

CAPITA

RECRUITMENT VETTING SERVICE



Disclosure Scotland Guide

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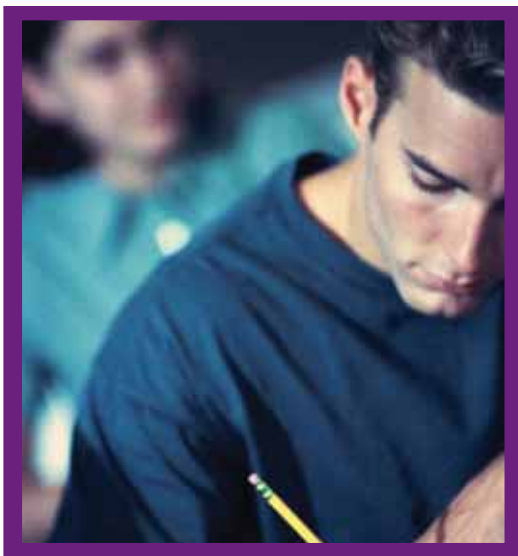
Introduction

Disclosure Scotland provides an accurate and responsive Disclosure Service to enhance security, public safety and protect the vulnerable in society

Disclosure Scotland is currently a service provided by Scottish Ministers to manage and operate the Disclosure Service in Scotland as provided for in Part V of the Police Act 1997. From October 2007, Disclosure Scotland will form part of a (shadow) Scottish Government Agency which will plan then manage and operate the new vetting and barring service as provided for in the Protection of Vulnerable Groups (Scotland) Act 2007.

In today's world an effective recruitment checking process is becoming more important and the Disclosure service enables employers and organisations to make more thorough recruitment checks, particularly for positions that involve regular contact with children and vulnerable adults.

The Disclosure Service is available to organisations that are not registered with Disclosure Scotland by using an Umbrella Body, such as Capita Recruitment Vetting Service to obtain their Disclosure.



Getting started

As an Umbrella Body, CRVS will be responsible for the administration and checking of the Disclosure Application Form (DAF) on behalf of your organisation. The DS stipulates that anyone involved in the “recruitment process of an applicant” must comply with the ‘DS Code of Practice’. This is an important document and can be viewed on the DS website at: www.disclosurescotland.co.uk.

How to register

Registering for the service is easy. You need to read the enclosed information and sign and return the enclosed ‘Form of Agreement’ in the envelope provided.

The process summarised:

Stage 1.	
Registration	<ol style="list-style-type: none">1. Read the enclosed Form of Agreement, sign and return it to CRVS, in the freepost envelope provided.2. We will provide blank Disclosure Application Forms for each individual needing to be checked.3. We will provide you with the DS Applicant’s Guide to Completing the Disclosure Application Form.
Stage 2.	
Disclosure Application Process	<ol style="list-style-type: none">4. Your Nominated Person will explain to your applicant that the DS check is part of the recruitment process and they will need to complete the Disclosure Application Form.5. Your Nominated Person will verify your applicant’s identity and complete the relevant section of the Disclosure Application Form to state they have sighted the original documents.6. Your Nominated Person will check the completed Application Form for errors then send it on to CRVS for administering.7. On receipt of the completed Application Form, CRVS will carefully check that each section is completed correctly, countersign the Form and forward it to DS.8. If your submitted Application Form contains mistakes or errors, CRVS will work with you to make any correction as necessary. This may involve returning the Form to you for additional information as required.
Stage 3.	
Receipt of the Disclosure	<ol style="list-style-type: none">9. DS will return the Registered Body copy of the Disclosure to CRVS.10. CRVS will forward this copy of the Disclosure to the Nominated Person within your organisation. Guidance on how to store and destroy the Disclosure can be found within the “DS Code of Practice”.

Guidance on completing the Disclosure Application Form

To help prevent the applicant making a mistake when they complete their forms, please encourage them to use the blue booklet entitled 'An Applicant's Guide to Completing the Disclosure Form', a copy of which has been provided for you and it is also available as a free download from the DS website www.disclosurescotland.co.uk.

Mistakes on the application forms will cause delays in processing. Forms that are not completed accurately may need to be returned for amendments or additional information – please ensure all forms have been completed accurately.

