

DBS application process for Taxi Vehicle Owner's licence

As part of your licence application you are required to complete a Standard Criminal Records Disclosure.

GBGroup (formerly TMG CRB) has been appointed to administer DBS applications on behalf of London Taxi and Private Hire (LTPH).

You will need to make your DBS application prior to submitting your licence application to LTPH. Your DBS application can be completed online or by requesting a paper form.

DBS now only issue one copy of the Disclosure Certificate directly to the applicant. Applicants must be aware that they may be required to produce their Certificate upon request.

On the Disclosure Certificate produced by the DBS, your role will be printed as "Taxi Vehicle Owner."

Online DBS application

To apply online you will need access to a computer, tablet or smartphone, a valid email address and printer.

We recommend that you complete your application online as it is slightly cheaper and you will be guided through each step of the application via our online tool. This will ensure your application is complete and accurate and therefore minimising the risk of your application being delayed.

The online application can be completed with these six steps:

1. Go to **gbg.onlinedisclosures.co.uk** and select *Register*, using the PIN code and secret word provided below.
2. Complete the application online with all your details.
3. Select the relevant identification documents (ID) for verification using the online help tool.
4. Present the bar-coded sheet (printed from the online system) and your original identification documents (ID) to be verified at the Post Office.
5. Pay for the DBS application at the Post Office.
6. E-number will be available three working days following ID verification at the Post Office.

Select and complete the appropriate details using the table below.

	Taxi Vehicle Owners
Org PIN	104176
Org name	TPH Taxi Vehicle Owner
Secret word	tphcrb

Licence application

As part of your licence application you will be asked to provide a reference number. If you are completing an online application, you will be required to provide an 'E-Number'. The E-number is available three working days following ID verification at the Post Office. This will be emailed to you if you have chosen to receive email progress updates as part of your application. Alternatively this can be obtained by logging into your online application three working days following ID verification at the Post Office.

Paper DBS application

If you do not have access to a computer or email address, a paper-based application is available.

To request a paper application pack, please contact GBGroup on 0845 251 5000 or email ltph@gbgplc.com
Paper Applications should be returned to **LTPH GBGroup, 1 Wilford Business Park, Ruddington Lane, Nottingham, NG11 7EP.**

For paper DBS applications TfL recommends using the Post Office ID checking service. See below for ID verification options:

- Paper application to be submitted to GBGroup with ID verified using the Post Office ID checking service form (additional £10.50*) payable at the Post Office

OR

- Paper application to be submitted to GBGroup (including original identity documents) via Royal Mail Special Delivery including a pre-paid Special Delivery envelope for safe document return (total additional £14.60) payable at the Post Office.

Fees

Online (includes ID verification): **£35.00**

Paper (excludes ID verification): **£37.00**

Help and support

Should you require help and support with your DBS application you can contact our dedicated LTPH DBS administration team on 0845 251 5000 or ltph@gbgplc.com

Our LTPH DBS Administration team helpline is available between 8.30am – 5.30pm Monday to Friday with a 24-hour messaging service.

*Post Office fee(s) is subject to change.

LTPH @ GBGroup, 1 Wilford Business Park, Ruddington Lane, Nottingham, NG11 7EP
E: ltph@gbgplc.com T: 0845 251 5000 W: www.onlinedisclosures.co.uk