



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.

This guide is for you as a user, which we would encourage you to use. Applicants are guided through the process, 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. 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:



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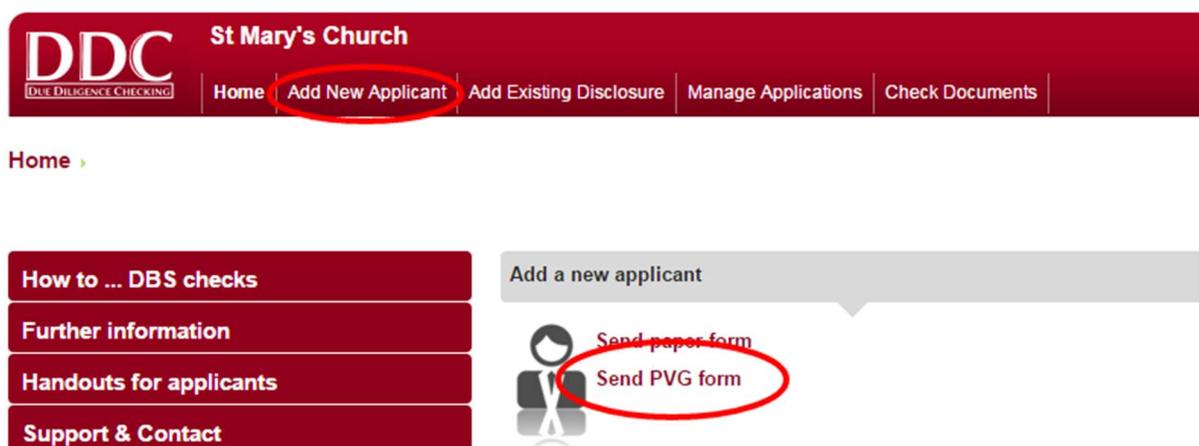
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Logging In

1. You will receive your log in details by email directly from DDC. If you do not receive your username and password or have misplaced the original email please contact one of the DDC team on 0116 260 3055 and we would be happy to help.
2. Once you have received you 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). You can also click on the link at the top of this page to log-in.

