

USER GUIDE: Oxfordshire County Council’s DBS and Vetting Process for Drivers and Passenger Assistants

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Applying for an Oxfordshire County Council (OCC) Transport Badge

When applying for an OCC Transport badge, make sure you follow the correct process out of the following options:

- A. [New and Renewal DBS & Badging Applications](#)
- For new and renewal applicants who need to complete a DBS check through OCC.
 - For applicants who are not subscribed to the update service.
 - Renewal Applications can be submitted up to 4 months in advance of the current DBS/Badge expiry of the applicant.
 - **Correct application form: 'OCC Transport Badge Application Form'**
- B. [Update Service Badging Applications](#)
- For applicants who are subscribed to the update service.
 - Applicant's Update Service registration must be 'current', and their subscribed DBS certificate must be 'Enhanced (Child & Adult Workforce) + Child & Adult Barred list checked'.
 - **Correct application form: 'OCC Update Service Application Form'**
(For more information on Update Service see: <https://www.gov.uk/dbs-update-service>)
- C. [Replacement/Additional Badging Requests](#)
- For applicants looking to replace a lost/damaged OCC Transport Badge.
 - For applicants applying for an OCC Transport badge for a different Service Provider (They have moved companies).
 - For applicants applying for an additional OCC Transport badge as they work for multiple OCC approved Service Providers (up to 3 maximum).
 - For applicants applying for a change of role (e.g passenger assistant to driver/PA).
 - **Correct application form: 'OCC Replacement and Additional Badge Form'**

Important Information:

- Services Providers must only submit a badging application with permission from the Driver/Passenger Assistant they are applying on behalf of.
- Applications can only be accepted from an Approved OCC Service Provider.
- Evidence of Right to Work and Overseas Police Checks must be submitted with the completed badging application (where applicable).
- The DBS & Vetting Team will reject any incomplete, incorrect, or invalid applications.
- OCC reserves the right to refuse a badging application.
- All application forms and additional information on the DBS & Vetting Process are available on the Oxfordshire County Council website: [DBS Driver and/or Passenger Assistant Badge | Oxfordshire County Council](#)

Under no circumstances should drivers and/or Passenger Assistants be working on OCC contracts without a valid OCC Transport Badge for the provider whose contracts they are working on. Drivers and Passenger Assistants must wait for their badge to arrive and have it in their possession before working on any OCC Contracts.

New and Renewal Transport DBS & Badging Applications

STEP 1) Service Provider completes the 'OCC Transport Badge Application Form' with the permission of the applying Driver/Passenger Assistant - For new and renewal badging applications. Renewal applications can be submitted up to 4 months in advance of the current DBS/Badge expiry of the applicant.

STEP 2) Service Provider emails the completed 'OCC Transport Badge Application form' and along with attached online 'Right to Work' Home Office Employer check and/or overseas police check if applicable/required:
transport.safeguarding@oxfordshire.gov.uk
(Please only send one application form per email. Invalid applications or documents will be rejected)

STEP 3) Service Provider and Applicant wait to receive an initiation email containing the following information:

- > Applicant's URN (Unique Reference Number).
- > Link to a secure online payment portal for upfront DBS appointment and Training charges.
- > Instructions and booking process for DBS Appointments and for Safeguard & Disability Awareness Training.

STEP 4) Applicant or Service Provider make upfront online payment(s) for DBS Appointment and Safeguard & Disability Awareness Training (as applicable) as per the instructions in the initiation email

STEP 5) Applicant attends and completes DBS appointment and Safeguard & Disability Awareness Training (as applicable) within 8 weeks of receiving their initiation email.
Failure to do this within 8 weeks will result in their application being automatically withdrawn.

STEP 6) Applicant waits for their DBS application to be ID checked and their DBS Certificate to be issued from the Disclosure and Barring Service (DBS).
Please note: The time it takes for a DBS certificate to be issued varies for everyone; this can take anywhere from a few days to several months and is not under the control of the DBS & Vetting Team.

STEP 7) Following completion of Safeguard & Disability Awareness Training, applicant will be informed of outcome by email after test papers have been marked. The DBS & Vetting team will automatically update the applicant's record with their training outcome.

STEP 8) Applicants with a clear DBS who have also passed training and the required Social Care Suitability Checks will have an OCC Transport badge printed and posted to their company. Applicants with a non-clear DBS certificate will go through the DBS Risk Assessment process.
(The social care suitability checks teams will contact applicants/providers directly if required)

Update Service Badging Applications

STEP 1) Service Provider completes the 'OCC Update Service Application Form' - For new and renewal applicants who are subscribed to the Update Service.

Applicant must sign update service form to confirm they give permission for Update Service check to be carried out.

STEP 2) Service Provider emails the completed 'OCC Update Service application form' with the applicant's signed permission (and all the required documents) to:

transport.safeguarding@oxfordshire.gov.uk

(Please only send one application form per email. Invalid applications or documents will be rejected)

STEP 3) DBS & Vetting Team carry out an update service check. Service Provider and Applicant wait to receive an initiation email containing the following information:

- > Applicant's URN (Unique Reference Number)
- > Link to a secure online payment portal for upfront Training charge.
- > Instructions for booking Safeguard & Disability Awareness Training

STEP 4) Applicant or Service Provider make upfront online payment(s) for Safeguard & Disability Awareness Training (as applicable) as per the instructions in the initiation email.

STEP 5) Applicant attends and completes Safeguard & Disability Awareness Training (as applicable) within 8 weeks of receiving their initiation email.

Failure to do this within 8 weeks will result in their application being automatically withdrawn.

STEP 7) Following completion of Safeguard & Disability Awareness Training, applicant will be informed of outcome by email after test papers have been marked. The DBS & Vetting team will automatically update the applicant's record with their training outcome.

