THE ONLINE UPDATE SERVICE – VOLUNTEER GUIDE

The Update Service is a free online subscription service that allows you to keep your enhanced DBS certificates up to date. It enables the Diocese, with your consent, to complete your three yearly DBS check.

Your Update Service Subscription requires an annual renewal. When this is due you will receive an email from DBS as shown below:

From: <donotreply@dbs.gov.uk>
Date: Wed, 25 Dec 2024, 08:50
Subject: FYI: Action required to renew your Update Service subscription
[redacted]

Dear [redacted]

Your current year subscription to the Update Service will end on 07 January 2025.

Your ID is [redacted]

If you are still using your DBS certificate(s) as a volunteer and wish to remain a member of the Update Service then you need to take action to renew your subscription for another year. Log on to your Update Service account on or before the end date stated above and select the 'Renew subscription' link. If you do not renew your subscription on or before this date then it will expire.

If you move from a volunteer position to a paid position you will need to apply for a new DBS check and create a new Update Service subscription.

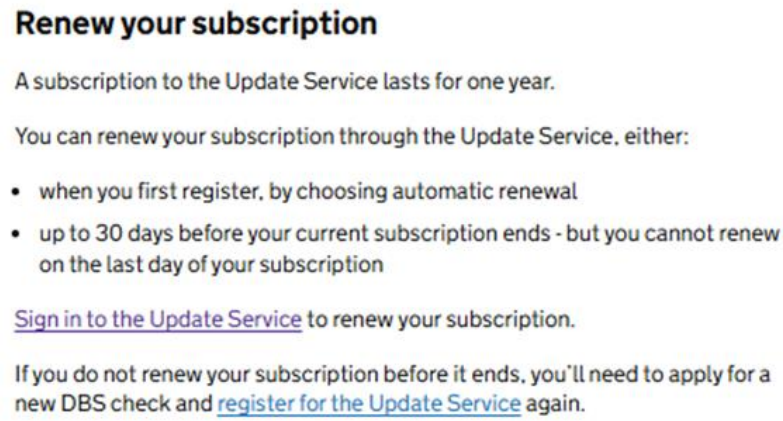
If you wish to cancel your subscription, log on to your account and select the 'Cancel Subscription' link.

If you cancel your subscription or allow it to expire then:

- employers will not be able to make a check against any of your DBS certificates
- if you want to re-subscribe you will need to apply for a new DBS check

Don't forget you can see which organisations have checked the status of your DBS certificate(s) by logging onto your account and selecting the 'View who has carried out a status check on my certificates' link.

To renew your subscription, simply click on the link provided in the email which will direct you to the DBS website. **Scroll down the web page and near the bottom of the page is a section to renew your subscription as shown below**:



Renew your subscription

A subscription to the Update Service lasts for one year.

