Disclosure & Barring Service

Termination and Withdrawal of DBS Applications

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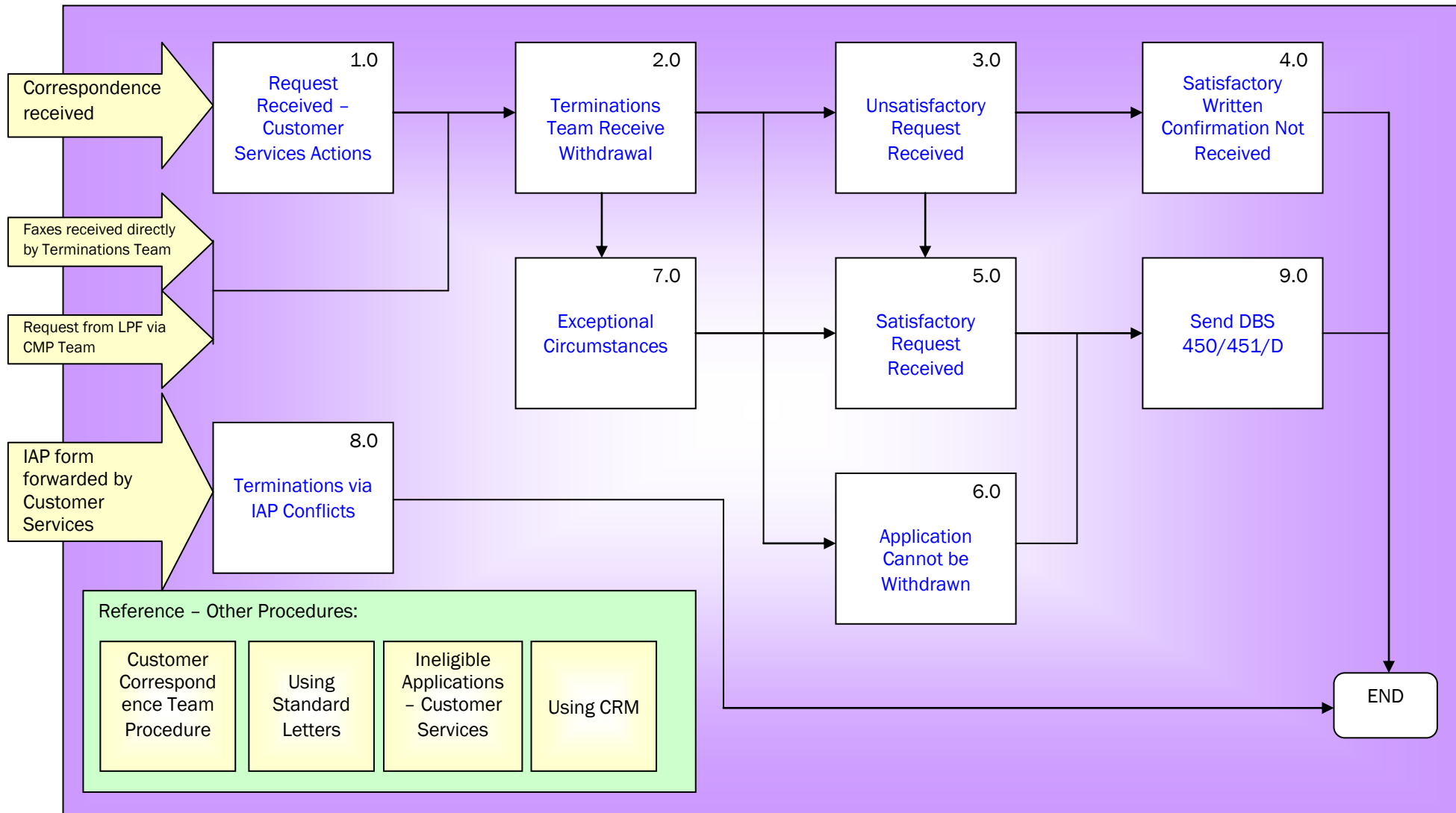
Bulletin Updates:
Bulletin Title

Date Published

Changes to previous version:	
Section	**Change details**
Throughout	Changes made throughout for DBS.
End of Doc	Quick guide added
Section 4.0	Process here has changed
PMU requests for withdrawal	Process updated at 5.1.1

TERMINATION AND WITHDRAWAL OF DBS APPLICATIONS

This procedure describes the process to be used by staff when DBS applications are to be terminated or withdrawn from system. The diagram below is a map, with each element of the process shown as a white box. Yellow boxes are related processes.