STEP 8) Applicants with a clear DBS who have also passed training and the required Social Care Suitability Checks will have an OCC Transport badge printed and posted to their company.

Applicants with a non-clear DBS certificate will go through the DBS Risk Assessment process.
(The social care suitability checks teams will contact applicants/providers directly if required)

Replacement / Additional Badging Applications

STEP 1) Service Provider completes the 'OCC Replacement and Additional Badge Form' - For applicants requiring a replacement or additional OCC Transport Badge

STEP 2) Service Provider emails the completed 'OCC Replacement and Additional Badge Form' to:

transport.safeguarding@oxfordshire.gov.uk

(Please only send one form per email)

IMPORTANT INFORMATION:

Change of Service Provider – Sole Employment

If the applicant is now solely employed by a new Service provider, the additional badge request will need to be submitted by the new Service Provider along with the applicant's consent and photographic evidence that **all** their previous badges have been cut up and are no longer in use.

Change of Service Provider – Joint Employment

If a driver/PA holds more than 3 badges already, the applicant must give up all but 2 of these existing badges; it is the applicants' decision which badges they choose to keep.

Service providers will need to submit this additional badge request along with the applicant's consent and photographic evidence that all other badges have been cut up and are no longer in use.

Change of Role – (e.g. Passenger Assistant to Driver)

Service providers must submit the badging request along with a photo of the applicants' taxi licence and/or driver qualification card (front and back)

Badge Extension – Extended Right to Work document

Service providers must submit the badging request along the new Right to Work document. If valid, a new badge will be printed for the remaining 3-year DBS period (or to the new right to work expiry date if this is sooner).

STEP 3) DBS & Badging Team will print and post the OCC Transport badge out to the relevant company.

STEP 4) Service Provider to ensure all old badges are returned back to the DBS and Vetting Team.

Safeguard and Disability Awareness Training

Training Information

- There is a mandatory training package in place for all taxi drivers, coach drivers and transport passenger assistants in Oxfordshire.
- You must attend and pass a session that is run by OCC to obtain an OCC Transport Badge; externally organised courses will not be accepted.
- More information regarding training, costs, payment and how to book a course will be sent out to applicants once their application has been initiated.
- Training sessions cannot be booked until a Unique Reference Number has been received and a successful payment has been made. If a booking is attempted before this, it will **not** be accepted by the training team.
- Training must be paid for and completed within 8 weeks of your application being initiated.
- All cancellations & amendments to bookings must be emailed to transport.training@oxfordshire.gov.uk; please note that charges may still apply.
- If an applicant has recently completed Safeguard & Disability Awareness training for their taxi licence, we may be able to accept this certificate.
- OCC reserves the right to request an applicant re-sit training if deemed necessary.
- Full details about training including course content, charges and booking process can be found on the following training website: [Safeguarding and disability awareness training for drivers of vulnerable passengers | Oxfordshire County Council](#)

DBS Appointments

Appointment Information

- More information regarding DBS Locality Appointments, payment and the booking process will be sent out to applicants once their badging application has been initiated.
- A DBS appointment cannot be booked until a Unique Reference Number has been received and a successful payment has been made online. If a booking is attempted before this has been received, it will not be accepted by the DBS & Vetting Team.
- DBS Appointments are held at various locations; you will be offered dates based on availability of appointments.
- Applicants must complete their DBS Appointment within 8 weeks of their application being initiated.
- At the appointment the applicant will have to fill out an online DBS form, have their photograph taken and their Identity Documents scanned.
- Applicants will need to complete a DBS application form on a laptop, if you think an applicant may struggle with this, please let the team know at the point of booking the appointment by email to dbsbookings@oxfordshire.gov.uk
- Applicants can bring someone with them to help them with the laptop if needed.

Identity Documents

- Applicants must present the correct combination of identity documents at their appointment. Applicants must refer to the most recent '**DBS Identity Document Guide**' for help with this. This is available on the Oxfordshire County Council website: [DBS Driver and/or Passenger Assistant Badge | Oxfordshire County Council](#)

- Identity Documents must be valid, current, and original documents (print outs cannot be accepted).
 - We are not allowed to accept online documents, photocopies or documents printed from the internet; staff will not be able to print documents for you at your DBS Appointment.
 - At least one ID document must confirm the applicant's current address.
 - All documents must be in the applicant's current, legal name to prove their identity (unless they also provide evidence of a name change such as marriage certificate or deed poll documents which provide documentary proof to support a name change).
 - **Failure to bring the correct documents to their locality appointment will result in the applicant being turned away and having to re-book another appointment; there will be an additional fee that will need to be paid upfront for a re-booked appointment which will then be arranged on a new day.**
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Useful Contacts

To ensure your correspondence is going to the correct team and to avoid any unnecessary hold ups, please see the below contact details:

DBS & Vetting Team

For all badging applications (new, renewal, Update Service and Replacement/Additional) and general DBS & Vetting queries:

Transport.safeguarding@oxfordshire.gov.uk

For all Safeguard & Disability Awareness training bookings, queries and correspondence:

Transport.training@oxfordshire.gov.uk

For all DBS appointments, queries and correspondence:

DBSBookings@oxfordshire.gov.uk

For all DBS Risk Assessment appointments, queries and correspondence:

DBS.Riskassessmentandtraining@oxfordshire.gov.uk

Contract and Market Management Team

For all contractual queries and correspondence:

QMCC@oxfordshire.gov.uk

Transport Safeguarding Team

For all correspondence and queries in relation to any safeguarding investigations, complaints, or issues:

transportsafeguardingofficer@oxfordshire.gov.uk