



Licensing Department

DVLA & DBS Instruction Document

**For New Driver Applications or Driver
Renewals**

Version 3

May 2018

Contents

Pages

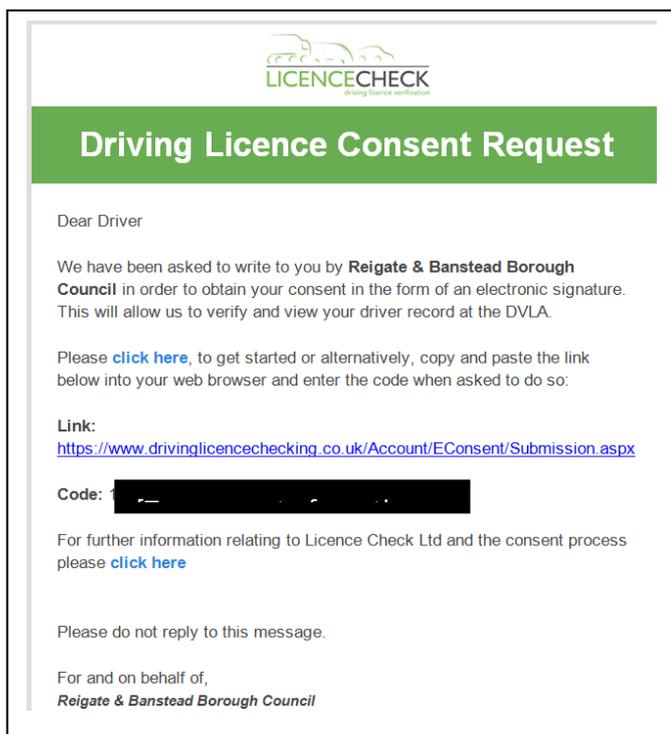
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Section 1: DVLA Licence Check

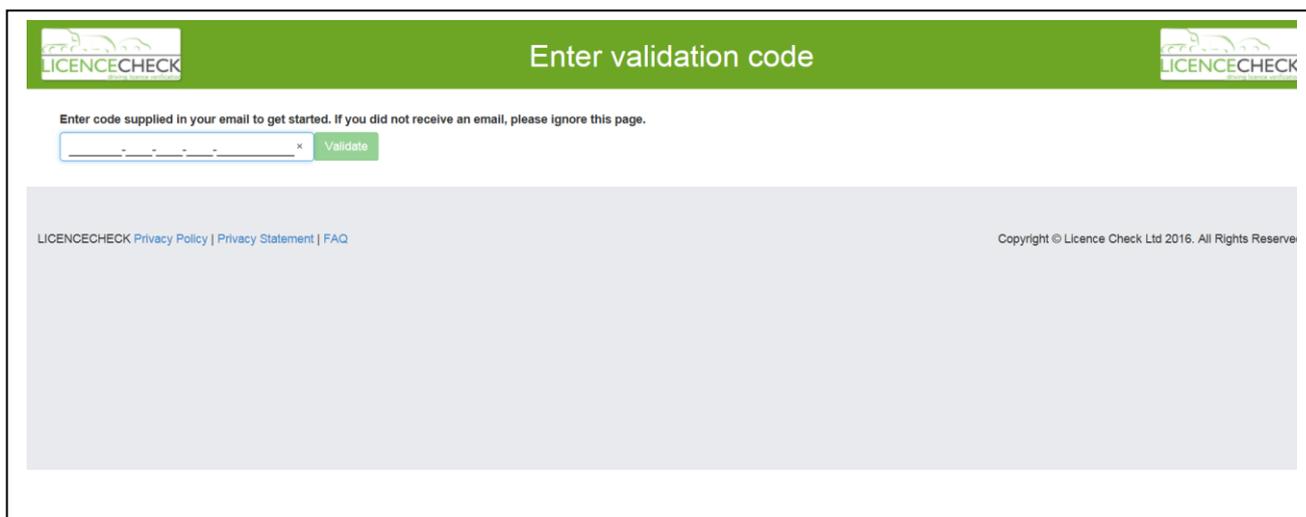
Once you have made the relevant payment, we will enter your name and email address into the Licence Check system and then they will email you with a link and a code for use on their website.

