



## **Temporary Measures due to Disclosure and Barring Service (DBS) delays**

Further to our announcement in November 2015, we have now implemented temporary measures to help taxi and private hire drivers where they are still waiting for the results of a recent Disclosure and Barring Service (DBS) check.

These measures will permit existing drivers to continue working, providing they meet specific criteria. Drivers that qualify for temporary measures will be contacted directly by Transport for London (TfL).

This notice contains all the relevant information and should be read carefully.

### **Why is this necessary?**

There have been significant delays in the processing of DBS checks - which is run by the Home Office - due to backlogs within the Metropolitan Police Service (MPS).

While TfL is not responsible for these delays, we recognise the significant impact this has had on taxi and private hire drivers. We have worked closely with colleagues in the Home Office, MPS and DBS to understand what actions are being taken to address the delays and to offer assistance to address the backlogs.

MPS has now recruited approximately 60 additional staff to help tackle the backlogs, which are affecting all professions.

To further assist taxi and private hire drivers, TfL has provided staff to the MPS so they can focus purely on processing applications for taxi and private hire drivers, prioritising those with an expired licence.

Once the DBS results are received by TfL, licensing decisions are being made within 24 hours.

These temporary measures will further assist those drivers affected by the backlogs.

## **Eligibility for temporary measures**

To be eligible for temporary measures TfL is applying the following criteria:

- The applicant must be an existing taxi and/or private hire driver and is therefore applying to renew their licence. Applicants for new taxi or private hire licences will not qualify;
- The DBS application must have been applied for at least three months prior to the expiry of their existing taxi and/or private hire driver licence;
- The TfL taxi and/or private hire driver application must have been submitted to TfL and have no outstanding issues. For example, the payment must have been received and there can be no outstanding medical issues.

## **How will it work?**

TfL has a full list of all existing taxi and private hire drivers that are currently out of work due to these delays and **will contact those drivers directly**.

Once contacted by TfL, an appointment will be made with the driver for them to collect documentation from TfL which proves their authorisation to continue working and will last for two weeks. The driver must be in possession of this documentation at all times when working.

Should the DBS results still not be available after two weeks, TfL will extend this authorisation by a further two weeks following discussion with the driver. At no time is the driver permitted to continue working after two weeks unless in possession of a new document from TfL.

Once contacted by TfL, eligible drivers will be required to sign up to the DBS update service to avoid delays in the future

## **What happens once a DBS disclosure is issued to the driver?**

All drivers in receipt of temporary authorisation to work from TfL will be asked to make an appointment with us as soon as they have received the completed DBS disclosure. An assessment of the disclosure will take place and a licensing decision will be made and communicated to the driver. All temporary measures will be rescinded as soon as we are aware the disclosure has been issued.

## How to avoid future delays

### 1. Apply for your licence renewal early

Licence renewal packs are sent out by TfL four months before the existing licence is due to expire. We recommend that you apply for your DBS as soon as you receive a renewal pack. Full details on how to apply will be in your pack. Please note you can also apply to renew your licence [online](#).

### 2. Join the DBS update service

Drivers can avoid these delays by registering to join the DBS Update service. By joining you will no longer be required to apply for a new DBS criminal records check when renewing your licence, providing your details remain the same. This significantly reduces the possibility of similar delays in the future.

You can register for the Update Service when you initially apply for your criminal records check, during the application process or within 19 days of getting your DBS certificate being issued.

## Next Steps

TfL will be in contact directly with any driver that meets our eligibility criteria.

Further information is available by contacting us via [tph.enquiries@tfl.gov.uk](mailto:tph.enquiries@tfl.gov.uk) or on 0343 222 4444.



**Helen Chapman**  
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