



# Quick Start Guide – PVG Checks

## Quick Start Guide for the United Reformed Church

**Welcome to your new PVG application service provided by Due Diligence Checking Limited.**

Due Diligence Checking Limited (DDC) are the new provider for the Protection of Vulnerable Groups (PVG) checking service for the churches and Synods that form the United Reformed Church. We will begin processing checks on behalf of the United Reformed Church from 1<sup>st</sup> November 2015 onwards. In this Quick Start Guide for verifiers you will find some introductory information about the PVG process. Details of the DBS system are available from our website [www.ddc.uk.net/urc](http://www.ddc.uk.net/urc).

This guide is for you as a verifier, which we would encourage you to use. Applicants are guided through the process through guidance in the application pack which is issued to them, so you do not need to give them a copy of this guide. We will be sending you your log in details on 1<sup>st</sup> November 2015, and if you would like more detailed information you can find this on our "How To" pages in the client area of our website when you log in.

If you need any assistance as you start to use the system you are welcome to contact our support team on 0116 260 3055 or to contact us by email at [contact@ddc.uk.net](mailto:contact@ddc.uk.net). You can also use the link that will be on the United Reformed Church website from 1<sup>st</sup> November 2015. Our support team for the United Reformed Church is led by Helen Palethorpe and Kim Scullion so please feel free to ask for them by name, although all of our support staff can assist.

On behalf of the team at DDC, we look forward to working with you, and to supporting the churches and Synods that form the United Reformed Church.



**Jonathan Bazely**  
DDC Director

Working in partnership with:



## Contents

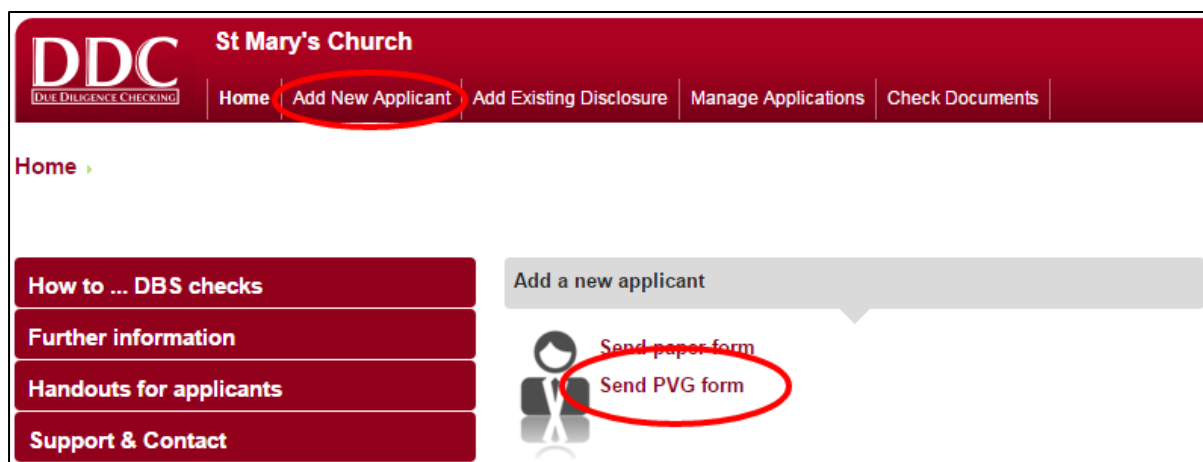
Welcome Note .....	2
Contents.....	3
Logging In .....	4
Adding an Applicant .....	4
The Application .....	7
What do the application packs contain? .....	7
The Process .....	8
Step 1 – Applicant completes the application .....	8
Step 2 – Verify and copy the ID documents.....	8
Step 3 – Return the completed application pack.....	8
Tracking Applications .....	10
Frequently Asked Questions .....	11

## Logging In


1. You will receive your log in details by email or post directly from DDC on 1<sup>st</sup> November 2015. If you do not receive your username and password at the beginning of November 2015 or have misplaced it, please contact one of the team on 0116 260 3055 and we can provide further assistance.
2. Once you have received you login email, please go to the DDC website via the link contained in the email, or direct to [www.ddc.uk.net](http://www.ddc.uk.net) and enter the details on the log page to access the Client Area.
3. If you wish to read more about the process there are specific webpages for the United Reformed Church ([www.ddc.uk.net/urc](http://www.ddc.uk.net/urc)). You can also click on the link at the top of this page to log-in.

