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Issue 1 2018



# Programme Launch

All smiles at the launch of  
our Barring Transformation roadmap



Welcome to the first edition of *Our DBS*, our new staff magazine. The aim of this publication is to showcase and celebrate all the great things that we are doing across the DBS. It will also help us to promote any initiatives or campaigns that may be of benefit to us.

This is all part of a drive to increase and improve the communication channels we have available to us.

We will be publishing it quarterly and would love you to get in touch with any ideas you have for future content.

**Adele Downey**  
Chief Executive

Email suggestions to  
[DBSCommunications@dbs.gov.uk](mailto:DBSCommunications@dbs.gov.uk)

Cover image left to right: Jenny Mooney, Andrea Walker, Diane Cosstick and Joanne Burn



# Transforming our service

**The Barring Transformation Programme 2020 is now well underway to help improve the way we deliver safeguarding**

The programme vision is to ‘Enhance safeguarding through quality decision making, professional insight and speed of process delivered by a confident workforce.’

Lisa Hill, who is leading the programme team said: “The programme really has been gathering momentum and we are already seeing a range of positive benefits including the introduction of a new triage process, updated guidance to speed up case consideration and piloting of staff suggestions such as administrative resource for caseworkers.

“While most of our early work to date has been on identifying processes and procedures that can be further developed to achieve our aims we are now looking to focus on more digital solutions and



**Andrea McDonnell and Lisa Hill**



## Drivers for change

improvements. It has been particularly nice to see so many staff really engaging with the programme offering suggestions and being willing to pilot new ideas. Thank you and keep those suggestions coming!”



**Enhancing our service**

Activity within the programme focuses on the following themes:

- Process
- People
- IT and Infrastructure
- Quality
- External Influence



If you would like more information please email [BarringTransformationQueries@homeoffice.gov.uk](mailto:BarringTransformationQueries@homeoffice.gov.uk)

# Out and about

Staff from the policy and stakeholder engagement teams have been out and about highlighting the work we do and where it fits in the safeguarding arena.

The teams attended sessions with a diverse range of organisations including the NHS, National Association of Headteachers Annual Conference, National Local Authority Designated Officer Conference and NSPCC.

They also delivered a series of seven events across England and Wales hosted by Eversheds, a company who specialise in employment law.

Barbara Howard, Associate Director of Strategy and Policy said: “It has been a busy few months but really worthwhile. There seems to be a real appetite out there to learn more about what we do in terms of helping people to make safer recruitment decisions.”

Eligibility and the definition of regulated activity were hot topics at all the events. Feedback about our new regulated activity leaflets was extremely positive and we have some more ideas to supplement the sector specific leaflets we are currently producing.

“There seems to be a real appetite out there to learn more about what we do in terms of helping people to make safer recruitment decisions”

**Barbara Howard, Associate Director of Strategy and Policy**



Continually improving our systems and performance

# Driving improvements

Staff from Operations Disclosure have set up a new Continuous Improvement Forum to help drive forward operational changes that will produce business benefits

A number of people within the directorate received specific Continuous Improvement training. They are now using their skills to initiate, track and implement system and process enhancements.

Jean Wilkinson, Head of Transition and Assurance who leads on Continuous Improvement for the directorate said: "There are currently 17 projects in the pipeline which are monitored by the Continuous Improvement

Forum. They range from changes to R1 and R0 processes through to the introduction of new algorithm rules and the enhancement of RB compliance".

Associate Director for Operations Disclosure, Paul Lowton, who chairs the forum

**“ We meet monthly with the aim of considering any improvements suggested by Continuous Improvement leads from across the department ”**

**Paul Lowton, Associate Director for Operations Disclosure**

explained: "We meet monthly with the aim of considering any improvements suggested by Continuous Improvement leads from across the department. Our role will be to review suggested enhancements, prioritise them and importantly track progress on implementation."

Continuous Improvement leads will submit a template detailing the proposed improvement for consideration by forum members. This will include impact assessing the change, identifying benefits and risks. Accepted suggestions and ideas will then be captured in an Action Log and taken forward to implementation.

Even though the forum has only been running for four months they have already identified over 20 improvements with potential savings of over £750K once implemented.

[www.gov.uk/dbs](http://www.gov.uk/dbs)

# Engaging staff

A new look team aims to enhance staff engagement across the business by providing a centralised support to both corporate and local initiatives.

Kate Sullivan and Ian Molloy are committed to developing an engagement strategy that builds on what has already been achieved and continue to make our organisation one that we can all be proud of and that staff want to be part of.

