

Volunteer  
Scotland



Disclosure Services

# Enrolment Guidance Pack

Providing free PVG disclosure records, guidance, advice and support to voluntary sector organisations



[www.volunteerscotland.org.uk](http://www.volunteerscotland.org.uk)

# What we do

Volunteers are at the heart of everything we do. We want to create the ideal conditions in Scotland for volunteering to flourish. That means working hard to understand where volunteering happens and what volunteers want.

## Volunteer Opportunities



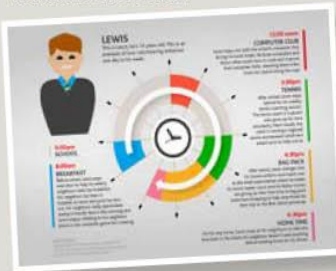
There are thousands of volunteer opportunities on our website. There's also an advanced search which allows you to narrow down your search to location or types of volunteering. Why not take a look at [volunteerscotland.net](http://volunteerscotland.net)

## Listening to Volunteers



We want to understand volunteer motivations. So we constantly listen to volunteers. This has led to our **Demonstration Project**. An evidence-based understanding of how to grow participation in volunteering and the case for change.

## Volunteer Research



We lead in volunteer research and interpretation in Scotland. We strive to better understand volunteering and the benefits this gives. This includes understanding the **motivations of volunteers**, the barriers they face and methods to increase participation.

This is just a small taste of the work we undertake to ensure volunteers in Scotland get what they want to thrive, prosper and increase their wellbeing. We value their volunteering and we are here to support volunteers in **any and every** way we can.

We want organisations who engage volunteers to have the right tools and capacity to make sure volunteers get what they want out of volunteering. We work with organisations to help achieve this.

## Disclosure Services



We offer a **free disclosure service** for volunteers who need them. Our trained staff offer advice and guidance and we provide **free training** as well as offering online and telephone support. We process applications and issue certificates.

## Training



We provide training to help organisations deliver a **great volunteer experience**. We support people to become outstanding volunteer managers and inspiring leaders. Volunteers benefit from good practice and improved policies.

## Investing in Volunteers



Investing in Volunteers is the **UK quality standard** for any organisation involving volunteers. The process develops good practice, which ensures volunteers feel good about their volunteering and have a great experience. All whilst contributing to the organisations goals.

This is just the start - find out more about what we have to offer...

[volunteerscotland.org.uk](http://volunteerscotland.org.uk)

## Who we are?

Volunteer Scotland Disclosure Services is funded by Disclosure Scotland to support the voluntary sector with processing disclosure applications.

We manage the essential service of providing free disclosure records, support, advice and guidance to voluntary sector organisations carrying out regulated work with children and/or protected adults. All of this support is free to qualifying voluntary organisations and disclosure records are free for voluntary positions. A payment is required for disclosure records submitted for paid members of staff.

### We are responsible for:

- Acting as the umbrella body for the voluntary sector.
- Determining if organisations are eligible to access standard or enhanced disclosure records.
- Determining if organisations are eligible to access Scheme records and Scheme record updates under the Protection of Vulnerable Groups Scotland Act 2007.
- Assessing and managing disclosure applications submitted by enrolled organisations.
- Facilitating the return of disclosure records from Disclosure Scotland to enrolled organisations.
- Providing advice, guidance and support to enrolled organisations on issues relevant to the disclosure process.
- Ensuring enrolled organisations understand and comply with the Code of Practice.

Our enrolment process and additional support services have been designed to assist organisations in complying with their requirements of legislation and the Code of Practice.

## What is the PVG scheme?

### The Protection of Vulnerable Groups Act 2007

The PVG Scheme was established by the Protection of Vulnerable Groups (Scotland) Act 2007 and replaces enhanced disclosures for those working with vulnerable groups (children & protected adults).

The Protecting Vulnerable Groups Scheme (PVG Scheme) will:

- help to ensure that those who have regular contact with children and protected adults through paid and unpaid work do not have a known history of harmful behaviour.
- strike a balance between proportionate protection and robust regulation and make it easier for employers to determine who they should check to protect their client group.