## Adding an Applicant

1. To initiate a PVG check for a new applicant, click on either the “Send PVG form” or “Add new applicant” links on the Client Area home page.



2. Fill in the applicants basic contact details including the applicant's home address where we will send the application pack to.

**St Mary's Church**  
[Home](#) | [Add New Applicant](#) | [Add Existing Disclosure](#) | [Manage Applications](#) | [Check Documents](#)

[Home](#) >

## New Applicant (PVG scheme - Scotland)

[SUBMIT - and Enter new Applicant](#)   [SUBMIT - and Return to Applicant List](#)

**PERSONAL**

\* Title \*  ▼  
\* Forename \*   
Middle   
\* Surname \*   
\* Date of Birth \*  DD/MM/YYYY

**CONTACT**

A mobile number is preferred. If applicant does not have a contact telephone number please enter your own office number so we can notify you if the applicant does not complete the form.

\* Contact telephone number \*   
Daytime telephone number   
Email

**HOME**

\* Street 1 \*   
Street 2   
\* City/Town \*   
County   
Postcode    
\* Applicant Home Countrycode \*  ▼

- Fill in the details as requested on screen, selecting the applicant’s job role from the drop down menu and answering the questions about the applicants existing involvement with the PVG scheme. The applicant should know these details if they have applied for a PVG membership in the past. Input any of your own references in the ID section.

PVG SCHEME DETAILS

Role: Assistant Teacher

Type of Check needed: Update for existing member

Is the applicant already a PVG Scheme member?  Yes  No

If you require a PVG Scheme update, does the applicant have a PVG Scheme Record?  Yes  No

If you have seen their PVG record, what is the:

membership number? [input]

issue number? [input]

issue date? [input] DD/MM/YYYY

\* Applicant Employment Status \* Current Jobholder

Your ref: Applicant ID / Order number [input]

Your ref: Location ID [input]

Any extra comments that require action by DDC [text area]

SUBMIT - and Enter new Applicant    SUBMIT - and Return to Applicant List

- Click “Submit” to create the applicant on the system. DDC will send out the appropriate application pack within 24 hours.

Any extra comments that require action by DDC [text area]

SUBMIT - and Enter new Applicant    SUBMIT - and Return to Applicant List

# The Application

## What do the application packs contain?

Regulatory Body	Code	Regulatory Body	Code
Care Commission	101	General Teaching Council for Scotland	107
General Chiropractic Council	102	Health Professions Council	108
General Dental Council	103	Nursing & Midwifery Council	109
General Medical Council	104	Royal Pharmaceutical Society of Great Britain	110
General Council of the Bar	105	Scottish Social Services Council	111
General Osteopaths Council	106		

### Application Form

Disclosure Scotland, PVG application form.

### Guidance Notes

Two sided guidance on which identity documents Disclosure Scotland accept in support of an application.

### Verifier ID Check Sheet

For the verifier to complete when the applicant provides their original identity documents. This will then be sent to DDC as confirmation that the process has been completed by an authorised verifier.



### Addressed Envelope

A strong A5 envelope to return the completed application form, the Verifier ID Check Sheet and the photocopy of identity documents to DDC. Please note postage is required.

## The Process

### Step 1 – Applicant completes the application form

DDC will have sent an application pack to the applicant to complete. This will contain all the information they need. They will be required to bring the completed application form with appropriate forms of identity documentation back to you or another verifier for completion of the process.