Adding an Applicant

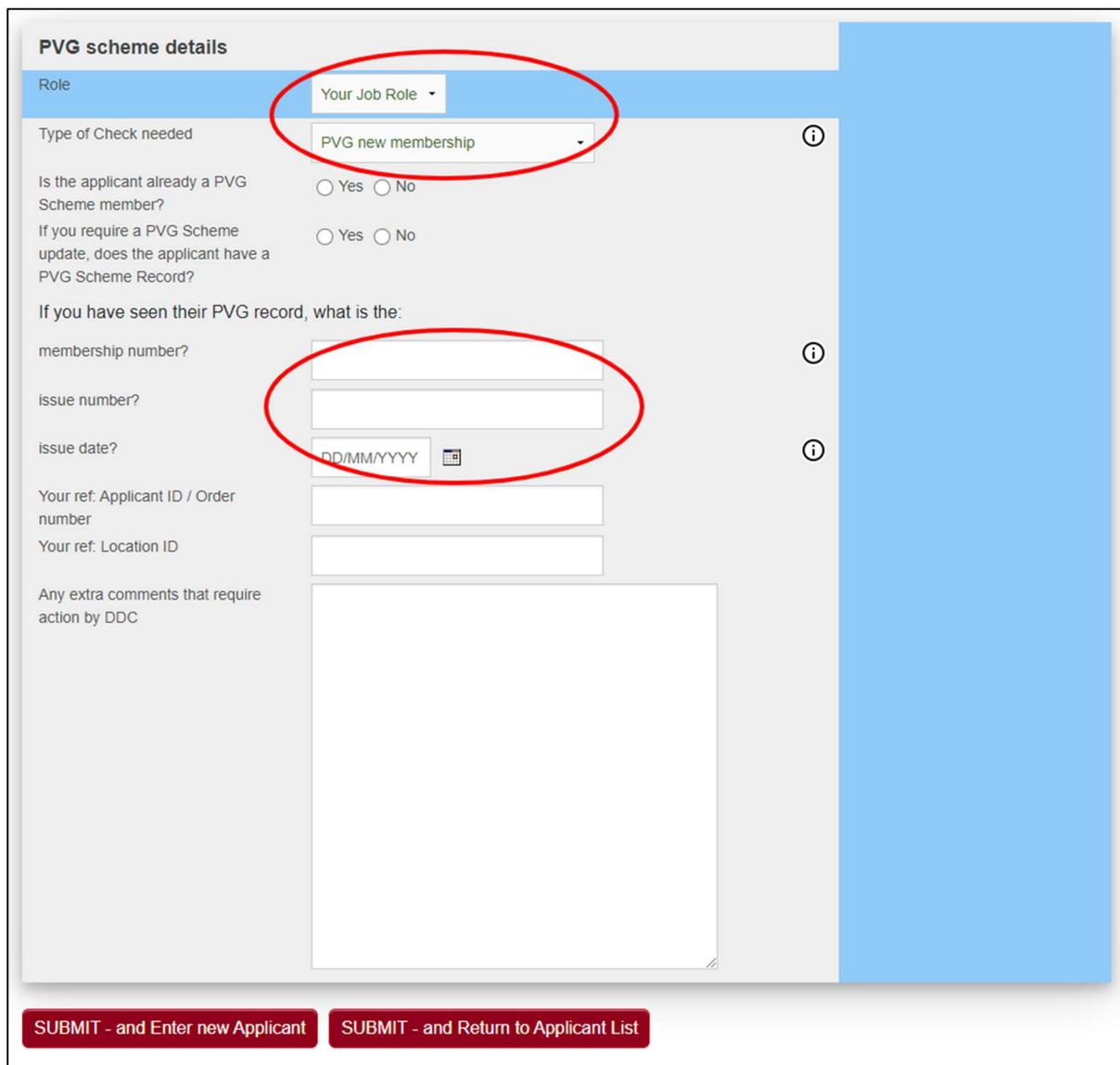
1. To initiate a PVG check for a new applicant, click on either the **“Send PVG form”** or **“Add new applicant”** links on the Client Area home page.



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 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.



- Click **“Submit”** to create the applicant. We recommend that you do this as soon as you know the applicant will be taking the role. To minimise your workload, please ensure that the applicant fills in their own form and nominate PVG compliant documents. They will be given full guidance on how to do this and DDC will issue reminders to encourage completion.

The request screen presents to different options:

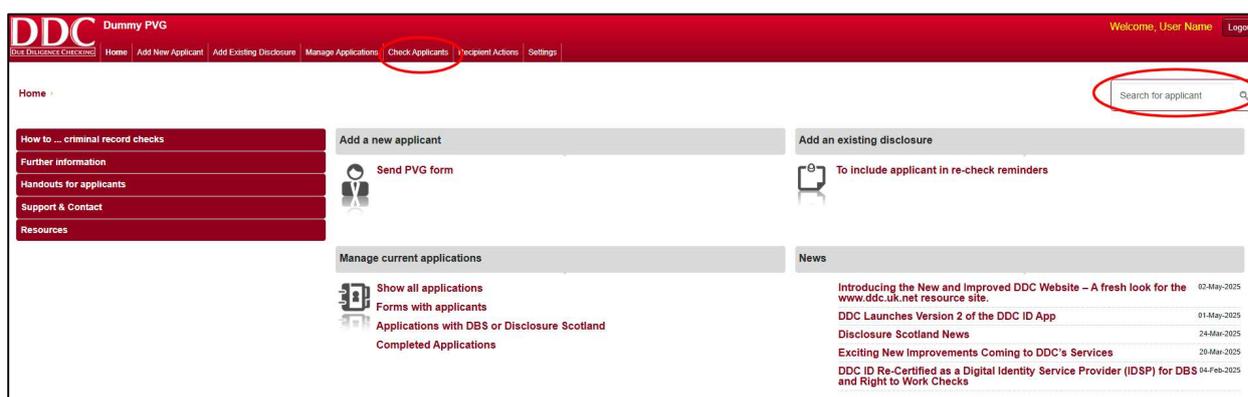
- Selecting **‘Submit - Applicant to Input own data’** will send an email to the applicant containing a link to the online application form or,
- If the applicant is present, you can click the **‘Submit - Applicant present’** button to go directly to the blank application form and fill in the applicants’ details immediately.

- The applicant will be instructed to present their documents for checking once they have completed the application form. DDC can notify you when an applicant has completed their form and nominated their documents as an optional system setting. As part of the service the applicant will be sent reminder messages if they do not complete the process promptly.

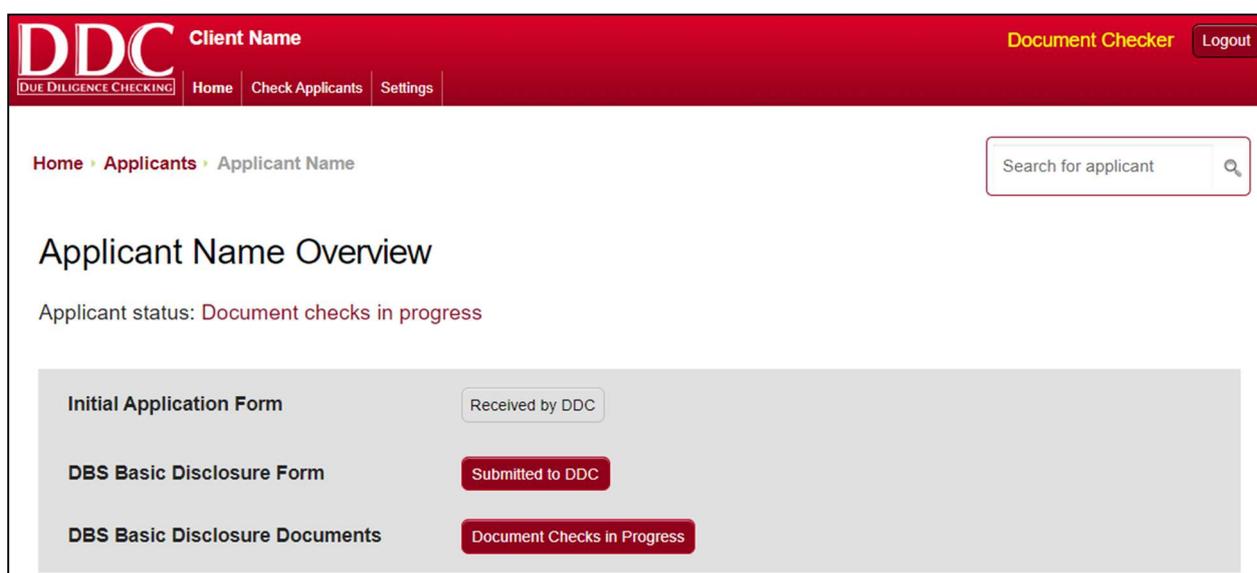
Checking an Applicant's Identity Documents

After the online application form has been completed, the applicant will be required to upload copies of their documents on to the online portal. The applicant is then prompted to present you with some identity documents. You are responsible for ensuring the details entered into the online form correspond to those on the documents presented, and that the documents are genuine. This is handled by the system with a series of questions about the documents and the data that they contain, plus tips on common security features on documents.

- When an applicant brings you their documents, log into the Client Area. Either click on “**Check Documents**” at the top of the screen and an applicant list will appear or, type the applicant's name in the “**search for applicant**” bar.
- Click on the appropriate applicant's name.



- The applicant status screen will appear next to the “**Document Checks**” status. This will say “**Start Document Checks**” if this is a new application, or may indicate that they have been started if some of the questions have already been answered. Click on this status.



- The applicant should have nominated some identity documents to present to you. Click on each one and answer the questions about the document. You can select the document name or the 'verify' button on the right-hand side.

Currently Nominated Documents

If you entered a document on the previous pages, it will be shown in the table below. You can nominate further documents in the orange box below.

These document will have to be Verified; [How to verify documents](#)

Nominated Document(s)	Issuer	Group	Confirms DOB	Confirms Address	Verified
Passport (Any Country)		1	✓	-	verify
Bank or Building society statement (UK/EEA)	Natwest	2b	-	✓	✓
Council Tax Statement (UK)	Leicester City Council	2b	-	✓	✓

- If they have uploaded a passport or driver's licence this will automatically be recognised as photographic ID. However, if the applicant has been unable to provide photographic ID, they will be prompted to upload an image of themselves to also be verified under the Disclosure Scotland requirements. This can be found at the top of the page.

Firstname Lastname Route 1 Nomination

Document Nomination Overview

Your Requirements	
Minimum of 3 documents	✓
A group 1 document	✓
Document showing date of birth	✓
Document showing current address	✓
Image of person being checked	Verify ✗
All documents must be verified	✗
All requirements met	✗

Submit application

You are following the Route 1 application process

The submit button will only become active when all the requirements have been met.

- Click **Verify** and confirm the applicant looks like the person shown in the onscreen image.

Confirmation

Please confirm the following detail:

The applicant looks like the person shown in the image.

Confirm

7. If documents have not been nominated, or more documents are needed, you can select more from the 'Acceptable Documents' section at the bottom of the screen. Simply click on the document type to begin entering the correct details.

Acceptable Documents

Nominating Further Documents

To nominate or check further documents, please **click** on a document from the list below.

Group 1: Primary identity documents

- Passport (Any Country)
- Photocard Drivers Licence (UK)
- Birth Certificate (UK only. Issued within 12 months of Birth)
- Adoption Certificate (UK)
- Application Registration Card
- e-Visa

Group 2a: Trusted government documents

- Photocard Driving Licence (Non-UK. Only valid for 12 months after entry into the UK)
- Paper-style Driving Licence (UK)
- Birth Certificate (UK only. Issued 12+ months after Birth)
- Marriage / Civil Partnership Certificate (UK)
- HM Forces ID Card
- Firearm Licence (UK)
- Immigration document, visa or work permit (Non-UK) 12

Group 2b: Financial and social history documents

- Mortgage Statement (UK) 12
- Bank or Building society statement (UK) 3
- Bank or Building society statement (Non-UK) 3
- Bank or building society account opening letter (UK) 3
- Credit Card Statement (UK) 3
- Financial statement (e.g. pension, endowment, ISA. UK only) 12
- P45 12
- P60 12
- Council Tax Statement (UK) 12
- Sponsorship Letter (Non-UK)
- Utility Bill (Not Mobile Telephone) 3
- Benefits Statement e.g. Child Allowance, pension etc. 3
- Correspondence or Personalised document from a local or central UK Government body giving entitlement 3
- EU National ID card
- Irish Passport Card
- PASS Card
- Letter from a Head Teacher
- Global Health Insurance Card
- HMRC Self-Assessment or Tax Demand Letter 12

3 Less than 3 months old
 12 Less than 12 months old

- After answering questions for each document, a “**Submit application**” button will appear green. Click this and the application will now be submitted to DDC.

Firstname Lastname Route 1 Nomination

Document Nomination Overview

Your Requirements	
Minimum of 3 documents	✓
A group 1 document	✓
Document showing date of birth	✓
Document showing current address	✓
Image of person being checked	✓
All documents must be verified	✓
All requirements met	✓✓

**Submit
application**

You are following the Route 1 application process

The submit button will only become active when all the requirements have been met.

Currently Nominated Documents

If you entered a document on the previous pages, it will be shown in the table below. You can nominate further documents in the orange box below.

These document will have to be Verified; [How to verify documents](#)

Nominated Document(s)	Issuer	Group	Confirms DOB	Confirms Address	Verified
Birth Certificate (UK only. Issued within 12 months of Birth)		1	✓	-	✓
Mortgage Statement (UK)	Bank or Building Society	2b	-	✓	✓
Utility Bill (Not Mobile Telephone)	Utility Provider	2b	-	✓	✓

- Once DDC is in receipt of the application, the applicant will receive an email from Disclosure Scotland providing access to their online form. Please ensure the applicant completes the form as soon as possible as they have 14 days to activate the link before it expires.

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Tracking Applications – Churches and Synods

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

The screenshot shows the DDC Client Area dashboard. The navigation menu includes 'Home', 'Add New Applicant', 'Add Existing Disclosure', 'Manage Applications', 'Document checkers', 'Check Documents', 'Recipient Actions', 'Reports', and 'Settings'. The 'Manage Applications' menu item is circled in red. Below the navigation menu, there are several sections: 'How to use the Client Area', 'Further information', 'Handouts for applicants', and 'Support & Contact'. There are also buttons for 'Add a new applicant', 'Add an existing disclosure', 'Document checkers', and 'Manage current applications'. The 'Manage current applications' section is circled in red and contains the following options: 'Show all applications', 'Forms with applicants', 'Applications with DBS or Disclosure Scotland', and 'Completed 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’**.

The screenshot shows the 'Active Applicants' page in the DDC Client Area. The page has a search bar and a 'More options' link. Below the search bar, there are tabs for filtering applicants: 'All', 'Disclosure Received', 'Form with Applicant', 'Form with DDC', 'With DBS/DS', and 'Withdrawn'. There is also a date range filter from '01/01/2006' to '05/04/2019' and a 'Filter' button. The main content is a table of applicants with the following columns: Forename, Surname, Account, Requested by, Client ID, Location ID, Job Function, Online, Check Level, Current status, and Status Date. The table contains two rows of data. The first row is for Joe Bloggs, with a 'Current status' of 'Application form signed & sent out' and a 'Status Date' of '05/04/2019'. The second row is for Phil Smith, with a 'Current status' of 'Application with DDC since' and a 'Status Date' of '05/04/2019'. At the bottom of the table, there are 'Misc. actions' including 'Email CSV -filtered'.

Forename	Surname	Account	Requested by	Client ID	Location ID	Job Function	Online	Check Level	Current status	Status Date
Joe	Bloggs	Client Name	User Name	0123457	Nottingham	Group coordinator	Yes	Enhanced Disclosure	Application form signed & sent out	05/04/2019
Phil	Smith	Client Name	User Name			Teacher	-	Enhanced Disclosure	Application with DDC since	05/04/2019

3. To export the list of applicants shown, click **‘Email CSV –filtered’** and an email will be sent to you containing a CSV file which can be opened in Excel (or similar).

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 will be notified directly from Disclosure Scotland via email asking them to login to their account to share the results. DDC are not notified via email, however we can see that a result has been issued on the portal, which will then trigger our reminder process to chase the applicant for them to share their result with us. Once the certificate has been issued, the applicant must log on to their online Disclosure Scotland portal and 'share' it with DDC Ltd. If they do not do this within 14 days the results may be terminated by Disclosure Scotland. They will also receive an email from Disclosure Scotland to do this. When the result has been received you will receive an email from DDC confirming 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 discuss the next steps. 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 given to the applicant via the onscreen guidance on the portal. They can then choose which documents they wish to nominate. You can see the appropriate document list on our website 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).

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 confirming this on the portal to prevent any delays with the process. Alternatively, you can also add this document to the portal under the document nomination overview page.

5. Why do I need to confirm copies of the identity documents via the DDC portal?

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. Verifying copies 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.

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. We will then keep a log of the information and document copies to provide an audit trail under the requirements of Disclosure Scotland.

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

You can complete the form together with the applicant if you have access to a computer. Disclosure Scotland send the PVG form directly to the applicant for completion after this has been submitted to DDC. If this is still not possible, please contact DDC directly to discuss an alternative option.

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.urch.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; 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.

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; 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; 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 or 020 7916 8651.