Correspondence received

Faxes received directly by Terminations Team

Request from LPF via CMP Team

IAP form forwarded by Customer Services

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Hyperlinks – are used within procedure flowcharts and throughout the document. They are marked in blue and may be underlined e.g. Contents Page.

- Click (or Ctrl and Click) the blue text to go to the relevant part of the document.

You can change this setting by clicking the Office Button in the top left of the screen. Select Word Options and then Advanced
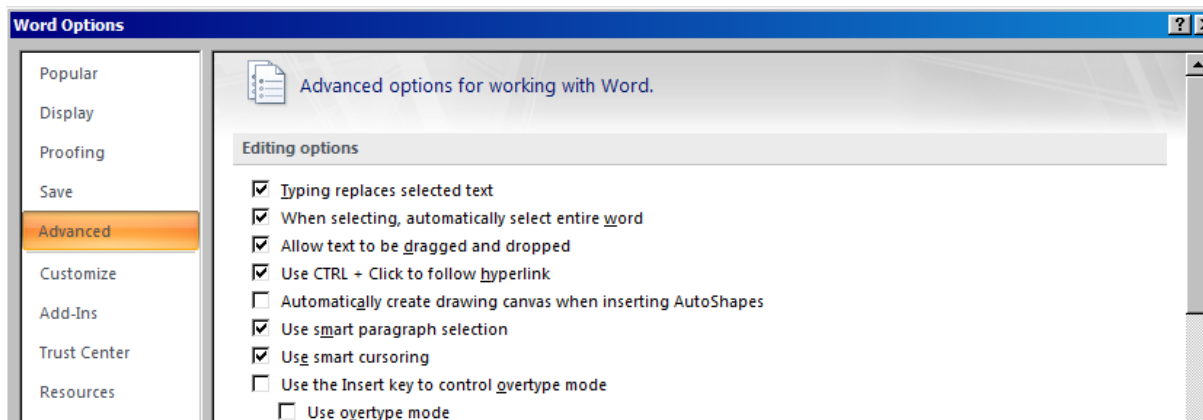
- To return to the original page, click the Back arrow that appears within the Quick Access toolbar
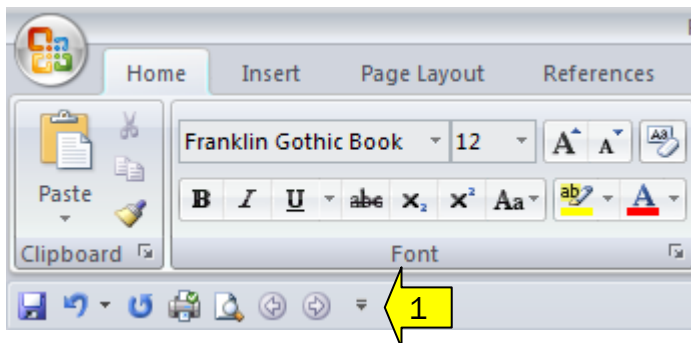
If the Back button is not present, you can add it by clicking the dropdown (1). Select More Commands. In the 'Choose Commands From' dropdown, select All Commands. Scroll to and then click 'Back'. Click Add and then OK. This instruction can also be used for the Forward arrow.

- When viewing a PDF version of a procedure the navigation buttons appear as below. If the buttons do not appear automatically, right click a blank area of the toolbar. From the menu that appears select 'More Tools…' Scroll down and tick 'Previous View' and 'Next View', then click OK.
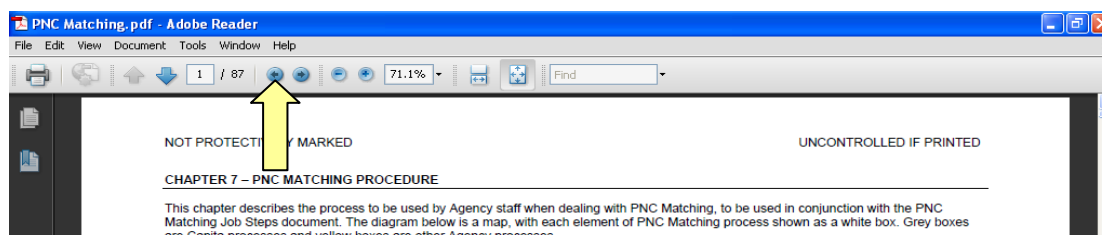
Contents Page – Clicking any heading or page number within the contents page will take you to that section of the procedure. Click the blue arrow as above to return to the contents page.

