



DIP 009 - Fees and Service Standards

Fees

The following fees apply from 6 April 2006:

- Standard Disclosure £31.00
- Enhanced Disclosure £36.00

Standard and Enhanced Disclosures are free of charge to volunteers*

- POVA^{First} £6.00
- Registration £300.00 (this includes the cost of the Lead Countersignatory)
- Additional Countersignatories £5.00 (this fee also applies for a change of name or signature of a signatory)

Service Standards

As part of our commitment we will aim to issue:

- 90% of Enhanced Disclosures within 4 weeks of receiving a completed application
- 90% of Standard Disclosures within 10 days of receiving a completed application

We will aim to answer:

- 90% of telephone calls within 20 seconds
- 95% of letters within 10 days
- 95% of emails within 48 hours

We will aim to resolve:

- 90% of disputes over Disclosure content within 3 weeks

We will aim to complete:

- 90% of registrations of Registered Bodies within 4 weeks from receipt of application

*A volunteer can be defined as a person who is engaged in any activity which involves spending time, unpaid (except for travelling and other approved out-of-pocket expenses), doing something which aims to benefit some third party other than or in addition to a close relative.