

Disclosure service

Put to the test – UKHCA's Disclosure

When purchasing any type of service, you need to be assured that your service provider is going to meet your needs, and the needs of your organisation. Disclosure checks are an important part of your recruitment process and therefore it is vital you understand what is involved in obtaining disclosures and how the service you choose can help you.

Membership Development Officer Sarah King put Julie Sharp, the Association's Disclosure Service Manager, to the test by asking how members benefit from using the UKHCA Disclosure Service.



Julie Sharp

Q UKHCA has members throughout the United Kingdom. Can you process disclosures in all four nations?

A As a registered umbrella body, we are able to process disclosures in all four nations for organisations that join our disclosure service. We are at the forefront of new developments and have been invited to participate in key discussions about good practice with the government bodies responsible for disclosure in England

and Wales.

Q As an umbrella body, how are you regulated for quality purposes?

A All services that access disclosure checks must be registered with the appropriate body responsible for disclosure in each of the nations. We are both monitored and inspected on our performance to ensure we meet all the criteria and have quality processes in place.

The responsible bodies are:

- England and Wales: Criminal Records Bureau (CRB)
- Northern Ireland: Access Northern Ireland (Access NI)
- Scotland: Disclosure Scotland

Q Can anyone set up a disclosure service?

A Members can register with the appropriate body direct and become an umbrella body. To do this, employers would need to have the

UKHCA Membership – what's in it for you?



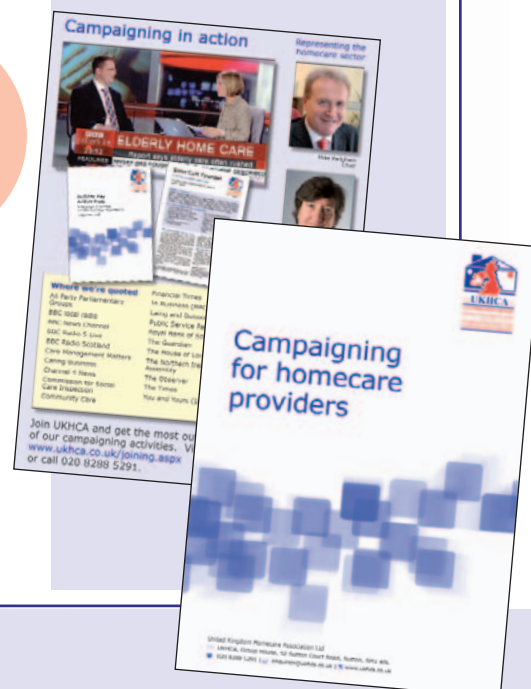
Member helpline:
020 8288 5291

website: www.ukhca.co.uk

UKHCA – working for quality in homecare

In addition to benefits and services, members can be assured that our campaigning efforts are not going unnoticed.

Our Campaigning for Homecare Providers publication highlights our press coverage on BBC News channel, along with other media successes.



service in the spotlight

correct policies and procedures in place and pay the appropriate fee. For employers in England and Wales, you would also need to produce evidence that you would be processing at least 100 disclosures per year. (The UKHCA Disclosure Service processes on average 15,600 disclosures per year and is one of the larger umbrella bodies in the UK).

Q How much does it cost to use the UKHCA Disclosure Service?

A If you are a UKHCA member, it costs a one-off fee of £23 including VAT to join the UKHCA Disclosure Service.

Homecare providers are required by law to obtain enhanced disclosures, rather than basic disclosures. If they need a new recruit to start work before the enhanced disclosure is received, they must carry out a POVAFirst check. This facility is only available in England at present.

Our fees include the cost per disclosure for each nation, according to the charging policy of the body responsible for disclosure, and our administration charge:

- Criminal Records Bureau - England and Wales:
 - Enhanced Disclosure, without POVAFirst, £45.77
 - Enhanced Disclosure with POVAFirst (England only), £54.65
- Access Northern Ireland:
 - Enhanced Disclosure: £39.77
- Disclosure Scotland:
 - Enhanced Disclosure: £29.77

To find out more about costs, including our rates for organisations that do not belong to UKHCA, call 020 8288 1572.

Q Are all costs for a disclosure check included in the fees you advertise above?

A All costs that we advertise are for a full enhanced check. There are no hidden costs when using our service.

Q What does your service include?

A We like to think that our service is one of the most comprehensive available. Our services include:

- Dealing with your application with-



Providing access to Criminal Records Bureau information

in 24hrs of receipt - our re-assurance to you that no time is wasted

- Checking your application is correct and investigating any information missing that could cause it to be rejected
- Chasing outstanding checks with the appropriate body
- Sending out results on day of receipt from the appropriate body
- A customer focused helpline for application queries from members
- Providing information on organisations that assist employers where disclosure results affect a recruitment decision.

Q What are your success rates?

A The UKHCA Disclosure Service was set up in 2002, when disclosure was introduced in England, so we are an extremely experienced team. The CRB tells us our administrative application error rate is less than 1%, a significant achievement given the complexity of the form.

Our close monitoring of application forms ensures that checks can proceed without delay.

Our constant chasing of the bodies responsible for disclosure also helps to ensure that on average 90% of

applications are returned within a four week period.

Q What are your guidelines for data protection?

A All organisations using our service sign up to the UKHCA Service Agreement. This agreement highlights the importance of data protection and contains our service's commitment to promote good practice.

UKHCA members can call the UKHCA helpline for further guidance on data protection issues.

Q I have heard of E-bulk, what does this mean and can you access it?

A The CRB E-bulk system is a trial process whereby disclosures in England are sent electronically. Our disclosure service is one of twenty four companies to be accepted for this trial service. More information on using e-bulk will be available early this year.

Q Why should members use the UKHCA Disclosure service?

A Our friendly disclosure team has a wealth of knowledge and are on hand to help with the application process. We have the processes in place to ensure disclosures are turned around as quickly as possible and help with your recruitment.

As a non-profit making Association, the disclosure service costs reflect the Association's cost effective processes.

Facts about the UKHCA Disclosure Service:

- 500 UKHCA members are registered to use the UKHCA Disclosure Service
- On average the Disclosure service processes 300 applications per week
- Non-members of the Association can access the Disclosure Service but are charged commercial rates.

Q How do I find out more about the UKHCA Disclosure Service?

A Call Julie Sharp or any member of the disclosure team, on 020 8288 1572 or 020 8288 1573 or e-mail disclosure@ukhca.co.uk for more information.

**UKHCA Disclosure Service 0208 288 1572 or 0208 288 1573
disclosure@ukhca.co.uk www.ukhca.co.uk/disclosure.aspx**