Glossary

Certificate	Formerly known as the Disclosure/Disclosure certificate
CRB	Criminal Records Bureau (now DBS but reference still made to CRB on CRM system)
CRM	Customer Relationship Management. DBS' system for processing applications
DBS	Disclosure and Barring Service
EMS	Electronic Message Sheet
FOC	Free of Charge – Now known as a replacement certificate
IAP	Ineligible Applications – a type of conflict raised by LPFs
LPF	Local Police Force
PNC	Police National Computer
NID	Notification Identity number
RB	Registered Body
WMT	Work Management Team

Background

Registered Bodies (RBs) can ask for a DBS application to be terminated if there is no longer an exempted question to be asked (e.g. if the applicant is no longer in post, or if following the IAP Conflicts process, the RB agrees that a position applied for is not eligible for a DBS check). It should be noted that when a RB requests the termination of an application, the applicant cannot override that request.

Only in exceptional circumstances can other requests for termination be received from the RB or a representative of the applicant outside of the criteria specified above. These circumstances include the death of an applicant or where the applicant has been incapacitated.

Applicants may also contact the DBS to request the withdrawal of their application from the system.

Also, as part of the Representations process, an applicant may inform a LPF that their application should be withdrawn.

All requests to withdraw or terminate an application must be in writing. Emails and faxes are accepted. Terminations and withdrawals can only be actioned if the application has not reached the Disclosure Printing stage in the workflow.

Withdrawal requests are handled initially by Customer Services or the Correspondence Team however occasionally requests are submitted directly to the Terminations team e.g. via fax/Electronic Message Sheet.

Lead Signatories and Countersignatories cannot request the withdrawal of their own Signatory applications. Any such requests are referred to Capita.

- Termination – Used when the RB wishes to stop an application as there is no longer an exempted question to be asked; or the RB does not reply to correspondence from DBS, or if the DBS decides that the application should not continue.
- Withdrawal – Used when an applicant wishes to stop an application.

There is also a process to investigate, and where necessary, terminate aged applications however this does not involve the Termination Team and is not documented here.

Process Overview:

Customer Services Receive Written Request:

- Tick sampling flag, and add details to spreadsheet to inform Termination Team.

Telephone Call Request:

- Customer advised to send written request. Customer Services immediately tick sampling flag and await correspondence. If reaches sampling stage the application is sent to WD pot where Termination Team

check for correspondence, & attempt to verify whether the application is to be withdrawn if none received.

Termination Team (Operations) Actions:

− Termination Team (Operations) receive case (via fax/EMS), or written request via Customer Services – withdraw the application & send letters to RB & applicant to advise.

1.0   Request Received – Customer Services Actions

When a withdrawal request is received via PO Box 165, or by e-mail/website enquiry form, the request is handled initially by the Customer Services Correspondence Team.

If the request comes in via any other PO Box number, it will be scanned on to the system. When the White Mail is scanned it is sent to the Electronic White Mail WMT work pot to be actioned by Customer Services Agents.

In each of the above cases, the case is logged on the Customer Services Database as per the 'Customer Services Support Team' procedure. It is then allocated to a Caseworker as a priority case.

For requests received by telephone, the customer will be asked to put the request in writing. Letters should be addressed to PO Box 165. If the call is received via the Contact Centre, the Contact Centre agent will immediately pass the application details to Agency Customer Services via designated telephone extensions.

Termination requests can also be received via Customer Services as a result of the IAP Conflicts process. After termination has been agreed/decided, the IAP form is forwarded to the Termination Team. The Termination agent will view the 'For Official Use Only' box to determine which letter text is relevant. If the request is received via the IAP conflicts process, go to 8.0 – Terminations via IAP Conflicts.

