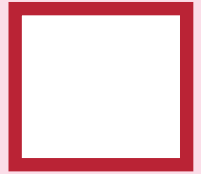


# KEEPING THE CUSTOMER INFORMED

## Reasons for applying

I have explained to the applicant why they are being asked to apply for, why their post requires a CRB check and where they can go for independent advice.

[www.crb.homeoffice.gov.uk/eligibility](http://www.crb.homeoffice.gov.uk/eligibility)



## CRB Services

I have provided more information to the applicant about the services provided by the CRB, the level of check that their post requires and the length of time expected to complete the check.

[www.crb.homeoffice.gov.uk/services](http://www.crb.homeoffice.gov.uk/services)

Enhanced CRB checks - 90% in 28 days

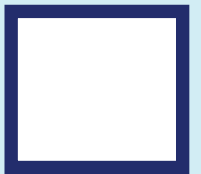
Standard CRB checks - 95% in 10 days



## Contact Points

I have provided all relevant contact points to the applicant, including:

- \* My full name and contact details
- \* CRB Customer Services
  - 0870 90 90 811
  - [customerservices@crb.gsi.gov.uk](mailto:customerservices@crb.gsi.gov.uk)
  - PO Box 110, Liverpool, L69 3EF



## Confidential checking process

I have made the applicant aware of the Confidential checking process for Transgender applicants

- 0151 676 1452
- [crbsensitive@crb.gsi.gov.uk](mailto:crbsensitive@crb.gsi.gov.uk)



## Online Tracking

I have explained to the applicant that they can track their application online.

[www.crb.homeoffice.gov.uk/tracking](http://www.crb.homeoffice.gov.uk/tracking)



## Vetting and Barring Scheme

I have made the applicant aware of the new Vetting and Barring Scheme, the changes that will affect them and the requirements of registration.

[www.crb.homeoffice.gov.uk/VBS](http://www.crb.homeoffice.gov.uk/VBS)

