

DBS Check Guide

For new volunteer pilots joining Cycling Without Age Oxfordshire

About this guide

Because our trishaw rides bring volunteers into regular, one-to-one contact with elderly and vulnerable adults, every volunteer pilot and hub coordinator at CWAO is required to hold an **enhanced DBS (Disclosure and Barring Service) check** before riding independently with a passenger.

This guide explains the process from start to finish — what to expect, what you'll need to have ready, and what happens after your check is cleared. The process takes about 10–15 minutes of your time.

Important: you cannot start the application yourself.

CWAO uses an online system called QuickerDBS. Before you can fill in your application, your hub coordinator must first create an account for you in the system. You will then receive an email with your login details automatically. Do not try to register on QuickerDBS directly — wait for the email.

The process — step by step

1 Register as a volunteer

Sign up via Book2Go at book2go.bike/signup and send a follow-up email to your hub coordinator to confirm your interest. This is how your coordinator knows to expect you and can start the DBS process.

2 Your coordinator creates your QuickerDBS account

Your hub coordinator logs into [QuickerDBS.co.uk](https://quickerdbs.co.uk) and creates a named user account for you using your full legal name and email address. You do not need to do anything at this stage.

3 You receive a QuickerDBS login email

QuickerDBS automatically sends you an email with your login details. Check your spam or junk folder if it does not arrive within an hour. The email will come from noreply@quickerdbs.co.uk.

If you do not receive the email within 24 hours, contact your hub coordinator who can resend it from the QuickerDBS dashboard.

4 Log in and complete your application form

Click the link in your email, set a password, and complete the online application form. You will be asked for:

- **Full legal name** — exactly as on your passport or driving licence
- **Current and previous addresses** — for the past 5 years
- **Date of birth**
- **National Insurance number**
- **One form of photographic ID** — passport, driving licence, or national ID card
- **Proof of address** — utility bill or bank statement dated within 3 months — this will be checked at induction, not uploaded online

5 Submit your application

Review your application carefully before submitting. Once submitted, QuickerDBS forwards it to the Disclosure and Barring Service for processing. You will receive a confirmation email.

6 Wait for your DBS certificate

Standard processing takes **2–8 weeks**, though most applications are returned sooner. Your DBS certificate is posted to your home address. Your coordinator will also be notified when the check is cleared.

You are not permitted to ride independently with a passenger until your DBS clearance is confirmed and recorded by your hub coordinator.

7 Induction and first supervised ride

Once your DBS is cleared, your hub coordinator will arrange your induction and at least one supervised ride before you ride independently. Welcome to the team!

Getting your ID ready

You will need to bring original ID documents to your induction session so your hub coordinator can verify your identity. You do not upload documents online — they are checked in person.

Photographic ID	Passport, UK driving licence, EU national ID card	Must be current and valid
Proof of address	Utility bill, bank statement, council tax letter	Dated within 3 months
Secondary ID (if no passport)	Birth certificate, HMRC letter, NHS card	Only needed if no photographic ID

DBS renewal

CWAO renews DBS checks every **3 years** as a minimum, or sooner if a concern arises. Your hub coordinator will contact you when renewal is due. The process is identical to your first application.

If you are already subscribed to the **DBS Update Service** (an optional government scheme at £16/year), please let your coordinator know — in many cases this can speed up the re-check process.

The cost of your DBS check is funded by CWAO.

You do not need to pay anything upfront. If you have already paid for a DBS check elsewhere and have a valid enhanced certificate (issued within 3 years), speak to your hub coordinator — it may be accepted without a new application.

Questions?

If you have any questions about the DBS process, contact your hub coordinator directly or email the county coordinator at kiran.audit@cyclingswithoutage.org.uk.

Further information about DBS checks is available from the government at [gov.uk/dbs-check-applicant-guidance](https://www.gov.uk/dbs-check-applicant-guidance).