

## DBS Update Service and the application process

The Disclosure and Barring Service (DBS) has an online subscription service that lets applicants keep their DBS certificates up to date. This also allows employers to check a certificate online **periodically, with the consent of the applicant**. The update service can help to reduce possible delays in the processing of any application for a London taxi or private hire driver licence.

Please note that, if you intend to subscribe to the update service, your original DBS certificate must meet our strict criteria in order to qualify for confirmation of fitness:

- All names must be included in full (please remember to include ALL middle names);
- All spelling variations of all names, including any shortened or nicknames (if they appear on any official identification document) must be included within the alias section;
- All previous names must be declared;
- If any identity documents contain phonetic or alternative spellings of any given names, these must be included in the alias names section;
- Should any official documentation contain the applicant's mother's maiden name or father's name, please ensure that these are included;
- Any titles that appear within the name section of Identity documents such as SO, MD or Sheik etc. must be included;
- Date of Birth (DOB) must be correct (in the event that there is a variation of the DOB over two documents, a second DBS check may be required. We will also request that the incorrect document is corrected once the second DBS check has been completed);
- Please ensure the gender is correct. If required, the DBS offers an alternative anonymous process for applicants, please email [sensitive@dbs.gsi.gov.uk](mailto:sensitive@dbs.gsi.gov.uk) for further guidance should the applicant require it. Alternatively, applicants can also post completed applications to:

Sensitive applications team  
Customer services  
PO Box 165  
Liverpool  
L69 3JD

- The address contained within a DBS application must be correct at the time the application was made. We retain the right to request proof of residence;
- The correct **workforce code must be used** on the DBS check;
- The correct **position must have been applied for** on the DBS check;
- The certificate must be an **'Enhanced' DBS** that has included checks on the **Children's Barred List and DBS Adults' Barred List**;

- You must retain the original DBS certificate that is issued. You may be required to produce the certificate in person at a scheduled appointment.

The DBS certificate is an important document and the responsibility of keeping and maintaining this document rests with the recipient. We advise that the certificate is retained for the duration of the subscription.

If the DBS certificate meets all of the above criteria, there are significant benefits to joining the update service:

- The DBS Update Service will save you money. By maintaining your annual subscription to the service, it will be cheaper than paying for a new DBS check every three years
- The DBS Update Service can be used by several different employers across the same workforce. If you need a DBS check carried out for any other reason or by another prospective employer, they may accept your certificate however this is dependent upon their specific criteria
- Signing up to the DBS Update Service may significantly reduce the processing time of any application for a London taxi or private hire driver licence

### How to register for the DBS Update Service

You can register for the DBS update service here:

<https://secure.crbonline.gov.uk/crsc/apply?execution=e1s1>

You can register for the update service at either the time that you apply for your DBS check or by using your original DBS certificate number when it has been issued (you must do this **within 30 days of your DBS certificate being issued**).

Initial registration costs are £13 per year (payable by debit or credit card only).

### Renewing your subscription

A subscription to the update service lasts for one year. Applicants can renew their subscription through the update service, either:

- Upon first registration by choosing automatic renewal (**recommended by TPH**)
- Up to **30 days before** current subscription ends. **Please note:** Applicants cannot renew on the last day of their subscription

If an applicant **does not renew** their subscription **before it ends**, they will need to apply for a new DBS check.

## **Changes to the criminal history of an applicant on a DBS certificate**

Should a person receive any of the following after the issue of their original DBS certificate, the update service will become invalid and you will be required to apply for a new 'enhanced' DBS certificate that meets all of our required criteria:

- Criminal conviction
- Police caution, warning or reprimand
- Conditional discharge
- Absolute discharge
- Non molestation order
- Mental health order
- Police arrest
- Foreign legislative caution/conviction
- Military disciplinary
- Anti-social behaviour order (ASBO)

Drivers must inform us within 21 days of obtaining any of the above during the currency of their licence

## **Changes to the name of an applicant on a DBS certificate**

In the event that an applicant changes their name, they will be required to complete a new DBS check upon the renewal of their licence.

We recommend that applicants end their current DBS Update Service subscription and reapply for a new subscription once a new DBS certificate has been issued showing the new name and all previous names.

### **Further notice**

All criminal records checks must be completed through TfL's authorised service provider as this will ensure that all of the required checks are completed correctly.

We reserve the right to request that a new DBS check is conducted should we require it. Please note: we accept no liability for any costs incurred.