Meg Hillier MP  
Chair of the Public Accounts Committee

By Email

30 August 2019

Dear Ms. Hillier,

Re: Disclosure and Barring Service (DBS) – Service Transition

I have recently taken up the position of Chief Executive of the DBS and I wanted to let you know that DBS has now received approvals from Home Office, Cabinet Office and HM Treasury to award contracts to the new suppliers. The technology services supplier will be CGI UK IT and the contact centre services supplier will be Hinduja Global Solutions (HGS).

We expect the transition of technology services and contact centre services to the new suppliers to be completed in March 2020 and we are working closely with all suppliers to ensure the smooth transition of these services.

Yours sincerely

Eric Robinson  
Chief Executive of the DBS