

# NATIONAL CARE STANDARDS COMMISSION:

## GUIDE TO CRIMINAL RECORDS BUREAU CHECKS on service providers, managers and staff

---

*Revised 4 August 2003.*

---

This Guide is intended to explain who needs to have which level of Criminal Records Bureau (CRB) Disclosure checks, according to the legal Regulations that must be followed by providers of services inspected by the National Care Standards Commission (NCSC), and the National Minimum Standards for those services. It also describes how to apply for a Disclosure and provides answers to some of the most commonly asked questions.

### **What are CRB Disclosures?**

The Criminal Records Bureau is an Executive Agency of the Home Office that since 1 April 2002 carries out criminal records checks in England and Wales. These checks are called Disclosures and have taken the place of the old system of police checks. They include (where appropriate to the work someone is to do) checks with government lists of people who should not be allowed to work with children. When someone applies to CRB for a Disclosure, the CRB checks the police national computer and government lists. The person applying for the check always receives a copy of the Disclosure. Whether anyone else receives a copy of the Disclosure, and what is included on the Disclosure, depends upon the "level" of the Disclosure.

### **The Two Levels of CRB Disclosures**

There are two current "levels" of Disclosure: "Standard" and "Enhanced".

**Standard Disclosures** show all convictions held on the Police National Computer, including "spent" convictions, together with cautions, reprimands or final warnings held on that computer. For work with children, it includes checks on the Department of Health and Department for Education and Skills lists of people who should not work with children. A Standard Disclosure has to be applied for in relation to a specific job or role. It is required for jobs defined as 'regulated positions' by the Criminal Justice and Court Services Act 2000- i.e. regular contact with children or vulnerable adults. In services regulated by NCSC, Standard Disclosures are needed where there is such regular contact, but the job does not involve directly working with, caring for, or supervising children or vulnerable adults – such as a job as a domestic, catering or maintenance worker.

**Enhanced Disclosures** contain all the information provided by a Standard Disclosure, but also include information held on local police records which the police consider

relevant to the post to be held. Like Standard Disclosures, they relate to a specific job or role only. An Enhanced Disclosure is required for jobs which involve regularly caring for, training, supervising, or being in sole charge of children or vulnerable adults. Anyone registering with NCSC as the provider or manager of an establishment or agency must have an Enhanced Disclosure.

## **Countersigning Applications for CRB Disclosures**

Anyone needing a Standard or Enhanced Disclosure must have their Disclosure application form "countersigned" by someone authorised to do this from a body which is registered with CRB for the purpose (known as a "Registered Body").

The person countersigning the form is confirming that they have a legal entitlement to ask for a Disclosure and that the person's identity has been confirmed. The person countersigning the form will also receive a copy of the Disclosure, as will the person to whom the Disclosure relates, so that they can decide whether any convictions or other information the results contain make a difference to whether the person should do the work intended with children or vulnerable adults.

If you have to complete an NCSC application form for registration as a provider or manager of an establishment or agency, then your application to CRB for your Disclosure has by law to be countersigned by NCSC. If you do not need to complete an NCSC application form for a new registration with us, then your CRB Disclosure application should be countersigned through your own provider's arrangements rather than by NCSC.

## **How to Arrange to Countersign CRB Disclosure applications**

While NCSC managers will countersign Disclosure application forms for people newly applying to NCSC for registration as providers or managers of establishments or agencies, providers of services inspected by NCSC need to make their own arrangements to countersign Disclosure application forms from their own staff.

There are two ways that service providers can arrange for Disclosure application forms from their own staff to be countersigned. The first is to become a CRB Registered Body themselves, so that they and any nominated and approved "countersignatories" in their organisation or establishment can then countersign Disclosure applications from their staff. Applications to become a Registered Body should be made to CRB by phoning 0870 90 90 822, not to NCSC. The other way is to arrange with another organisation that is already a CRB Registered Body for them to countersign Disclosure application forms on their behalf. CRB call organisations that are available to do this "Umbrella Bodies" and a list of them can be found on the CRB website ([www.disclosure.gov.uk](http://www.disclosure.gov.uk)).

