



Changes to application platform for Disclosure and Barring Service (DBS) checks administered by First Advantage

All DBS checks for London taxi and private hire licence applications must be undertaken by our approved service provider, First Advantage.

This Notice contains information on changes that First Advantage, is making to its process for London taxi and private hire licence applications.

What This Means

First Advantage currently make available the 'OnlineDisclosures' platform as part of their online application process. As a result of the Post Office withdrawing support for this platform, from 7 September 2023, it will be replaced with the 'KnowYourPeople' platform. The application process itself will remain unchanged.

This change will not impact any ongoing applications that are still waiting for a DBS check outcome. All ongoing applications will be processed as normal.

Important information for applicants who have already submitted a DBS check application via the 'OnlineDisclosures' platform

As part of the DBS process, applicants are required to have ID documents verified by the Post Office within a 30-day period.

Any applicants that have already made a DBS check application (via the existing 'OnlineDisclosures' platform), but haven't yet had their identity validated by the Post Office, will need to do so **by no later than 30 September 2023**.

Applying for a DBS Check on or after 7 September

From 7 September 2023 all applicants (both new and renewal) that require a new DBS check must create a new user account on the 'KnowYourPeople' application platform via the following link: <https://app.knowyourpeople.co.uk/>.

The previous link to the 'OnlineDisclosures' application platform will no longer be available from this date.

As before, as part of this process, applicants will have 30 days to validate their ID documents at the Post Office.

When applying for a DBS check online it is necessary to enter an 'Organisation ID' and 'Access Code'. From 7 September 2023 these will be:

License Type Being Applied For	New Organisation ID	New Access Code
Private hire driver - New	ORG-2333DWY8	tphcrb
Private hire driver - Renewal	ORG-74W6KD44	tphcrbphren
Taxi driver - New	ORG-JSVTJFH2	tphcrbtaxinew
Taxi driver - Renewal	ORG-AHNV1052	tphcrbtaxiren
Taxi vehicle owner	ORG-SEJ5MHT4	tphcrbtaxiowner

Help and Support

First Advantage's dedicated Customer Care Team is available if you have any questions regarding these changes, or if you experience any difficulties with your online DBS check application. They can be contacted at help.fadv.com, choosing the 'Chat with an expert' option for assistance.

Alternatively, you can contact them on 0845 251 5000 or emailing ltph@knowyourpeople.co.uk.

There is also a 'Help' option for 'Frequently Asked Questions' and a system 'Quick Start Guide' for applicants once signed in to the KnowYourPeople application platform. Alternatively, please visit <https://app.knowyourpeople.co.uk/help>.

Graham Robinson

**General Manager
Taxi and Private Hire
Transport for London**

6 September 2023

For previous Notices and additional licensing information, please visit tfl.gov.uk/tp