Below is a step by step guide to show you how to successfully complete your DVLA check.

Step 1:- Open your Licence Check email (it will look similar to this).



Step 2:- Click on the link, this will open up a webpage like this.



Step 3:- Enter the code from your email, then click Validate.

Step 4:- A page like this will then come up. You will need to confirm you licence status at the bottom of the page by ticking both boxes and then click Begin.

LICENCECHECK Welcome **LICENCECHECK**

Welcome Validate Enter Details Enter Pin Confirm Details

Hello and welcome to LICENCECHECK online e-consent process!

Reigate & Banstead Borough Council has made this request to enable you to provide your consent for the DVLA to release your driver record, this will allow them to better manage work related road risk ([WRRR](#))

In order to use this service you will need the following:

1. Your 'current' driving licence photocard or paper counterpart, this will contain your 16 digit driver number
2. You will require an active email address, either work or personal.
3. You will also require a mobile telephone where you can receive an SMS pin number – this will be used as your electronic signature

If you have all items above please continue with the process provided below.
If you do not have all of the items above, you should cancel the e-signature process and try again later, or contact your Manager for an alternative solution.

1. You may be asked to enter your personal details more than once. If so, this forms part of the verification process so please continue. This also ensures that we provide the correct licence details for you and that your consent is genuine.
2. We have also provided links to our [Privacy Policy](#), [Privacy Statement](#), and [FAQ](#) - these are available throughout this process.

Please tick each box below to agree and confirm each of the statements.

Reigate & Banstead Borough Council has invited you to participate in this E-Consent process, please confirm that you have a direct relationship with this business and they have a reason to check your licence because you do, or may drive in a company vehicle, or drive on company business in another vehicle.

I confirm

Do you hold a current U.K driving licence?

I confirm

Begin **Opt Out**

Step 5:- A page like this will then come up. Complete the required details and click Validate and then Continue.

LICENCECHECK Verify Your Details **LICENCECHECK**

Welcome Validate Enter Details Enter Pin Confirm Details

First Name

Enter your full first name

Surname

Enter your surname

Email Address

Enter the email address your invite was sent to

Validate **Continue** **Opt Out**

LICENCECHECK [Privacy Policy](#) | [Privacy Statement](#) | [FAQ](#) Copyright © Licence Check Ltd 2016. All Rights Reserved.

Step 6:- A page like this will come up. Please enter all the details as requested, including a mobile phone number. This is important as an authentication code will be sent to the mobile number you have entered. At the bottom of the page click Continue and Receive Pin.

The screenshot shows the 'Complete' registration page for LICENCECHECK. The page has a green header with the LICENCECHECK logo and the word 'Complete'. Below the header is a navigation bar with 'Welcome' and 'Validate' buttons. The main content area contains several form fields: 'First Name', 'Middle Name', 'Surname', 'Gender' (with radio buttons for Male and Female), 'Date Of Birth' (with a date picker), and 'Driver Number'. Each field has a placeholder text and a 'Validate' button. At the bottom of the page, there is a box containing the text 'Extract from top of page'.

The screenshot shows the 'Complete Personal' registration page for LICENCECHECK. The page has a green header with the LICENCECHECK logo and the text 'Complete Personal'. Below the header is a navigation bar with 'Welcome' and 'Validate' buttons. The main content area contains several form fields: 'Address Line 1', 'Address Line 2', 'Address Line 3', 'Address Postal Town', and 'Address Postcode'. Each field has a placeholder text and a 'Validate' button. At the bottom of the page, there are two buttons: 'Continue and Receive PIN' (green) and 'Opt Out' (red). At the bottom of the page, there is a box containing the text 'Extract from bottom of page'.

Here is what the mobile phone message will typically look like.



Step 7:- Enter the code, then click Validate and then Continue.

