



**Gerard Hart**  
**Director of Protection Services and Policy**

**PROTECTING VULNERABLE GROUPS:  
IMAGINING THE LANDSCAPE FOR A SHARED APPROACH TO  
THE MANAGEMENT OF PROFESSIONAL MISCONDUCT**

# **Craig Reid**

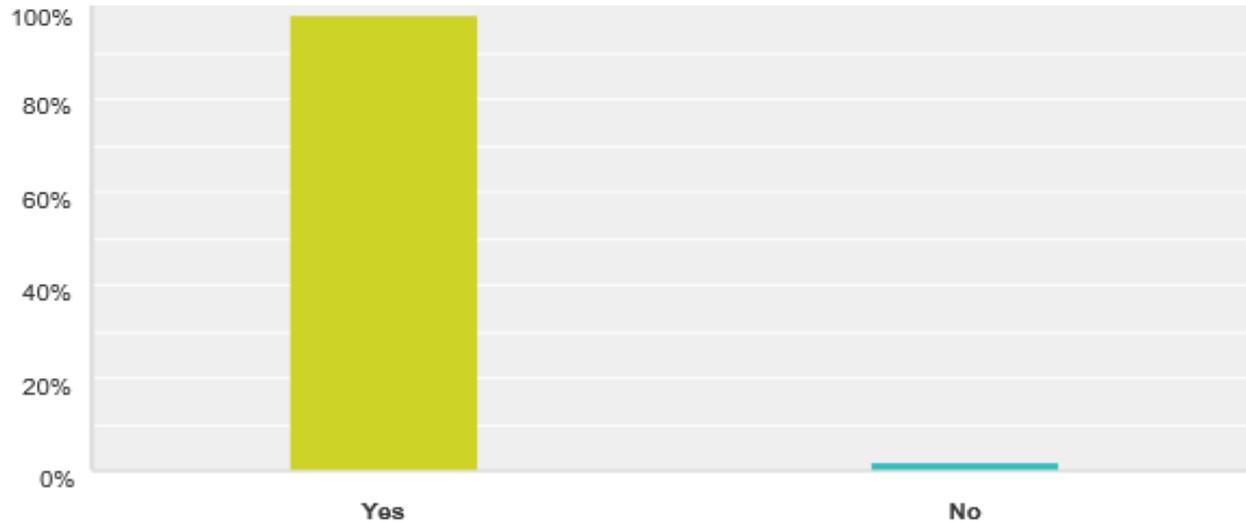
Transformation Delivery Team

Disclosure Scotland

# Disclosure Scotland Online Applications

**Q1 If the PVG application was available online, would you prefer this to the paper version?**

Answered: 52 Skipped: 0



Answer Choices	Responses	
Yes	98.08%	51
No	1.92%	1
<b>Total</b>		<b>52</b>

# An Opportunity To....

**340,000 calls received in 2016**

- Discover what applicants and organisations need
- Remove pain points in the application process
- Simplify the application form
- Improve safeguarding
- Meet the needs and expectations of users

# Programme of Stakeholder Engagement

- 24 in depth interviews with various organisations
- Interviews with a cross section of applicants
- Linked to PVG Review – engaged with over 350 organisational representatives and individuals in events throughout Scotland





# Pain-points

Below is one example of the 116 user pain points identified

## Pain Points & Opportunities - Disclosure Application

Unclear what type & level of disclosure is needed (too much legal jargon)