It is essential that if an Umbrella Body system is used, the full results of the CRB Disclosure are seen by the provider or appropriate manager of the establishment or agency, because the provider (and not the Umbrella Body) is responsible for

decisions on whether a person is or is not suitable to work in the service on the basis of the results of the CRB Disclosure information.

Providers registering with CRB to countersign Disclosure applications themselves can opt for a telephone procedure for individuals to apply for Disclosures from CRB, in which individuals contact CRB by telephone, a partly completed form is then sent to them, which they check, sign and then pass to the appropriate person to countersign for them before sending on to CRB. Alternatively, providers can register with CRB to have a "payment on account" status, so that they can order pre-printed forms to provide to their staff to complete instead of asking them to apply by telephone, with the charge for each Disclosure being charged to the provider's account with CRB.

Please note that NCSC is not an "Umbrella Body" and *we are not in a position to countersign CRB Disclosure application forms for anyone other than people applying to become registered with us as a provider or manager of an establishment or agency.* We cannot carry out other staff checks for the services we inspect, because our job is to inspect that those running these services are doing this themselves.

### **Catching up on CRB Disclosure Checks for Existing Staff of Adult Care Homes**

Staff of adult care homes who were already in their present jobs on 1 April 2002 have not so far been required to have CRB Disclosures. The government has recently been consulting on plans to require all these existing staff to apply for a CRB Disclosure during October or November 2003, and then to make it a legal requirement for them all to have had a satisfactory Disclosure by 30 June 2004. The government plan that as a once-only arrangement, Standard rather than Enhanced Disclosures will be required by these existing care homes staff, even if they work directly with residents.

Newly appointed care home staff working with residents must still have a Disclosure at the Enhanced Level.

### **Keeping your Staffs' CRB Disclosures for Inspection**

Inspectors from NCSC have to check that providers and managers of the establishments and agencies we inspect have obtained the required CRB Disclosures when recruiting staff and other workers, or moving staff to new jobs involving working with or regular contact with children or vulnerable adults. Providers must therefore keep all the CRB Disclosures they have obtained on their staff and other workers until NCSC has completed its next inspection following their recruitment.

The usual CRB guidance that Disclosures should not be kept more than 6 months after they have been used does not mean they cannot be kept to show inspectors. Producing them to inspectors is one of the legal uses for which a Disclosure needs to be kept.

### **Earlier CRB Problems**

In the past, CRB was unable to process Disclosures without substantial delays. This is no longer the case – they now report meeting their targets for issuing Disclosures (eg to issue 90% of all Enhanced and Standard Disclosures within 4 weeks and 2 weeks respectively of receiving a correctly completed application form).

NCSC is therefore no longer able to make any allowances for providers or managers who have not obtained satisfactory CRB Disclosures on all the staff and others for whom they are required, whether or not there were difficulties in securing a CRB Disclosure in the past, or the person is supervised closely in their work. Who requires which level of Disclosure, and when, is set out in the relevant Regulations and National Minimum Standards for the service concerned, and for convenience is summarised in the Table below.

If any member of staff or other worker in an establishment or agency for whom a Disclosure is currently required under Regulations or Standards (see Table below) does not already have one, because of past CRB problems or for any other reason, the Provider or Manager needs to take immediate action to obtain one in order to meet their own responsibilities under the Regulations or Standards for their service.

### **Who Needs Which Level of Disclosure?**

The following Table shows who needs which level of Disclosure and by when. The information is summarised guidance only - refer to the relevant Transitional Orders, Regulations and National Minimum Standards for more information if needed. Where there is any conflict between those documents and the guidance below, those documents are definitive.

