



£5 CHARGE FOR ADDITIONAL ADMINISTRATION ARISING FROM RESOLVING ERRORS OR OMISSIONS ON CRB APPLICATION FORMS

The Churches Agency for Safeguarding processes around 24,000 CRB applications a year. Unfortunately around a third of these have one or more errors or omissions. Each of these applications takes on average twice as long to process as an application which has been correctly completed.

What does this mean?

For those verifiers who complete forms correctly the turnaround time is increased because of the staff time spent on resolving errors. This is not fair. Although the processing time has been reduced to around five weeks this could be further reduced if the error rate was lower. Comparable organisations that have introduced charges for incorrect applications have found that error rates have been drastically cut.

What is going to happen?

From April 1st 2007 churches will be charged £5 for errors or omissions caused by not following the guidance and which require the form to be returned to the verifier. An invoice will be sent, with the returned form, to the verifier and the cheque will need to be received with the resubmitted form in order for the application to be processed.

What will not be charged for?

If the error or omission can be resolved by a phone call the application will not be subject to an error charge. If we try to contact the verifier **or** applicant unsuccessfully a total of three times by telephone then we will return the form with an invoice.

If a verifier has made the same mistake in a batch of applications the church will only be charged once. If the guidance has not been followed in numerous different ways each incorrect application will be subject to a £5 charge.

How will we help you to get it right first time?

We have issued updated guidance for applicants and verifiers. This is available on our web site www.churchsafe.org.uk and through member denominations. There is also guidance available about what to look for on each piece of evidence e.g. should it show date of birth, address or both. Verifiers can also contact their denominations if they require any advice or assistance.

REMEMBER IF THE APPLICATION IS COMPLETED CORRECTLY THERE IS NO CHARGE TO THE LOCAL CHURCH FOR DISCLOSURES FOR VOLUNTEERS AND THE SERVICE COSTS ARE MET BY GRANTS GIVEN BY THE DENOMINATIONS.

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