

## Applicants guide to the Disclosure and Barring Services (DBS) Update Service

All taxi drivers must subscribe to the DBS Update service, as stated in the South Lakeland District Council Hackney Carriage and Private Hire Licensing Policy, available on our website.

A check will be carried out every six months to ensure there are no undeclared offences or convictions on a record since the previous check.

### About the DBS Update Service

The update service is an online subscription service that lets you keep your standard and enhanced DBS certificates up-to-date. It also allows employers to check a certificate online.

Joining the update service saves you time and money.

You can use your certificate again when you apply for a position within the same workforce, where the same type and level of check is required.

The three workforces are: Child, Adult and Other

**Please note - the schools contract check is a different level of check to the taxi licensing, both are required if you want to do a school transport contract.**

- the Update Service registration lasts for one year
- registration costs £13 per year and starts from the date your DBS certificate was issued
- you can add as many certificates to your subscription as you have, you do not need a separate subscription for every certificate you hold. You may have different levels of check for different workforces
- you must keep your original DBS certificates safe in order to utilise the Update Service. You will need to provide the certificate when applying for your taxi licence and it may be needed for status checks
- the fee is payable by debit or credit card only
- you can select auto renew to automatically continue your subscription, **this option is strongly recommended**
- you can use someone else's payment card with their permission. If you use someone else's card and select the annual 'auto renew' option, the DBS will attempt to take the annual renewal fee from that card
- keep payment details up to date when your subscription is due for renewal, especially new bank cards
- **if your automatic renewal fails or you do not renew your subscription you will be in breach of the taxi policy conditions. Your licence will be at risk of being suspended and you will have to complete a new DBS application**

### Joining the Update Service

Only applicants that are currently applying for a DBS check can join the Update Service.

You can join the Update Service when you apply for a DBS check, or during the application process, by using your DBS application form reference number. This can be found in the top right-hand corner of the front page of the application form, or you can ask the person who submits your application.

# Applicants guide to the Disclosure and Barring Services (DBS) Update Service

If you join the Update Service using your application form reference number as mentioned above, **your DBS application must be received by the service within 28 days of you joining**. When your DBS certificate is issued, it will then automatically be added to your account and your subscription to the service will be live.

You can also join the Update Service when you receive your DBS certificate, by using your certificate number. If you choose to do this, **you must join the Update Service within 30 days of the 'date of issue'** displayed on your certificate.

## To join the Update Service you will need your:

- name
- gender
- date of birth
- email address
- application form reference, e-reference number or your DBS certificate number
- a payment card for the update service fee, the payment will be taken securely from your account.

Your personal details must match those on your application form or the DBS certificate that you are using to join the Update Service

## Using your Update Service account

When you join the Update Service you will be able to:

- view the reference details of any applications and/or DBS certificates linked to your subscription
- view the status of any DBS certificate linked to your subscription
- amend your contact details
- add and remove applications and DBS certificates
- view the details of any organisations that have made a status check of your DBS certificates
- cancel your subscription, eg when surrendering your taxi licence
- renew your subscription, you will be emailed by the DBS 30 days before your subscription expires
- view the status and expiration date of your subscription
- you can add as many DBS certificates as you need to your Update Service account

All applications and DBS certificates attached to your subscription must be in the same name. If you change your name you can link a new DBS certificate to your subscription, if your previous name is listed on the DBS certificate application.

## Changes to personal information or contact details

You can change your email, mobile phone number or correspondence address at any time by logging into your account.

You can also amend your payment details, however this can only be done within 30 days of the renewal date of your subscription, and if you have selected to automatically renew.

# Applicants guide to the Disclosure and Barring Services (DBS) Update Service

Further details on the DBS Update Service, including:

- sensitive applications
- Update Service statuses
- manual renewals
- the Update Service Privacy Policy
- Account problems
- The DBS helpline contact details

These are available at: <https://www.gov.uk/government/publications/dbs-update-service-applicant-guide/dbs-update-service-applicant-guide>