

DBS Update Service – Frequently Asked Questions

Applicant Information

What is the DBS Update Service?

Introduced in 2013, the DBS Update Service allows individuals to register to use the service and share their DBS details without having to complete any additional checks.

DBS details can be shared with a new organisation who can log on to the register and check the individual instantly and free of charge.

It is quicker as it does not require an individual to complete a DBS form or an identification check.

How much does it cost?

If you complete a check through paid employment, you will be expected to pay an annual subscription fee of £13 to use the service.

If you complete a check as a volunteer, there is no annual subscription fee.

How long does an Update Service check last?

Swim England applies a 3 year life cycle to your DBS check. Once we have recorded your consent, the same 3 year cycle will apply to your Update Service check. As long as the details can be viewed and have not changed, you do not need to take any further action. The Update Service will continue to be checked every 3 years.

We will automatically write to your Club to let them know there is no need for any further action.

What happens if something has changed?

When we check the register, it will advise us if there has been a change in circumstances. If this happens, we will write to you and your Club Welfare Officer to request you complete a new check immediately. A DBS check is free of charge for volunteers.

How do I register for the Update service?

You must register within 30 days of your disclosure certificate being printed. Go to www.gov.uk/dbs-update-service and enter the certificate number from your Disclosure certificate.

Can I destroy my disclosure certificate?

No. If your DBS has been completed through a Swim England Club or Swim School we don't need to see your certificate. However, if it has been issued through another organisation, we need to see a copy of the certificate to be able to process your consent for the register to be checked. Therefore it's important you do not destroy your DBS certificate. As you have signed up to the Update Service this allows you to use this DBS for another organisation, as long as it is of the required level for the role you are carrying out. They will need to see a copy of your disclosure certificate to allow them to check the Update Service.

I can't find my original certificate, can I sign up to the Update Service?

If you know your electronic certificate number you will be able to sign up to the Update Service. However, in order to process your consent, Swim England will need to see a copy

of the original certificate if it has been carried out through another organisation. If you cannot find the original certificate you will need to complete a new DBS application. You can request a reprint from the DBS if the certificate was issued over 14 days ago and you haven't received it, and the reprint request is made within 93 days of the date of issue. You can find out the issue date from the DBS [Online Tracking Service](#). The DBS reprint guide is available [here](#).

Why do I need to send in my original DBS Disclosure Certificate if it has been carried out through another organisation?

The Update Service check will only allow us to see if there has been a change to the registered DBS disclosure certificate. The service does not list any content shown on the DBS Disclosure Certificate to ensure that we can confirm clearance for you to carry out your role we need to see what content if any is on your certificate.

Welfare Officer Information

What do I do if a club member states they have signed up to the Update Service?

Diagram 1 of this pack outlines the checks you need to complete at club level before taking any further action. This includes checking the level of check required and the role the individual is undertaking with your club. See Wavepower page 51 for more details on the level of check required.

If they meet the eligibility outlined in Diagram 1, you need to follow Diagram 2 of this pack, and support them to submit their Update Service Consent Form (with photographic evidence*) to Swim England.

* Photographic evidence is only available during lockdown. Under normal circumstances we need to receive the original DBS Disclosure certificate. We recommend that it is sent by recorded delivery and we will return it by recorded delivery.

The member can't find their disclosure certificate, can they complete the consent form?

In order to be able to process the consent form, Swim England must see a copy of the original certificate if it was not carried out through a Swim England affiliated Club, affiliated Swim School or the IOS. If the member cannot find their original certificate, we will not be able to process the consent and they will need to complete another check.

What do I do if a club member has a DBS carried out through another organisation and this is registered with the Update Service?

Diagram 1 of this pack outlines the checks you need to complete at club level before taking any further action. If the DBS registered with the Update Service is of the correct level for the role they are carrying out they will need to complete and return the Consent Form and return along with their original DBS Disclosure certificate, we recommend that this is sent by recorded delivery and we will return this recorded delivery.

How will I know if the Update Service is working?

Swim England will check the Update Service on the normal 3 year life cycle. We will send reminders to Welfare Officers for any DBS checks due for renewal. In this email, it will indicate that the member has registered with the Update Service and no further action is required. This will be checked by Swim England and clearance will be sent to the club.

However if we check the register and a new check is required, we will email the Welfare Officer to notify them of this.

What do I do if the member no longer holds a position that requires a DBS?

It is important that the Online Membership System (OMS) is updated with the roles your members have within the club so the Club Personnel Report is accurate. If a member no longer holds a role that is listed on OMS as requiring a DBS, we are not able to carry out an Update Service check.

Is the Update Service free?

Yes, the service is free for volunteers. It costs £13 for paid employees. Provided that the individual registers within 30 days of the DBS certificate being printed, they will not need to complete another check for Swim England unless their circumstances change.

What do I do if a member has a DBS check as a volunteer and is now carrying out a paid role?

If the original DBS has been carried out as a volunteer then a new DBS application has to be completed as a paid staff member.