Any individual who is not barred may apply to become a member of the PVG Scheme. The PVG Scheme is administered by Disclosure Scotland and allows organisations to satisfy themselves that an individual to whom they are offering regulated work is not barred from doing that type of regulated work. PVG Scheme members are continuously monitored for new vetting information and any information which comes to light which may indicate that they are unsuitable to do regulated work will lead to a consideration for listing. This is managed and delivered by Disclosure Scotland which, as an executive agency of the Scottish Government, will take on additional responsibilities. This will include taking decisions, on behalf of Scottish Ministers, about who should be barred from working with vulnerable groups.

The types of disclosure records available under the PVG Scheme are:

- Statement of Scheme Membership (please note that these cannot be accessed via Volunteer Scotland Disclosure Services as these are for self-employed individuals).
- Scheme record.
- Scheme record update.

## Types of disclosures available:

### The Police Act 1997

Standard and enhanced disclosures have been available to enrolled organisations since 2002 and are available to organisations that meet the correct criteria.

**Standard disclosures** - Available for individuals with particular roles within a Care Service and Health Service organisation that do not qualify as regulated work but are eligible for a Standard level disclosure. There may be other positions that meet the criteria but please contact our office to discuss. The standard disclosure record will detail all unspent conviction information and cautions. A copy of the standard disclosure certificate is sent to both the applicant and the recruiting voluntary organisation.

**Enhanced disclosures** - Available for those working in prisons, checking suitability to adopt, seeking appointment as a member of an adoption panel. There may be other instances but please contact us to discuss these. The enhanced disclosure record will detail all unspent conviction information, cautions and relevant non-conviction information. A copy of the enhanced disclosure record is sent to both the applicant and the recruiting voluntary organisation.

**PVG Scheme records** - Available to those who will carry out either paid or unpaid work in a regulated work position with children and/or protected adults. The Scheme record details the following information;

- The name, address, date of birth and PVG Scheme membership number of the individual,
- The unique disclosure record number
- The type of regulated work the individual is a PVG Scheme member for, which therefore confirms that the individual is not barred from working with that type of regulated work,
- If the individual is under consideration for listing for that type of regulated work,
- Unspent convictions,
- Whether the individual is included on the sex offenders register,
- Non-conviction information & prescribed civil orders.

A copy of the Scheme record will be sent to the individual and the recruiting voluntary sector organisation.

The PVG Scheme record is designed for use by organisations when asking an individual who does, or is being recruited to do, regulated work for the first time.

### PVG Scheme record update (Short Scheme record)

- Available to those who will carry out either paid or unpaid work in a regulated work position with children and/or protected adults where they are moving to a new post or employer and they are an existing member of the Scheme. The PVG Scheme update includes the following information;

- The type of regulated work in respect of which the individual is a PVG Scheme member,
- If the individual is under consideration for listing for that type of regulated work,

The Scheme record update also includes the following personal membership information;

- The name, address, date of birth and PVG Scheme Membership number of the individual
- The unique disclosure record number
- The name and address of the registered body and countersignatory details.

A copy of the Scheme record update will be sent to both the individual and the recruiting organisation.

We have a responsibility to enrolled organisations to carry out the following procedures:

- Manage disclosure applications submitted by enrolled organisations to ensure disclosure applications are completed correctly and to assess that it is entitled to access the level of disclosure application submitted.
- Countersign the disclosure application when satisfied that the applicant qualifies for the level of disclosure record that has been applied for and forward the application to Disclosure Scotland for processing.
- Ensure each organisation has a lead person in place to receive requested disclosure records.

We would emphasise to organisations that the disclosure process is only one element of the recruitment selection procedure and recommends that organisations should use the disclosure process to compliment the selection process of individuals, not to replace other forms of good practice.

There are four stages of the enrolment process:

## Stage 1 - The role of the lead person

Organisations must nominate a lead person. This person will be responsible for the enrolment process and for ensuring that the organisation complies with the requirements of the Code of Practice.

The lead person should therefore be someone within your organisation who is involved in the recruitment of paid staff/ volunteers and can implement the correct procedures, is in a position to communicate with us when required and can receive regular communication from us.