PAIN POINTS		OPPORTUNITIES		PAIN POINTS		OPPORTUNITIES		PAIN POINTS		OPPORTUNITIES					
Help & guidance is factually incorrect.	Help & guidance is factually incorrect.	Orgs having to prepare their own guidance.	Orgs often receive the wrong forms from DS	Posting (and waiting for) paper forms causes delay and confusion.	Organisations are creating their own guidance and sending it out with application forms because DS guidance / resources is not fit for purpose	Applicants and Orgs will need to be able to access the service from any device	When completing the form users are unsure what ID is needed	Orgs unsure about what ID is acceptable	Some users complaining service should be free for all volunteers (eg one org debating whether to put volunteers through a basic as can't afford it - too less projects being set up)	Frustrating invoice facility - not consistent e.g. could have submitted invoice 2 months ago making it difficult to tie up	There is no automated receipt for forms submitted (paper or online)	Forms are going missing and organisations and individuals having to fill in again and re-send			
Frustration at having to complete several different disclosure applications over time (and entering the same information).	Confusion about why someone would need to apply for a disclosure.	Individuals are not aware of PVG Scheme Membership details.	Unclear what type & level of disclosure is needed (too much legal jargon)	Fee to pay on the application and not in the guidance	Orgs having to enter details on excel spreadsheet before form is posted to DS.	Forms can be posted multiple times before they reach the applicant (DS to Org, Org to services or applicant)	No clear way to request correct forms from DS	Bones on paper forms are shy and not disability friendly	Laborious process checking application form	There is a lack of guidance on retaining ID (orgs doing it differently)	Some users have difficulty getting salary bits	Some users complaining service should be free (students / adopters)	Credit card payment details had to be added to paper form (which means that when processed bank funds may not be in the account).	Postage is expensive for overseas applicants	Posting forms causes delay and has the chance that applications will go missing
1. WHY DO I NEED TO APPLY FOR A DISCLOSURE?	2. WHAT TYPE OF DISCLOSURE DO I NEED?	3. HOW I PREPARE	4. HOW I RECEIVE THE APPLICATION FORM	5. FILLING IN THE APPLICATION FORM	6. CONFIRMING ID	7. PAYMENT	8. SUBMITTING THE FORM	9. RECEIVING THE FORM	10. CHECKING THE FORM	11. RECEIVING THE FORM	12. CHECKING THE FORM				
<p>Would be good to have an online method but still need to allow for people to access to internet or computer literacy</p> <p>A means for orgs to check online info in a similar way you can check company data with a sign in. Similar to Police with the tick that the info is being used for legitimate purposes</p> <p>Each form should include purpose of application and examples.</p> <p>Every job you get a new disclosure</p>	<p>online system will clear most queries until the OK of five. Stop confusion over forms, online can't get updates when renewals due and no paper copies around. Environmentally friendly. Services will be using tablets/tracks they are being used out in my service over the next 3 years</p> <p>It should be online look online, search for disclosure Scotland. Go on to DS and follow instructions then follow link to applications</p> <p>Tighter process so people don't fall through the net "it's all about money"</p>	<p>Self-assessment tool.</p> <p>if the validity of the disclosure was clear at the start of the process it would be handy to know for the future.</p> <p>Online journal showing all staff on PVG and current status.</p> <p>Forms to be ordered online to save time and created record</p>	<p>Applications terminated without letter sent. One of items a 7 day notification period for amendment, which isn't long enough once received. Better if it came straight to Church of Scotland also 14 days has email / why doesn't it apply?</p>	<p>Prefer paper form so I can get help &amp; somebody can do it with me if making a mistake prefer to get another paper form. Would like to do it online by don't feel confident. Probably be easier [5]</p> <p>PVG form available electronically and able to countersign online. [10]</p> <p>Should be online and ID checks are still phenomenal. Should be able to see straight away as DVLA can do it.</p> <p>VSDSDS sometimes put the postbox but not have ticked the submit box. If this was a bit automatically checked right box - submit or tick.</p> <p>Fully electronic process implemented - applications and receipt automatic, updated for any new entering information - daily for free. We have to find money for payment as we don't receive additional funding [8, 9]</p>	<p>Online application form system must have been used to speed up the experience and eventually make it more effective, such as eliminating errors while filling up a paper form is, spelling mistakes. [2]</p> <p>Form for new members - remove the 'are you an existing member question?' It is confusing for applicants + wastes time for applicant and recruiter [12]</p> <p>Would have been far easier and less time consuming to fill this out digital / online - the post admin instead of posting. Receiving electronically (email) of receipt the form as well as outcome of form, including receive certificate.</p> <p>To have an online process for DS / PVG applications [10]</p> <p>Hope preference to go online as all other data sources are electronic - medical records, outsourced healthier provider. Encrypted, integral OH</p>	<p>Help with form filling - provide passport and birth certificate. Proof read/sign check. Probably have to pay online or by cheque [3, 4, 5, 6, 7, 8, 9]</p> <p>To help out [the applicant] as in previous steps. As time goes on the should be able to do this on her own, once she's done this a few times. [3, 4, 5, 6, 7, 8, 9]</p> <p>Initial application and evidential requests are becoming harder due to not being able to provide, salary bits.</p> <p>One list for all children and adults. Not two separate lists (volunteers). All PVG scheme members should be checked against both.</p>	<p>Would like to see people being involved that DS can change CS against. 40.50 per month. Having to manually check. We include permission from the individual. [10]</p> <p>Process for identification needs to be updated. Currently form only requires photo ID "if possible".</p> <p>Make form more simple, if online no missing information, correct numbers, no human error.</p>	<p>Invoice - would be very helpful if systems could be improved in this area. A new online system would be very welcomed.</p> <p>Payment sent in application with reference that DS can change CS against. 40.50 per month. Having to manually check. We include permission from the individual. [10]</p>	<p>if any changes needed then should be notified at the end of the application process and in a letter sent with the certificate.</p> <p>With notifications I would expect a link to log on and advise of any change [1]</p>						

