

DBS re-accredited with Customer Service Excellence Standard

News story

Customer Service Excellence is a national quality mark that seeks to recognise organisations that have a truly customer-focused culture.



The Disclosure and Barring Service (DBS) has been re-accredited for a further three years with the Customer Service Excellence Standard (CSE).

CSE recognises organisations in the private and public sector that prioritise customer service and are committed to continuous improvement.

The standard is awarded after a rigorous assessment process which involves organisations being tested against 57 criteria areas. The assessment places particular focus on:

- delivery
- timeliness
- information
- professionalism and staff attitude
- understanding user experience
- measuring customer satisfaction

To achieve the re-accreditation, DBS underwent a two-day assessment in December 2021 which involved interviews with staff and customers.

DBS was found to be compliant in all areas of the assessment and exceeded compliance (known as compliance plus) in 15 areas. Examples of areas DBS was found to be compliance plus include:

- having policies and procedures, which support the right of all customers to expect excellent levels of service
- using customer feedback to continually improve services
- responding to initial enquiries promptly
- monitoring our performance for timeliness and quality of customer service

- making efforts to identify hard to reach and disadvantaged groups and developing our services in response to their specific needs

Eric Robinson, CEO of DBS, said:

We are delighted to be reaccredited with the Customer Service Excellence Standard. It shows our dedication to putting customers at the core of what we do. We are determined to build on this achievement by continuing to listen to the valuable feedback of our customers and partners so we can make further improvements to DBS services.

Provide your feedback on DBS services by completing the [customer satisfaction survey](#).

Find out more about the Customer Service Excellence Standard at www.customerserviceexcellence.uk.com.

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[The Fuller inquiry: update to the Secretary of State, 19 May 2022](#)

News story

A progress update from the independent inquiry into the issues raised by the David Fuller case.



The independent inquiry into the issues raised by the David Fuller case has published an update today, Thursday 19 May, on its progress to date.

The inquiry was established to investigate how David Fuller was able to carry

out inappropriate and unlawful actions in the mortuary of Maidstone and Tunbridge Wells NHS Trust and why they went unnoticed (phase 1).

The inquiry will also consider if procedures and practices in other hospital and non-hospital settings safeguard the security and dignity of the deceased (phase 2). The inquiry will publish its initial report on phase 1 later in 2022 and its final (phase 2) report in 2023.

The progress update published today sets out the transition from a local, independent investigation initiated by Maidstone and Tunbridge Wells NHS Trust to the current independent inquiry announced last year.

The update explains the background to the investigation originally set up by the Maidstone and Tunbridge Wells NHS Trust, and how this has informed the first phase of the inquiry. It highlights the following:

- areas of concern arising from the original investigation and flagged to NHS England and NHS Improvement
- progress in establishing the independent inquiry, including engagement with families and publication of its terms of reference
- collection of evidence and next steps, including scoping of phase 2, the final report

The inquiry was announced in November 2021 by Secretary of State for Health and Social Care, Sajid Javid, and has worked closely with the families of the more than 100 victims of Fuller's crimes. Health Minister Maria Caulfield today made a [written ministerial statement to Parliament](#) on this matter.

In addition, the Human Tissue Authority (HTA) – whose regulatory remit covers how human tissue may be taken, stored and used for public display; research; anatomical examination (for medical training); organ donation and transplantation; human application and post-mortem examination purposes – is also publishing today [a progress report on advice sent to the Secretary of State](#) in December 2021.

Action taken to date by the HTA has focused on internal activity to review and revise their guidance for licensed mortuaries in the post-mortem sector. The HTA will shortly be engaging with stakeholders (such as other regulators and devolved administrations) to ensure the guidance is sufficiently explicit.

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[**Fusion energy at Royal Society Summer**](#)

Science Exhibition

An interactive fusion energy display is set to inspire visitors at this year's Royal Society Summer Science Exhibition 2022 – the annual showcase of the UK's most exciting new developments in scientific research.

The free-of-charge event at the Royal Society's central London HQ, which runs from July 6 to 10, brings together some of the UK's world-leading researchers for five days of cutting-edge science – offering unique experiences, and a weekend programme of activities and workshops for all ages.

A team from the UK Atomic Energy Authority will be at the event to answer three major questions: What is fusion; why is it so challenging; and what is the solution to providing low carbon and sustainable energy in the future?

Chris Warrick, UKAEA's Student Placement and Outreach Manager, said: "We believe fusion – the power source of the Sun and stars – will provide low carbon and abundant electricity for future generations here on Earth. We are really proud the UK is leading the world in its development.

"We are working with the greatest minds in science and technology to make fusion energy a reality, and are really excited to be at this year's Royal Society Summer Exhibition. We hope to inform and inspire all who attend, especially the young scientists of the future, using interactive games and demonstrations to bring our fascinating technology to life. It will be a chance to really experience how we make a star on Earth."

Returning as an in-person event for the first time since 2019, visitors to Summer Science can meet hundreds of scientists from 16 research groups selected from universities and institutions across the UK.

Cosmologist Professor Carlos Frenk, Chair of the Royal Society's Public Engagement Committee, said: "The importance of science to society, and in our daily lives, has never been as much in evidence as in the past two years. The exhibition explores the science at the heart of some of the biggest issues of our time.

"We have carefully curated a selection of 16 brilliant, interactive exhibits on a variety of topics, from identifying and tackling disease, to designing the green energy technologies that will power our cities in the future. The exhibition offers a rare opportunity to meet and engage with the researchers who are playing a leading role in shaping our future."

A film highlighting UKAEA's work is also set to be one of six featured in a live streamed session, directly from the exhibition floor on Saturday, July 9.