Who needs to apply for a Disclosure	Level of CRB Disclosure needed	Who has to Countersign the Disclosure Application Form	When the Disclosure Check should be done
-------------------------------------	--------------------------------	--	--

<b>CARE HOMES &amp; ADULT PLACEMENTS</b>			
1. Existing registered providers and managers of Care Homes, nursing homes, mental nursing homes and adult placement carers (including "Responsible Individuals" on behalf of registered organisations), who were registered by local or health authorities	Enhanced	Employer (or Umbrella Body)	Without delay after 1 April 2002
2. Staff of Care Homes who work with service users and were already in their present post on 1 April 2002	Standard (subject to final confirmation by government)	Employer (or Umbrella Body)	Subject to government confirmation – before 30 June 2004, with applications made during Oct/Nov 2003
3. New staff of Care Homes who work with service users, appointed on or after 1 April 2002	Enhanced	Employer (or Umbrella Body)	Before starting work in the home
4. Staff of Care Homes who do not work with service users but have regular contact with them and were already in their present post on 1 April 2002.	Standard	Employer (or Umbrella Body)	Subject to government confirmation – before 30 June 2004, with applications made Oct/Nov 2003
5. New staff of Care Homes who do not work with service users but have regular contact with them, who were appointed on or after 1 April 2002	Standard	Employer (or Umbrella Body)	Before starting work in the home
6. Staff employed by external contractors or agencies who work with service users in the home and started working in the home before 1 April 2002	Standard (subject to final confirmation by government)	Contractor or Agency Employer (or Umbrella Body) - but the Disclosure results must be provided to the Care Home provider or manager and be satisfactory to them	Subject to government confirmation – before 30 June 2004, with applications made Oct/Nov 2003
7. Staff employed by external contractors or agencies who work with service users in the home and started working in the home on or after 1 April 2002	Enhanced	Contractor or Agency Employer (or Umbrella Body) - but the CRB disclosure results must be provided to the Care Home provider or manager and be satisfactory to them	Before starting work in the home

8. Staff employed by external contractors or agencies who do not work with service users in the home but have regular contact with service users and started working in the home on or after 1 April 2002	Standard	Contractor or Agency Employer (or Umbrella Body) - but the CRB disclosure results must be provided to the Care Home provider or manager and be satisfactory to them	Before starting work in the home
9. Applicants for registration with NCSC as providers or managers of Care Homes, Adult Placement Carers not previously registered and Responsible Individuals on behalf of organisations applying for registration with NCSC (includes those applying for registration in relation to Local Authority homes and Royal Charter Homes)	Enhanced	NCSC	Before their Fit Person interview with NCSC (as applicable), as part of the registration process
<b>CHILDREN'S HOMES</b>			
1. Existing Registered providers and "Responsible Individuals" on behalf of registered organisations	Enhanced	Employer (or Umbrella Body)	Without delay after 1 April 2002
2. Applicants for registration with NCSC as Providers or Managers of Children's Homes (including Responsible Individuals for local authorities and other organisations applying for registration with NCSC)	Enhanced	NCSC	Before their Fit Person interview with NCSC, as part of the registration process
3. Staff working with children in a children's home	Enhanced	Employer (or Umbrella Body)	Without delay after 1 April 2002 for all existing staff.  Before starting work for the home for new staff.
4. Staff not working with the children but with regular contact with children in a children's home	Standard	Employer (or Umbrella Body)	Without delay after 1 April 2002 for existing staff.  Before starting work for the home for new staff.
5. Staff employed by external contractors or agencies who work with children in the children's home	Enhanced	Employer (or Umbrella Body) - the CRB disclosure results must be provided to the Children's Home provider or manager and be satisfactory to them	Without delay after 1 April 2002 for existing staff.  Before starting work at the home for new staff.

