**Process for changing DBS Lead Signatory and Adding or Removing Counter Signatories**

**Change of Lead Signatory**

1. To change the registered DBS Lead Signatory Barnardo’s needs to write to the DBS (DBS Customer Services, PO Box 3961, Royal Wootton Bassett, SN4 4HF), quoting Barnardo’s Registered Body No: 20850400003, and request a ‘Change of Lead Signatory’ application form.
2. Where possible the letter should be signed by the existing Lead Signatory. If the existing Lead Signatory has already left Barnardo’s, the letter must come from a director and confirm who they wish the new Lead Signatory to be.
3. On receipt of the letter the DBS will post out a paper form to the new Lead Signatory (Lead Signatory applications cannot be processed via the online e-bulk system).
4. The new Lead should complete the form and return it to the DBS (using the addressed envelope provided) together with their **original** ID. It is advised that this is sent by recorded and signed for mail.
5. The DBS will return the original documentation to the applicant usually within 48 hours of receipt.
6. When the application has been successfully processed, at the same level as an enhanced check, they will inform the new Lead in writing advising them of their Lead/Counter Signatory number. Please note a DBS certificate is not issued to Lead Signatories.
7. If during the application process, based on information disclosed, the DBS decide an applicant is not suitable to be accepted as the Lead then the DBS Registration Team will write to the existing Lead (or Director, as appropriate) advising the application has not been approved. If this happens then the existing Lead or director, as appropriate, should write to the DBS again (see point 1) nominating another individual to be the new Lead.
8. On receipt of their confirmation letter the new Lead should then email [dbs.support@barnardos.org.uk](mailto:dbs.support@barnardos.org.uk) quoting their Counter Signatory number so that their Counter Signatory account can be set up on the e-bulk system.

**Adding countersignatories**

1. A Counter Signatory is a person within a registered body who is registered with the DBS to countersign applications, making a declaration that the [position is eligible for the DBS check requested](https://www.gov.uk/government/publications/dbs-check-eligible-positions-guidance).
2. Requests for new Counter Signatories must be made via the Policy and Advice Team (PAT) at Barnardo’s House. Counter Signatories will ordinarily be members of a Local People Team.\* All requests to become a Counter Signatory must be approved by the local AD People.
3. On receipt of an approved request, PAT will send a paper application form, and accompanying guidance notes, to the new Counter Signatory (these applications cannot be processed via the online e-bulk system). PAT will also inform the applicant who the current Lead Signatory is, and therefore who to return their completed form and ID to.
4. When completed, the form **and** original ID documents should be sent to the Lead Signatory for verification and sign off.
5. The Lead Signatory will complete their sections on the form and return the applicant’s ID documents to them (via recorded and signed for mail) as soon as possible.
6. The Lead Signatory will send the completed form onto the DBS for processing.
7. When the application has been successfully processed by the DBS, at the same level as an enhanced check, they will inform the applicant in writing advising them of their Counter Signatory number. Please note a DBS certificate is not issued to Counter Signatories.
8. If during the application process, based on information disclosed, the DBS decide an applicant is not suitable to be accepted as a Counter Signatory then the DBS Registration Team will write to the Lead advising that the application has not been approved.
9. If this happens then the Lead Signatory will contact the relevant AD People to advise them and ask if they wish to nominate another member of the team to apply.
10. On receipt of their confirmation letter the Counter Signatory should email [dbs.support@barnardos.org.uk](mailto:dbs.support@barnardos.org.uk) quoting their number so that their Counter Signatory account can be set up on the e-bulk system.

**All new Counter Signatories are required to watch the** [**training video**](http://b-hive.barnardos.org.uk/Interact/Pages/Content/Document.aspx?id=5212) **on b-hive before submitting any applications via the online e-bulk system.**

\*In exceptional cases a member of staff outside of the Local People Teams may be required to become a Counter Signatory. Their manager should contact the Lead Signatory in the first instance to discuss.

**Removing Counter Signatories**

1. If an existing Counter Signatory leaves Barnardo’s or is no longer required to undertake Counter Signatory responsibilities, they or their manager, must email [dbs.support@barnardos.org.uk](mailto:dbs.support@barnardos.org.uk) requesting their account be deactivated on the e-bulk system at the earliest opportunity.
2. The DBS Support Team will deactivate the individual’s account. The DBS Support should check if the individual has other accounts on the system (such as Admin or ID Verifier). If the individual is leaving Barnardo’s all other accounts must be deactivated at the same time. If the individual is remaining with Barnardo’s they should seek confirmation on which other accounts may need deactivating.
3. Once the Counter Signatory account has been disabled, the DBS support team must then email [pat.queries@barnardos.org.uk](mailto:pat.queries@barnardos.org.uk) to notify them of this.
4. PAT will contact the DBS and advise them to remove the individual from their list of Counter Signatories for Barnardo’s.

**Important:** As a Registered Body Barnardo’s are required by the DBS to maintain accurate and up to date records of all our Counter Signatories. If found in breach of this requirement Barnardo’s could potentially risk losing their Registered Body status so it is essential the above process is followed.

Useful information:

[Guidelines for the counter signatory application form](https://www.gov.uk/government/publications/guidelines-for-the-countersignatory-application-form)

[E-bulk system training videos and guidance](http://b-hive.barnardos.org.uk/Interact/Pages/Section/SubFullOne.aspx?subsection=3507)