"It is important to engage our staff in defining what great experience is, helping to shape the systems and processes that deliver it, and encouraging a safeguarding organisation. We want to ensure an open and inclusive culture at all levels, one in

which we communicate well, work together to achieve our goals and care for each other as we do so," explained Kate.

The strategy will be developed using feedback given during past staff surveys as well as information provided by different teams from across our two sites. It will also be supported by a new engagement branding toolkit.

The aim is to bring together all of the brilliant team and local initiatives and provide a centralised support function to tie all of the fantastic work.

If you are interested in playing an active role in engagement and would like to become a champion for your area please email [DBSPeopleSupportTeam@dbs.gov.uk](mailto:DBSPeopleSupportTeam@dbs.gov.uk)

**Ian and Kate are looking to enhance staff engagement across the business**



# Mental health awareness

Celebrities, royalty and politicians are all speaking out to help end the stigma that once surrounded mental health. In this issue of **Our DBS** we look at what is happening across the DBS to support the campaign and highlight the support available

## Green ribbons help end the stigma

May marked Mental Health Awareness Week, with this year's theme focussing on how we cope with stress.

DBS joined over 165 organisations in promoting the Green Ribbon Campaign to help #endthestigma of mental health. Employees purchased ribbons, creating a visible movement of support for ending the stigma and showing those struggling that they're not alone.

Jackie Kelly, Chief People Officer said: "We were delighted to show our support for Mental Health Awareness Week but it is important to emphasise that this is something we are committed to throughout the year. I want staff to know that support is available if they find themselves in a situation where things are getting them down they are defiantly not on their own."

If you notice somebody

having a difficult time there are a few things you can do to offer support, such as ask them how you can help, be a listening ear, reassure them and check up regularly to see how they are.

The charity MIND also has some great tips for staying healthy at work. These are available via the following link [www.mind.org.uk/workplace/mental-health-at-work/taking-care-of-yourself/tips-for-employees](http://www.mind.org.uk/workplace/mental-health-at-work/taking-care-of-yourself/tips-for-employees)



Mental Health First Aiders in Liverpool



## Take the quiz

The following two mental health awareness quizzes were being promoted at this year's Civil Service Live events. Why not have a go and take the quiz?

[www.time-to-change.org.uk/mental-health-quiz](http://www.time-to-change.org.uk/mental-health-quiz)

[www.foryoubyyou.org.uk/our-services/wellbeing-and-mental-health/help-employees](http://www.foryoubyyou.org.uk/our-services/wellbeing-and-mental-health/help-employees)



Darlington Mental Health First Aiders

## Employee Assistance Programme

DBS is signed up to the Employee Assistance Programmes (EAP) a benefit scheme that offers support for you and your immediate family.

The Programme is available for all staff to access [www.my-eap.com](http://www.my-eap.com) using the login DBSwell. It offers a range of different services. The purpose is to provide proactive, early access and intervention before issues get complex or to a point of crisis or ill health.

Karen Stages, Associate Director in the People Directorate said: "This is a great scheme that offers a lot of different support channels. I would encourage people to use it. Remember it is also available to your immediate family."

EAP provide a free and confidential support service.

Their expert advisers offer access to information, advice and support 24/7, 365 days a year over the telephone, online and face-to-face.

EAP can provide assistance with issues such as:

- Relationships
- Children
- Loss/bereavement
- Finance
- Change management
- Skills development
- Working relationships
- Workplace incidents

Telephone counselling and information line  
**0800 111 6387**

General enquiries:  
[Helpline.wellness@rehabworks.co.uk](mailto:Helpline.wellness@rehabworks.co.uk)

## Mental Health First Aiders

Mental Health First Aiders have been introduced across both sites – trained to spot the signs and symptoms of ill mental health and provide support through early intervention.

There are currently 80 members of staff who volunteered and completed training to assist colleagues in need. You can spot who they are because they have a green lanyard.

Our Mental Health First Aiders might not be trained as therapists or psychiatrists but they can offer initial support



Executive Leadership Team proudly wearing their green ribbons

through non-judgemental listening and guidance.

If you want to discover more about this initiative or would be interested in future mental health first aid training email [DBSpeoplesupport@dbsgov.uk](mailto:DBSpeoplesupport@dbsgov.uk)

# Taking it to the next level

Not content with taking home the coveted prize at the 2018 UK Customer Satisfaction Awards the Customer Services team have now set their sights on achieving ISO accreditation by March 2019

Staff in Operations (Disclosure) and Operations (Barring) are already accredited and, if successful, will mean that all customer facing staff are working at an internationally recognised quality standard.