6. Staff employed by external contractors or agencies not working with the children but with regular contact with children in a children's home	Standard	Employer (or Umbrella Body) - the CRB disclosure results must be provided to the Children's Home provider or manager and be satisfactory to them	Without delay after 1 April 2002 for existing staff.  Before starting work at the home for new staff.
<b>RESIDENTIAL FAMILY CENTRES</b>			
1. Existing Registered providers and "Responsible Individuals" on behalf of registered organisations	Enhanced	Employer (or Umbrella Body)	Without delay after 1 April 2003
2. Applicants for registration with NCSC as Providers or Managers of Residential Family Centres (including Responsible Individuals for local authorities and other organisations applying for registration with NCSC)	Enhanced	NCSC	Before their Fit Person interview with NCSC, as part of the registration process
3. Staff working with residents in a Residential Family Centre	Enhanced	Employer (or Umbrella Body)	Without delay after 1 April 2003 for all existing staff.  Before starting work for the centre for new staff.
4. Staff not working with the residents but with regular contact with residents in the centre	Standard	Employer (or Umbrella Body)	Without delay after 1 April 2003 for existing staff.  Before starting work for the centre for new staff.
5. Staff employed by external contractors or agencies who work with residents in the centre	Enhanced	Employer (or Umbrella Body) - the CRB disclosure results must be provided to the Children's Home provider or manager and be satisfactory to them	Without delay after 1 April 2003 for existing staff.  Before starting work at the centre for new staff.
<b>BOARDING SCHOOLS, RESIDENTIAL SPECIAL SCHOOLS AND FE COLLEGES ACCOMMODATING STUDENTS UNDER 18</b>			
1. Staff newly recruited or transferred to work with boarders or residential students under 18 on or after 1 April 2002 (including newly appointed Heads, school teaching and boarding house staff, special school care staff, college lecturing, student welfare and warden staff, and contract staff)	Enhanced	School, College (or Umbrella Body)	Before starting work for the school or college

2. Staff (including ancillary staff and contract staff) not working with pupils or residential students under 18 but with either regular contact with pupils or residential students under 18, or regular access to boarding accommodation or residential accommodation for students under 18, who are newly recruited or transferred to such work on or after 1 April 2002	Standard	School, College (or Umbrella Body)	Before starting work for the school or college
3. Adults starting after 1 April 2002 to live in the same premises as boarders in schools, but not employed by the school	Standard	School (or Umbrella Body)	Before moving in to the premises
4. Educational Guardians where pupils are accommodated by arrangements made by the school, and adults caring for pupils or residential students under 18 in lodgings where pupils or students are placed by a school or college	Enhanced	School, College (or Umbrella Body)	Before any pupil or student under 18 is placed after 1 April 2002
5. Adults not responsible for the care of pupils, but living or working in lodgings arranged by the school	Standard	School (or Umbrella Body)	Before any pupil is placed after 1 April 2002 or before the person begins living or working in lodgings where a pupil is already placed if the placement is to continue
6. Agency staff first employed to work with children or residential students under 18 in a school or college after 1 April 2002	Enhanced	Either the school or college (or an Umbrella Body) or by the agency within the past 12 months and satisfactory results shown to the school or college	Before starting work for the school or college
7. Agency staff not employed to work with the children or residential students under 18 but first starting work on or after 1 April 2002 with regular contact with children or residential students under 18, or regular access to residential accommodation for children or students under 18	Standard	Either the school or College (or an Umbrella Body) or by the agency within the past 12 months and satisfactory results shown to the school or college	Before starting work for the school or college
<b>FOSTERING SERVICES</b>			
1. Applicants for registration with NCSC as Providers or Managers of Independent Fostering Agencies, and Responsible Individuals on behalf of organisations applying for registration with NCSC	Enhanced	NCSC	Before their Fit Person interview with NCSC (as applicable), as part of the registration process

2. Staff of the independent or local authority fostering service whose job includes work with children	Enhanced	Fostering Service (or Umbrella Body)	Without delay after 1 April 2002 for existing staff.  Before starting work for the service for new staff.
3. Staff of an independent or local authority fostering service whose job does not include work with children, but who may have regular contact with children	Standard	Fostering Service (or Umbrella Body)	Without delay after 1 April 2002 for existing staff.  Before starting work for the service for new staff.
4. Agency or contract staff whose job includes work with children	Enhanced	Fostering Service (or Umbrella Body)	Without delay after 1 April 2002 for existing staff.  Before starting work for the service for new staff.
5. Agency or contract staff whose job does not include work with children, but who may have regular contact with children	Standard	Fostering Service (or Umbrella Body)	Without delay after 1 April 2002 for existing staff.  Before starting work for the service for new staff.
6. Manager of local authority fostering service	Enhanced	Local Authority	Without delay after 1 April 2002 for existing managers.  Before taking responsibility for the service for newly appointed managers.
7. Prospective foster parent and adult members of the foster parent's household.	Enhanced	Fostering Service	Before approval by the service as a foster parent
<b>INDEPENDENT HOSPITALS, INDEPENDENT CLINICS, AND INDEPENDENT MEDICAL AGENCIES</b>			
1. Applicants for registration with NCSC as Providers or Managers of Independent Healthcare services, and Responsible Individuals on behalf of organisations applying for registration with NCSC	Enhanced	NCSC	Before their Fit Person interview with NCSC (as applicable), as part of the registration process
2. Staff of the independent healthcare service whose job includes unsupervised work with patients	Enhanced	Healthcare Service (or Umbrella Body)	Without delay after 1 April 2002 for existing staff.  Before starting work for the service for new staff.

