



## Quick Start Guide – PVG Checks

## Quick Start Guide for the United Reformed Church

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

Due Diligence Checking Limited (DDC) are the provider for the Protection of Vulnerable Groups (PVG) checking service for the churches and synods that form the United Reformed Church. 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. 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 friendly 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.

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

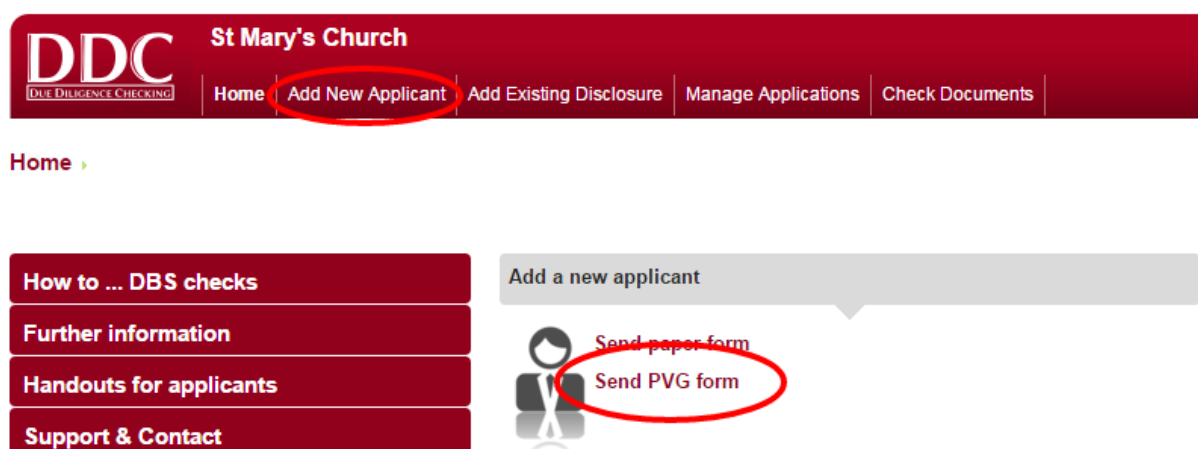
Logging In .....	4
Adding an Applicant .....	4
Applicant is a URC Minister.....	4
The Application .....	7
What do the application packs contain? .....	7
The Process .....	8
Step 1 – Applicant provides identity documents.....	8
Step 2 – Verify and copy the ID documents.....	8
Step 3 – Return the completed application pack.....	8
Tracking Applications – churches and synods.....	10
Frequently Asked Questions .....	11

## Logging In

1. You will receive your log in details by email or post directly from DDC. If you have misplaced it, please contact one of the team on 0116 260 3055 and we can provide further assistance.
2. Once you have received your login email, please go to the DDC website via the link contained in the email, or direct to <https://online.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.



## Applicant is a URC Minister

If you are a document checker for a URC minister or AALP, please go to page 7. DDC will have been notified by the Ministries office of the URC that the minister requires a PVG check.

- Fill in the applicant's basic contact details including the applicant's home address where we will send the application pack to. As part of the default Disclosure Scotland process the applicant will be sent an email to start their online form once the identity verifications steps are completed. Please include an email address for the applicant wherever possible.


**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 \*

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. The default process of application is to use Disclosure Scotland's online form. This will be sent to the applicant after the identity verification has been completed. If you wish to use a fully paper application process please add this comment on the below screen. This will trigger the inclusion of a paper form with the application pack.

#### 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?

issue number?

issue date?  DD/MM/YYYY

\* Applicant Employment Status \* Current Jobholder

Your ref: Applicant ID / Order number

Your ref: Location ID

Any extra comments that require action by DDC

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

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

## The Application

## What do the application packs contain?

**Verifier Check Sheet**

It is important to be sure that documents used to verify an applicant's identity relate to the person and are genuine. DDC will check that documents match the approved Document standards. The Church Verifier must:

- Check the identification documents relate to the applicant
- Complete, sign and date this Check Sheet
- Send the completed form and this Check Sheet to DDC Ltd (envelope provided) with the applicant's completed application form
- Take photographs of the original identification documents

The acceptable identification documents are listed on the back. Please confirm the 3 documents provided below. All documents must be original and each from a different source e.g. not 2 Bank Statements from the same bank.

**1. Applicant's details**

Applicant's name:	
Doc. 1 Type:	Group
Doc. 2 Type:	Group
Doc. 3 Type:	Group
Doc. 4 Type:	Optional
Doc. 5 Type:	Optional

**2. The position is:**

The position is: ☐ Voluntary ☐ Paid ☐

The application is for: ☐ A new post holder ☐ An existing post holder ☐

**3. Type of application?**

Type of application: ☐ PVG Scheme Record ☐ PVG Scheme Update ☐

**4. The post includes:**

Regulated Activity with: ☐ Children / Young people ☐ Vulnerable adults ☐

Church name: \_\_\_\_\_ Church Number: \_\_\_\_\_

Church address: \_\_\_\_\_ Postcode: \_\_\_\_\_

By signing below, I confirm that the enclosed identification documents relate to the applicant named above. I also confirm that the applicant has provided Original '1' documents. If available, where the Group 1 document is available, the applicant has given consent for an identity verification check to be undertaken.