Head of Customer Services, Rosemary Earp, said: "As an organisation we are totally committed to providing our customers with the best possible service. It was great to receive some recognition for the work we have done. However, we remain focused on improving things even further in the future."

In order to achieve accreditation the team will have



Customer services staff receiving their 'In Moment' award

to demonstrate that they meet the necessary standard by ensuring:

- Procedures are properly documented
- Commitment from senior management
- DBS are acting on suggestions

Staff in Operations (Barring) are assisting Customer Services with paperwork and completing

a mock audit to prepare for visits from official auditors.

The DBS was recognised for excellent customer service at the 2018 UK Customer Satisfaction Awards ceremony. The organisation faced tough competition from companies such as Capita, Silver Cross UK and Welsh Water, to take home the 'InMoment Customer Commitment Award'.

For more information about The Institute of Customer Service go to [www.instituteofcustomerservice.com](http://www.instituteofcustomerservice.com)



## Safeguarding focus

A series of safeguarding masterclasses have helped deliver some hard hitting messages about the impact our work has on public safety.

Staff from across the business attended the sessions that have covered topics such as anti-terrorism, sexual violence, female genital mutilation and financial abuse.

Director of Safeguarding, Sue Smith, said: "Feedback from the sessions has been really positive. The Safeguarding Masterclasses are responding to findings from a variety of different staff surveys, case analysis and comments from staff. In addition they recognise that in order to effectively undertake safeguarding work, all practitioners in organisations have to be up to date with developments in the wider safeguarding environment.

"The Masterclass series topics go beyond dealing only with what staff are likely to see in their role here at the DBS, but inform staff about changes in types of abuse, the impact on victims and survivors, the triggers and context behind a range of behaviours all of which are important to the work that we do. Staff have aired their concerns that there is not enough focus on safeguarding – this series deals directly with that challenge."

The programme of masterclasses is set to continue. If there are any particular safeguarding matters you would like to see covered get in touch.

Hard hitting sessions put focus on key safeguarding matters



## Future leaders academy

Two members of staff have been selected to take part on the upcoming Civil Service Local Future Leaders Academy.

Jordan David from Operations Disclosure and Claire Topping from

Customer Services submitted excellent applications to secure their places on the four day programme.

Gary Blanchard, Chief Operating Officer said: "I am delighted for Jordan and Claire. This is a fantastic opportunity to meet with other talented people from around the Civil Service and a real positive step on the leadership journey. Programmes like this help us to grow a talented workforce through recognising hard work, effort and great potential."

The Civil Service Local Academy provides opportunities for delegates to develop both personal and professional skills in support of ongoing Civil Service transformation. It provides them with the chance to 'lead beyond their authority' and work with civil and public servants from various government departments and Public Sector organisations based in the North West.

This year's Academy has been designed to provide opportunities for delegates to develop the skills required to become inspiring, confident and empowering leaders. The event will focus on what individuals, departments and the Public Sector organisations can do to meet current challenges and put the Civil Service values of honesty, integrity, impartiality and objectivity at the heart of everything we do.

Claire and Jordan will now attend a four-day residential event leading to business-focused projects over the following twelve months to bring about positive changes in the delivery of our services and support the future and health of our organisation.

We love raising money for good causes here at the DBS. Here is a brief round-up of just some of the activities that have been taking place across our two sites

### Bradley Lowery Foundation

Bradley Lowery was a six year old boy who captured the heart of the nation during his fight with Neuroblastoma. Avid Sunderland FC supporter Bradley was never without a smile and, although very poorly himself, showed great concern for other sick children. This prompted his parents to set up the Bradley Lowery Foundation in his memory to help raise money for other children in need.

DBS Charity Group hosted a raffle across both sites to raise money for the Foundation. Staff purchased tickets to win prizes such as afternoon tea, chocolate, a Kindle and a three day caravan break.



### Sport Relief Office Olympics

Colleagues across Shannon Court and Stephenson House came together to support BBC's Sport Relief with a number of activities. Staff in Liverpool participated in a sponsored walk from Shannon Court to Otterspool Prom, with a few refreshment stops along the way, whilst Stephenson House organised their own Sport Relief Olympics!

### Coffee and cake

Staff across both sites took part in the world's biggest coffee morning to raise money for Macmillan Cancer Support. A cake sale in Liverpool raised just over £379 and a 'You're on a Roll' guess the length of the veggi roll helped raise more than £160 in Darlington.

Liverpool cake sale brings in the pounds



# What a display

World Cup fever certainly 'came home' to the DBS this summer with teams creating some fantastic displays

Staff from across Darlington and Liverpool donned costumes, hung flags and even made food inspired by their adopted teams.

