



**Private & Confidential**

Meg Hillier MP  
Chair of the Public Accounts Committee

By Email

28 March 2018

Dear Ms Hillier

**DBS modernisation programme**

In response to the questions raised by you and other members at the PAC hearing on modernisation of the Disclosure and Barring Service (DBS) on 19 March; I take this opportunity to provide the additional information requested.

In relation to Mr Rowley's questions (Q40 onwards) on cost savings I can confirm DBS tracks the financial benefits to be delivered under the current contract with TCS, and reports these on a quarterly basis to the Infrastructure and Projects Authority as part of the Government Major Projects Portfolio. The projections include the savings in the contract arising from the annual reduction in the ticket price (using the first year of prices in the TCS contract as a baseline, excluding the development cost for R1) and staff cost savings from the implementation of R1. These savings principally arise in 2017/18 and 2018/19 in line with the expected achievement of modernisation within the contract.

The latest reported position as at Q3 of the 2017/18 financial year was £37m of supplier cost savings expected to March 2018, with further financial benefits of £62m anticipated in 2018/19 which includes £3m of staffing efficiencies. These figures are subject to change in light of ongoing discussions with TCS.

In relation to Q117 the committee explored the additional income DBS expects to receive of £304 million compared to the levels expected in the 2012 business case. It is worth noting that a significant element of this is caused by additional volumes of disclosures requested by customers, and DBS has issued certificates in return for the fee paid.

A further clarification in relation to Q104 raised by Mr Rowley is that it is the business case that is highlighted in the NAO report as being £229m higher than expected in 2012 not the contract with TCS which accounts for a smaller element of the increase.

In relation to Q156 about the sectors that are using the update service. The information produced in August 2015 shows that 34.5% of public sector subscribers are in a variety of roles as shown in the table below. This information will be refreshed this year.

Accounting services	Management consultancy
Business Support Services	Membership organisation
Careers service	NHS and Related Services
Charity	Nursing Home
Childminding services	Police services
Elementary Education	Post/telecommunications
Finance/insurance	Primary Education
Fire service activities	Prisons and probation services
Food and tobacco	Private Health Services
Fostering and Adoption service	Radio and television services
Further/Higher Education	Recruitment
Government Department/Agency	Religious organisation
Housing Association	Secondary Education
IT services	Security
Justice/Judicial activities	Sports Leisure services
Legal activities	Transport and Storage
Local Government	Voluntary Organisation
Machinery and equipment	

On the matter of errors made by DBS where we have issued an incorrect certificate. Sir Philip has provided an explanation separately, clarifying DBS' role in the dispute process which allows an individual the opportunity to dispute information on their certificate before they share it with an employer.

Out of a total of 7,995 disputes received DBS has re-issued a total of 3,558 free of charge (FOC) certificates from 1 April 2017 to 28 February 2018, representing 0.09% of certificates issued. This number breaks down as follows:

- 1386 are data entry disputes - these relate to errors with application details (names, dates of birth etc.) printed on the disclosure certificate
- 955 are data source disputes. Of these:
  - 541 are due to police error i.e. incorrect PNC record or inaccurate intelligence (additional info) released. Note, this inaccuracy could be relating to one word but it is still upheld.
  - 414 of the 955 are due to DBS error i.e. matched in error
- 1217 are payment issues relating to the update service which led to an individual missing their subscription slot.

Given the small volume of police errors, there is no specific geographical trend that relates to a particular force.

Yours sincerely



Adele Downey

**Chief Executive of the DBS**