The lead person will be responsible for accessing and receiving disclosure records. If your organisation does not have the facilities to store and destroy disclosure records then we can provide this service for you. The lead person should simply request that they wish to use the telephone result service when completing the enrolment application form.

The lead person can nominate additional signatories who will also be able to request disclosure records for individuals within your organisation.

We will guide and support you through these processes.

There are two options for enrolled organisations for managing the disclosure process and disclosure records; the lead person can act as a collator or as a lead signatory.

## Collator

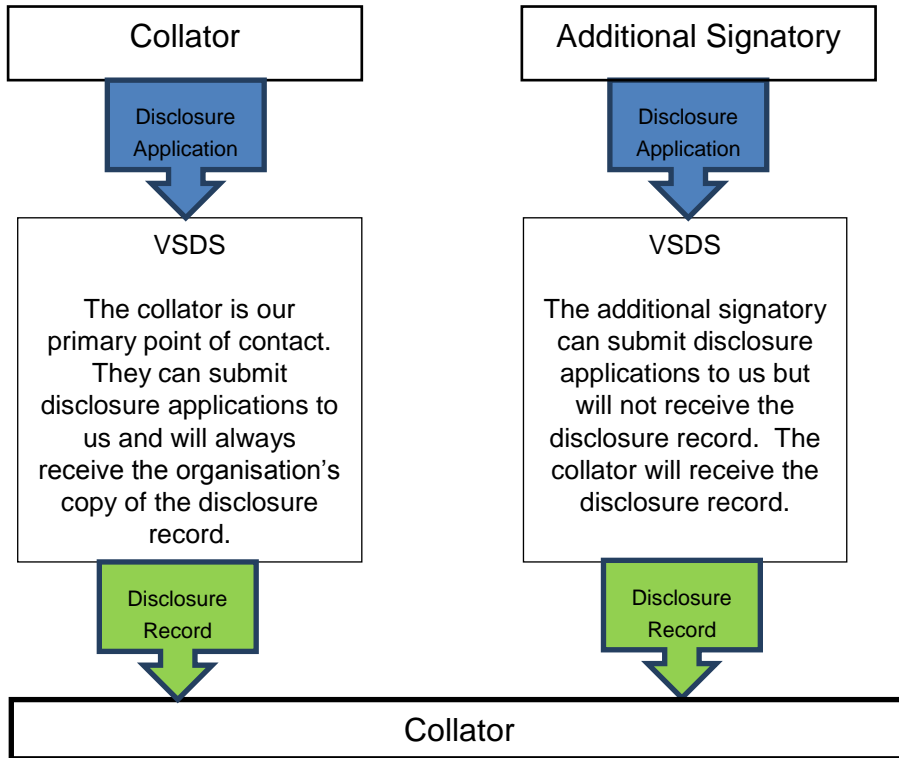
Where there is a collator in place all the organisation's disclosure records will be sent to the collator regardless of who submitted the disclosure application i.e. the collator or other additional signatories. We recommend this structure for large affiliated/governing organisations that act on behalf of smaller groups/clubs, where recruitment decisions are made at a central point (head office) and where the storage of disclosure records would prove difficult for the smaller locally based groups/clubs.

