

# DBS recognised as the highest-rated public service organisation for customer satisfaction

The Disclosure and Barring Service (DBS) has been ranked as the highest-rated public service organisation in the UK, for customer satisfaction in the July 2022 UK Customer Satisfaction Index (UKCSI). DBS also achieved this ranking in the January 2022 UKCSI.

The index is published twice a year by the Institute of Customer Service and is based on the responses of over 10,000 consumers. It acts as a national benchmark for customer satisfaction and covers 272 organisations across 13 sectors.

Within the report, DBS was compared against 12 other public sector organisations including HM Passport Office, the Environment Agency, and the Driving and Vehicle Licensing Agency.

DBS received a customer satisfaction score of 81.6 out of 100. The average score for public sector organisations was 75.3.

DBS was ranked highly in the UKCSI report by customers in areas such as reputation and trust, being open and transparent, and whether they would recommend using DBS services to a friend or relative.

Eric Robinson, CEO of DBS, and Dr Gillian Fairfield, Chairman of DBS, said:

“It is a testament to the hard work of our staff that DBS has been named as the highest-rated public service organisation for customer satisfaction in the UK. Receiving this recognition for a second consecutive time demonstrates our efforts to continually improve customer experience and our commitment to provide high quality, reliable, consistent, timely, and accessible services.”

Jo Causon, CEO of The Institute of Customer Service, added:

“Through this challenging period of disruption and uncertainty, some businesses have adapted well and responded to changes in their customers’ circumstances and needs. DBS’ continued strong performance in the UKCSI is encouraging and shows that public sector organisations that best support their customers through these times – by reassuring, engaging, and delivering on their promises – will be best placed to thrive as we come out of this crisis and rewarded with customer loyalty.”

More information about the index and the main UKCSI report can be found on the [Institute of Customer Service website](#).

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## [Leonardo AW189, G-MCGT, 26 July 2021: Anniversary Statement](#)

News story

Terrain warning sounded during go-around due to rising ground ahead, Ballintoy, County Antrim, 26 July 2021.



This statement provides an update on the AAIB investigation into a serious incident involving a Leonardo AW189 helicopter, G-MCGT, at Ballintoy, County Antrim, on 26 July 2021.

At 2002 hrs the duty crew at Prestwick Airport were tasked by the Aeronautical Rescue and Co-ordination Centre with recovering a casualty who was receiving cardiopulmonary resuscitation. While making an approach to the site of the casualty, who was situated just inland from the edge of the coast, the crew initiated a go-around during which a terrain warning sounded due to rising ground ahead.

The investigation is ongoing and publication of the report is expected in early 2023.

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## [Sheffield robber receives increased sentence after referral to the Court](#)

# of Appeal

News story

The offender carried out two robberies, stealing over £1000 worth of goods and cash while threatening members of the public.



A man who carried out two robberies in Sheffield has received an increased prison sentence after his case was referred to the Court of Appeal by the then Solicitor General, Alex Chalk QC MP.

Jonathan Ashton, now 34, carried out the robberies in January 2021, aided by two accomplices. During the first robbery, Ashton stole from a shop cash to the value of £100-200 and £500-600 worth of cigarettes while wearing a balaclava and carrying a machete.

The next day, the three offenders went on to steal cigarettes and tobacco valued at over £1,000 at a separate shop. During both robberies, Ashton used threatening behaviour towards the staff and customers of the shop.

Ashton was also seen driving a stolen car four days later, within which police found an air pistol.

On 5 May 2022, Ashton was sentenced at Sheffield Crown Court to 4 years 9 months' imprisonment for two counts of robbery, one count of handling stolen goods and one count of possessing a firearm.

Following the sentencing, the then Solicitor General, Alex Chalk QC MP, referred Ashton's sentence to the Court of Appeal under the Unduly Lenient Sentence scheme as he felt that the original sentence was too low.

On 26 July 2022 the Court found Ashton's original sentence to be unduly lenient and increased his sentence to 8 years 8 months' imprisonment.

Speaking after the hearing, the now Solicitor General Edward Timpson CBE QC MP said:

Ashton stole thousands of pounds worth of goods and cash while

threatening members of the general public. I welcome the decision to increase his sentence, to better reflect the serious nature of these offences.

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## [UKHSA reminds visitors to stay healthy during the Birmingham Commonwealth Games](#)

Visitors from around the UK and across the world will be travelling to take part in the Birmingham 2022 Commonwealth Games from 28 July to 8 August.

### **Advice for hot weather**

Stay hydrated, drink plenty of fluids and avoid excess alcohol.

If you need to travel, make sure you take water with you.

Avoid extreme physical exertion. If you can't avoid strenuous outdoor activity, try to keep it for cooler parts of the day, for example in the early morning or evening.

Seek shade during the hottest parts of the day, especially from 11am to 3pm, when UV radiation is strongest.

If you go out in the heat :

- wear UV sunglasses (preferably wraparound)
- apply sunscreen of at least SPF15 with UVA protection
- wear a wide-brimmed hat and light, loose-fitting cotton clothes

On car journeys, ensure babies, children or older people are not left alone in parked cars, which can quickly overheat.