3. Staff of the healthcare service whose job does not include unsupervised work with patients, but who may have regular contact with patients	Standard	Healthcare Service (or Umbrella Body)	Without delay after 1 April 2002 for existing staff.  Before starting work for the service for new staff.
4. Medical practitioners to be granted consulting or practising privileges	Enhanced	Healthcare Service (or Umbrella Body)	Without delay after 1 April 2002 for existing practitioners.  Before starting work for the service for practitioners newly granted consulting or practising privileges.

### **Staff of Domiciliary Care Agencies and Staff of Nurses Agencies**

The government is planning to introduce the requirement for CRB checks for all Domiciliary Care staff and Nurses Agency staff shortly. The current proposals are that from a date to be announced, all new Domiciliary Care staff will be required to have a satisfactory CRB check before starting work, with existing Domiciliary Care Staff all required to apply for checks between 1 October and 30 November 2003, and a deadline of 30 June 2004 for all Domiciliary Care staff to have been satisfactorily checked. A date will also be announced after which all new Nurses Agency staff will be required to have a satisfactory CRB check before work. Dates during 2004 for the existing Nurses Agency staff to go through a CRB check have not yet been fixed.

We will give further details on this website when final government decisions have been announced.

### **Implications of a Criminal Conviction**

If an offence or other information is disclosed, this does not necessarily mean that a registration or other NCSC approval or consent will be refused. We will consider fairly in each individual case whether the offence or other information indicates a significant risk to children or vulnerable adults. We will take into account the nature of the offence or other information disclosed, the role the person concerned is to fulfil, the type of service for children or vulnerable adults involved, and the nature and needs of the children or vulnerable adults likely to use the service. Decisions are to be made on the basis of an assessment of any possible risk to children or vulnerable adults, rather than the simple fact of a conviction or other information disclosed. Where there is significant doubt, the decision will however always favour the welfare of children or vulnerable adults.

### **Answers to Commonly Asked Questions**

**Q** *I work in a care home for adults. I have heard that the government rules about having CRB checks have changed again. What do I need to do?*

**A** *If you were already in your present job on 1 April 2002, then you will soon need to have a new CRB check done. The government will shortly be confirming the dates for you to do this – but it is likely that you will have to have had a satisfactory check done by 30 June 2004 at the latest, and that if you have not already had a CRB check done for your present job, you will need to apply for this, in October or November 2003. If you started your present job in the home after 1 April 2002, or are about to start working in an adult care home, then the law says that you must have a CRB check, before you start work in the home.*

**Q** *I work in a Children's Home. What are the rules for getting CRB checks, and have they changed now?*

*There have been no changes at all to the requirements for CRB checks for people working in children's homes. No changes are planned – the changes for homes are all for adult care homes, not children's homes. If you work in a children's home – whatever your actual job is, and whether you are employed by the home or are an agency, contract or casual worker or a volunteer there – the law says you must have a satisfactory CRB check to be allowed to work in the home. Police checks under the old system do not count for this. If you work in a children's home and you have not yet had a CRB check, you must apply for one immediately. You must still have one, by law, even you had problems getting this from CRB in the past.*

**Q** *The Table says I have to have a new check called a Disclosure from the CRB, but I had a police check not long ago, so do I really need to have one of these new checks from the CRB?*

