



Disclosure &
Barring Service

Police Performance Information May 2025

Processing Times

The average time taken to process all applications in April was:

Enhanced – 12.3 days

Standard – 1.4 days

Basic – 0.7 days

Police performance

Of the 52 police forces and law enforcement agencies (e.g., National Crime Agency) that DBS commissions to carry out checks on their behalf, DBS sends 3 million checks per annum to forces.

Of those in April:

- on average it took 22 days for the police to return a check that had been sent to them
- 3 forces (Hampshire, Kent and Sussex) were experiencing delays. These represent 8% of the total checks sent to forces
- 32% of aged cases held by forces at the beginning of the month were completed by the end of the month, excluding the 3 red forces this figure is 67%
- The number of Aged cases increased in April from 16,038 to 16,391. The 3 forces experiencing delays hold over 83% of all Aged cases.



Across April forces were sent 5.1k above forecast for the month.

Vacancies increased from 99 to 115, however this was to be expected as forces have been funded for increased staffing levels for financial year 2025/26. The leaving and starting of staff across the forces is a constant challenge, with successful recruitment campaigns routinely taking three months, police vetting adding a further three months and training then taking at least six to nine months. This means the full positive impact from additional / newly recruited staffing is not felt for a considerable period.

Hampshire: Overtime and other measures continue to be implemented in the interim. With budgeted resource of 28.62 FTE, they now have 3.36 FTE (12%) vacancies and 4 FTE (14%) new starters and/or in training. Since the end of December 2024 aged cases have decreased from 7570 to 5128.

Kent: further significant improvements in Kent's Aged and WiP will not be seen until at least the end of Quarter 1 of 2025/26. With budgeted resource of 53.2 FTE, they now have 10.02 FTE (19%) vacancies and 9.21 FTE (17%) new starters and/or in training. To tackle the long-standing performance issues Kent are also going through a restructure of the Unit which will in the longer term give them greater resilience and improve output. Since the end of

December 2024, the recovery plan has seen positive results with aged cases decreasing from 4282 to 2816.

Sussex: measures continue to be implemented at Sussex including a Gold Group which means focus at the highest level within force on Sussex's recovery. With budgeted resource of 27.17 FTE, they now have 5.31 FTE (19.5%) vacancies and 4.81 FTE (18%) new starters and/or in training.

DBS works with all police forces and law enforcement agencies on a daily basis to ensure checks are completed as quickly as possible. All applications that exceed 60 continuous days with any force are automatically identified by DBS through scheduled daily reports issued to forces to complete as soon as possible.

We are closely monitoring the three red forces who are experiencing significant delays. Further significant improvements in Aged volumes will be achieved until the three forces have filled all vacant positions and staff are fully trained.

Background Information

Why do checks go to the police?

For Enhanced DBS checks only, applications will be sent to a police force if there's a potential match against the names on the application form and police systems. This means that even if an applicant has always resided in one area of the country, their check can be sent to a police force in another area that holds details of a person with the same or similar names to the applicant.

The only exception to this is if the individual is applying for a role that involves working in their own home, such as a foster carer. In this case, even if there is no potential match, the application will still be sent to relevant police forces and law enforcement agencies, so they can carry out a check on other individuals who reside at, or frequent, their home.



Throughout this process, the police may need to gather information from other organisations. There are other instances where DBS checks may be delayed, such as missing, unclear, or incorrect information. Any issues on an application form, such as missing or incorrect information will flag a 'conflict' and the application will come back to DBS to clarify the information by contacting the employer, RB, or the applicant. This will inevitably increase the length of time the DBS check takes.

If there is a match

If there is a match on the Police National Computer (PNC), or against the data held by police forces or law enforcement agencies, we'll send the application to relevant police forces or law enforcement agencies.

If there is no conflict, the forces will check for any information they hold that is relevant to the specific workforce the applicant is applying to work with, for example, the child workforce. If there is no information, the application comes back to DBS.



If they do hold information, they will assess the information's relevance to the workforce. They will decide if it is relevant and should be disclosed on the DBS certificate. Most of the time, certificates do not contain any 'approved information', as the police have decided not to disclose any information. However, they have still had to spend time reviewing the information before that decision can be taken. These checks can take a bit of time, especially if there are several forces involved.

Factors affecting performance

There are several other factors which can cause delays in forces returning checks within the SLA, including:

- a high demand for our services
- assessment of the information they hold, including in some cases obtaining legal advice on whether it appropriate for employment purposes
- offering representations or responses from representations, which can result in further information being required

