

# East Lindsey District Council – Licensing Team



## Hackney Carriage & Private Hire Drivers

Applying for an Enhanced Disclosure from the Disclosure & Barring Service (DBS)

March 2019

# Background

The DBS was set up by the Government to facilitate safer recruitment and licensing in order to protect children and vulnerable adults. Applicants for a hackney carriage (taxi) or private hire driver's licence will be subject to what is known as an Enhanced Disclosure from the DBS.

## Proof of identification

**In line with the requirements of the DBS ALL APPLICANTS applying for a DBS Disclosure must produce documentary evidence to the Council in order to establish their identity.** This will be the same procedure for all applicants, whether or not they are applying for a first licence or have been licensed as a taxi driver or private hire driver for some considerable period.

Applicants should normally provide at least one item of photographic evidence. The following being acceptable:

- a current passport, or a UK photocard driving licence

Plus at least two items of address-related evidence (e.g. a utility bill, or a bank, credit card or mortgage statement containing the name and address of the applicant).

In the absence of photographic evidence, a full birth certificate issued at the time of birth plus two items of address-related evidence will normally be sufficient. Guidance regarding other acceptable documentation is contained within this leaflet. A list, giving examples of documentation we cannot accept, can be found at the end of this leaflet.

The following items of address-related evidence will be accepted only if the personal details match those on the application form(s):

- marriage certificate, credit card statement, mortgage statement, bank statement, utility bill.



Where an applicant claims to have changed his/her name by deed poll or any other mechanism (e.g. marriage, adoption, statutory declaration) he/she must produce documentary evidence of such a change.

Photocopies of any of the above documentation will not be acceptable. Original documents must be produced.

## Proof of National Insurance Number

In addition the Council requires all applicants to produce documentary evidence of their National Insurance Number. The following are examples of documentation, which we can accept as proof of a National Insurance Number:

- A recent payslip\*;
- A recent Benefit Statement\* (e.g. Child Allowance, Pension Statement);
- Any documentation from the Department for Work and Pensions\*;
- A P45, P60 or any other documentation from HM Revenue and Customs\*\*.

Please remember that original documentation must be provided - photocopies cannot be accepted.

Alternatively applicants may wish to contact the National Insurance Contributions Office on the website: [www.gov.uk/government/publications/national-insurance-get-your-national-insurance-number-in-writing-ca5403](http://www.gov.uk/government/publications/national-insurance-get-your-national-insurance-number-in-writing-ca5403) - this office may be able to send a letter to the applicant confirming his / her National Insurance Number.

Please note:

- Denoted with\* - it should be less than 3 months old.
- Denoted with\*\* - it should be issued within the past 12 months.

Whilst a payslip can be used to prove your National Insurance Number, it cannot be used as proof of identity in relation to the DBS Disclosure.

## How to apply for a DBS Disclosure

The Council will supply the applicant with the relevant disclosure application form. The form will be marked with East Lindsey District Council's Registered Body Number (20154200000).

The current style DBS form was designed to be used to apply for a DBS check and / or to register with the Independent Safeguarding Authority (ISA). ISA registration is currently not available so **applicants should ignore and not complete Questions A28 to A29 and Section D of the DBS form.**

**In addition applicants should not complete Sections W to Z of the form. The application must be completed in black ink.** The applicant will then present the part completed form to the Council's Licensing Section to countersign. The completed disclosure application – signed by the applicant and the Council – is then sent to the DBS for processing. The Council will forward the completed application to the DBS. Payment for the Disclosure will be made to the Council at the time of licence application. This payment (currently £44.00) will be made by the applicant.

In addition to this note further information is available on the DBS website:  
[www.gov.uk/government/organisations/disclosure-and-barring-service](http://www.gov.uk/government/organisations/disclosure-and-barring-service)

## Processing the application for DBS Disclosure

The DBS will validate the identity of the applicant by checking the information included on the application form.

The DBS will access Government and Police records to produce the disclosure document. All applicants applying for an Enhanced Disclosure will be subject to a Police National Computer (PNC) check. The disclosure result will show details of any convictions, reprimands, warnings or cautions.

The Enhanced Disclosure also includes a check of police records held locally for any relevant and impartial additional information. The check can also involve a search from the lists of those that are barred from working with children and/or vulnerable adults.

## Receiving the Disclosure

The DBS will send the Disclosure Result to the applicant. A copy of the result will **not** be sent to the Council. You will need to present your copy to the Licensing Team as soon as you receive it.

## When I show you my DBS Certificate can you make a copy to keep in your files?

We can only retain a copy of your DBS Certificate with your permission. We must store this copy in line with the DBS policy on Storage and Retention of Disclosure information and the Data Protection Act. A copy of our storage policy is available by contacting the Licensing Team. Our policy is to store copies for a maximum period of six months – after which they are confidentially and securely destroyed.