## Lead signatory

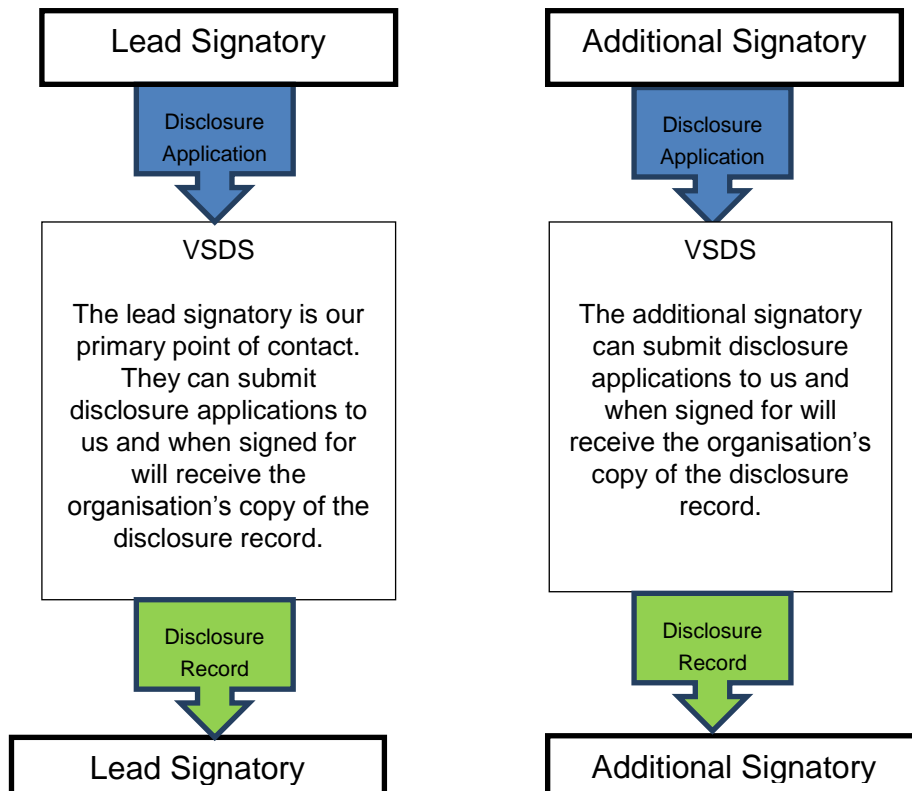
Where there is a lead signatory in place the organisation's disclosure records will be sent to the person who submitted the disclosure application i.e. if an additional signatory requests the disclosure application then the copy of the disclosure record will be returned to the additional signatory via the organisation's address; if the lead signatory requests the disclosure application then the lead signatory will receive the organisation's copy of the disclosure record. We recommend this structure for smaller organisations and for organisations that have the structures in place where recruitment decisions are being made from various offices across Scotland and the facilities are in place for disclosure records to be stored and destroyed appropriately within local offices responsible for recruitment decisions.

The following diagrams outline the structure of the collator and lead signatory options:

### Collator with Additional Signatory



### Lead Signatory with Additional Signatory



## Stage 2 - Enrolment Application Form

The Enrolment application form must be completed as it allows us to gather the information required to determine if your organisation is entitled to enrol, is eligible to access disclosure records and can comply with the required legislation and Code of Practice.

The lead person completes this form on behalf of the organisation that wants to enroll. The form can be completed through our telephone enrolment service with a member of our team.

We need about 20 minutes to complete the telephone enrolment process and we need you to have the following details to hand;

- ✓ Funding and management details about your organisation.
- ✓ What your organisation does and what it's purpose is.
- ✓ Details of the positions that will require a standard, enhanced or PVG Scheme disclosure record.
- ✓ What services your organisation provides to children and/or protected adults.

If you would like to complete the form in your own time we can send you a form. The form must be completed by the lead person and returned to us.

## Stage 3 - Identification of the lead person

Verification of identity of the lead person for enrolment must be confirmed by one of the following:

### Responsible Person Identification Form

This form will be used when the lead person is enrolling the organisation and is not submitting a PVG application for themselves at the same time. The form will be completed by a responsible person.

### Committee/Board Member Agreement Form

This form will be used when the lead person is enrolling the organisation and is submitting a PVG application for themselves at the same time. The form will be completed by a member of the organisations committee/board. The person who signs this declaration will receive a phone call from us giving the results of the lead person's disclosure record.

## Identification documentation guidance

The minimum identification to be checked is either one document with a photograph and one document with your current home address or 3 documents, 2 of which must have your current home address. Documents confirming the home address should be issued within the last 3 months. Listed below are examples of documents you can use when verifying identification. The list is not exhaustive and there will be many other documents which you can use.