FAXINATION EMAILS: Withdrawal requests received from an LPF by email via the "Faxination" facility at customersexxxxx@xxx.xxx.xxx.xx   should be forwarded directly on to the Terminations Team at Proxxxxxxxxxxxxxxxxxxxxxx@xxxxxxxxx.xxx.xxx   .uk

IMPORTANT: If a replacement (FOC) application has been raised because of an upheld dispute, the RB cannot request the application to be withdrawn even if the applicant is no longer taking up the post. This is because the applicant is entitled to receive a corrected certificate.

When customer contact is received, the person who contacts the DBS is known as the Contactor. The person who contacts the DBS may be someone other than the Applicant.

It is important to establish the applicant details by using the Telephone Security Questions so a search can be performed on CRM to retrieve their records and to carry out the appropriate data protection checks.

All Electronic Message Sheets, White Mail, faxes and e-mails are printed off and stored securely in a locked cabinet in date order by the Withdrawal Agent.

1.1   Customer Services Caseworker Actions

On receipt of a withdrawal request, the Customer Services Caseworker (CW) will:

- Locate the applicant's record on CRM as per the 'Using CRM' procedure.
- Verify their identity by confirming at least two of the following pieces of information held on CRM.

- Name
- Date of Birth
- Postcode
- Reference number (i.e. Registered Body number or Counter Signatory number)

Application Not Yet Received:

- Inform the Withdrawal Manager by e-mail that the application has not yet been received by the DBS, but should be withdrawn on receipt. The Withdrawal Manager will then monitor daily for receipt.

If you have located the application, confirm what stage of the process it is at:

- Access the 'Maintain Application' screen for the applicant's record.
- Hover the mouse over the 'Application Status' field to view the application workflow.

If the application is in progress and the sampling flag is not greyed out, the Customer Services Caseworker will set the sampling flag as follows:

1.2   Set Sampling Flag

- Tick the sampling flag on the applicant's record on CRM – or ask a designated Customer Services agent to do so. This will prevent certificate from being issued.
- Add a note to the applicant's record on CRM that the application is to be withdrawn.
- Add the CRM number to the 'CRM Numbers 2012' spreadsheet located on CRM.
- Save and close the spreadsheet.
- Arrange for any supporting documentation to be scanned onto CRM.

If Fingerprints have been Requested:

- Also inform the relevant Fingerprints Team to notify the Police that fingerprints are no longer required.

Application Already Completed or printing is requested:

- Inform the Withdrawal Manager by e-mail that a withdrawal request has been received but that the application cannot be withdrawn.
- Add a note to the applicant's record on CRM that a withdrawal request was received but that the application has already reached <stage of process>.
- Arrange for any supporting documentation to be scanned onto CRM.

The Withdrawal Manager will arrange for the relevant letters to be issued as per section 6.0.

Application Reaches Sampling Stage:

If the application reaches the sampling stage, the Sampling notification is delegated to the 'CRBWD' pot. A Termination agent will then view the notes to confirm whether correspondence has been received.

- If correspondence has been received, the application should have been withdrawn already via the 'CRM numbers 2012' spreadsheet route.
- If a letter has not yet been received, the Termination agent will send DBS450 or DBS451 to the Applicant or Registered Body if one has not already been issued. Keep the notification in the CRB LPF Holding Pot until a reply is received. If after 3 months a reply is still outstanding, or there have been no interactions with either the Applicant or Registered Body, the application can be withdrawn.

1.3   Telephone Call Received to Request Withdrawal:

For any requests received by telephone:

- Explain that this request must be in writing – letter, fax or e-mail, providing as much detail as possible in order to locate the correct application.
- Tick the sampling flag on the applicant's record on CRM as per section 1.2 – or ask a designated Customer Services agent to do so. This will prevent certificate from being issued.
- Add a note to the applicant's record on CRM that the application is to be withdrawn on receipt of correspondence from the customer and that the notification is to be delegated to the 'CRB WD' pot.
- When the correspondence is received by Customer Services, add the CRM number to the 'CRM Numbers 2012' spreadsheet located on CRM.
- Note CRM that the correspondence has been received and that application is to be withdrawn.
- Arrange for the correspondence to be scanned on to CRM.

2.0   Terminations Team Receive Withdrawal

On receipt of a notification in the 'CRB WD' pot, a terminations agent will need to verify the identity of the contactor and the reason for the request. Agents may need to wait until the relevant correspondence has been scanned to the CRM record.

The Terminations Team also receive and complete requests directly via fax or EMS.

