send your enhanced certificate to Ofsted at this stage. To make your application online please go to:

https://online.ofsted.gov.uk/OnlineOfsted/default.aspx

11. What is the Update Service?

Individuals can choose to subscribe to the Update Service for an annual fee of £13, or free for volunteers. Their DBS certificate will be kept up-to-date so that they can take it with them from role to role within the same workforce. As a result millions of employees and volunteers will no longer have to apply for a new criminal record check each time they apply for a job.

If an individual has subscribed to the Update Service their employer will be able to go online, with the individual’s consent, and carry out a free, instant check to find out if the information released on the DBS certificate is current and up to date.

12. How does an individual register for the Update Service?

An individual registers for the Update Service via the link www.gov.uk/dbs. The annual cost to subscribe to the Update Service is £13.00; payment for this service is made via a secure online payment portal.

13. By using the e-Bulk online system how long does an individual have to join the Update Service once they receive their certificate?

An individual must register for the Update Service within 14 days of the issue date on their DBS Certificate.

14. How does an employer/regulator check the status of an individual who has registered for the Update Service?
An employer also uses the link http://www.gov.uk/dbs to check an individual’s status when they have registered for the Update Service.

15. Can an individual add a certificate issued before the launch of the Update Service?

No, only certificates issued by the DBS after the 17 June can be used.

16. What is likely to cause a change to someone's status, so their DBS Certificate is no longer current?

The status will change for all DBS certificates if:

- any new convictions, cautions, reprimands or warnings are recorded; or
- any amendment or change to a current conviction, caution, warning or reprimand

For Enhanced DBS Certificates:

- any new, relevant police information is recorded

For Enhanced Certificates with a Barred List check(s):

- if the individual becomes barred for that list(s) checked on the Enhanced Certificate

17. Are there any limitations to individuals registering with the Update Service?

The DBS have indicated to all Registered Bodies of the below limitations that apply from 17 June:

- Applications submitted through e-Bulk can only join the Update Service when their application is completed and they receive their certificate
- Welsh-language paper applications can only join the Update Service when their application is completed and they receive their certificate
- Any manual certificates issued by the DBS to an individual cannot be used

18. Can a Registered Body get a copy of the individual’s DBS Certificate?

Registered Bodies will be entitled to ask the DBS for a copy of the individual’s DBS Certificate if all of the following conditions apply:

- The individual is subscribed to the Update Service; and
- The employer has carried out a Status check which revealed a change to the DBS Certificate; and as a result
- The individual has applied for a new DBS check as the result of a change to an existing DBS Certificate; and
- The DBS issued the new DBS Certificate to the individual more than 28 days ago; and
- The individual has not shown the employer their new DBS Certificate
- **NB**, if the individual has disputed the new DBS Certificate the DBS will not consider issuing a copy to the Registered Body until 28 days after the dispute is resolved. This is to give the individual time to show the Certificate to the Registered Body/employer.