Church Verifier: \_\_\_\_\_

Church represented: \_\_\_\_\_

Home Address: \_\_\_\_\_ Postcode: \_\_\_\_\_

Email: \_\_\_\_\_ Telephone: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**5. Declaration**

I, the undersigned, hereby declare that I am a member of the Church of Scotland and I am a member of the PVG Scheme. I confirm that I am not a member of any other Church or religious body. I confirm that I am not a member of any other Church or religious body. I confirm that I am not a member of any other Church or religious body.

Signed by applicant: \_\_\_\_\_ Date: \_\_\_\_\_



### 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 the Verifier ID Check Sheet and Disclosure Scotland, PVG application form. Please note postage is required.

**Disclosure Scotland**  
Application to Join PVG Scheme

**PLEASE REFER TO THE ACCOMPANYING GUIDANCE NOTES AS YOU COMPLETE THE FORM.**

Please print in CAPITALS, unless asked to write in cursive and do not make a mark on any other part of the form. The information you use must be true.

Applicants should complete PARTS 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100.

**PART 1 - Personal Details (Print Name)**

Name(s): \_\_\_\_\_

Present Details: \_\_\_\_\_

Former Details: \_\_\_\_\_

**PART 2 - Birth Details**

Date of Birth: \_\_\_\_\_

Place of Birth: \_\_\_\_\_

Nationality: \_\_\_\_\_

**PART 3 - Contact Details**

Current Contact No: \_\_\_\_\_

Former Contact No: \_\_\_\_\_

Email Address: \_\_\_\_\_

**DDC Guidance Notes for Completing the Application Form for existing PVG Scheme members**

**General Instructions**

This form should only be used if you are already a member of the PVG Scheme.

Please use BLOCK CAPITALS and BLUE or BLACK INK. The form is machine-read so do not write over the edges of the form. If you make a mistake, cross out the error with a single line and write the correct information to the right on the same line. If there is insufficient room please write the correct information on a separate piece of paper and attach it to the form.

**Page 1**

**Notes**

**A1** Leave this question blank and DDC will complete it based on the employer's requirements.

**A2** If you know the role for which you require the new PVG document only include working with children (if permitted), place a cross against the relevant box. If there is a possibility that you will work with both groups, e.g. internally facilitated care (21) you may wish to tick both boxes, as extending an existing membership for one category to cover the other category costs an additional £55.

**A3** If your current PVG Scheme membership is for working with children and vulnerable adults, tick 'Yes'. If your current membership only covers one category, tick 'No'. If it is the same as needed for this role, 'No'. If it does not cover the role for which this check is required.

**A4** It is not known what having an online account will mean at this time. We suggest that if you have an e-mail address you tick yes and decide whether to have one when they tell you what it is. There is no cost implication for doing this.

**A5** Please insert your PVG Scheme ID. This is shown on your PVG Scheme Membership Statement in the 'Applicant Personal Details' section below your name & address. **DO NOT USE THE DISCLOSURE NUMBER**, which is simply the document number.

**A6** Place 'X' in relevant box or write title in 'Other'.

**A7** Insert current surname/family name.

**A8** Insert current forename(s) in full (no initials, abbreviations or 'nicknames') leaving a space between them.

**A9** Date of birth as on your birth certificate, but using the format DD MM YYYY.

**A10** If any of your personal details have changed since you last applied for a document from the PVG Scheme, tick 'yes' and write the details of the changes and the previous details in a separate piece of paper and enclose this with this application form, as if you are female and married your last applied and now use your husband's surname, write to this effect on a piece of A4 paper and add your previous surname.

**A11** Certain organisations are classified as a Regulatory Body who are charged to ensure that those persons registered with them are suitable to be in such roles as they regulate e.g. Teachers are regulated by the General Teaching Council for Scotland. For some bodies Disclosure Scotland have a statutory duty to provide them with copies of any PVG Scheme Records they issue.

The regulatory bodies and corresponding codes are -

Care Commission	001	General Teaching Council for Scotland	100
General Chiropractic Council	002	Health Professions Council	101
General Dental Council	003	Nursing & Midwifery Council	102
General Medical Council	004	Royal Pharmaceutical Society of Great	103
General Optical Council	005	British	104
General Osteopathic Council	006	Scottish Social Services Council	105

If you have joined one or more of the organisations listed above you last made an application for a document from the PVG Scheme, tick 'Yes' and enter the code and your registration number.

**A12** Read the declaration and sign the document within the space provided and enter the date you did so.

Please leave parts D, E, F, G & H blank

### Application Form (Paper application only)

Only provided if a paper application has been specifically requested.