The Police may inform us (via the Conflict process) that, following representations to the Force, the applicant has informed them that they wish to withdraw their DBS Application. The force should fax a copy of the written consent to the 'Faxination' number as per the instructions provided to the Force by the CMP Team. This facility will convert the fax to an email which will be received by Customer Services and subsequently forwarded to the Termination Team at ProductionFingerprintTeam@homeoffice.gsi.gov.uk. For these cases, a notification should also be received via the CMP Team in the' CRB WD' pot.

Note: Termination requests should not be accepted from an LPF because the applicant is in prison as per the Conflict Procedure.

2.1   Verify Request

The Termination agent will view the correspondence to determine who has made the request and the reason for it. The termination/withdrawal process can only continue if the following criteria are satisfied:

- −   The applicant has made and/or signed the request, or
- −   If the request is from an RB, and has not been signed by the applicant, it must be clear to the agent that there is no longer an exempted question to be asked e.g. the applicant is no longer in post, or the RB has realised that the position is not eligible for a DBS check.

The correspondence received should also contain sufficient information as to verify the contactors identity and the applicant's details when the contactor is the RB, in line with the TSQ.

IMPORTANT: If a replacement (FOC) application has been raised because of an upheld dispute, the RB cannot request the application to be withdrawn even if the applicant is no longer taking up the post. This is because the applicant is entitled to receive a corrected certificate.

Other exceptional circumstances are explained in 7.0 - Exceptional Circumstances.

- •   If possible, compare the signature on the letter with the applicant's or Signatory's application form on CRM. This will not be possible with electronic applications, which do not contain a signature.

    - −   If the criteria have been met for a satisfactory request, go to 5.0 Satisfactory Request Received.
    - −   If the criteria have NOT been met for a satisfactory request, go to 3.0 Unsatisfactory Request Received.

3.0   Unsatisfactory Request Received

This section explains the process if the 'Application Status' is still 'In Progress' and 'Disclosure Printing' is 'Not Started' but an unsatisfactory request was received i.e.:

- Has not been signed by the applicant, or
- Has not been signed by the Lead/Countersignatory of the RB, or is not clear that there is no longer an exempted question to be asked
- Sufficient identity information was not included within the correspondence received to satisfy TSQ

If the request was received by e-mail or the website enquiry form, no signature is required.

The Termination Agent will write to the contactor to request that they send a satisfactory request to withdraw within 14 days of the date of the letter. Where there are exceptional circumstances a signed request must be received in writing on headed paper from the RB.

- If the request was received via Customer Services and the 'CRB WD' pot continue to 3.2.
- If the request was received directly by the Terminations Team continue below.

3.1   Check Workflow

If 'Authentication' has not been completed go to 3.2 Request Written Confirmation of Withdrawal.

If 'Authentication' has been completed and the application is with Agency you will need to locate the notification and if necessary reassign it out of the workflow:

- Check the Go Live Notifications database in the CRM F Drive. Use the application reference number to search.
- Make a note of the 'NID' number and identify where the notification is currently located.
- Contact the Work Management Team (WMT) and have them reassign the notification to the CRB WD pot.
- You will then request satisfactory confirmation from the applicant to withdraw the application.

3.2   Request Satisfactory Confirmation of Withdrawal

Once you have located the notification and if necessary reassigned it to the holding pot you will need to inform the Contactor that a satisfactory request is required.

- – If the applicant contacted the DBS, complete and send a DBS450. Delete paragraph 1 and paragraph 2.
- – If the RB contacted the DBS, complete and send a DBS451. Delete paragraph 1. Annotate paragraph 2 as appropriate.
- – Insert a business reply envelope with a 'PO Box 165' return address marked for the attention of the Correspondence Team, 2nd Floor West.

- Update the Contact Centre notes.

For instructions on how to complete the letters follow 9.0 Send DBS450/451/D.
On receipt of a satisfactory response to the letter, go to 5.0 – Satisfactory Request Received.

4.0   Satisfactory Written Confirmation Not Received

On a frequent basis, the Withdrawal Agent will check the folder where incoming requests are stored for any where no response has been received.

Where a response is not received within 3 months of originally writing to the applicant or RB, or there have been no interactions with either the Applicant or Registered Body, the application can be withdrawn.

