

Disclosure and Barring Service checks for Newcastle City Council – Licensing

To apply online you will need access to a computer and a valid email address. The online application form will guide you through each step of the application to 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 five steps:

1. Go to www.gbg.onlinedisclosures.co.uk and select Register, using the PIN code and secret word in the table below.

Org name NCC – Licensing

Org PIN 144314

Secret word NCCTaxi

2. Create your password and then login using your PIN code, email address and password to complete the application online.

3. Select the relevant identification documents (ID) for verification using the online help tool. You will need your Passport or Driving Licence plus two proofs of address, in the form of an official letter such as a utility bill, bank statement or credit card statement. The documents need to be in your name at your current address.

4. Take original documents to the licensing administrator at Newington Road East for verification. The licensing administrator will verify your identity using these documents. Please note documents must be originals. Downloaded and printed statements are not suitable for the identity checking process.

5. Once your identity has been verified your application will be sent electronically to the Disclosure and Barring Service. Your Enhanced Disclosure will be sent to your current address.

Applicants may login using their PIN, email and password to receive status updates on their application. Applicants wishing to register with the Update Service will either require the DBS issued E-number or Disclosure number and go to the DBS Update Service at <https://www.gov.uk/dbs-update-service>.

Please note a Disclosure must be registered in the Update Service within 19 days of the issue date.

Keep track of your application

You can track the progress of your application by asking for automatic email updates as you are completing your application. Or login via the online portal using your PIN, email and password.

Help and support

Should you require help and support with your Disclosure application you can contact the Online Disclosures support team on 0845 251 5000 or email: onlinedisclosures@gbgplc.com.

The support team helpline is available between 8.30am – 5.30pm Monday to Friday with a 24-hour messaging service.

Newcastle City Council