

CASE STUDY

How The Department For Education Cut **Enhanced DBS Turnaround Times By 75% With Verifile**



Department
for Education



KEY OUTCOMES



Reduced enhanced DBS check turnaround times **from 100 days to 25 days**, by minimising manual document verification and back and forth communication, enabling faster safeguarding confirmation.



Decreased outstanding verification tasks by **over 50%**, within three months of implementation, with the remaining tasks including old applications still in progress.



Reduced staffing requirements for DBS checks from four team members to one, enabling permanent resource reallocation due to the reduced task queue and simplified process.



Eliminated security risks associated with email sharing of personal identification documents through secure digital verification.



Enhanced safeguarding assurance through **improved accuracy** of document checks and proprietor information.

OVERVIEW

The **Department for Education's Independent Education Unit** regulates independent schools across England, ensuring they meet required standards to safeguard children's wellbeing. The unit processes enhanced DBS checks for school proprietors who are responsible for these institutions.

Faced with a backlog of 300+ outstanding cases and processing times of up to 100 days due to manual ID verification requirements, the Department implemented Verifile's digital ID verification solution to streamline their processes while maintaining rigorous safeguarding standards.

We spoke to **Katie Parkin, Team Leader of the Independent Education Unit**, to learn how this transformation has revolutionised their workflow.



“ *The impact has been phenomenal –probably the most significant change to the Independent Education Unit in the last 20 years.* **”**

Katie Parkin, Team Leader of the Independent Education Unit

CHALLENGE

To reduce DBS check turnaround times to meet critical safeguarding requirements

The **Department for Education’s Independent Education Unit** faced a critical situation with its enhanced DBS checks for school proprietors. A cumbersome manual system led to processing times of up to 100 days, with a backlog of 300+ outstanding cases. The team needed to modernise their system to ensure proprietors could be verified swiftly to **protect children’s safety**.

The process also placed an undue burden on proprietors, adding unnecessary stress at a time when the sector was increasingly focused on supporting wellbeing. Plus, the manual system required substantial civil service resources, with four team members managing the workload and the team leader spending up to two hours daily on queries.



SOLUTION

A comprehensive digital ID verification system

Verifile implemented a secure digital **ID verification** solution for the Independent Education Unit. Key features included:



COMPREHENSIVE PLANNING

Verifile provided demonstrations and evidence from successful implementations at other organisations which helped secure swift director approval.



DIGITAL VERIFICATION PLATFORM

The intuitive system allows for remote identity verification. Robust security features ensure critical safeguarding standards.



CUSTOMISED COMMUNICATIONS

Tailored emails and guidance documents incorporate DfE-specific requirements.



PHASED IMPLEMENTATION

A carefully managed rollout allowed for system refinement and user feedback before full deployment. Included initial process review and optimisation based on user experiences.



COMPREHENSIVE SUPPORT

The trial period was supported by training for DfE team members and weekly check-ins. Following full deployment, monthly review meetings ensure continuous optimisation.

RESULTS

Transforming verification processes, enhancing safeguarding, and optimising resources

Verifile's digital ID verification solution delivered significant improvements:



DBS PROCESSING TIMES REDUCED FROM 100 TO 25 DAYS

Enabling faster confirmation of individual's suitability to work with children. Allows the Department to identify safe proprietors for independent schools in weeks rather than months.



BACKLOG SIGNIFICANTLY REDUCED

Outstanding task queue reduced from 350 to 120-150 cases within three months. Remaining tasks include old applications still in progress.



ENHANCED SAFEGUARDING AND SECURITY

Eliminated email sharing of personal documents, reducing security risks and ensuring accurate proprietor information for regulatory actions.



STAFFING REQUIREMENTS FOR DBS CHECKS REDUCED FROM FOUR TEAM MEMBERS TO ONE

Allowing resources to be redirected to priority areas, boosting departmental effectiveness and morale. Team leader's time spent on verification queries dramatically decreased.



COST-EFFECTIVE IMPLEMENTATION

Despite a small increase in per-check cost, the solution proved highly cost-efficient due to significant time savings and resource deployment.



IMPROVED PROPRIETOR EXPERIENCE

Proprietors now complete verification securely online within minutes, eliminating the need for professional accreditation services and saving both time and money. This particularly benefits large school groups managing multiple applications.



STRENGTHENED PARTNERSHIP

The successful implementation has built confidence to explore additional digital solutions with Verifile, including potential social media checks for the upcoming fit and proper person's test requirements.

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As a regulator, we now know within one to two weeks instead of in six weeks or months, that a person is safe to be around children.

For my team, for safeguarding, for the department as a whole – this impacts every area. //

Katie Parkin,

Team Leader of the Independent
Education Unit



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READY TO STREAMLINE YOUR SCREENING PROCESS?

Let us help you transform your HR operations.

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