Photographic documentation that may be used:

- ✓ Passport
- ✓ Photographic Driving Licence
- ✓ National Entitlement Card
- ✓ Photographic Membership Card
- ✓ Employee ID Card
- ✓ Certified Photograph
- ✓ Young Scot Card
- ✓ Student Card

Address documentation that may be used:

- ✓ Utility Bill
- ✓ UK Driving Licence (either paper or photocard)
- ✓ Bank/Credit Card Statement
- ✓ Store Card Statements
- ✓ School Letter
- ✓ Council Letter
- ✓ Benefit Agency Letter
- ✓ Financial Statements

Please note that a previous disclosure record cannot be used as proof of address history.

## Stage 4 • Information about your organisation

As part of the enrolment process we require to see evidence of the following information:

- ✓ Details of what your organisation does
- ✓ The structure of your organisation and details of your Management Committee/Board (e.g. Constitution).
- ✓ Details of how your organisation is funded (e.g. copy of your most recent audited accounts, last 3 months bank statements or a letter confirming funding from your funding provider).  
However, if you are a registered charity you do not need to submit this information.
- ✓ Details of the positions/roles within your organisation that require a standard, enhanced or PVG scheme disclosure record.

We will send you a secure handling policy with your enrolment form however; the following sample policies and recruitment tools are available on our website:

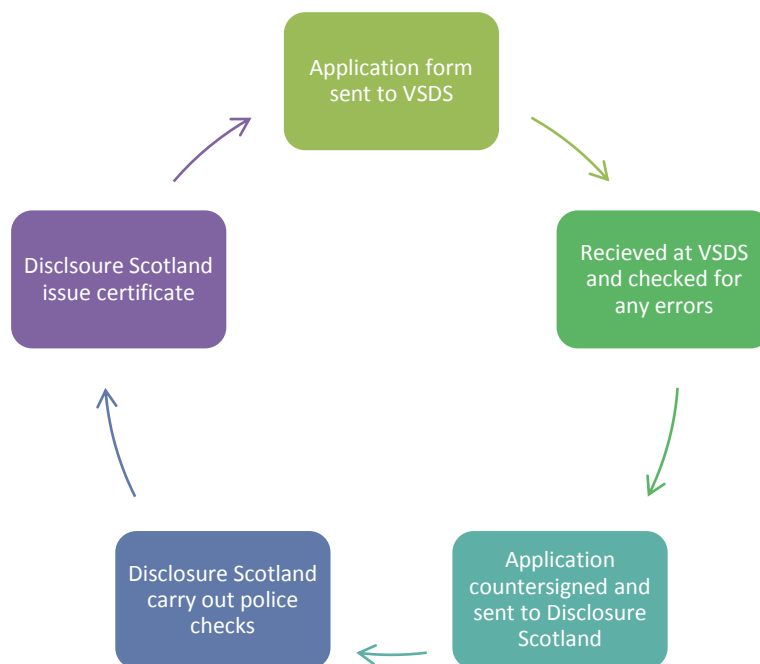
- Child/adult protection policy
- Recruitment of ex-offenders policy
- Secure handling policy (compliant)
- Secure handling policy (non-compliant)
- Self-declaration form
- Sample application form

## Application Process

Applications that are submitted on behalf of volunteers working within qualifying voluntary organisations are free of charge to the recruiting organisation.

Applications that are submitted on behalf of paid members of staff within the recruiting organisation are as follows:

PVG Scheme application	£59.00
PVG Scheme update application	£18.00
Standard & enhanced disclosure application	£25.00





## Our services and training

We offer a telephone results and shredding service for organisations that are unable to store disclosure records correctly and comply with the Code of Practice. We will contact you once the disclosure records are received and provide you with the relevant information and once this has been provided, we will securely destroy the disclosure record.

The Code of Practice is a written set of criteria detailing the legislation and practices that organisations must adhere to when accessing standard and enhanced disclosure information and PVG Scheme records.

A copy of the Code of Practice can be viewed or downloaded by visiting [www.disclosurescotland.co.uk](http://www.disclosurescotland.co.uk)

The following are some of the main points:

- 10 – Who must comply with the code
- 18 – Basic Disclosures
- 20 – Standard Disclosure
- 24 – Enhanced Disclosure
- 34 – Scheme Record
- 38 – Scheme Record Update
- 43 – Scheme Membership Statement
- 55 – CRBS (Volunteer Scotland Disclosure Services)
- 72 – Fair use of disclosure information
- 80-87 – Handling disclosure information
- 88-92 – Storing and destroying disclosure information
- 99 – Identification documentation
- 108 – Factors to consider when looking at disclosure information
- 135-140 – Failure to comply with the Code
- 141 – Lost disclosures

Our enrolment process and additional services have been designed to assist organisations with their requirements of legislation and the Code of Practice.