## Disclosure and Barring Service - Update Service

This Authority recommends that hackney carriage and private hire drivers use the DBS update service. The DBS update service lets you keep your DBS certificate up to date online and allows employers and the Licensing Authority to check a certificate online.

If an individual subscribes to the Update Service the Licensing Authority can go online, with their consent, and carry out a free, instant check to find out if the information released on the DBS certificate is current and up-to-date.

The update service will allow you to reuse your DBS certificate when applying for licence renewal.

Detailed information and guidance regarding the update service can be found at: [www.gov.uk/dbs-update-service](http://www.gov.uk/dbs-update-service).

Registration lasts for 1 year and costs £13 per year (payable by debit or credit card only).

This Authority recommends that taxi and private hire drivers register to use the update service.

Please note that DBS certificates obtained for a hackney carriage or private hire vehicle driver licence cannot be used for the purpose of obtaining a Lincolnshire County Council School Transport Badge ("Green Badge") and vice versa. A separate check is required for each authorisation.

However, applicants can register both checks with the DBS update service for a total cost of £13 per year.

# Role of the nominated countersignatories within the Council

The Council is required to designate a Lead Countersignatory and furthermore is entitled to specify additional Countersignatories to assist in applying for and receiving Disclosures.

## Lead countersignatory

A senior figure within the Council who has management responsibility for the use of the Disclosure service.

## Countersignatory

The Lead Countersignatory can specify additional Countersignatories to assist in the Disclosure application process.

## Roles of the countersignatory

All countersignatories will be required to:

- Countersign applications;
- Control the use of, access to and security of Disclosure information;
- Confirm the details of the documentary evidence requested by the DBS, to establish the identity of the applicant applying for the Disclosure;
- Ensure compliance with the Code of Practice; and
- Ensure the Disclosure requested is at the appropriate level.

In addition to their role as a Countersignatory the Lead Countersignatory will:

- Act as the principal point of all contact with the DBS on all matters connected with Disclosure and registration;
- Validate the Countersignatory's application documents; and
- Influence the number of Disclosure applications being processed by the organisation.

## Errors on applications for DBS Disclosure

You must ensure that you follow the instructions on page 1 of the Disclosure application form. In addition we have been asked by the DBS to make all applicants aware of the following.

Inaccurate or incomplete data represents a significant risk to the integrity of the Disclosure process. In addition the DBS places considerable importance on the accuracy of data entered on the Disclosure application form and the subsequent handling of that information.

In order for the DBS to ensure the accuracy of the information used in the checking process, they must be sure of the quality of the information supplied by the applicant. To help ensure this data is correct and clear, Countersignatories will review each form they send to the DBS carefully before submitting it. The DBS will reject and return any forms that are illegible and do not follow the application form guidelines.

In particular please take note of the following instructions and your forms will be less likely to be returned:

- Don't use correction fluid to amend mistakes – instead put a line through it and write the correction clearly to the right. If there is no space on the right, write the correction as close as possible.
- Always write very clearly and neatly in block capitals within the boxes and ensure that you complete each letter – for example sometimes an 'O' can look like a 'C' if care is not taken.
- Always write in black ink. If you use blue, red, green ink, etc. by mistake, please don't try to overwrite in black, as the characters will lose their clarity.

# Proof Of Identification

The number and type of documents that must be seen is determined by whether you can produce any document from Group 1 on the table shown later in this guidance leaflet. The DBS's rules in relation to proof of identity are set out below.

## Which documents should I produce to confirm identity?

You should follow the three routes as outlined below.

### Route One

Can the applicant produce a Group 1 document?

If yes, then the applicant must produce 3 documents:

- 1 document from Group 1 (refer to list of Valid Identity Documents detailed later in this guidance leaflet); and
- 2 further documents from Group 1 or 2; one of which must verify their current address.

If the applicant has satisfied this route, then the document check is complete. If the applicant cannot produce a Group 1 document then go to Route Two.

## **NOTE - EEA Nationals (Non-UK):**

Where an EEA National has been resident in the UK for five years or less, the Registered Body should validate identity via Route One through the checking of a Current Passport or Current UK Driving Licence (photo card only) plus 2 further documents.

In the absence of a Group 1 document the Registered Body must satisfy themselves of a valid reason for using Route 2.

## **NOTE - Non-EEA Nationals:**

All Non-EEA Nationals should be validated via **Route One only**.

## **Route Two**

The applicant must produce:

- 3 documents from Group 2 comprising of;
  - 1 document from Group 2a; and
  - 2 further documents from Group 2a or 2b; one of which must verify their current address.

and

- The organisation conducting the ID check will then need to ensure an external ID validation service is used to check the applicant against their records to establish the applicant's name and living history footprint.

