

### **1. Why do I need a check every 6 months?**

The Department for Transport (DfT) have issued Statutory Taxi & Private Hire Vehicle Standards which states that all licensed drivers should now be subject to a criminal record check every six months, until the expiry of your licence.

The DfT also advise that all licensed drivers should be required to evidence continuous registration with the DBS update service to enable us to routinely carry out the required checks online every 6 months.

There is an annual cost of £13.00 for the update service.

Anyone who does not subscribe to the update service will be subject to a full check every 6 months at a cost of £39.80.

### **2. How will the 6 monthly checks be carried out?**

If you have an active Update Service Subscription we will carry out the check via our Online DBS EBulk System and you do not need to do anything unless the status of your check changes. In which case a further full DBS application will be required at a cost of £39.80.

If you do not have an active Update Service Subscription then you will need a full DBS Check. The cost of this check is £39.80.

### **3. What happens if I do not complete a check every 6 months?**

If Wigan Council are unable to complete a satisfactory check every 6 months, your licence will be suspended.

### **4. What is the Update Service?**

The Update Service is an online subscription that lets employers, for example Wigan Council, carry out a free, instant online check to view the status of an existing standard or enhanced DBS certificate. Benefits of the service include:

- instant, online checking of DBS certificates
- no more DBS application forms to fill in
- you may never need to apply for another DBS check for an employee again
- fewer administrative procedures
- saves you time and money
- enhances safeguarding processes
- easy to incorporate into existing suitability decision-making procedures

### **5. How do I complete a Full Online DBS application?**

- You will be sent an email with a link to apply for your DBS at the relevant time. The subject will be DBS Application. The application will be sent from the following email

address [noreply@noreply.screening-services.co.uk](mailto:noreply@noreply.screening-services.co.uk) however the name maybe displayed as WIGAN Notification or New Application

- ☑ Please check any junk or trash folders if the link is not in your main inbox.
- ☑ Please access this link and complete the DBS application (including payment of £39.80).
- ☑ Please then email 3 x ID documents to [licensing@wigan.gov.uk](mailto:licensing@wigan.gov.uk) quoting 'DBS «laref»'. If sending your driving licence please ensure you send a photo of the front and back of the licence.

Full details of the acceptable ID documents are available via our website:  
[www.wigan.gov.uk/taxilicensing](http://www.wigan.gov.uk/taxilicensing)

You must apply using your own email address.

**A satisfactory application must be acknowledged by the DBS within 30 days from the request. This can only be done once all the above has been completed. Failure to comply will result in the suspension of your licence.**

Full details of the acceptable ID documents are available via our website:  
[www.wigan.gov.uk/taxilicensing](http://www.wigan.gov.uk/taxilicensing)

## 6. How do I register for the Update Service?

You can register via the following link:

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

It costs £13 per year, and you can pay by debit or credit card.

To register you will need your application reference, or your certificate number.

You must register for the Update Service within 30 days of your certificate being issued.

## 7. I am already registered; how do I sign into my account?

Once you have registered, you can [sign in to the Update Service](#) to:

- add or remove a certificate
- give employers permission to check if anything's changed on your certificate
- see who's checked if anything's changed on your certificate
- view your details

You will be able to take your DBS certificate from one job to the next, unless:

- an employer asks you to get a new certificate
- you need a certificate for a different type of 'workforce' (for example, you have an 'adult workforce' certificate and need a 'child workforce' certificate)
- you need a different level certificate (for example, you have a standard DBS certificate and need an enhanced one)

The employer can tell you what DBS certificate they need you to have.

## 8. What is my Update Service ID?

### The Update Service



#### Log in

Log in to maintain your subscription, manage your Certificates, update your contact details and payment details.

Update Service ID  Date of birth

[What is this?](#)

DD/MM/YYYY

#### Subscribe to the Update Service?

You can join the Update Service at the same time you apply for a DBS check or within 19 days of the date of issue printed on your Certificate.

Helpline: 03000 200 190

[Subscribe to the Update Service](#)

Your Update Service ID is the C reference you were given at the time of subscription. If you forgotten your unique subscription ID number, call the DBS on 03000 200 190, quoting the 12-digit DBS certificate number which can be found on the top right-hand side of your DBS certificate.

### **9. I cannot remember my password and / or memorable word required to log in?**

Providing you know your Update Service ID (see above) you should be able to ask for your password and / or memorable word to be reset and should following the instructions on screen.

### **10. I am already registered; how do I renew my subscription?**

A subscription to the Update Service lasts for one year.

You can renew your subscription through the Update Service, either:

- when you first register, by choosing automatic renewal
- up to 30 days before your current subscription ends - but you cannot renew on the last day of your subscription

Log in to <https://secure.crbonline.gov.uk/crsc/subscriber> to renew your subscription.

If you do not renew your subscription before it ends, you will need to apply for a new DBS check and register for the Update Service again.

### **11. Why am I unable to subscribe to the Update Service?**

Following a Standard or Enhanced DBS check each individual is issued with a paper DBS certificate containing their criminal record history. Normally, the Disclosure and Barring Service's (DBS) systems can automatically generate a printable version of the certificate. Notification of this certificate being produced would then be sent through to the Licensing Team system, updating us with the confirmed result.

Due to recent filtering changes, this is no longer possible for some candidates. The new guidance basically makes it illegal for the DBS to disclose certain convictions on a certificate. The current system for generating the certificates cannot yet account for this. If all certificates were produced in an auto-generated way, some would be in breach of the new filtering rules, displaying criminal offences which should not be there and may unfairly hinder the opportunity for the applicant's employment.

To prevent this, a small number of individuals (around 1%) DBS certificates are now needed to be produced manually. This will mean any convictions that should not be showing on a certificate will not be shown.

Unfortunately, manual certificates cannot be used to join the DBS Update Service and they cannot be added to an existing Update Service subscription. If a manual certificate is used after an Update Service subscription has been paid for, a refund will be issued.

<https://www.gov.uk/guidance/manual-dbs-certificates>

Please note that anyone who is issued a manual certificate will still need to comply with the 6 monthly DBS requirement.

### **12. Is there any guidance for applicants in relation to the Update Service?**

The DBS have provided a guide for applicants which is available via the following link:

<https://www.gov.uk/government/publications/dbs-application-forms-guide-for-applicants/dbs-application-form-guide-for-applicants>

### **13. Who do I contact about my Update Service Subscription?**

#### **DBS Customer Services**

Email: [customerservices@dbs.gov.uk](mailto:customerservices@dbs.gov.uk)

Telephone: 0300 0200 190

### **14. Who do I contact to discuss my 6 monthly check or my licence?**

#### **Licensing Team**

Email: [Licensing@wigan.gov.uk](mailto:Licensing@wigan.gov.uk)

### **15. My private hire / hackney carriage driver licence is due to expire, what do I do?**

Further information is available via the following website:

[www.wigan.gov.uk/licensing](http://www.wigan.gov.uk/licensing)