[Help](#) [Print](#) Text Size:  **A** **A**

Fields marked with an asterisk (\*) are mandatory.

### Personal Details

Title\*

Present Surname\*

Present Forename(s)\*

Mother's Maiden/Family Name\*

Have you been known by different names?

Yes  No

### Birth Details

Date of Birth (DD/MM/YYYY)\*

Gender\*

Town of Birth\*

Country of Birth\*

Nationality\*

### Additional Information

Do you have a UK National Insurance Number?

Yes  No

National Insurance Number

Do you have a Passport?

Yes  No

Passport Number

Passport Country of Issue

Do you have a Driving Licence?

Yes  No

Driving Licence Number

Driving Licence Country of Issue

Do you have a National Identity Card?

Yes  No

National Entitlement Card Number

Electricity Supplier Number

# What is your full name?

Enter your complete legal name in full, including any middle names.

Don't use initials.

**Title**

**First name**

**Middle name(s)** (only leave this empty if you have no middle names)

**Last name**

**Have you been known by any other names?**

You may have changed any of your names - through marriage, civil partnership or for any other reason.

We need to know these so we can check your criminal record. These names will only be used for this purpose and not shared with the person asking you to apply for a basic disclosure.

No

Yes

NEXT



# Not Just Applications.....

## How to send a referral

If an employee or volunteer has been permanently removed from work for harmful behaviour towards a child or protected adult, the employer or organisation has to send an [employer referral form](#) to Disclosure Scotland.

The form asks for:

- proof of the person's identity (name, address, date of birth, national insurance number)
- details of the type of regulated work they're employed to do
- the person's PVG scheme number
- information on the harmful behaviour
- details and documentation relevant to the employer's investigation and outcome

**Protecting Vulnerable Groups Scheme**

CHECK TO PROTECT



Disclosure Scotland PVG Representations  
PO Box 7413  
GLASGOW  
G51 9DY

[PUCorrespondence@scotland.gsi.gov.uk](mailto:PUCorrespondence@scotland.gsi.gov.uk)

Casework Team: 01413143157

OFFICIAL - SENSITIVE

Your Ref: 123456  
Our Ref: DS12345  
Date: 29/02/2017

Dear Sir/Madam,

**PROTECTION OF VULNERABLE GROUPS (SCOTLAND) ACT 2007  
NOTIFICATION OF LISTING UNDER SECTION 30**

**Individual's Name:**  
**Individual's DOB:**  
**Individual's Address:**

I refer to our letter of [date] informing you that Mr XXXX had been placed under consideration for listing on the Children's and Adults' Lists.

After consideration of all the information, the Scottish Ministers have decided that they are satisfied that Mr XXXX is unsuitable to work with children and adults. This letter therefore notifies you that Mr XXXX was listed in the Children's and Adults' Lists on [date].

children or protected adults by name  
like "child A - age 12, male, vict  
all the referral form to  
[gsi.gov.uk](http://gsi.gov.uk) or print out and

STRICTLY PRIVATE AND CONFIDENTIAL

**Disclosure SCOTLAND**

**PVG SCHEME RECORD**  
Scheme record disclosure under section 32 of the Protection of Vulnerable Groups (Scotland) Act 2007

**APPLICANT COPY**

Disclosure Number: 00000000000000  
Date of Issue: 00/00/0000  
Page 01 of 01

A copy of this disclosure record has also been sent to the registered body which countersigned the application and any authorised regulatory body.

