



## DBS Update Service

We have taken a number of steps to address the significant delays that some drivers have experienced in the processing of Disclosure and Barring Service (DBS) checks. While Transport for London (TfL) is not responsible for these delays, we have been working 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.

We have provided a number of dedicated staff to the MPS who are purely focussing on taxi and private hire checks and are prioritising expired licences. In addition, since the beginning of December, we have put in place temporary measures to allow out-of-work drivers who are renewing their licence, and have done so within good time, to continue to work while waiting for their DBS results.

We have also made changes to our internal processes to ensure that we process applications as soon as the disclosure is provided to us. Once we receive the DBS disclosure, we make licensing decisions by the next working day.

### Long Term Solution

Understandably, some drivers have raised concerns that they will be faced with further delays when renewing their licence in three years time. With this in mind, we are encouraging licensed drivers to sign up to the online [DBS Update Service](#), which will allow you to keep your DBS certificates up to date.

## How It Works

Once subscribed, you will not need to make a separate application for an enhanced disclosure when renewing your licence, unless there have been changes since the last disclosure was issued.

In addition, the update service costs £13 a year, which is cheaper than applying for a new disclosure every three years (currently £56.85 for an online application or £58.85 for a paper application). It will also save you time, as further applications and ID checks will only be requested when an update has been made to your disclosure.

The online subscription service also lets you keep your DBS certificates up to date and allows employers to check a certificate online, with your consent.

You will be able to apply to register for the Update Service as soon as you have made your DBS application. Alternatively, you can register with your certificate number when you receive your DBS certificate, as long as you do so within 19 days of it being issued.

Please visit [www.gov.uk/dbs-update-service](http://www.gov.uk/dbs-update-service) for more details.



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