**If the applicant fails the external validation check, they will need to go for fingerprinting. This may add delay into the overall application process.**

## Route Three

The Registered Body must have exhausted Route One and should have endeavoured to have accessed an external validation check (Route Two) before it considers processing the applicant via Route Three.

If the applicant cannot meet the requirements of Route One or Two, we will have a discussion with them to establish why they could not meet these requirements and whether there has been a recent or previous change of name that has not been declared.

For Route Three, the applicant must produce:

- A certified copy of a UK birth certificate; **and**
- 4 further documents from Group 2 comprising of:
  - 1 document from Group 2a; **and**
  - 3 further documents from Group 2a or 2b; one of which must verify their current address.

If the applicant fails to produce the required document set at Route Three, they will need to go for fingerprinting at a Police Station at an appointed time. This may add delay into the overall application process.

All copies of UK birth certificates state 'certified copy' when issued by the General Register Office.

# List of Valid Identity Documents

## Group 1 – Primary Trusted Identity Credentials

- Current valid Passport
- Biometric Residence Permit (UK)
- Current Driving Licence (UK) (Full or provisional) Isle of Man /Channel Islands;
  - Photo card only (a photo card is only valid if the individual presents it with the associated counterpart licence; except Jersey)
- Birth Certificate (UK & Channel Islands) - issued at the time of birth;
  - Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces

## Group 2a – Trusted Government/State Issued Documents

- Current valid Passport
- Current UK Driving licence (Photo card or old style paper version)
- Biometric Residence Permit (UK)
- Birth Certificate (UK & Channel Islands) - issued at the time of birth
- Marriage/Civil Partnership Certificate (UK & Channel Islands)
- Adoption Certificate (UK & Channel Islands)
- HM Forces ID Card (UK & Channel Islands)
- Fire Arms Licence (UK & Channel Islands)

## Group 2b – Financial/Social History Documents

- Mortgage Statement (UK or EEA)\*\*
- Bank/Building Society Statement (UK or EEA)\*
- Bank/Building Society Account Opening Confirmation Letter (UK)
- Credit Card Statement (UK or EEA)\*
- Financial Statement \*\* - e.g. pension, endowment, ISA (UK)
- P45/P60 Statement \*\*(UK & Channel Islands)
- Council Tax Statement (UK & Channel Islands) \*\*
- Work Permit/Visa (UK) (UK Residence Permit) \*\*
- Letter of sponsorship from future employment provider (Non-UK/Non-EEA only - valid only for applicants residing outside of the UK at the time of application)
- Utility Bill (UK)\* – Not Mobile Telephone
- Benefit Statement\* - e.g. Child Allowance, Pension
- A document from Central/ Local Government/ Government Agency/ Local Authority giving entitlement (UK & Channel Islands)\*- e.g. from the Department for Work and Pensions, the Employment Service , Customs & Revenue, Job Centre, Job Centre Plus, Social Security
- EU National ID Card
- Cards carrying the PASS accreditation logo (UK)
- Letter from Head Teacher or College Principal (16/17 year olds in full time education - only to be used in exceptional circumstances when all other documents have been exhausted)

### Please note:

If a document in the List of Valid Identity Documents is:

- denoted with \* - it should be less than three months old
- denoted with \*\* - it should be issued within the past 12 months
- not denoted – it can be more than 12 months old.

# Tips for completing the DBS application form

The DBS application form was designed to allow customers to apply for a DBS check and ISA registration on one simple form. However, as a result of the Government's announcement to halt the launch of the ISA registration phase of the Vetting and Barring Scheme, the DBS form should only be used to apply for a DBS check.

Please ensure that you read the guidance notes on the front page of the application form as well as this guidance leaflet to help you complete the form correctly.

Any mistakes on the form will delay your DBS check. The following are the Top Common Mistakes which will cause your application to be rejected.

## General – All should pay particular attention to these when completing the form

Area	Description	What you should do?
Correcting Mistakes	DO NOT USE correction fluid	If you make a mistake, put a line through the mistake and correct it to the right
Dates	Completing Date fields with format: DD/MM/YYYY MM/YYYY	These fields should be completed as below: 25/12/2010 12/2010 Be careful not to mistake the second format MM/YYYY as requiring the date/month and year
Continuation Sheets	Completing the new continuation sheet	In line with the application form, when you tell us about additional names on a continuation sheet, you must include the Surname / Forename and period that the name was used for each additional name.

Applicants should pay particular attention to these when completing the following fields.