### Step 2 – Verify and copy the ID documents

The applicant should bring you a minimum of 3 identity documents as listed on the guidance notes in the application pack.

As the verifier, you should:

- Ensure the correct forms and combination of documents have been produced
- Check that the documents are authentic and original
- Photocopy all the identity documents making sure all personal data they contain is clear on the copy
- Complete the Verifier Identity Document Check Sheet which was enclosed with the application pack and ensure it is signed.
- Return the original identity documents to the applicant.

### Step 3 – Return the completed application pack



Return the completed application pack in the addressed envelope provided.

Please include:

- Completed and signed application form (signed by the applicant)
- Photocopies of original identity documents (minimum of three)
- Completed and signed Verifier Identity Document Check Sheet



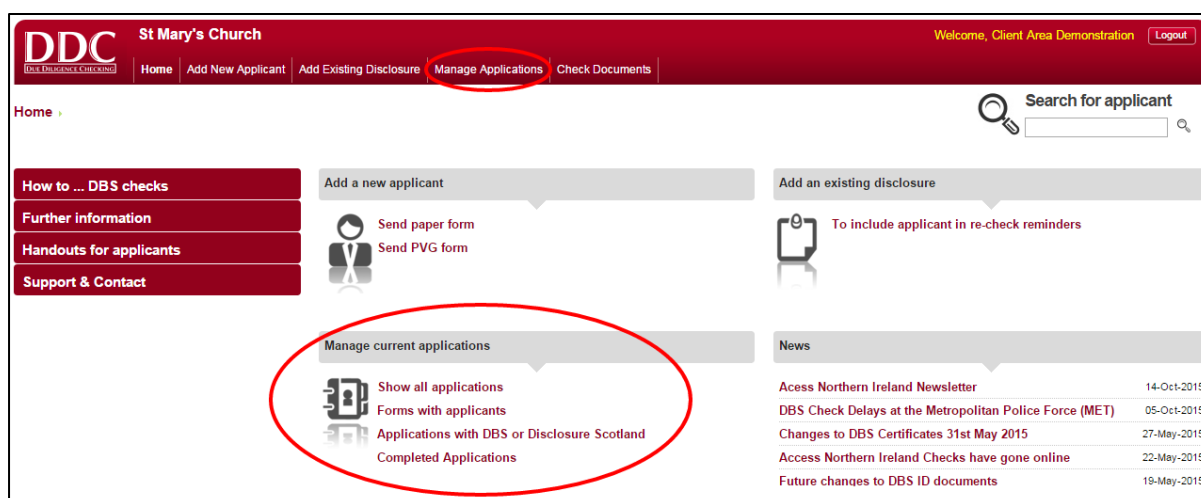
- Continuation sheets if used

PLEASE NOTE: Remember to pay the postage for the return envelope.

DDC will process the application form and check the details of the identity documents match the information on the form. We will then countersign the application and send it to Disclosure Scotland.

When the Scheme Record or Scheme Update is issued, Disclosure Scotland will send a paper copy to the applicant’s home address and will also send DDC a copy. We will let you know via email when we receive this (if you have provided a contact email address).

You can view the list of created applicants via the **‘Manage Applications’** link in the Client Area shown below. For more information on this feature, see the Tracking Applications section of this guide.



## Tracking Applications

1. To see the status of applications already initiated click **“Manage current applications”** or **“Manage Applications”**

The screenshot shows the DDC St Mary's Church client area. The top navigation bar includes 'Home', 'Add New Applicant', 'Add Existing Disclosure', 'Manage Applications' (circled in red), and 'Check Documents'. A search bar is located on the right. The main content area features several sections: 'How to ... DBS checks', 'Further information', 'Handouts for applicants', and 'Support & Contact'. There are also buttons for 'Add a new applicant' (with sub-options 'Send paper form' and 'Send PVG form') and 'Add an existing disclosure' (with sub-option 'To include applicant in re-check reminders'). A 'Manage current applications' section is circled in red, containing options: 'Show all applications', 'Forms with applicants', 'Applications with DBS or Disclosure Scotland', and 'Completed Applications'. A 'News' section on the right lists recent updates.