The screenshot shows the 'Authenticate Code (PIN)' page for LICENCECHECK. The page has a green header with the LICENCECHECK logo and the text 'Authenticate Code (PIN)'. Below the header is a navigation bar with 'Welcome', 'Validate', 'Enter Details', 'Enter Pin', and 'Confirm Details' buttons. The main content area contains a form field for 'Authentication Code' with a placeholder text 'Enter the Authentication Code you received on your mobile phone'. Below the form field are three buttons: 'Validate' (green), 'Continue' (grey), and 'Opt Out' (red). At the bottom of the page, there is a footer with the text 'LICENCECHECK Privacy Policy | Privacy Statement | FAQ' and 'Copyright © Licence Check Ltd 2016. All Rights Reserved.'

Step 8:- You will then arrive at a Summary page starting like this.



Summary



Welcome Validate Enter Details Enter Pin **Confirm Details**

Company Details		Personal Details	
Company Name	██████████	Name	██████████
Location	██████████	Driving Licence Number	██████████
Department	██████████	Date of Birth	██████████
Address 1	██████████	Gender	██████████
Address 2	██████████	Email Address	██████████
Address 3	██████████	Mobile Number	██████████
Postal Town	██████████	Address Line 1	██████████
Postcode	██████████	Address Line 2	██████████
		Address Line 3	██████████
		Postal Town	██████████
		Postcode	██████████

Declaration
Being the person referred to in the Personal Details section of the summary above, I authorise **REIGATE & BANSTEAD BOROUGH COUNCIL** to ask DVLA for my driver record information as and when they require, at a frequency they shall determine.

And ending like this. If your happy with the details please tick the confirm box and then click the Grant Consent button.



Summary



Address Line 3	██████████
Postal Town	██████████
Postcode	██████████

Declaration
Being the person referred to in the Personal Details section of the summary above, I authorise **REIGATE & BANSTEAD BOROUGH COUNCIL** to ask DVLA for my driver record information as and when they require, at a frequency they shall determine.

I authorise **REIGATE & BANSTEAD BOROUGH COUNCIL** to ask for my driver record information via the use of the intermediary company Licence Check Ltd to make the enquiry to the DVLA on their behalf.

I authorise and direct DVLA to disclose to **REIGATE & BANSTEAD BOROUGH COUNCIL** all relevant information relating to my driver record from the computerised register of drivers maintained by the DVLA. This includes personal details, driving entitlements, endorsement details, disqualifications, convictions, photo images and CPC details (where appropriate). Medical information is not to be provided.

This authority will expire when I cease to drive in connection with **REIGATE & BANSTEAD BOROUGH COUNCIL** or in any case three years from the date of my eSignature/eConsent. Consent can be withdrawn at any time by pressing the Opt Out button on this page.

I confirm that I have read and understood this declaration. (Please tick box)

I confirm

I confirm

Step 9:- You will then arrive at the Completed page.