Field Number	Description	What you should do?
A4	Other Names	If you answer 'YES' to having other names, you must always complete the Surname / Forename(s) and dates used fields even if the forenames are the same as those used with your current name e.g. Current Name: Mrs Joan Mary Smith Previous Names: Surname – Jones Forenames – Joan Mary Date used – 12/2000 – 12/2002
A20	This field asks about your National Insurance number	If you have a national insurance number, you must answer 'Yes' to this question and must, where you can, provide the document details as indicated.
A21	National Insurance Number details	Ensure your National Insurance number is in the following format:  Two letters, followed by six numbers followed by one letter i.e. AB123456D
A22	This field asks about your Driving Licence	If you have a driving licence, you must answer 'Yes' to this question and must, where you can, provide the document details as indicated.

A23

Driving Licence details

For example the format of the number for Christine Josephine Robinson, born 2 July 1975 is:

ROBIN 757025 CJ99901

NNNNN YMMDDY IICCCCC

N = First five letters of the surname (if the surname begins MAC or MC it is treated as MC for all).

Y = YEAR of birth.

M = MONTH of birth (In the case of a female, the number represented by the first M will have the value 5 added to the first digit e.g. a female born in November (i.e. 11) would display '61' in the MM boxes) or if born in February (i.e. 02) would display '52').

D = DAY of month of birth.

I = Initial letter of the first two forenames - if only one, then 9 will replace the second letter. If the licence indicates that the applicant has a middle name, ensure that one has been provided in Section A.

C = Computer generated.

Other Examples:

JOHN STEPHEN JONES

DOB 02 NOV 1956 JONES 511026 JS 9XX

MAUREEN LEE

DOB 23 DEC 1970 LEE99 762230 M9 9XX

CRAIG ALLAN MACDONALD

DOB 6 APRIL 1984 MCDON 804064 CA 9XX

A24	This field asks about your passport	If you have a passport, you must answer 'Yes' to this question and must, where you can, provide the document details as indicated. If you do not have the document details, you should try to obtain them by whatever means you can, otherwise you must attach an explanation as to why you cannot provide the details. The person checking your Identity only needs to see your passport documentation if they are using it as part of your identity verification or right to work in the UK verification. You may have already provided enough alternative documentation to prove your identity.
A21 / A23 / A25	'For registered body use only' verification boxes	Do not complete the verification boxes which are marked 'registered body use only'. The Council's evidence checker will complete these boxes.
A28 / A29	DO NOT USE	DO NOT COMPLETE THIS SECTION
Section B	Current Address	You must complete full current address details including town / city, country and Post Code if you have a UK address
Section C	Other Address	If you need to complete this section you must complete all fields for each additional address. If you have been OVERSEAS and travelling, then you should write 'OVERSEAS' in C38 and need only provide the Country, and Dates you were in that country. If you need to use a continuation sheet go to: <a href="http://www.homeoffice.gov.uk/dbs">www.homeoffice.gov.uk/dbs</a> continuation and ensure that you complete all fields on the continuation sheet

Section D	Apply for ISA registration	<b>DO NOT COMPLETE THIS SECTION</b> The ISA registration phase of the VBS scheme has been halted and as a result customers cannot apply for ISA registration at this stage.
Section E	Declaration	Question E55 – Applicants should treat this question as if they were being asked: 'do you have any unspent convictions, cautions, reprimands or warnings?'

## Identity Checking and Guidance – Documents We Cannot Accept

The DBS introduced changes to the identity checking process to strengthen the procedure used for validating licence applicants. These changes have improved public protection and aided elimination of fraud, making it particularly difficult for individuals to conceal their true identity.

Below is a list of documentation which is not accepted as a form of identification for the purposes of a DBS Disclosure application:

- NHS Card (UK)
- National Insurance Card (UK)
- Exam Certificates e.g. GCSE, NVQ, O Levels, Degree
- TV Licence
- Insurance Certificate
- Disclosure Scotland Certificate
- CRB or DBS Certificate
- Vehicle Registration Document
- General Medical Council (GMC) Certificate

- Connexions Card
- Mail Order Catalogue Statement/Card Statement
- Store Card Statement
- Court Claim Form (UK)
- Documentation issued by Court Services
- Mobile Phone Bill
- Convention Travel Document (CTD) Blue
- Certificate of Identity (CID) Brown
- Stateless Person's Document (SPD) Red

Please note should any of the above documents be submitted as a source of identify, they will categorically not be accepted: other forms of identity must be presented.

## Further Information

For further advice about taxi and private hire driver licensing and other associated issues please contact the Licensing Team.

**The Licensing Team**  
**East Lindsey District Council**  
**Tedder Hall**  
**Manby Park**  
**LOUTH LN11 8UP**  
**Telephone: 01507 601111**  
**Email: [licensing@e-lindsey.gov.uk](mailto:licensing@e-lindsey.gov.uk)**

We would welcome your comments on this, or any of our other leaflets, to ensure they meet the needs of the users of our services.



# Notes