**A** *Everyone listed in the Table as needing a new CRB Disclosure must have one even if they had a recent police check. CRB Disclosures are not the same as the old police checks - for example, they include checking with new Department of Health lists of people who should not work with children.*

**Q** *I am already approved by the CRB to countersign Disclosure checks for other people. They ran a full check on me before approving me as a "lead countersignatory" or "countersignatory", so am I right in saying that I do not need to go through another CRB check?*

**A** *No. If the table above shows that you need a CRB Disclosure, you still need this even if you have been approved by CRB to countersign other people's applications for Disclosure.*

*The reason for this is that unless you have a countersigned Disclosure, no-one outside CRB will have seen the results. The person responsible for deciding whether you can work with children or vulnerable adults will not know whether you have any convictions, and will not have assessed whether any*

convictions you do have are relevant to working with children or vulnerable adults.

The CRB are assessing you for a different purpose and it is possible that the CRB may approve someone with a particular conviction as a countersignatory, but NCSC or an employer may consider a person with that conviction to be unsuitable for a particular role with children or vulnerable adults.

***Q I am not applying to NCSC to be a registered provider or manager of anything, and I am not starting a new job. I am only applying for a CRB check because NCSC says people in my work have to. So do I tell CRB that the check is for the NCSC?***

***A No. You need the CRB Disclosure because Government Regulations or Standards say that you do (see the Table in this Guide) - it is not NCSC asking you to be checked, but it is a legal or government requirement. You should tell CRB the name and number of the organisation that is going to countersign your application form (this will be either your employer, or an “umbrella body” being used by your employer to do this). If you tell them to put “NCSC” on the form, your CRB disclosure application will not work, because we will not be the body signing your form. Only people who are also applying to NCSC to be registered as a provider or manager of an establishment or agency should ask CRB to put “NCSC” on the form as the organisation that will countersign your form.***

***Q I already have a Disclosure application form from CRB, and they have put the NCSC’s “Registered Body” number on it – but I am not someone applying to be registered by NCSC as a provider or manager, so NCSC aren’t going to be countersigning my form. What do I do about this?***

***A The person who countersigns your form must be someone from the organisation whose CRB “Registered Body” number is the form, otherwise CRB will not be able to process the Disclosure. So unless you are also applying to NCSC to be a registered provider or manager of a home or agency, you cannot use a CRB form which has the NCSC Registered Body number on it, and you need to ask CRB for another form with the right number on it.***

***Q I run a service inspected by NCSC and I have a member of staff who was unable to get a CRB disclosure when the CRB was not operating properly. This is not the fault of either me or my member of staff. I am keeping them under close “chaperoning style” supervision. Is this OK?***

***A No. In the past, NCSC will have taken into account the fact that you tried but were unable to get a CRB Disclosure when it was needed, provided you took all reasonable precautions. Now the CRB is issuing disclosures at the proper speed, we can no longer take those past problems into account. All staff and other workers who require a CRB Disclosure for their work, according to the Regulations and Standards for your type of establishment or agency, must now have a satisfactory CRB Disclosure. You must therefore take immediate action to obtain one for any member of staff or other worker who should have***

one, but does not already have a satisfactory Disclosure. If you are still waiting for a CRB Disclosure more than a month after it was applied for, you need to chase this up immediately with CRB. – a new application may be needed if a past one failed (eg because of an error on the form).

***Q I often employ staff from abroad. Is there any point in requiring them to apply for a Disclosure as they have not lived for long in this country?***

A If they work in one of the categories that the Table says requires a Disclosure, then you should ask them to apply for one. While of course the Disclosure will only cover information from this country, some Disclosures may still reveal any local police concerns, and it is always possible that CRB may provide information on someone who has only lived in this country for a short period of time.

***Q Can NCSC help me by processing Disclosures for my staff?***

A NCSC can only countersign Disclosure applications for people applying for NCSC registration as providers or managers of establishments or agencies we regulate. We are not able to act as an "umbrella organisation" to countersign Disclosure applications on providers' own staff. We have to inspect services to ensure that they are carrying out the CRB checks they are required to on their own staff, and as an inspectorate we cannot do this for them.