Completed

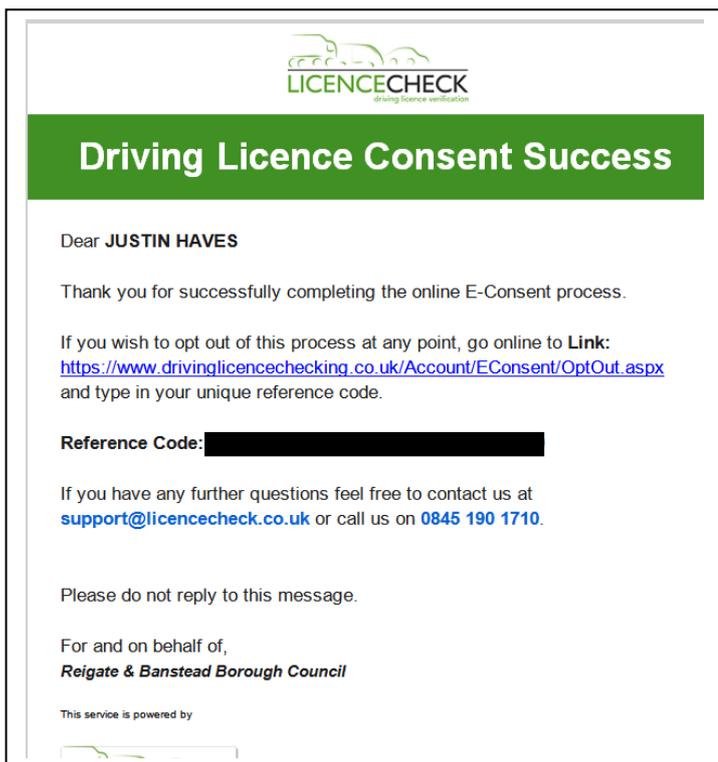


You have successfully granted consent for your employer to check your licence, and will receive a confirmation email shortly!

If you have any further questions feel free to contact us at support@licencecheck.co.uk or call us on 0845 190 1710

LICENCECHECK [Privacy Policy](#) | [Privacy Statement](#) | [FAQ](#) Copyright © Licence Check Ltd 2016. All Rights Reserve

Step 10:- You will then receive an email which will look like this. Keep this email safe as it contains important information.



This check is now complete. You do not need to do anything further. In due course the results will be made to the Council and we will contact you if necessary. There is no need to contact us.

Help and Support

If you require any assistance, please initially contact the DVLA Customer Support Team on **0845 190 1710**. The Council is unable to assist with technical difficulties relating to the aforementioned process.

Section 2: DBS Check

You will be applying for a DBS check via our online disclosures portal hosted by GBG Group.

Below is a step by step guide to show you how to successfully complete your DBS check.

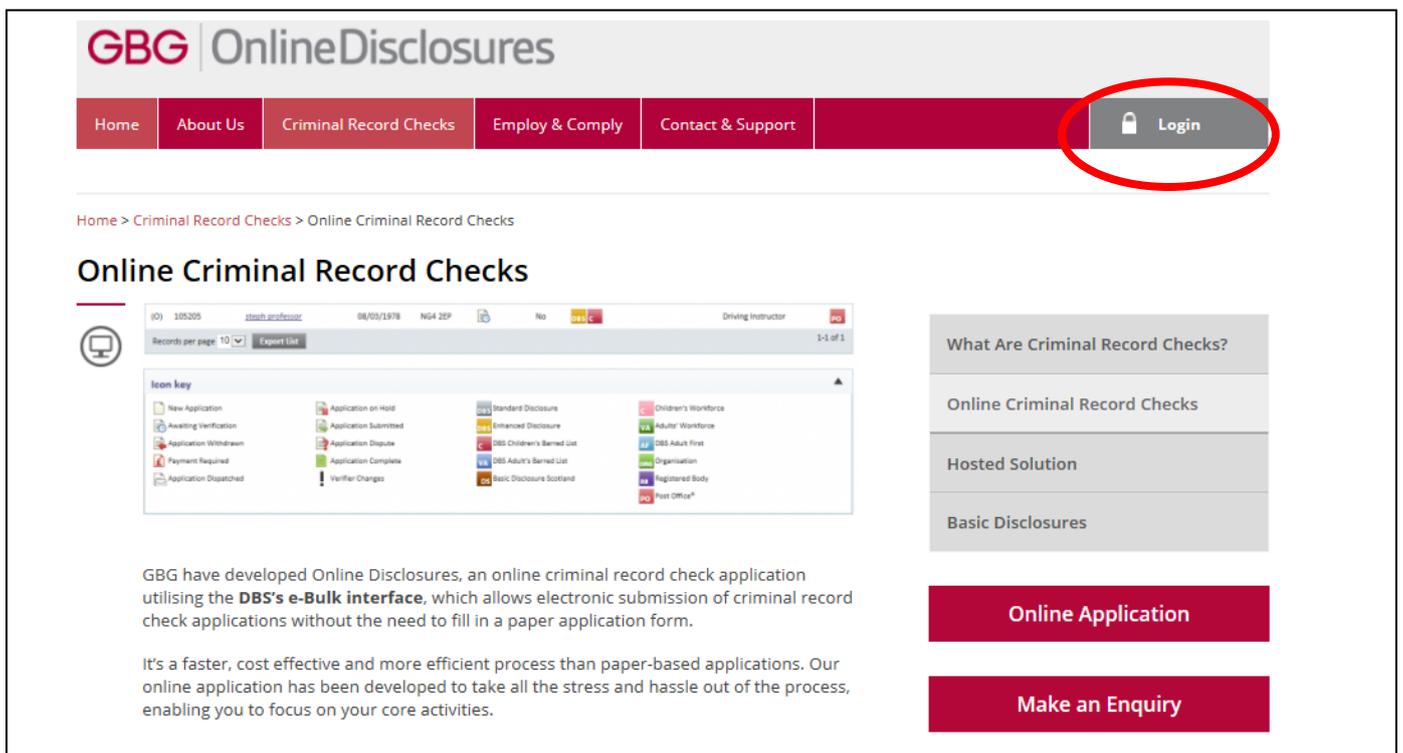
Step 1:- To complete the application you will need to know or have the following;