Main dos & don'ts

- The form is to be completed clearly in BLOCK CAPITALS and in black or blue ink.
- They only need to complete parts A, B, C.
- Section E - complete Section E1 –E4 ONLY leave the rest of this section blank.
- DO NOT complete Section D.
- If they make a mistake, request that they draw a horizontal line through it and write the amended information either above or next to the error. (They shouldn't use correction fluid as the form then can't be accepted).
- If their title is Ms/Mrs and their surname has changed at any time, they must complete Section B7.
- They must list their full five year address history with no gaps or overlaps.

Note: CRVS expect applicants will be exempt from the Rehabilitation of Offenders Act 1974, because they will have substantial opportunity for access to children. They are therefore required to declare details of any convictions, even if they would be otherwise regarded as 'spent' under this Act, or any cautions or bind-overs, and any pending prosecutions to their potential employer.

Verifying the applicant’s identity

To apply for an Enhanced, Standard or Basic Disclosure your applicant will need to provide personal information, details of their addresses over the last 5 years, documentation to confirm their current address and various forms of ID. You need to check your applicant’s identification beyond a doubt before you submit the Form to enable DS to proceed with the criminal background check. See the table below for the breakdown of exactly what ID can be accepted.

Which documents should I see to confirm identity?

NB. At least one document must show their current address and at least one document must show their date of birth

Table of acceptable ID
Valid passport (any nationality)
Original UK Birth Certificate (issued within 12 months of date of birth) (full or short form acceptable)
Adoption Certificate
UK Driving Licence (either photo card or paper)
Valid photo identity card (EU countries only)
UK Firearm’s Licence

Issued whenever	Issued within last 3 months	Issued within last 12 months
Marriage certificate	Utility bill (electricity, gas, water, telephone, mobile phone contract / bill)	Financial statement (e.g. pension, endowment, ISA)
Re-issued’ UK birth certificate, issued after 12 months of date of birth (full or short form acceptable)	Credit card statement	Child benefit book
Valid NHS Card	Store card statement	Work permit / visa
Exam certificate (e.g. GCSE, NVQ)	Mail order catalogue statement	Mortgage statement
Valid vehicle registration document	Correspondence or a document from: the Benefits Agency; Employment Service; Inland Revenue; or a Local Authority	P45/P60 statement
Valid TV Licence	Addressed payslip	Court summons
Certificate of British nationality	Bank or building society statement	
Valid insurance certificate		
National Insurance number card		
Connexions card		

Verifying ID and documentation – Guidance for nominated persons

- Check the applicant's documentation carefully (see table on Page 8 for hints & tips).
- If a document is not in a presentable state, please request further documentation.
- Documents must contain the applicant's correct current details (i.e. current name and present address). Please ensure that the details on the documentation exactly match Section B of the application form (once completed).
- Any document offered as proof of ID must be an original.
- Check the number and types of documentation provided to ensure the appropriate number has been provided. Suggest other documents that they could provide as alternatives.
- If the applicant has recently moved and does not yet have any documents containing their new address, correspondence from the solicitor who handled the purchase of their property can be accepted – so long as it is on headed paper and mentions their new address. If the applicant is living in rented accommodation, their rent book or letter from their landlord can also be accepted.

Verifying ID and documentation – Guidance for nominated persons (continued)

Passport	The passport must be valid. Check its general quality and condition. Treat it with suspicion if it is excessively damaged, 'accidental' damage is often used to conceal tampering. Photos should be examined for signs of damage to the laminate or excessive glue or slitting of the laminate, these would indicate photo switching. If the photo appears excessively large, this might indicate an attempt to hide another photo underneath. There should also be an embossed strip embedded into the laminate, which will catch a portion of the photograph. Check there is no damage.
Photocard driving licence	Examine the licence for evidence of photo tampering or any amendment of the printed details.
Paper driving licence (no photograph)	Remove the document from the plastic wallet and check that it's printed on both sides. It should have a watermark visible by holding the licence up to the light, and there should be no punctuation marks in the name or address. The 'Valid To' date should be the day before the bearer's 70th birthday (unless the bearer is already over 70). The 'Valid To' date can therefore be cross-referenced with the applicant's date of birth.
Old style Birth Certificate	Birth Certificates are not wholly reliable for confirming identity, since copies are easily obtained. However, Certificates issued at the time of birth are more reliable than recently issued duplicates. Check the quality of paper used; genuine Certificates use a high grade. There should be a watermark visible when the document is held up to the light. Any signs of smoothness on the surface would indicate that original text may have been washed or rubbed away. There should be no signs of tampering, changes using liquid paper, overwriting or spelling mistakes.