5.0   Satisfactory Request Received

It is possible to withdraw/terminate an application if a satisfactory request has been received i.e.:

- Has been signed by the applicant, or
- Has been signed by the Lead/Countersignatory of the RB, and is clear that there is no longer an exempted question to be asked e.g. the applicant is no longer in post, or the RB has realised that the position is not eligible for a DBS check; and
- The 'Application Status' is still 'In Progress' and 'Disclosure Printing' is 'Not Started'

If the request was received via Customer Services and the 'CRB WD' pot continue to 5.2.

If the request was received directly by the Terminations Team continue below.

- Write the customer's CRM number across the top of the letter and send the letter to the post room for scanning.

From the Maintain Application screen, the Withdrawal Agent will:

- Place the cursor over the 'Application status' field to view the Disclosure workflow.

    - If the application is at a Capita stage, no action is needed regarding the system notifications. Go to 5.2 – Withdraw Application.
    - If the application is at the PNC stage, the Work Management Team should be contacted and asked to reassign the notification to the CRB WD pot. On receipt, go to 5.2 – Withdraw Application.
    - If the application is with an LPF, go to 5.1 – Application is with an LPF

If the notification is currently held by the Malpractice Investigation Team you will need to complete a fraud referral form located on CRM. **DO NOT WITHDRAW the application.** Include the following-

- Applicant's name
- Applicant's CRM number
- Description of what has taken place
- Registered Body Name
- Signatory Name/Number
- Telephone Number
- Applicant's certificate number
- Your name
- Your Extension number

5.1   Application is with an LPF

If the application is at 'LPF…..Search Initiated', the relevant LPFs need to be informed of the withdrawal.

- Access the 'Go Live Notifications' database for today's date located o CRM.
- Use the application reference number to search for any records on the database – there may be more than one.
- Make a note of which LPFs have notifications and the corresponding pot names and NID numbers.

LPF Contact details can be found on CRM.

- E-mail the relevant NID number and pot name to the LPF contacts asking them to conflict the application as it is to be withdrawn.
- Add notes to the applicant's record on CRM advising that when the conflict is returned to delegate the notification to the 'CRB_WD' pot
- When the notification appears in the 'CRB_WD' pot, continue to 5.2 – Withdraw Application.

5.1.1 Withdrawal Requests from the Police Management Unit

Police occasionally activate the additional info request button on an application. However from 10.09.12 this ceased to be correct and is now treated as an error.

- When an error is made by a police force it will be identified by the Police Management Unit through Data Warehouse
- PMU check to see at what stage the application is at
- If it is in progress and the notification is still at the police force, the PMU will contact the RB.
- If the RB wants the application withdrawn then the PMU will enter details of the error on the contact centre notes and request the application be withdrawn and that a Free of Charge certificate will be issued
- The PMU then e-mail the Correspondence Out Team Leader and request the application is withdrawn

The Correspondence Out TL will then pass the information to the Correspondence Agent who will then withdraw the application

5.2   Withdraw Application

To withdraw the application you will:

- Click in the Maintain Application screen
- Click the 'Withdraw' button. This will prompt a dialogue box, which will ask you if you wish to withdraw the application.
- Click 'Yes' to continue. You will notice that the 'Status' has changed to 'Withdrawn'.

- Close the 'Maintain Application' screen then re-enter the 'Maintain Application' screen to ensure the 'Status' of 'Withdrawn' has been saved.

Note: If the 'status' of 'Withdrawn' has not saved due to a system error, Termination agents should raise an exception.

- Send a DBS450 to the Applicant. Delete paragraph 2 and paragraph 3.
- Send a DBS451 to the RB. Delete paragraph 2.
- Update the Contact Centre 'Notes'.
- Add details of the application to the 'CRM Withdrawal Nos <most recent date>' spreadsheet located on CRM. The spreadsheet is password protected.

For instructions on how to complete the letters follow 9.0 - Send DBS450/451/D.

5.3   E-Mail Data Source Team

Twice weekly, usually Tuesdays and Thursdays, the 'CRM Withdrawal Nos <most recent date>' spreadsheet is e-mailed to the 'Data Source Team' inbox so that they can run the withdrawn applications through Data Warehouse to identify any applications that were withdrawn whilst in conflict with an LPF. The Data Source Team informs the LPFs of these withdrawals.

An e-mail will also be sent to the relevant Police and Data Source manager to inform them that the spreadsheet is available.