If you feel dizzy, weak or have intense thirst and a headache, move to a cool place as soon as possible and drink some water or diluted fruit juice.

If you have painful muscular spasms (particularly in the legs, arms or abdomen) rest in a cool place and drink electrolyte drinks. If you don't start to recover within 30 minutes, call 111.

Call 999 if a person develops any signs of heatstroke, as this is a medical emergency.

Symptoms are:

- feeling unwell (after 30 minutes resting in a cool place and drinking plenty of water)
- not sweating even while feeling too hot
- a high temperature of 40°C or above
- fast breathing or shortness of breath
- feeling confused
- a fit (seizure)
- loss of consciousness
- being unresponsive

## **Advice to prevent transfer of stomach bugs**

Stay at home if you have any symptoms of diarrhoea or vomiting.

Don't go to work or school or mix outside until 48 hours clear of symptoms.

Stay hydrated.

Wash hands regularly and thoroughly in soap and water, especially after visiting the toilet or before preparing food.

Try not to prepare food for others while infectious.

In any areas where a person has had an episode of illness, use a bleach-based cleaning fluid to clean any surfaces.

Boil wash any laundry soiled during an episode of illness.

## **Advice for safe sex**

Use condoms, especially with a new partner.

Get tested if you've had unprotected sex. Make an appointment at a sexual health clinic and don't have sex until you've been tested and know you are clear of any sexually transmitted infections (STIs).

## **Advice to prevent spread of infectious diseases**

Stay at home if you have any symptoms of an infectious disease, including:

- diarrhoea or vomiting
- raised temperature and generally feeling unwell
- symptoms of coronavirus (COVID-19) or any other respiratory disease
- monkeypox, chicken pox, measles or scarlet fever

Follow the public health advice for the illness you have – [check at NHS.UK for information](#) and call 111 if you are concerned for your or another's health.

Try to make sure you are up to date with vaccines for measles, mumps and

rubella (MMR), MenACWY and COVID-19 before mixing with large groups of people.

Be aware of the signs and symptoms of monkeypox, which can spread through close personal contact, including sex, and contact a sexual health clinic if you suspect you may have the infection.

Wash hands regularly and thoroughly with soap and water and use hand sanitiser.

Wash hands, especially before eating, after going to the toilet, and after blowing your nose or sneezing – making sure you dispose of any tissues in a bin after use.

If you are indoors mixing with a lot of people or on public transport, you may choose to wear a face covering.

Caryn Cox, Health Protection Consultant with UKHSA West Midlands, said:

The Met Office is forecasting a sizzling few weeks during the Games, so we all need to slap on the sun cream, a wide-brimmed hat and sunglasses, seek shade at the hottest times of the day (11am to 3pm) and stay hydrated. Having so many people coming together to watch the Games and enjoy the celebratory events taking place across the region, there is a greater risk of spreading infections, whether it's a stomach bug that can spread by poor hand hygiene or infections including COVID-19 – in both instances, it's best to stay at home if you're ill. Also, it's advisable that you're up to date with your routine vaccinations, like MMR, MenACWY and COVID-19 before mixing with lots of people.

With a party atmosphere and lots of people visiting the region, it's really important to practise safe sex, to prevent possible spread of sexually transmitted infections. So, remember to use condoms, and if you've had unprotected sex, get tested for STIs.

While monkeypox isn't an STI, it can be transmitted through close physical contact, so look out for any symptoms and contact a sexual health clinic if you suspect you may have that or any sexually transmitted infection.

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**[Sentencing Council: Appointment of](#)**

# non-judicial member

News story

The Lord Chancellor has announced the appointment of Elaine Freer as a non-judicial member of the Sentencing Council.



The Lord Chancellor has announced the appointment of Dr Elaine Freer as a non-judicial member of the Sentencing Council for a tenure of three years. The new term commenced on 1 July 2022 and will run until 30 June 2025.

The Sentencing Council for England and Wales was set up by Part 4 of the Coroners and Justice Act 2009 to promote greater transparency and consistency in sentencing, whilst maintaining the independence of the judiciary. The Sentencing Council's responsibilities include; developing sentencing guidelines and monitoring their use; assessing the impact of guidelines on sentencing practice; and promoting the understanding of and increasing public confidence in sentencing and the criminal justice system.

Appointments and re-appointments are regulated by the Commissioner for Public Appointments and, have been made in line with the Governance Code on Public Appointments.

## **Dr Elaine Freer**

Dr Elaine Freer is a self-employed barrister who prosecutes and defends criminal cases. She also acts for registrants in cases brought by regulatory bodies such as the Nursing and Midwifery Council and Health and Care Professions Council, and is a Panel Clerk for the Bar Tribunals and Adjudication Service. During 2019 she worked as a Lawyer on the Criminal Team at the Law Commission of England and Wales, involved in the hate crime project. She also holds an academic post at Robinson College in the University of Cambridge, where she teaches Criminal Law; Criminal Procedure and Evidence, and Criminology, Sentencing and the Penal System.

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