MR SAM PELL  
1 ANY STREET  
ANY TOWN  
POST CODE

**Applicant Personal Details**

Surname: PELL  
Forename(s): SAM

Date of Birth: 00/00/0000

PVG Membership No.: 0000000000000300

**Statement of Scheme Membership**

**Membership Status**  
The applicant is a PVG Scheme member in respect of regulated work with children and, therefore, not barred from that type of regulated work.  
The applicant is a PVG Scheme member in respect of regulated work with adults and, therefore, not barred from that type of regulated work.

**Consideration Status**  
The applicant is not under consideration for listing by the Scottish Ministers nor the Independent Safeguarding Authority for the workforce(s) to which this statement relates.

**Vetting Information**

Date	Court	Offence	Disposal
00/00/0000	ANY TOWN DISTRICT	BREACH OF THE PEACE	FINE £100

**Cautions**  
There are no cautions on the applicant's scheme record.

**Prescribed Court Orders & Sex Offenders Notification Requirements**  
There are no prescribed court orders or sex offender notification requirements on the applicant's scheme record.

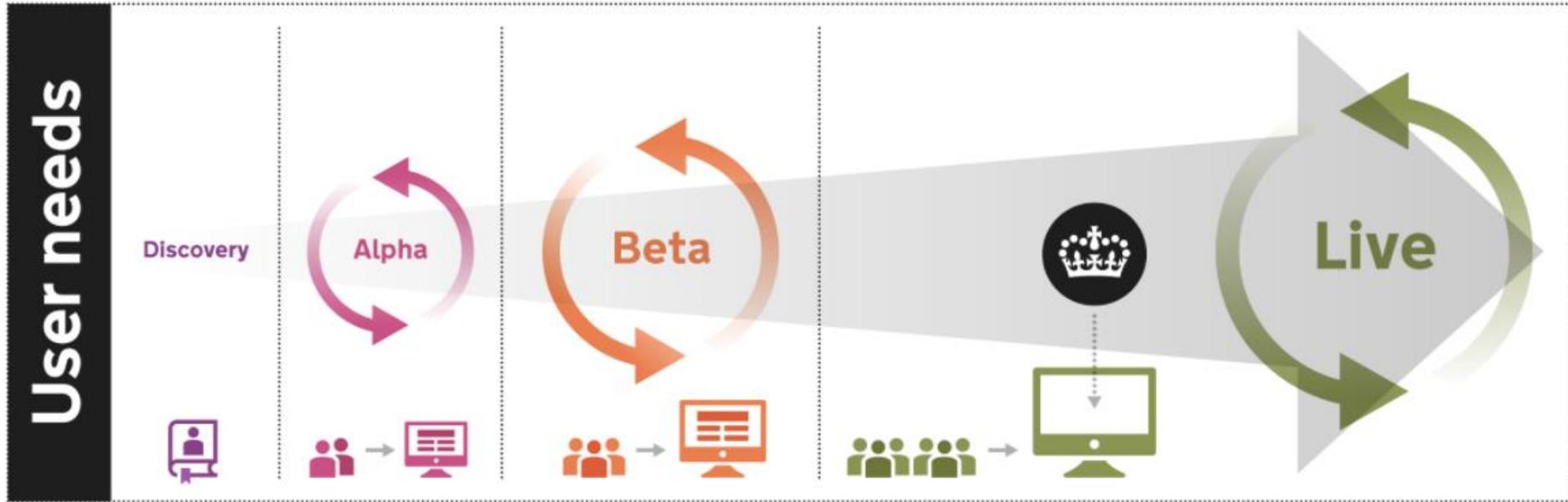
**Other Relevant Information**  
There is no Other Relevant Information on the applicant's scheme record.

END OF DISCLOSURE

# Working Collaboratively to Enhance Safeguarding



# Method of Delivery





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THE PVG REVIEW AND  
IMAGINING THE LANDSCAPE FOR A SHARED APPROACH TO  
THE MANAGEMENT OF PROFESSIONAL MISCONDUCT**

Linsay Hewitt and James Laing  
Disclosure Scotland Policy Team

Lesley Maguire  
Disclosure Scotland Customer Engagement Team

# The PVG Landscape

- The Protection of Vulnerable Groups (Scotland) Act 2007
  - Section 8
  - Section 19
  - Section 30A

# Whose responsibility – the what if?



# The Offences – a help or a hindrance?



# PVG Review

- Stakeholder centred
- Terms of Reference
  - Next steps

- Terms of Reference
- Conference, March 2018

# Questions