6.0   Application Cannot be Withdrawn

If the 'Application Status' is still 'In Progress' but 'Disclosure Printing' is 'Requested' the application cannot be withdrawn from the system and the certificate should be with the applicant and RB within a few days.

If the 'Application Status' is 'Complete', the certificate has already been sent to the applicant and RB.

6.1   Inform Contactor that Application Cannot be Withdrawn

Send a DBS450 and DBS451:

- Send a DBS450 to the applicant. Delete paragraph 1 and paragraph 3.
- Send a DBS451 to the RB. Delete paragraph 1 and paragraph 2. Enter the following text:

'Unfortunately it has not been possible to withdraw this application. By the time the Disclosure and Barring Service (DBS) received your request, the application had already been processed. <You should receive the certificate in the next few days. / You should already have received the certificate>'

- Update the Contact Centre 'Notes'.

For instructions on how to complete the letters follow 9.0 - Send DBS450/451/D.

7.0   Exceptional Circumstances

There may be circumstances when an RB may wish to withdraw an application. These circumstances include the death of an Applicant or where the applicant has been incapacitated.

7.1   Applicant Deceased

If the DBS is advised by another data source that the Applicant has died, this should be confirmed in writing by the RB before the application can be withdrawn.

- If necessary send letter DBS451D to the RB as per 9.0.
- Any notifications should be delegated to the CRB WD pot.
- On receipt of written confirmation from the RB the application can be withdrawn as per 7.2.
- If the application is at 'Search Initiated' you will need to note which LPF currently hold notifications. You will need to inform the LPF that the applicant is deceased and ask them to conflict the notification before withdrawing any applications held with them. A list of contact numbers is available on CRM.

7.2   Terminate Application

To terminate the application you will:

- Click in the Maintain Application screen
- Click the 'Withdraw' button. This will prompt a dialogue box, which will ask you if you wish to withdraw the Disclosure Application.
- Click 'Yes' to continue. You will notice that the 'Status' has changed to 'Withdrawn'.
- Close the 'Maintain Application' screen then re-enter the 'Maintain Application' screen to ensure the 'Status' of 'Withdrawn' has been saved.

Note: If the 'status' of 'Withdrawn' has not saved due to a system error, Termination agents should raise an exception.

Once the application has been terminated, inform the Applicant and the RB by letter that the application has been terminated.

- Send a DBS451 to the RB. Delete paragraph 2.
- Update the 'Contact Centre' 'Notes'.

For instructions on how to complete the letters follow 9.0 - Send DBS450/451/D.

8.0   Terminations via IAP Conflicts

On receipt of the IAP form forwarded by Customer Services, the Termination agent will withdraw the application on the CRM system and inform both the applicant and the RB that this has been done.

To withdraw the application you will:

- Click in the Maintain Application screen
- Click the 'Withdraw' button. This will prompt a dialogue box, which will ask you if you wish to withdraw the Disclosure Application.
- Click 'Yes' to continue. You will notice that the 'Status' has changed to 'Withdrawn'.
- Close the 'Maintain Application' screen then re-enter the 'Maintain Application' screen to ensure the 'Status' of 'Withdrawn' has been saved.

Note: If the 'status' of 'Withdrawn' has not saved due to a system error, Termination agents should raise an exception.

- Add details of the application to the 'CRM Withdrawal Nos <most recent date>' spreadsheet located on CRM. The spreadsheet is password protected.

Once the application has been withdrawn inform the applicant and the RB by letter that the application has been withdrawn.

- Access the DBS450 IAP Termination letter and the DBS451 IAP Termination Letter templates stored on CRM.
- For both letters in turn, copy the text from the template and paste into the relevant places within the letters on the CRM Contact Centre when following 9.0 Send DBS450/451/D.
- Update the 'Contact Centre' 'Notes'.
- Send the form to be scanned on to the applicants' record on CRM.

9.0   Send DBS 450/451/D

- From the applicant's record in the Contact Centre, click on the word icon
- Select the relevant letter from the list.

This brings up a Word document.

- Check that the applicant / Countersignatory details have all been pre-populated. You may need to refer back to the relevant CRM record to obtain and insert any missing information.
- Insert your extension number at the top of the letter.