- ✓ Email account (active and accessible)
- ✓ Access to a printer
- ✓ Dates of any name changes (mm/yyyy)
- ✓ Mothers maiden name
- ✓ Full 5 years address history including dates (mm/yyyy)
- ✓ National Insurance Number
- ✓ Passport
- ✓ Driving Licence
- ✓ National Identify Card (if applicable)

You will need to supply a minimum of 3 identity (ID) documents. To see the full list of ID documents accepted for verification please visit

<https://www.gov.uk/criminal-record-check-documents>

Step 2:- Visit this webpage <https://www.onlinedisclosures.co.uk/>



The screenshot shows the GBG Online Disclosures website. The navigation menu includes Home, About Us, Criminal Record Checks, Employ & Comply, Contact & Support, and a Login button which is circled in red. Below the navigation menu, the breadcrumb trail reads 'Home > Criminal Record Checks > Online Criminal Record Checks'. The main heading is 'Online Criminal Record Checks'. Below this, there is a search bar with the text '(ID) 105205', a dropdown menu for 'Records per page' set to '10', and an 'Expert List' button. A 'Icon key' section lists various application statuses and types, such as 'New Application', 'Application on Hold', 'Standard Disclosure', and 'Children's Workforce'. To the right of the main content area, there is a sidebar with a 'What Are Criminal Record Checks?' section and a list of links: 'Online Criminal Record Checks', 'Hosted Solution', and 'Basic Disclosures'. At the bottom of the page, there are two prominent buttons: 'Online Application' and 'Make an Enquiry'.

Step 3:- Click on the Login button (towards top right of page).