***Q I am already registered as a provider with NCSC, and am now applying for registration to provide another home. You ran a CRB check on me last time – do you really need another one?***

A If we countersigned and received a fully satisfactory CRB check on you less than 12 months ago, your inspector *may* agree that another check is not needed – but this is up to your inspector. They may not be able to agree to this, and require another, up to date check (which the law allows them to do), if your new service is not very similar to you existing one, or if you had any convictions.

***Q Because I am being asked to get a CRB Disclosure done, but I am not changing my job or applying to be registered with NCSC, are you going to pay the fee for that CRB check?***

A CRB checks are a legal requirement for everyone working with or responsible for children or vulnerable adults in settings regulated by NCSC. It is therefore the law that requires you to undergo these checks – NCSC's job is to inspect how you are complying with what the law says. As an inspectorate, we cannot pay your fees for doing what the law requires.

***Q I need NCSC to countersign my CRB form because I am applying for registration as a provider or manager of a home. I have been told that as NCSC has an account with CRB, I cannot pay for my own Disclosure as NCSC has told me I should. I do not understand this.***

A NCSC does not have an account to pay for these Disclosures, and you should therefore be able to pay by credit card or cheque directly to CRB. If you have been told otherwise, please recontact the CRB Disclosure application line to try again.

***Q I am an applicant for registration needing NCSC to countersign my CRB form. Why do I need to take my form in person to an NCSC office instead of sending it?***

A Because, rather like checking someone's passport at a port or airport, we have to see the person whose photograph and identity we are formally verifying as correct, unless the verifying NCSC officer already knows the person.

***Q I have applied to NCSC for registration as a provider or manager. Why can't I wait until my fit person interview to bring my CRB Disclosure application form for signing by NCSC?***

A Because we need to know the results of the Disclosure before the fit person interview, as we would need to discuss any issues arising from the check as part of the fit person interview.

***Q Does NCSC have preprinted CRB Disclosure application forms to give out to applicants for registration?***

A No – applicants for NCSC registration needing NCSC countersignatures should phone the CRB Disclosure application line (0870 90 90 844) to ask for a CRB Disclosure. This is because CRB can only issue preprinted application forms if we have 'Payment on Account' status, which we do not because we are not responsible for these payments.

***Q I am an applicant for NCSC registration as a provider or manager. What is NCSC's "Registered Body" number to give to CRB when I phone them, as the organisation that is going to countersign my CRB form?***

A We will give you this number when you apply for registration with us. We are not publishing it here, because it cannot be used by anyone other than someone already applying to us for registration (and therefore already receiving our registration information containing the number).

***Q Can I give the NCSC "Registered Body" number to service providers?***

A No. This number can only be used for CRB checks for people applying for NCSC registration as providers or managers of establishments or agencies we regulate. Everyone else needs to quote the number of the "CRB Registered Body" who is going to countersign their CRB form.

***Q How can I, as a provider not registered with CRB to countersign Disclosure applications, find an "Umbrella Body" to do this for me?***

A The CRB Disclosure website includes information about umbrella bodies (the website address is [www.disclosure.gov.uk](http://www.disclosure.gov.uk))

***Q Where can I find more information about the CRB?***

A From the CRB website [www.crb.gov.uk](http://www.crb.gov.uk) or on their enquiry line 0870 90 90 811.

***Q Are CRB and NCSC the same organisation?***

A No. They are entirely separate. Anyone with queries regarding registration to run a care home, children's home, fostering service or independent healthcare service, or regarding what the Regulations or National Minimum Standards require in terms of Disclosures, should ask their NCSC Area Office. Anyone with queries regarding Umbrella Bodies, operation of the Disclosure service or progress of their Disclosure application should contact CRB. NCSC cannot deal with complaints about CRB, nor CRB with complaints about NCSC.

***Q Do boarding school or FE college staff who were already in their present posts on 1 April 2002 now have to undergo one of the new Disclosures?***

A No, the requirements for CRB checks only apply to staff either newly appointed, or transferring, to work with boarders or residential students under 18, or to have regular contact with them or regular access to their residential accommodation, since 1 April 2002.