

Disclosure & barring service (DBS enhanced criminal records check)

The Council is obliged to be satisfied that any licensed driver is fit and proper to hold a driver licence and the enhanced disclosure is one of our means of establishing this. New applicants will need to obtain an **enhanced** DBS disclosure which includes Child and Adult workforce, prior to their application being determined. Licensed drivers will need to complete a new enhanced disclosure, or have their status checked, every three years.

The DBS has now introduced an update service, to which you may subscribe: <https://www.gov.uk/government/news/disclosure-and-barring-service-update-service-now-available>. For more guidance on the update service, and how to apply, follow this link: <https://www.gov.uk/government/publications/dbs-update-service-applicant-guide>

If you subscribe to the update service, and you have had an enhanced DBS disclosure which includes the category child and adult workforce, which has been issued since 17 June, 2013, then please bring along your original DBS certificate. The council will then be able to check your status on line free of charge.

If you do not subscribe to the DBS update service a DBS certificate can be obtained from GB Group by following the instructions below.

Registration with GB Group

To be able to Sign In and complete the disclosure application, you first need to register at - <https://gbg.onlinedisclosures.co.uk/Registration/Registration>

To self-register use the following:

| Branch | Secret Word | PIN |
|----------------------|--------------------|------------|
| West Suffolk Council | Drive | 168952 |

Follow the instructions online to complete the information. Once you have registered you will be sent an activation email, follow the instructions in the email to create your password.

Now you will be able sign in whenever you like and complete your DBS application online.

Verification of ID documents

Your ID documents will need to be verified at a Post Office. The nearest Post Office to you, offering this service can be found during the application process. Currently in this area Newmarket, Haverhill, Bury St Edmunds and Thetford Post Offices offer this service.

In order to have your ID verified, you must print out the ID verification form and take this to the Post Office, along with the ID documents you have listed.

Any payment required should be made at the Post Office once they have verified your ID.

GB Group Contact Details

Helpdesk: 0845 251 5000

Opening times – Mon to Fri 8.30am to 5.30pm

Email: onlinedisclosures@gbtplc.com

How to submit your application

Once you have received your DBS certificate, passed your driving test, course and your medical you should prepare your application by getting all the required documents together.

Make sure that all the questions on the application form are completed and submit with all original supporting documents and the correct fee.

Payment should be made by card or cheque made payable to the appropriate Council. You can submit your completed application to the address below Monday to Friday 8.45 am to 5.00 pm.

We do not accept incomplete applications under any circumstances.

<https://www.westsuffolk.gov.uk/contact-us.cfm>

licensing@westsuffolk.gov.uk

customer.services@westsuffolk.gov.uk

Tel: 01284 758050