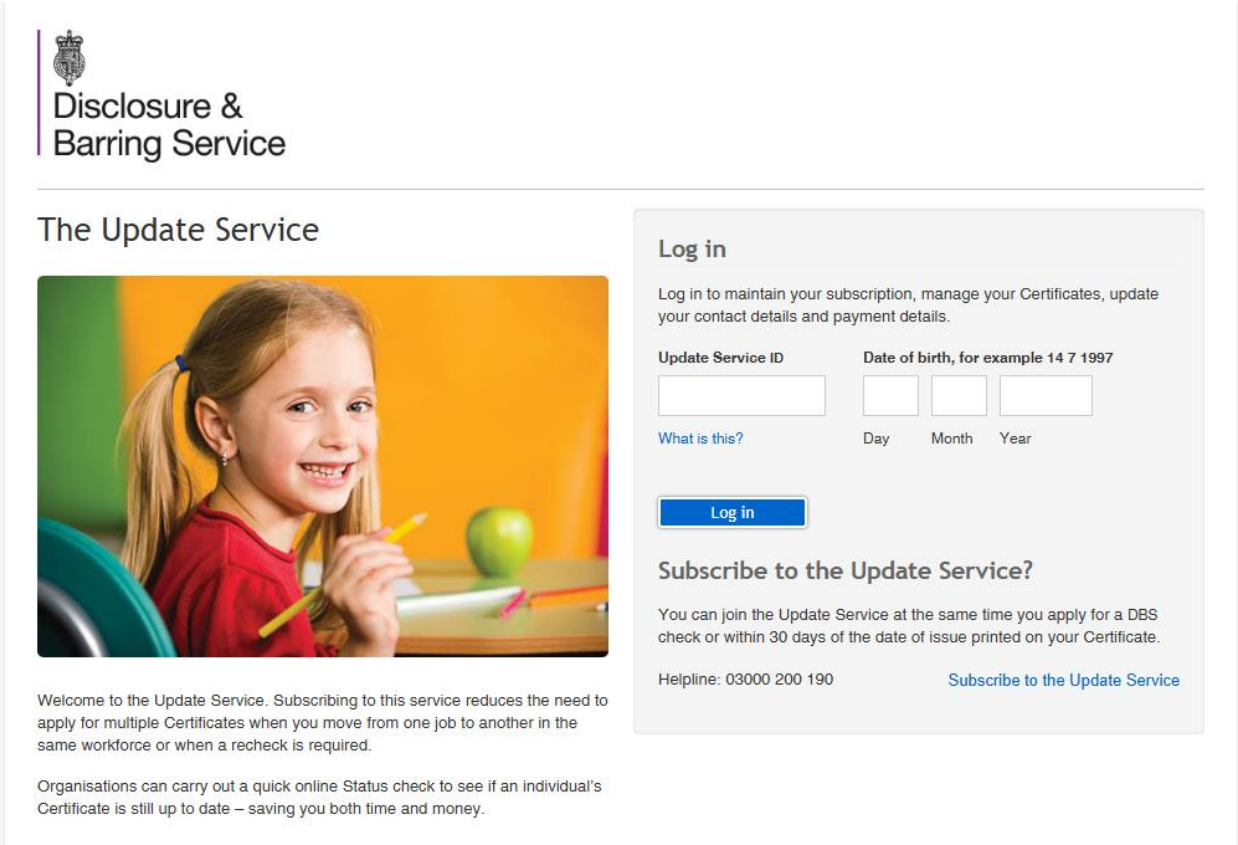
You can renew your subscription through the Update Service, either:

- when you first register, by choosing automatic renewal
- up to 30 days before your current subscription ends - but you cannot renew on the last day of your subscription

Sign in to the Update Service to renew your subscription.

If you do not renew your subscription before it ends, you'll need to apply for a new DBS check and register for the Update Service again.

You will need to click on 'sign in to the Update service' and the following screen should appear:



Disclosure & Barring Service

The Update Service

Welcome to the Update Service. Subscribing to this service reduces the need to apply for multiple Certificates when you move from one job to another in the same workforce or when a recheck is required.

Organisations can carry out a quick online Status check to see if an individual's Certificate is still up to date – saving you both time and money.

Log in

Log in to maintain your subscription, manage your Certificates, update your contact details and payment details.

Update Service ID

What is this?

Date of birth, for example 14 7 1997

Day Month Year

Log in

Subscribe to the Update Service?

You can join the Update Service at the same time you apply for a DBS check or within 30 days of the date of issue printed on your Certificate.

Helpline: 03000 200 190

Subscribe to the Update Service

Your update service ID will be on the email sent to you by DBS, and then enter your date of birth and click log in. Follow the instructions provided and this will renew your subscription.

This process does not mean your DBS has been renewed, that will be completed by the safeguarding office every three years. Should you encounter any difficulties with this renewal, you can forward your original email to the safeguarding team at the Diocese, safeguarding@diocesehn.org.uk and they will be able to assist.