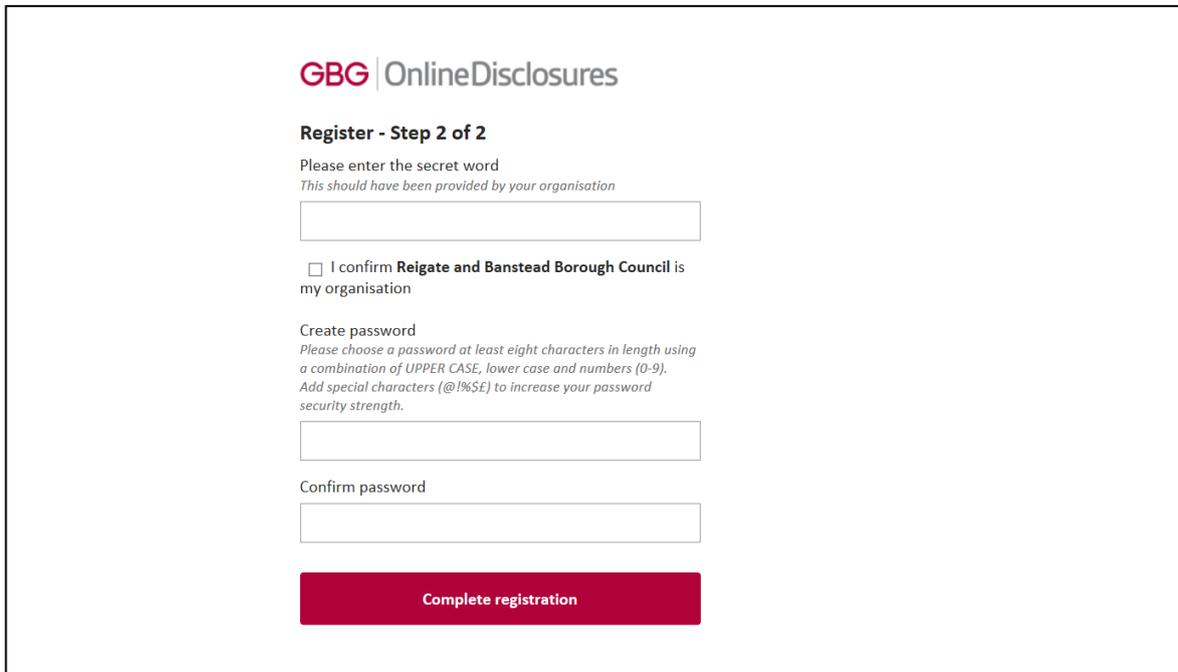
Step 4:- You will then see a page like this. Click on the Register button towards the top right of the page.

The screenshot shows the GBG OnlineDisclosures Sign In page. On the left, there is a 'Sign In' section with fields for 'Organisation pin' (with a 'Don't have this?' link), 'Email address' (containing 'john.doe@email.com'), and 'Password'. A red 'Sign in' button is at the bottom of this section, with a 'Forgotten sign in details?' link below it. On the right, there is a 'Need to Register?' section with a 'Register' button circled in red. Below this are 'Notices' and 'Application Help' sections with several links.

Step 4:- Enter **140616** as the Org pin and fill your full name and email address then click the next step button.

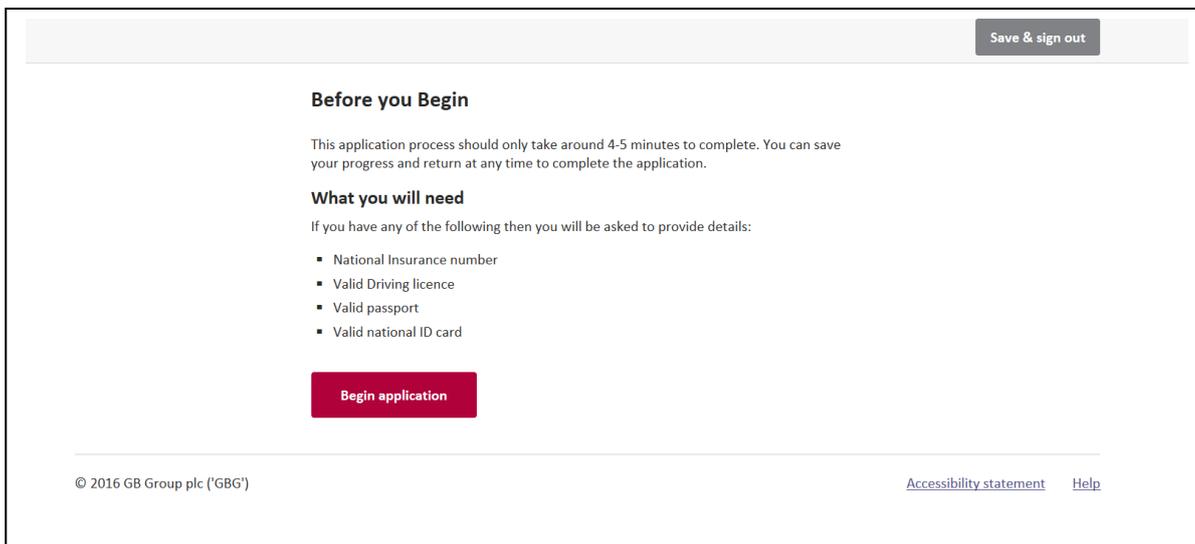
The screenshot shows the GBG OnlineDisclosures Register - Step 1 of 2 page. It includes the GBG OnlineDisclosures logo and the title 'Register - Step 1 of 2'. Below the title is a paragraph: 'You can self register to access our online application service if you have been provided with a PIN and secret word by your organisation.' The form contains four fields: 'Org pin' (with '140616' entered and a 'Don't have this?' link), 'Your full name', 'Email address', and 'Confirm email address'. The 'Next step' button is highlighted with a yellow border. At the bottom, there is a 'Cancel registration' link.

