

## Circular 01 / 20

Category	Urgent Information
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<b>To</b>	School Admin/Bursar/ School Business Manager etc.
<b>Date</b>	24/03/2020
<b>Copied to</b>	Headteachers
<b>Title</b>	Temporary changes to DBS ID checking process
<b>Classification</b>	Safeguarding
<b>Action Required</b>	Read and Action
<b>Deadline</b>	Immediate
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Dear Colleagues,

Please see below for further guidance on temporary changes to DBS ID checking process and short term temporary closure of the DBS centre.

### COVID-19: DBS announces temporary changes to ID checking guidelines

The Disclosure and Barring Service (DBS) has recognised that, as a result of the social distancing measures introduced in response to the 2019 novel coronavirus disease (COVID-19) outbreak, organisations are experiencing difficulties in following the [DBS ID checking guidelines](#). The current guidelines require ID checkers to be in physical possession of original ID documents so they can be checked for indicators of fraud.

To ensure that necessary DBS checks can still be carried out during the COVID-19 outbreak, and to avoid delays in processing, the DBS standard and enhanced ID checking guidelines will be changed for an unspecified temporary period to enable the following:

ID documents to be viewed over video link, rather than an ID checker having to be in physical possession of the documents. Scanned images of ID documents to be used in advance of a DBS check being submitted.

Applicants will be required to present original versions of their ID documents when they first attend their employment or volunteering role.

These changes come into force with immediate effect from 19 March 2020. For further information about DBS checks, see [Practice note, Carrying out criminal records checks](#).

Source: [COVID-19: Changes to standard and enhanced ID checking guidelines \(19 March 2020\)](#)

## Temporary Closure of DBS Contact Centre

Due to an ongoing issue following the coronavirus outbreak, the DBS Contact Centre will be closed temporarily from today, 24 March 2020, while we deep clean the space.

We will be in constant review of the situation and aim to reopen the Contact Centre as soon as possible. We will issue updates via SMART message, GOV.UK and Twitter (@DBSgovuk).

If you have a general enquiry while the Contact Centre is temporarily unavailable, you can still contact DBS via:

- email: [customerservices@dbs.gov.uk](mailto:customerservices@dbs.gov.uk)

You can track your application online:

- Online tracking for basic DBS checks, [here](#)
- Online tracking for standard and enhanced DBS checks, [here](#)

A variety of guidance can also be found across GOV.UK:

- [Track or view your DBS application](#)
- [DBS Update Service guidance](#)
- [Basic DBS checks: guidance](#)
- [DBS checks: guidance](#)
- [Eligibility guidance](#)

We apologise for any inconvenience this causes.

Yours faithfully



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