## PVG Application Support Workshop

Volunteer Scotland Disclosure Services are now offering workshop sessions where a member of our staff will help and assist organisations with understanding and completing PVG disclosure applications.

The aim for the session is to provide you with knowledge and understanding of the forms which should in turn reduce your application returns and improve the process time.

The workshops are held in our office at Jubilee House, Forthside Way, Stirling, FK8 1QZ.

If you wish to book or find out more information please contact our office on 01786 849777 option 1 or email [disclosures@volunteerscotland.org.uk](mailto:disclosures@volunteerscotland.org.uk).

## Training

We offer a range of training both online and classroom based to suit the needs of enrolled organisations. The purpose of our training is to help you understand the legislation and the disclosure process.

Our training courses are free of charge and are held at our offices at Jubilee House in Stirling. To book a place on one of our courses simply visit our website [www.volunteerscotland.org.uk/disclosure-services](http://www.volunteerscotland.org.uk/disclosure-services) and complete the booking form.

If you are unable to travel to Stirling or you would like us to come and deliver training within your organisation contact our Training team on 01786 849777 (option 3).

## Training available:

### PVG & Signatory - Full Day

This is a full-day course and you should attend if you are a Disclosure Services signatory, or are otherwise involved with the processing of disclosure applications and you need an understanding of the PVG Scheme. This course will cover:

- What it means to be a signatory
- Forms and disclosure records
- The PVG Scheme
- Regulated work
- Referrals – understanding your legal obligations under the PVG legislation
- The legislation that applies to disclosure checking

### The role of the Signatory – Online

This half-day course is for people who are, or are about to become signatories with us but do not need to know all the details of the PVG legislation. There is some overlap with the 'PVG & Signatory – Full Day' course and you should not attend both, but instead choose the full-day course. This course will cover:

- An introduction to Volunteer Scotland - Disclosure Services
- The legislation that applies to disclosure checking
- Being a signatory with Volunteer Scotland - Disclosure Services
- Volunteer Scotland - Disclosure Services - our forms and PVG records
- The implications of retrospective checking.

### PVG Explained (online)

This course combines with the on-line course 'Referrals & Listing' to provide a complete package of training on the PVG legislation and its operation. This course will cover:

- An overview of the PVG Scheme
- Regulated work with children and protected adults - who can join the Scheme?

### Referrals & Listing (online)

This course combines with the on-line course 'PVG Explained' to provide a complete package of training on the PVG legislation and its operation. This course will cover:

- Referrals, listing and barring - people who are excluded from the Scheme
- Understanding 'harm' and 'risk of harm' in relation to the PVG Scheme
- The legal obligations you have for making referrals under the PVG Scheme.

It is also designed as a stand-alone course for people who hold responsibility within organisations for dealing with instances of harm to children and /or protected adults or the final stages of discipline or governance.

In addition, Volunteer Scotland offers a range of online and face to face training courses for organisations engaging, supporting and involving volunteers. We can work with you to develop bespoke training tailored to meet your specific needs. Volunteer Scotland also provides a wide variety of volunteering consultancy support, such as reviewing volunteer policies, guidance on evaluation and training needs assessments. Find out more at [www.volunteerscotland.org.uk](http://www.volunteerscotland.org.uk)

### Contact Us

Our opening hours are Monday – Friday from 9.00am to 5.00pm

Volunteer Scotland, Jubilee House, Forthside Way, Stirling, FK8 1QZ

Telephone: 01786 849777

E-mail [disclosures@volunteerscotland.org.uk](mailto:disclosures@volunteerscotland.org.uk)

[www.volunteerscotland.org.uk/disclosure-services](http://www.volunteerscotland.org.uk/disclosure-services)

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