Step 5:- Enter **Reigate16** as the secret word, tick the confirm box and create your own password, click Complete Registration to finish. You will need to remember your password so you can log in later. You will receive a confirmation email shortly.



The screenshot shows the 'Register - Step 2 of 2' page. At the top, it says 'GBG | OnlineDisclosures'. Below that, the heading is 'Register - Step 2 of 2'. The instructions are: 'Please enter the secret word' and 'This should have been provided by your organisation'. There is a text input field for the secret word. Below that is a checkbox with the text 'I confirm Reigate and Banstead Borough Council is my organisation'. The next section is 'Create password' with instructions: 'Please choose a password at least eight characters in length using a combination of UPPER CASE, lower case and numbers (0-9). Add special characters (@!%\$E) to increase your password security strength.' There are two text input fields for the password and its confirmation. At the bottom, there is a red button labeled 'Complete registration'.

Step 6:- You will then arrive at this page, make sure you have the documents it states before you click Begin Application button.



The screenshot shows the 'Before you Begin' page. At the top right, there is a 'Save & sign out' button. The main heading is 'Before you Begin'. Below it, the text says: 'This application process should only take around 4-5 minutes to complete. You can save your progress and return at any time to complete the application.' The section 'What you will need' lists the following items: National Insurance number, Valid Driving licence, Valid passport, and Valid national ID card. At the bottom, there is a red button labeled 'Begin application'. The footer contains the copyright notice '© 2016 GB Group plc ('GBG')' and links for 'Accessibility statement' and 'Help'.

Step 7:- You will then arrive at the Statement of Fair Processing Page, after reading this tick the box and click the Proceed with Application button.

Step 8:- You will then arrive at the following data entry page. There are 5 sections to progress through. Complete all the required information.

GBG | OnlineDisclosures

Withdraw Save & sign out

1 2 3 4 5
About You Contact Details Verification Documents Summary Confirmation

Please note - we require all questions to be answered unless labelled as (Optional).

Your Name & Gender
Please provide your full name and all names you have been known by in the past.

Gender
A confidential checking process exists for transgender applicants who do not wish to reveal details of their previous identity to the person who asked them to complete an application for a disclosure. Please contact the Sensitive Team on Sensitive@db.s.gsi.gov.uk

Male Female

Title Forename Surname

Select [v] eg. John eg. Smith

Do you have a middle name?
 Yes No

Have you been known by any other names?

Extract from top of page

Step 9:- Once the information is submitted you must print the ID verification service sheet.

Step 10:- Take the ID verification service sheet along with the original documents for verification, to an appointed Crown Post Office. At the time of producing this information document the fee for this service was £55.40 + £5 Post Office handling fee. All the fees are to be paid at the post office at the time of verification.

To find your nearest Post Office that provides this service, visit the website <http://www.postoffice.co.uk/branch-finder>. Click on the refine branch services tab and tick the 'CRB & ID Verification Service' option then click the search button. You will be given details of the post offices near you that offer this service.

At the Post Office they will verify your documents and certify that these are valid to support your DBS application in line with the DBS Code of Practice.

Help and Support

If you require any assistance, please initially contact GBG Customer Services on **0845 251 5000** rather than contacting the Council.

Section 3: DBS Update Service

The online Disclosure and Barring Service (DBS) update service allows:

- applicants to keep their DBS certificates up to date
- employers to check a DBS certificate

Please see the following website for further information.

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

Document End