When you have completed the letter and are satisfied that it adheres to the rules set out in the 'Chapter 3 Using Standard Letters', print the letter:

- Click on the Print Icon.
- Minimise the letter to the Task bar.

When you minimise the letter, a Decision Box will be displayed. You will be asked: Do you wish to save the document to the Document Management System.

- Click on the 'Save' icon.
- Sign the DBS450 and send it to the applicant.
- Sign the DBS451 and send it to the Countersignatory.
- Enter a 'Note' in the Contact Centre.

DESKAIDE

1.0 – Request Received – Customer Services Actions:
- **1.1** - Check whether application received. If not received, inform Withdrawal Manager by e-mail.
- **1.2** – If received, set sampling flag & add notes. Add to CRM Numbers 2012' spreadsheet. Check if fingerprints are in progress & inform LPF that no longer needed. If application already completed, inform Withdrawal Manager.
- **1.3** – **Telephone Request to Withdraw:** Advise needs to be in writing. Set sampling flag & add note. When received, add to CRM Numbers 2012' spreadsheet.

2.0 – Terminations Team Receive Withdrawal
- **2.1** – Confirm that request is either from the applicant, or is from an RB where there is no exempted question to be asked. Check signature if possible.

3.0 – Unsatisfactory Request Received
- **3.1** - Check Go-Live notifications in **CRM F Drive**.
- Ask WMT to transfer the notification to the CRB WD pot then continue below.
- **3.2** – Send letter requesting confirmation. Insert reply envelope.
  - Applicant – DBS450 – delete paras 1 & 2.
  - RB – DBS451 – delete para 1 & amend para 2

4.0 – Satisfactory Written Confirmation Not Received
- Check if DBS450 or DBS451 has been returned. Action if received, withdraw if no contact with Applicant or Registered Body within 3 months

5.0 – Satisfactory Request Received
- Write the CRM no. on the letter and send for scanning.
- Add details to 'CRM Withdrawal Nos' spreadsheet
- Ask WMT to transfer the notification to the CRB WD pot unless notification is at an LPF or Capita. If is with Malpractice/CIU, do not withdraw - complete a fraud referral form.
- **5.1** – **With LPF** – Check Go-Live notifications & e-mail LPF(s) to advise has been withdrawn. Inc. pot name & NID no.
- **5.2** - **Withdraw** – In the Maintain Application screen, click 'Withdraw' button and then select 'Yes'. Send letters:
  - Applicant – DBS450 – delete paras 2 & 3.
  - RB – DBS451 – delete para 2.
- **5.3** – **E-mail 'Data Source Team'** – Tues & Thurs – e-mail the 'CRM Withdrawal Nos' spreadsheet to the 'Data Source Team' inbox.

6.0 – Application Cannot be Withdrawn
- i.e. is completed or Disclosure printing is requested. Send letters:
  - Applicant – DBS450 – delete paras 1 & 3.
  - RB – DBS451 – delete paras 1 & 2 & enter standard text

7.0 – Exceptional Circumstances

- i.e. applicant deceased or incapacitated & letter is not from the RB. Send DBS451D to RB.
- On receipt of confirmation, if application is at LPF, the LPF should be informed applicant is deceased before reassigning the notification
- In the Maintain Application screen, click 'Withdraw' button and then select 'Yes'.
- Send DBS451 to RB – delete para 2.

8.0 – Terminations via IAP Conflicts

- In the Maintain Application screen, click 'Withdraw' button and then select 'Yes'.
- Copy text from the IAP Termination letter templates and paste into the DBS450 & DBS451.
- Update Contact Centre notes & send IAP form for scanning.

9.0 – Send DBS450/451/D

Withdrawing an Application

Request from an Applicant:

- Request must be in writing. Either by letter, fax or e-mail
- Request should contain CRM number or Application Reference number
- The request MUST be signed and dated by the applicant
- Letter: Address is PO Box 165
- Fax number 0151 676-1925
- E-mail address: ProductionFingerprintTeam@homeoffice.gsi.gov.uk

Request from an RB:

- Request must be in writing. Either by letter (headed paper), fax or e-mail
- The reason for withdrawal, i.e. There is no longer an exempted question to be asked e.g. the applicant is no longer in post, or the RB has realised that the position is not eligible for a DBS check
- Include the CRM and/or application reference number
- The Countersignatory name and Countersignatory number
- The request must be signed by the Countersignatory