The judges had a hard task to pick their winners. In the end it was Iceland that took the title in Darlington with France echoing the tournament's result by winning in Liverpool.

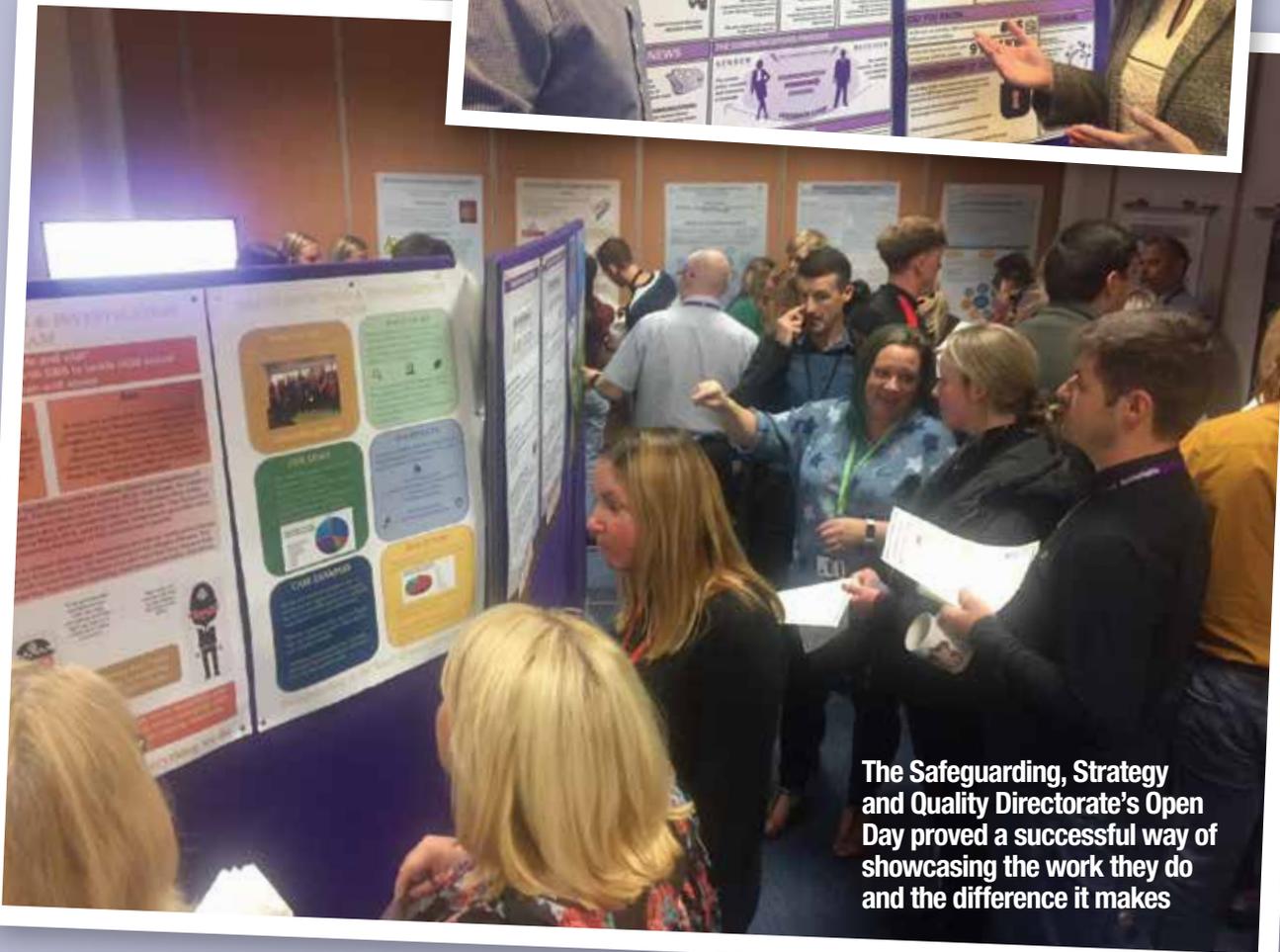
Our winning teams Iceland and France



# Directorate insight

Staff got a valuable insight into the work of the Safeguarding, Strategy and Quality Directorate during their recent open day.

Events were held across both sites. Attendees got the chance to speak to staff from across the directorate. Discovering more about the valuable work they do and the contribution made to public protection.



The Safeguarding, Strategy and Quality Directorate's Open Day proved a successful way of showcasing the work they do and the difference it makes