Checking completed Disclosure Application Forms

It is sensible for the Nominated Persons to check Application Forms with the applicants face to face, so that questions can be asked and amendments or missing information added before the applicant leaves the office.

Mistakes on the Application Form will cause delays in processing. Forms that are not completed accurately may need to be returned for amendments or additional information – therefore please ensure all forms have been checked thoroughly before submission.

When checking a Disclosure Application Form you should:

- Use the blue booklet, 'An Applicant's Guide to Completing the Disclosure Form', until you are confident at ensuring nothing is missed.
 - Pay particular attention to the clarity of the applicant's lettering, particularly 'Section B' and their name.
 - Check the dates that they have lived at their addresses, to ensure information has been included as far back as 5 years ago, with no gaps between dates, and that all dates show month and year of residence.
 - Complete the relevant information in Section E, Part E13 only depending on which original documentation was sighted.
 - Ensure you enter the name of the person that sighted and checked the ID documents in Section E15.
 - Please do not complete any details in Section E other than those specified.
- Next step: Once you are satisfied the Disclosure Application Form has been correctly completed, the Form should be returned to CRVS. CRVS will then check the DAF before submitting to DS on your behalf.

Received Disclosures - Standard / Enhanced / Basic

Received Disclosures - Standard / Enhanced

When DS has completed the Disclosure checking process, two Disclosure certificates are issued – the 'Registered Body Copy' is issued to CRVS and the 'Applicant Copy' is sent to the applicant at their home address.

Received Disclosure – Basic

When DS has completed the Disclosure checking process, the Disclosure Certificate is issued to CRVS who will then forward this copy to the client to make a suitability decision.

Handling the returned Disclosure

CRVS returns the Registered Body Copy of the Disclosure in its entirety back to your organisation. In all cases your organisation will make the recruitment decision once the Disclosure has been received. The organisation should be aware that this requires the secure storage, handling and disposal of the Disclosure within strict DS guidelines.

All Disclosure information must be destroyed within 90 days of the issue date ideally it should be destroyed as soon as a recruitment decision has been made. Your organisation is responsible for the storage, handling, use, retention and disposal/destruction of the Disclosure. Please refer to the 'DS Code of Practice' & Sample Policy on the Secure Handling, Use, Storage and Retention of Disclosure Information, copies of which can be found on the DS website www.disclosurescotland.co.uk.

Capita can provide additional support in interpreting Disclosure information and advice is also available from the DS directly on 0870 609 6006 or view the DS website www.disclosurescotland.co.uk for policy guidance on recruiting people with criminal convictions.

Organisations and CRVS must not disclose information gained from a Disclosure to a third party without the candidate's written consent. Under the terms of the Police Act 1997, unauthorised disclosure of such information is an offence.

Confidentiality

Information provided by DS on Disclosures is both sensitive and confidential. Accordingly, it is important that anyone within the organisation or CRVS who is party to that information should handle it in an appropriately sensitive and confidential fashion. It is the responsibility of all parties to ensure the security of this information.

General enquiries

For any general enquiries please direct your communication to the following address.

Capita Recruitment Vetting Service
PO BOX 4324
Sheffield
S1 9EW

Telephone: 0870 850 2516

Fax: 0870 850 3740

Email: crb.enquiries@capita.co.uk

Website: www.capitarvs.co.uk

Complaints

Capita strive to offer the highest standards of service and have gained a reputation for quality and integrity. We take all complaints very seriously and if you feel that our service has not matched your expectations we would welcome your feedback. To speak to a Disclosure Service Administrator please call 0870 850 2516. If in the unlikely event your complaint can not be resolved immediately we ask that you put your complaint in writing to the Disclosure Manager at the above address.

CAPITA

RECRUITMENT VETTING SERVICE

Tel: 0870 850 2516

Email: crb.enquiries@capita.co.uk

Website: www.capitarvs.co.uk