

# **Please read this important update regarding PVG applications and Girlguiding processing.**

## **Disclosure Scotland changes**

From 3 March 2021 Disclosure Scotland informed Girlguiding that they have introduced a new online system for submitting PVG disclosure applications.

As of the end of March 2021 Disclosure Scotland will no longer be accepting the currently used email version Word forms they introduced as a temporary Covid measure.

## **What does this mean for Girlguiding?**

This means that we need to implement a new process for applicants and ID Verifiers to record ID Verification and complete the new online PVG application. It is not possible to integrate the new PVG Online system with other organisation's systems, so we need to make changes to our Girlguiding PVG disclosure process.

## **Planned changes to the Girlguiding PVG process**

1. ID Verifiers verify they have seen an applicant's ID documents and update GO with this information and the 'ID Check Done' date.
2. Applicant's disclosure status on GO updated to 'In Progress' based on step 1.
3. HQ Disclosures team identifies applicant GO records by the 'In Progress' status and 'ID Check Done' date to manually initiate the Disclosure Scotland PVG online application process.
4. Applicant's will receive an email from Disclosure Scotland containing a link (valid for seven days).
5. Once the applicant has completed and submitted their online PVG application to Disclosure Scotland, the HQ Disclosures team will be notified.
6. The HQ Disclosures team will update the 'Date sent' date on the applicant's record to indicate the stage of the process i.e. the date the application was sent to Disclosure Scotland.
7. Once the check is complete both the applicant and Girlguiding will receive a certificate. The Disclosures HQ team will process certificates on a weekly basis (due to WFH postal restrictions).

## **What does this mean for ID Verifiers?**

ID Verifiers will now only need to view/verify an applicant's ID documents and update GO accordingly. ID Verifiers no longer need to complete and send applications to the Girlguiding HQ team, this is now completed by the applicant themselves.

## **What does this mean for applicants?**

Less time needed to be spent with an ID Verify as the application no longer needs to be completed by or with the ID Verifier. No personal specific ID documents details need to be left with the ID Verifier.

Once the ID Verifier has seen the documents and updated GO the applicant will receive an invitation email from Disclosure Scotland/PVG within 24 to 96 hours (allowance for weekends and public holidays).

The applicant then needs to access the link within seven days. The applicant does not need to meet with the ID Verifier again to complete this stage themselves.

## **What happens if an applicant doesn't use their link within the seven days?**

Once the link expires that application can no longer be completed and is deleted.

Unfortunately, Disclosure Scotland does not send acknowledgement of this to either the applicant or Girlguiding.

Our plans are that after 8 or so days (tbc) if step 6 in the above process has not been completed, i.e. a 'Date Sent' added on the GO record by the HQ Disclosures team, the record will move back to step 3 so that the HQ Disclosures team can initiate a new invitation email for the applicant within the Disclosure Scotland system.

Note: If for any reason this was not possible within GO, the applicant would need to contact the HQ Disclosures team for a new application link to be generated.

**Will ID Verifiers need to check documents again if the applicant's link expired?**

No, there will be no need to verify ID documents again unless the document/s used were verified more than 90 days ago.

**When will this new process start?**

As of 31 March 2021. From April 2021 onwards Disclosure Scotland will no longer accept their email version application forms.

**Other changes for Girlguiding disclosure checks in Scotland**

**Remote ID Verification**

With recent government restrictions we understand that it has become more difficult to meet and conduct ID verifications while practicing social distancing.

For ID Verification carried out in **Scotland only**, we are able to permit remote virtual id verification. Below is a list of options available to you in practicing social distancing while still being able to submit PVG applications:

- Original ID documents can be sent to the ID Verifier via secured post or in local areas delivered/posted manually ensuring social distancing measures. The ID documents must be stored securely and returned securely once the application has been submitted to Girlguiding.
- Video i.e. Whatsapp video, Facetime, Zoom, Skype etc - The volunteer can show you their documents via the camera and you can note the relevant information as required. The information must be stored securely and destroyed once the application has been submitted to Girlguiding.
- Face to face identification can still be undertaken but please remember to follow the local guidelines on social distancing.

If you have any additional queries please do not hesitate to email us at [disclosures@girlguiding.org.uk](mailto:disclosures@girlguiding.org.uk).