### Guidance Notes (Paper application only)

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

## The Process

### Step 1 – Applicant provides identity documents

DDC will have sent an application pack to the applicant. This will contain all the information they need. They will be required to bring the appropriate forms of identity documentation back to you or another verifier for completion of the process. If you have specifically requested a paper application process this may also include a paper application form.

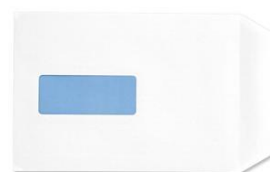
### Step 2 – Verify and copy the ID documents

The applicant should bring you a minimum of 3 identity documents as listed on the guidance notes or check sheet, 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:

- Photocopies of original identity documents (minimum of three)
- Completed and signed Verifier Identity Document Check Sheet
- Completed and signed application form (if specifically requested)

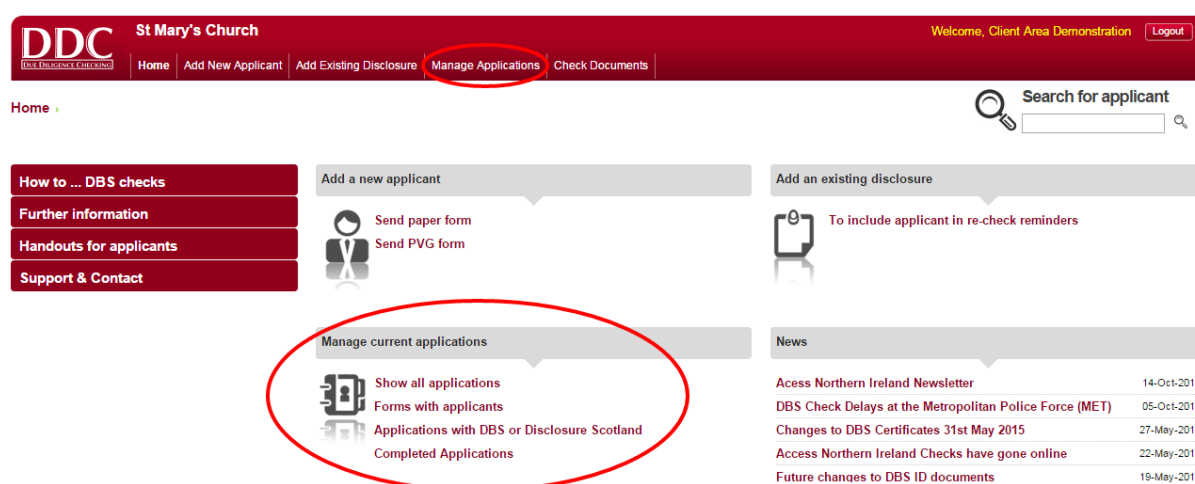
PLEASE NOTE: Remember to pay the postage for the return envelope.



DDC will process the identity documents to ensure they meet requirements and are consistent. We will then request that Disclosure Scotland send an email to the applicant to allow collection of form data.

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 (this may be done via email as per Disclosure Scotland's current process). We will let you know via email when we receive this (if you have provided a contact email address). For ministers or AALP the notification will go to the ministries office of the URC.

For churches and synod applications 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.



**DDC** St Mary's Church Welcome, Client Area Demonstration [Logout](#)

[Home](#) [Add New Applicant](#) [Add Existing Disclosure](#) [Manage Applications](#) [Check Documents](#)

[Home](#)


**How to ... DBS checks**


**Further information**

**Handouts for applicants**


**Support & Contact**

**Add a new applicant**


 [Send paper form](#)


 [Send PVG form](#)


**Add an existing disclosure**

 [To include applicant in re-check reminders](#)

**Manage current applications**

 [Show all applications](#)

 [Forms with applicants](#)

 [Applications with DBS or Disclosure Scotland](#)

[Completed Applications](#)

**News**

[Access Northern Ireland Newsletter](#) 14-Oct-2015

[DBS Check Delays at the Metropolitan Police Force \(MET\)](#) 05-Oct-2015

[Changes to DBS Certificates 31st May 2015](#) 27-May-2015

[Access Northern Ireland Checks have gone online](#) 22-May-2015

[Future changes to DBS ID documents](#) 19-May-2015

## Tracking Applications – churches and synods

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

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’**.

	Forename	Surname	Requested by	Client ID	Location ID	Job Function	Online	Active?	Check Level	Current status
<input type="checkbox"/>	Clint	Eastwood	Client Area Demonstration			Assistant Teacher	Yes	Active	Enhanced Disclosure	Application form signed & sent to DBS: 3-Mar-2014 13:35:38
<input type="checkbox"/>	Pause	Reminder B	Client Area Demonstration			Assistant Teacher	Yes	Active	Enhanced Disclosure	Application form signed & sent to DBS: 16-Jun-2015 12:39:28
<input type="checkbox"/>	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 paper 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 already have a 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.

**10. How do I register myself as a Document Checker?**

Please contact the Ministries office of the URC on [ministries.dbs@urc.org.uk](mailto:ministries.dbs@urc.org.uk) or 020 7916 8651.