



Changes to the Disclosure and Barring Service (DBS) Update Service – January 2025

The Disclosure and Barring Service has initiated a change in the process for updating renewal certification for volunteers.

The Disclosure and Barring Service has now modified its user agreement, mandating that all individuals log into their update service account to renew their subscription on an annual basis.

Should this not be actioned, their account will lapse, resulting in a failed check for the ECB, and the individual will be required to apply for a new DBS certificate as the DBS does not permit the reinstatement of Update Service subscriptions after lapsing.

Action required for those renewing in the next 30 days:

There are two actions that must be carried out, failure to do one or both will result in their DBS lapsing and a new application will need to be started.

1. You should have already received, or will soon receive, an email from donotreply@dbs.gov.uk. Please check your 'Inbox', or 'Spam' folders for this email.
2. This email contains a link to your [Update Service login page](#), and your Update Service ID, which you'll need to access your account.
3. Once logged in, click the Renew Subscription link.
4. If you cannot locate the email from the DBS or are having issues logging in, please contact the DBS directly on 03000 200 190.
5. Ensure that you have completed the ECB Annual Renewal Questionnaire – this email will have been sent from dbs@ecb.disclosures.co.uk

How does the 'New' process work?

Your DBS is valid for **one (1) year** after which it will have to be renewed. You can either do a new application, or you can subscribe to the DBS Update Service.

Do you know when your ECB DBS expires?
If not, find out from your Club or County DBS verifier(s)

The individual will receive two (2) emails **30 days prior to the renewal date**
One from the ECB and one from DBS

Watch out for an email from the following two email addresses. Check your 'Inbox' and 'Spam (Junk)' folders

dbs@ecb.disclosures.co.uk

Title of email:

FYI: Action required to renew your Update Service subscription

donotreply@dbs.gov.uk

Title of email:

FYI: Action required to renew your Update Service subscription

Action to take

Follow the instructions in the email, and:

- Give consent
- Confirm your role / Club / Contact details

Action to take

Follow the instructions in the email, and click the link:

- Log in
- Renew subscription

FAQ's

1. **I thought the DBS auto-renewed:** Prior to 8th December 2024 if a Volunteer did not log into their DBS update service subscription, then it would automatically continue. However, from 8th December 2024 the DBS has now changed this to make it mandatory for all subscribers to log in and renew their subscription annually.
2. **Why do I have to advise the ECB and the DBS Update Service to renew my certificate?** The information you provide to the ECB on an annual basis ensures we are meeting compliance regarding carrying out a recheck of your police / barred list records, however we can only carry out this check if your DBS Update Service account is still active. If either one has not been confirmed, then the renewal cannot take place.
3. **I have already filled in the ECB renewal questionnaire and renewed my update service subscription, what will happen now?** We will schedule a recheck on your annual renewal date and will confirm via email if your renewal has been successful or not.
4. **I can't log into the DBS Update Service or find my ID number:** We cannot access your DBS update service account as it is registered personally to the DBS certificate holder. Please contact the DBS via their helpline: 03000 200 190
5. **I have already received emails asking me to take action, why am I receiving another one?** Due to this recent change in process by the DBS update service, we are experiencing an unusual number of renewal failures for our volunteers. We are contacting those due to renew to mitigate further renewal failures.
6. **This is more admin for volunteers why can't ECB sort this?** This change has been mandated directly by the DBS without communication to the ECB or our DBS provider (Atlantic Data). We appreciate this may be frustrating, however in order that we meet the requirements of the DBS Code of Conduct and only renew volunteers who are still actively in a role requiring a DBS check then we do need confirmation via the annual renewal questionnaire.

7. **Is there a cost for me to renew my DBS?** As a volunteer there are no charges directly for subscription to the Update Service or passed on to you via the ECB – therefore it is free. Only those in Paid roles are charged for applications and update service subscriptions.
8. **I have received a notification that my ECB DBS has not renewed what do I need to do?** Please complete this [CONTACT FORM](#) and a member of our Customer Support team will be able to assist you, alternatively your local Club / Cricket Organisation can initiate a new application for you.
9. **I am not receiving emails from the DBS or ECB regarding my DBS renewal:** We would recommend adding these addresses to your 'safe senders' or 'safe recipients' list on your email account: donotreply@dbs.gov.uk and dbs@ecb.disclosures.co.uk