2. From this section, you can sort applicants into categories, order them or search for individual applicants. To find out more about the progress of a particular applicant, click on **‘Current Status’**.

The screenshot shows the 'Applicants' page in the DDC St Mary's Church client area. The navigation bar includes 'Home', 'Add New Applicant', 'Add Existing Disclosure', 'Manage Applications', 'Document checkers', and 'Check Documents'. The page title is 'With DBS/SCRO'. A table of applicants is displayed with the following columns: Forename, Surname, Requested by, Client ID, Location ID, Job Function, Online, Active?, Check Level, and Current status. The 'With DBS/SCRO' filter is selected, and the date range is set from 01-01-2000 to 19-08-2015. The first row of the table is circled in red, showing the current status: 'Application form signed & sent to DBS: 3-Mar-2014 13:35:38'.

Forename	Surname	Requested by	Client ID	Location ID	Job Function	Online	Active?	Check Level	Current status
Clint	Eastwood	Client Area Demonstration			Assistant Teacher	Yes	Active	Enhanced Disclosure	Application form signed & sent to DBS: 3-Mar-2014 13:35:38
Pause	Reminder B	Client Area Demonstration			Assistant Teacher	Yes	Active	Enhanced Disclosure	Application form signed & sent to DBS: 16-Jun-2015 12:39:28
John	Wayne	Client Area Demonstration			Assistant Teacher	Yes	Active	Enhanced Disclosure	Application form signed & sent to DBS: 3-Mar-2014 13:53:45

## Frequently Asked Questions

### 1. How do I know when a Scheme Record/Update has been issued?

When a Scheme Record/Update is issued the applicant is always sent a paper copy to their home address directly from Disclosure Scotland. You will be sent an email confirming when it has been received by DDC. This email confirms the document issue number and issue date, which can also be found in the “**Manage Applications**” section of the Client Area. The applicant should not start working in their role until you have received this email. You do not need to view the applicant’s Document.

### 2. What happens if the Scheme Record is blemished or new information is available? (i.e. is not clear.)

The Disclosure Scotland Code of Practice requires that document information, including whether a Scheme Record has content, is only made known to those who need to know as part of their duties. You are not required to see or request to see blemished Scheme Records.

The United Reformed Church Safeguarding Team at Church House is responsible for handling blemished Scheme Records or notifications of new information present. DDC will contact the applicant directly if their Scheme Record is blemished and send them a special pack in the post. DDC will contact the Safeguarding Team if a new Scheme Record is required or if one is issued that contains information to be reviewed.

The United Reformed Church Safeguarding Team will carry out a risk assessment of the information contained. If an applicant is cleared to work in a role, you will receive a standard email notification confirming the document issue number and date. If an applicant is deemed unsuitable to work in a role, or should work within particular conditions, you will receive a specific notification containing the relevant information. Applicants should not start working in their role before you receive such notification.

### 3. What documentation will the applicant need to submit to me as the verifier?

The required documentation is explained to the applicant in the guidance contained in the application pack. You can also use this as guidance or the Verifier ID Check Sheet. If you would prefer you can view our website [www.ddc.uk.net/documents](http://www.ddc.uk.net/documents) or you can find a printout of the documentation required in the Client Area under “**Handouts for applicants**”.

Disclosure Scotland requires that the Umbrella Body (DDC) countersigning the application obtain documents to validate the applicant’s identity. To do this DDC utilise the requirements as set out by the Disclosure and Barring Service (DBS) which may include the verification of the identity of the applicant by a third party (Experian Limited).

### 4. What do I do if the applicant has brought the wrong documentation?

If the documents provided do not meet the requirements, the applicant will need to provide alternatives. Please wait until you have the correct documentation before returning the application pack to DDC, to prevent any delays with the process.

## **5. I do not have an email address or use a computer. How do I request new checks?**

DDC can provide you with blank application packs for PVG checks. You can give a paper pack to the applicant who should complete it and arrange to see you for identity documentation verifying. There are two different application forms depending on whether the applicant is already a member of the PVG Scheme. If they are already have PVG scheme membership, give them an Existing PVG Scheme Member Application pack. If they are not, give them an Application to Join PVG Scheme pack.

The applicant will need to give you their application, together with the Verifier ID Check Sheet, which is included in the pack. When you meet with the applicant you must complete the check sheet and take photocopies of the original ID documents. You should then send the ID check sheet, the completed application form and the photocopies of the original ID documents to DDC in the envelope provided.

## **6. Why do I need to send photocopies of the identity documents to DDC with the application?**

The checking of identity is the most crucial part of the process and any errors at this point can lead to an inaccurate Certificate being issued, and an employment decision based upon wrong information. The Verifier plays a crucial role in ensuring that the correct identity documents are presented by the applicant. Sending photocopies of documents enables us to carry out the second and third stages of the identity checking outlined below and ensure that a compliant process has been followed.

The initial part of the process requires the Verifier to check that the identity documents presented match the person presenting them. This includes all initial checks such as matching the photo to the individual, ensuring any signatures are consistent and checking the documents show no sign of tampering.

The second part of the process is checking that documents presented match the requirements for identity verification. DDC will also assist in this process by double checking the copy documents that we receive against current requirements and advising if any further information or documents are required.

Finally DDC will run additional checks to make sure that all form information submitted matches the information contained in the documents and there are no discrepancies, for example another name not declared on the form. We will then keep a log of the information to provide an audit trail for the United Reformed Church, should they require it.

## **7. How do I register another verifier for my church?**

If a church wishes another representative of the church to help manage the PVG application process and verify identity of applicants undertaking a PVG application, please complete form F99SG which can be found at:

[www.urc.org.uk/images/Ministries/Safeguarding/Disclosure\\_and\\_Barring\\_Service\\_Checks/DBS-PVGVerifier\\_Declaration\\_Form\\_99SG.doc](http://www.urc.org.uk/images/Ministries/Safeguarding/Disclosure_and_Barring_Service_Checks/DBS-PVGVerifier_Declaration_Form_99SG.doc) and send it to the United Reformed Church Safeguarding office.

Blank paper F99SG forms can also be obtained from United Reformed Church Safeguarding office: United Reformed Church Safeguarding Office, 86 Tavistock Place, London WC1H 9RT; [safeguarding@urc.org.uk](mailto:safeguarding@urc.org.uk); 020 7520 2729. The United Reformed Church will notify DDC of the additional representative.

**8. I am stepping down as a verifier, who should I tell?**

Please contact the United Reformed Church Safeguarding office using form F99SG. [www.urc.org.uk/images/Ministries/Safeguarding/Disclosure\\_and\\_Barring\\_Service\\_Checks/DBS-PVGVerifier\\_Declaration\\_Form\\_99SG.doc](http://www.urc.org.uk/images/Ministries/Safeguarding/Disclosure_and_Barring_Service_Checks/DBS-PVGVerifier_Declaration_Form_99SG.doc).

Blank paper F99SG forms can also be obtained from United Reformed Church Safeguarding office: United Reformed Church Safeguarding Office, 86 Tavistock Place, London WC1H 9RT; [safeguarding@urc.org.uk](mailto:safeguarding@urc.org.uk); 020 7520 2729.

**9. I need to change my details, who do I tell?**

Please contact the United Reformed Church Safeguarding office: United Reformed Church Safeguarding Office, 86 Tavistock Place, London WC1H 9RT; [safeguarding@urc.org.uk](mailto:safeguarding@urc.org.uk); 020 7520 2729.