

# [DBS Disclosure Process Video](#)

The Disclosure and Barring Service (DBS) has launched a video that explains the process for a standard and enhanced DBS check. The video includes a brief summary of the work we do at DBS and then focuses on how standard and enhanced certificates are produced, and the various stages each application has to go through.

The video can be found [here](#).

In 2018, Ipsos Mori conducted some research on our behalf, to understand the customer and stakeholder perception of DBS through a Customer Satisfaction Survey. The survey focused on DBS check applicants, Registered Bodies and HR professionals.

Survey results showed there was a lack of understanding in how a DBS certificate is produced, with six in ten customers advising they weren't aware of how their application was processed. The results also highlighted a lack of understanding around Registered Bodies, and the role they play in the application process.

The video we've launched aims to present the application process in a more user-friendly way, so customers understand how to apply, what happens to their application once they've submitted it and the role that DBS, Registered Bodies and law enforcement agencies play in the process.

The video is available in two formats, the first of which is a full-length video and can be found above. The video has also been broken down into five smaller videos, each covering a different section of the process – these shorter versions can be found on our YouTube channel [here](#).

If you'd like to provide any feedback on the video, please contact us [here](#).

More information about the subjects mentioned in the video can be found below: