



WE DISCOVER, WE GROW

Girlguiding

PVG

Frequently Asked Questions

These FAQs are related to the PVG (Protecting Vulnerable Groups) process for Girlguiding Scotland volunteers. Please see the [Girlguiding website](#) for information about the Disclosure process for other parts of the UK.

FAQs for volunteers who are applying to join the PVG scheme or are existing members who wish to register with a new organisation:

Why is PVG being introduced?

Following debate by Girlguiding Scotland's trustees they recommended to Girlguiding's Audit and Risk Committee that PVG registration should be obtained for all Girlguiding Scotland volunteers in 'regulated activity'. This brings Girlguiding Scotland in line with other Scottish youth charities.

Who does and does not need to complete a PVG?

Any volunteer who holds a role within Scotland Country/Region which requires a Girlguiding disclosure check will need to complete a PVG registration. You can see a [full list of these roles on the Girlguiding website](#).

The following individuals do not need to complete a PVG registration:

- Volunteers who are aged 14 to 17 (inclusive)
- Volunteers who do not have at least one [role which requires a disclosure check](#)

I am 17 but I am due to help at a residential event just after my 18th birthday. What should I do?

If you are a 17 year old and hold a volunteer role, eg Young Leader or DofE Volunteer, you can start your PVG application 60 days before your 18th birthday.

If you are a 17 year old member of the Senior Section and are due to attend a residential event as a young member (ie not as a volunteer) you do not need to complete a PVG registration.

Why are there two different forms?

Some members may have already registered with the PVG scheme for their work or another organisation they volunteer with. If this is the case they need to complete an Existing PVG Scheme Member Application Form to notify Disclosure Scotland that they are now volunteering with Girlguiding.

Anyone who has not previously registered with the PVG scheme needs to complete an application to Join PVG Scheme Form.

It is important that if you are a scheme member you have your PVG scheme membership number with you when you meet with your Commissioner or ID verifier. If you do not know your number, or if you are not sure whether you are already registered with the PVG scheme, you will need to contact Disclosure Scotland on 03000 2000 40.

What ID do I need?

When you have a disclosure check, your identity documents (such as your passport or driving licence) are first verified by an ID Verifier, who may also be your Commissioner, and then your details are checked against local and national police databases. A list of possible documentation can be found [here](#). Although your ID Verifier will need to see the originals of your identity documents, they will not keep a copy and you will not need to send them anywhere.

Can I provide my existing PVG certificate as one of my identity documents?

No; Disclosure Scotland does not recognise PVG certificates as proof of identity.

Who will see my information?

The information on any form linked to the criminal disclosure process is very sensitive therefore access to your data is limited to:-

- The local ID Verifier
- The Girlguiding Signatories
- Disclosure Scotland

Do I need to register direct with Disclosure Scotland?

All registrations must be processed through Girlguiding as a Registered Body for Disclosure Scotland.

How long does the PVG take to complete?

When you meet with the ID verifier the application will take around 30 minutes. Once your paper application has been completed it will be sent to Girlguiding HQ and on to Disclosure Scotland. Once all the checks are complete you will receive a certificate from Disclosure Scotland which will include your unique PVG membership number. This letter is very important and should be kept safe. We recommend that you allow 60 days for this whole process to be completed. During busy periods it may take longer. The process will also be protracted if the form contains errors or you have completed the incorrect form so please use the Guidance Notes when completing and check through the form before sending to Girlguiding

In the meantime can I still help at the unit or attend a residential event?

You are still able to volunteer with your unit while your PVG application is being processed. However, if you have not completed a Girlguiding disclosure check, or if your Girlguiding disclosure check has expired, then you will not be able to be left unsupervised during these unit meetings (see [the Girlguiding website for more information](#)). You cannot attend a residential event unless you have a valid disclosure check.

What will be on my Go! record?

When Girlguiding receive your completed PVG application or confirmation that you are already a member of the PVG scheme then your unique PVG membership number and disclosure number will be added to your Go! record. You can see this in the 'additional personal details' section of your Go! record.

How do I find out who is my ID verifier?

Your local Commissioner will be able to inform you who is able to verify your identity - this individual is known as an ID Verifier. In some cases this may be the Commissioner herself. Alternatively, contact your County Coordinator for ID Verifiers, who will be able to assist you further.

What happens if I do not apply to register for the PVG Scheme?

Following a decision made by the Girlguiding Trustees all volunteers undertaking regulated work must register with the PVG scheme. Registration will be monitored and if scheme registration is not undertaken within four months of the original notification the County Commissioner will be asked to follow this up.

What will happen if my PVG disclosure shows information?

Girlguiding recognises that criminal record disclosure is a very sensitive and complex area. Disclosure of any kind is dealt with on an individual basis and we will take an offence into account only if it is relevant. Girlguiding may contact you directly to discuss your criminal record history. However, please be assured that this information remains confidential and is considered on a case-by-case basis.

What will it cost me as a volunteer to complete a PVG?

As a volunteer, you will not incur any costs in completing an application PVG scheme registration. If you do have to spend any money in meeting your ID Verifier (e.g. transportation costs) you can claim it back from your local level.

I am already registered with PVG but I do not know my PVG scheme membership number. What should I do?

Your 16 digit PVG scheme membership number can be found on your PVG certificate. If you have lost your certificate you should call Disclosure Scotland on 03000 2000 40 to request your number.

I don't know if I am already registered with PVG. What should I do?

If you work as a teacher, doctor or medical professional or in social care then you are most likely already registered on the PVG scheme, however, you can check this by contacting Disclosure Scotland on 03000 2000 40. Once you are registered on the PVG scheme, you will remain a member unless you contact Disclosure Scotland and inform them that you want to leave the scheme as PVG scheme membership does not automatically expire. Therefore you should not assume that just because you no longer work in regulated activity that your PVG registration has expired.

I am registered with a Regulatory Body but I do not know my registration details. What should I do?

If you do not know your registration number you are advised to speak to your employer who should be able to provide this for you. Alternatively you can answer 'no' to being registered with a Regulatory Body.

My personal details have changed since I completed my PVG application. Do I need to do anything?

If there are any changes to your personal details (eg name or address) you are required to notify Disclosure Scotland of the change. You can do this by calling 03000 2000 40. Please ensure that your Go! record is also up-to-date.

I am no longer volunteering with Girlguiding. Is there anything I need to do?

If you have left Girlguiding you are required to contact Disclosure Scotland and inform them that you are no longer part of the organisation and wish to leave the PVG scheme. If you do not do this, Girlguiding will continue to be updated if there are changes to your disclosure record.

Please be aware that if you notify Disclosure Scotland that you wish to end your PVG registration for Girlguiding this will not affect your PVG registration with any other organisations that you work or volunteer for.

FAQs for ID Verifiers:

Where do I find information about this role?

An ID Verifier is a local volunteer who is trained to verify ID documentation for volunteers and support them in completing their PVG application forms. This role is recorded on their Go! record. More information and guidance notes can be found on [the Girlguiding website](#). If you would like to become an ID Verifier then please speak to your local Commissioner.

How do I know who needs to complete a PVG and when?

PVG is being rolled out across Scotland during 2016 on a region-by-region basis. All volunteers with an active ID Verifier or Commissioner role will be contacted when their region is due to start checks. The aim is for all existing members to be registered on the PVG Scheme by the end of 2016.

New volunteers registering through Join Us will need to complete a PVG application if they are applying for a role in regulated activity. A list of Girlguiding roles and whether or not they need a disclosure check can be found on the Girlguiding website. As soon as a potential volunteer has made the decision to join you can start their PVG application - this does not have to follow the scheduled roll-out for PVG registrations.

As an ID Verifier you will be informed about new members who require a PVG registration by your local Commissioner, based on the volunteer's role within Girlguiding. Your County Coordinator for ID Verifiers is there to support you as an ID Verifier. If you have any questions about this process, or which roles require a PVG check, please speak to this individual. You can find their contact details on the Area Contact Details Go! report.

How do I get the PVG forms?

Every ID Verifier will receive a small supply of forms in the post when it is time for their region to start completing PVG checks for existing volunteers. Once this supply has been exhausted please email vettingadmin@girlguiding.org.uk and additional forms will be sent to your registered main address on Go!. Please remember to state your name, membership number and the number of forms that you require in your email.

How do I know which one of the PVG forms to use for a volunteer?

When you make arrangements to meet with an individual to complete a PVG scheme application it is important to ask the individual if they have already registered with PVG. If they have then they need to bring with them their PVG certificate which will include their PVG scheme membership number. This will indicate that they need to complete an Existing PVG Scheme Member Application Form.

If an individual is not sure whether they are already a member, or if they have lost their PVG certificate and do not know their PVG membership number, they can find this out by contacting Disclosure Scotland on 03000 2000 40. Please be aware that if an individual has not informed Disclosure Scotland that they wish to leave the PVG scheme they will still be a member as PVG scheme membership does not automatically expire.

What ID documents do I need to check?

In order to confirm an individual's identity you must check a minimum of three original identity documents (ie not copies or photos). These must show the applicant's full name, date of birth and current address and at least one should be photographic. Some documents can only be used if they were issued within the last three months, eg utility bills. For ease, Girlguiding has created a list of suitable identification which can be found [here](#).

Can I carry out an identity check for a relative?

No. You are not allowed to complete an identity check for yourself or for a relative. This includes family members related through marriage, eg mother-in-law. If you need help finding an alternative ID Verifier to complete a PVG check with a family member, please speak to your local Commissioner.

Do I need to complete any part of the forms?

The volunteer is required to complete Parts A-C of the application form. You should check these sections carefully for mistakes as any errors or omissions can cause delays or result in the application form being rejected.

As the ID Verifier, you are required to complete questions E1 - E8 of the Existing PVG Scheme Member Application form and questions E1- E9 of the Application to Join PVG Scheme form. You must not complete Part D, the Registered Body Details in Part E or sign the form at Part F. These sections can only be completed by a registered counter-signatory at Girlguiding HQ and if you complete them the form may be rejected.

There are set answers to some questions on the form. Guidance notes for completing the forms can be found on the Girlguiding Scotland website.

Before sending the completed forms to Girlguiding HQ, please remember to complete and sign a coversheet as we are unable to process any application forms that do not come with a coversheet.

Why do I have to send forms back to Girlguiding HQ by special delivery?

The PVG scheme registration forms contain personal and sensitive information which, if lost in the post, could cause harm to the individual if it should fall into the wrong hands, for example identity theft.

Sending forms to us by special delivery guarantees next day delivery and safeguards against items being lost in the post. You should keep your post office receipt so that you can check whether your forms have arrived at HQ.

How do I reclaim the special delivery cost and other costs I incur as an ID Verifier?

Members are encouraged to claim all legitimate expenses. The cost of the special delivery of PVG forms should be reclaimed from your County. Please speak to your County Commissioner for more information. Remember to keep all receipts for costs you incur while completing PVG applications as you will not be able to reclaim any expenses without these.

What do I do if someone refuses to complete a PVG?

If an individual does not want to complete a PVG application you should raise this immediately with their Commissioner so that she can meet and discuss the Girlguiding Membership and Recruitment policy with them.

How long can I keep a completed form before sending it off?

It is recommended that forms are kept no longer than a week and whilst completed forms are in your possession these should be stored securely in a locked cupboard or drawer. Forms completed more than three months prior to the date received by Girlguiding HQ will not be accepted and you will be contacted and asked to re-do these forms. Remember you can include six or more forms in the pre-addressed envelopes in order to save on postage costs.

How long will results take and will I receive anything, even an email, to say it is now processed?

Once you send the paper application to Girlguiding HQ they will check the data and submit it to the PVG. The PVG will be sent back to Girlguiding once it has been completed and this will be updated on the individual's Go! record. We recommend that you allow a minimum of 60 days for this whole process to be completed. If the PVG is still outstanding after this time, please email vettingadmin@girlguiding.org.uk, quoting the applicant's membership number or Join Us reference number, and this will then be investigated. Unfortunately we are unable to update you when a PVG registration has been completed; however, your County Go! Coordinator can run a report to tell you which volunteers in your area have a completed PVG.

How long will it take on average?

So long as the applicant brings all the relevant ID to your meeting, the application process will take about 30 minutes. Once you have completed the paper application this should be sent recorded delivery to Girlguiding HQ and Girlguiding HQ will be responsible for checking the form then sending completed forms on to Disclosure Scotland. Delays are caused when information provided on the application form is missing or incomplete and so it is important to check the forms carefully before sending them to us. Disclosure Scotland will send a certificate confirming registration to the applicant which will also contain a unique PVG scheme membership number. Girlguiding HQ will also be notified and provided with the PVG scheme membership number which will be added to the volunteer's Go! record. We recommend that you allow a minimum of 60 days for this whole process to be completed.

Where can I get more support and guidance?

Your first point of call as an ID Verifier should be your County Coordinator for ID Verifiers. They look after all the ID Verifiers in your County and can offer you support for PVG applications. You can find their contact details on the Area Contact Details report, which you can access through the Go! Report Management area. If they are not able to answer your PVG question then please contact the Girlguiding Scotland office at PVG@girlguiding-scot.org.uk or Girlguiding HQ at vettingadmin@girlguiding.org.uk - if you are emailing HQ please include 'PVG' in the email subject line.

If a volunteer has already joined the PVG scheme to work with vulnerable adults but not with children, which form should I complete?

You should complete the Existing PVG Scheme Member Application form. In Part A - A1 you should indicate that you require a Scheme Record and in A2 you should select children. In A3 you should select 'No'