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# DBS Update Service

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# DBS Update Service Information

<https://www.gov.uk/dbs-update-service>

The Disclosure and Barring Service (DBS) Update Service lets applicants keep their DBS certificates up to date online and allows employers to check a certificate online. This means that once registered you wouldn't need to complete a new DBS form every year.

DBS checks used to be called CRB checks.

**The service only works on computers or laptops with Internet Explorer.**

## Applicants: how to register

You can [register online](#) as soon as you have your application form reference number. You can ask for the number when you apply for your DBS check.

Or, you can wait and [register](#) with your certificate number when you receive your DBS certificate. If so, you must do so within 19 days of the certificate being issued.

You can [view your details online](#) once you've registered.

To check the progress of your DBS certificate, use the [DBS tracking service](#).

Registration lasts for one year and costs £13 per year (payable by debit or credit card only). **There's no charge if you're a volunteer.**

You'll get an ID number with your registration that you will need to use to log on to the service.

## What you get

When you join, you'll get an online account that lets you:

- Take your certificate from one job to the next.
- Give employers permission to check your certificate online, and see who has checked it.
- Add or remove a certificate.

For more information, read the [detailed guidance for applicants](#).

## Employers and other organisations

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Employers and other organisations can [check someone's DBS certificate status online](#) and get a result straightaway.

There's no registration process or fee for employers to check a certificate online, but employers must:

- Be [legally entitled](#) to carry out a check.
- Have the employee's permission.

For more information, read the [detailed guidance for employers](#).

## **DBS Helpline and DBS Customer Services contacts**

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

Telephone: 0300-0200-190

Welsh: 0300-0200-191

Minicom: 0300-0200-192

[Find out about call charges](#).

## **Contact for transgender applications**

[sensitive@dbs.gsi.gov.uk](mailto:sensitive@dbs.gsi.gov.uk)

Sensitive Applications Team

Customer Services

PO Box 165

Liverpool L69 3JD

## **Data protection and fair processing**

The Disclosure and Barring Service will refer the details provided on application forms to government and law enforcement bodies in accordance with any relevant legislation. The details provided to these bodies will be used for identifying possible matches to records held by them.

Where such a match is established, data may be released to the DBS for inclusion on any certificate issued. The details provided on application forms may be used to update the records held by the bodies specified above. The details provided on your application form may be used to verify your identity for authentication purposes.

The DBS may use any information provided on a certificate or otherwise held by it to inform any of its barring decisions made under its powers within the Safeguarding Vulnerable Groups Act 2006.

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## BSUK and the DBS Update Service

The update service can save time and can give portability to your DBS check in certain circumstances, but it doesn't work for all situations. Below is a guide to how it can work for BSUK DBS checks.

- A standard DBS check (paper form) will need to be completed as a starting point.
- Once the result is returned, you must register for the update service (see above for details).
- A copy of the result certificate needs to be sent to BSUK.
- BSUK will update records and will be able to log on anytime to check if there are any updates.

### Limitations:

If you want to allow someone else to see your DBS check, they can only accept it if they would check for the same things that BSUK check for.

BSUK check the following on a DBS form:

- Level of DBS check – enhanced.
- Entitled to know if applicant is barred from working with children - YES
- Entitled to know if applicant is barred from working with adults - YES
- Involved with working with children or adults at applicant's home address - NO

If BSUK was to accept a check that another body has carried out, all of the above criteria would need to be the same for it to be valid. If any part of the criteria were different, a new check by BSUK would need to be carried out.