Visit royalsociety.org for the full list of research groups confirmed for Summer Science 2022 or follow hashtag #summerscience on social media channels.

Russia's attack on Ukraine threatens global food security: UK statement to the OSCE

Thank you, Mr Chair and thank you to the Mayor of Okhtyrka for being here today and for your powerful testimony of recent Russian attacks against his city since the start of the war. The sad and horrific stories of indiscriminate attacks on civilian infrastructure and residential areas, including missile strikes, is hard to hear. You should not have to get used to death. We express our deepest condolences for all of your citizens and defenders killed by ruthless Russian fire.

Mr Chair, [last week I highlighted the destruction of Ukrainian cultural property, an attack on Ukraine's very identity](#). Yesterday marked 78 years since the Soviet Union's campaign to forcibly deport the entire Tatar population from their ancestral homeland of Crimea. We remember the thousands who died due to starvation, disease, abuse and hard labour.

Today Ukrainians are again facing repression, deportation and destruction of culture and identity. This is a direct result of Russia's illegal actions. Every day we hear more accounts of the unlawful killing of civilians, of families torn apart, and of once peaceful towns and villages reduced to rubble. Tens of thousands have reportedly lost their lives and millions have been displaced.

Millions more across the globe are at risk, as Russia's crimes exacerbate the global economic outlook with sharply rising food and fuel prices, threatening global food security. I want to focus the core of my statement on this area. Until 24 February, Ukraine was one of the largest exporters of grains, feeding up to 400 million people worldwide. But because of Russia's unlawful actions, including attacks on infrastructure across Ukraine, naval blockades and looting of grain, the country is now almost entirely unable to export its produce. Russia is choking off Ukraine's grain exports.

Widespread and indiscriminate use of Russian munitions, generating unexploded ordnance, is killing and maiming agricultural workers in their fields. There have been multiple reports of grain being stolen from temporarily Russian-controlled areas of Zaporizhzhia, Kherson, Donetsk and Luhansk. We have heard of agricultural equipment and vehicles being destroyed or looted by Russian forces, jeopardizing the growing seasons. The World Food Programme has reported that one in three Ukrainian households are now food insecure. This is unacceptable.

In addition to the disruption of Ukraine's agriculture, Russia's blockage of ports and destruction of infrastructure threatens global food systems. As we speak, around 25 million tonnes of grain is being held hostage by Russia,

through its blockade of the Black Sea ports. Even before the war, 55 countries, mostly in Africa and Asia, were already in acute hunger crises, emergency or famine conditions. Russia's aggression against Ukraine is compounding these threats. The loss of grain currently stored in Odesa could impact up to 43 million people already one-step away from famine; a sustained Russian stranglehold on Ukraine's economy and agricultural output will affect hundreds of millions well into the future. With 1.7 billion people in over 100 countries now facing food, energy and commodity price rises, the global impact of Russia's war is growing.

President Putin continues to demonstrate a callous disregard for human life. He could end the blockade of the Black Sea ports; he could release the grain; he could end this bloody conflict and prevent further death and suffering, but he chooses not to.

The UK remains steadfast in our support for Ukraine. [Alongside fellow G7 members, we call on Russia to end its blockade and all other activities that impede Ukrainian food production and export.](#)

The impact of Russia's aggression and shameful actions are being felt by people everywhere, in the OSCE area and beyond. This is particularly the case for the poorest. We will not stand by whilst the world's most vulnerable populations suffer at the hands of Russia. [With international partners, we have secured the largest ever World Bank commitment to low income countries, releasing \\$170bn to support nations faced with economic hardship as a result of Russia's invasion.](#) We will work across international fora, such as the newly created Global Alliance for Food Security, to seek joint solutions to those problems worsened by an ever-isolated Russia.

Finally, I would like to take this opportunity to reiterate the UK's clearly established position: the Russian government is responsible for its actions and Russia's government will bear the consequences of its actions. We are unwavering in our support of Ukraine's sovereignty and territorial integrity within its internationally recognised borders. We condemn Russia's efforts to undermine Ukraine's sovereignty and territorial integrity through recognition of the so-called Donetsk and Luhansk 'People's Republics' as independent, its illegal annexation of Crimea and its illegal and unprovoked invasion of Ukraine. We stand by Ukraine.

[Safety at Events](#)

This summer looks set to be one of the busiest times we have seen in a while, with many high-profile events already booked in the national and local calendar. In addition, the potential of some promising weather, suggests that across the UK people can look forward to a summer packed with great festivals for music, food, and the arts.

With the air filled with anticipation and excitement, public safety at these events will be paramount.

I and my colleagues at the SIA have spent the last few months watching all of the planning that goes on behind the scenes. We've seen the security industry and the events sector working together to ensure that people can safely enjoy themselves.

The role that private security operatives will play in keeping the public safe at these events will be critical.

Most, although not all, events will require some professional security. Some or all of these security staff may require a licence issued by the SIA.

This week we have published updated guidance to ensure that people providing security services at events are compliant with the law. This means ensuring that security operatives are properly licensed where necessary. If you are providing a security service, this guidance will help you to identify the roles at your event that will by law require an SIA licence.

Our guidance also includes advice on the due diligence checks you should complete when supplying security. It's important to understand who is legally responsible for conducting those checks, and what evidence to keep.

Throughout the summer we will also be issuing further information and guidance to support security operatives as they carry out their duties at these events.

We will cover a range of issues from how to identify people who may be vulnerable – to information from the government's "Enough" campaign to end violence against women and girls. Watch out for information on counter-terrorism and best practice on ensuring public safety in crowded places. You can find this information on our [GOV.UK pages](#) and via our social media posts.

It looks like it going to be amazing summer. Let's do everything we can to make it a safe one!