QuickStart Guide

Disclosure system for DBS county ID verifier coordinators

The Girlguiding online criminal disclosure check

Girlguiding's disclosure system can be used to carry out criminal disclosure checks online and submit them to the Disclosure and Barring Service (DBS).

Girlguiding carries out enhanced child barred list criminal disclosure checks. This is the most comprehensive check available and is required for any position that involves supervising or being in sole charge of children or young people who are under 18. An enhanced criminal disclosure check will include details of all convictions on record, whether spent or unspent, under the Rehabilitation of Offenders Act 1974 (ROA).

What does the county ID verifier coordinator role involve?

A county ID verifier coordinator is the main contact in each county for the disclosure process. They're a disclosure system super user and look after ID verifiers in the county. County ID verifier coordinators can view all ID verifiers in their county and can monitor the progress of DBS criminal disclosure checks throughout the county.

See the QuickStart Guide: Disclosure System for DBS ID Verifiers, which explains how to carry out in-person ID checks for criminal disclosure applications. This guide and more information can be found on the guidance for ID verifiers page.

New county ID verifier coordinators are appointed by the county commissioner, who'll arrange for the role of county ID verifier coordinator to be added onto a volunteer's GO record. A new county ID verifier coordinator will have their access created overnight, and an activation email sent to them.

Ideally, there should be only 1 county ID verifier coordinator per county. However, in particularly large counties there may be 2 volunteers in this role.

Data protection and applicant consent

It's important to make sure applicants understand the disclosure system, and know their rights. Further information is available from the code of practice in the information menu on the disclosure system.
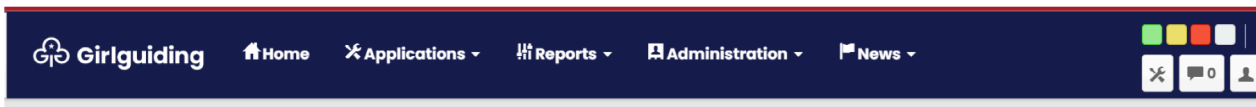
This system is provided to Girlguiding by Atlantic Data Ltd, an umbrella body authorised to provide digital ID and criminal record checking services. The service is supplied to Girlguiding by agreement and in accordance with the requirements of the DBS, their Code of Practice and the Data Protection Act 1974.

Confidentiality

You'll be able to see personal and sensitive information that must be kept confidential and not shared outside of the process.

Logging into Girlguiding's disclosure system

Log into the disclosure system girlguiding.disclosures.co.uk using your username and password. You'll then be taken to the main dashboard. All tasks can be carried out from there.

If you've forgotten your username or password, or haven't received an email to activate your account, please use the 'forgotten password?' option on the login page of the site and select the appropriate option.

To search for an ID verifier's account

1. Click on the administration tab in the top menu bar and select manage system users.

2. You can search for users using their forename, surname or email address. You can also search users by role, for example, district ID verifier, division ID verifier, county ID verifier.

From here, you can view the status of an ID verifier's disclosure account.

Account statuses and required actions:

- User details incomplete – ask the ID verifier to complete their account set up

- Pending user activation – audit trail, status history (user activation steps not completed, most commonly password)

- Active – view user details, audit trail, status history

- Removed – audit trail

- Suspended – release suspension

How to unsuspend an ID verifier's disclosure account

If an ID verifier has suspended their disclosure account by entering incorrect login details too many times, their account will need to be released. They can do this by contacting you, their county ID verifier coordinator, or the Girlguiding team at disclosures@girlguiding.org.uk.

County ID verifier coordinators should:

1. Search for the ID verifier through manage system user.

2. When found, the ID verifier's status will display as suspended.

3. Click on the green arrow button for the release suspension option.

4. Select release suspension and enter a comment to explain why it's being released. Login failure is enough explanation.

5. You'll then be asked to confirm the ID verifier's email address for a reset password email to be sent.

How to check the progress of a disclosure application

1. Search for the applicant in the applicant search field.

2. When found, you'll see a quick view of their application status. You'll see one of the following statuses:

   - Application submitted – submitted to the DBS for processing

   - LPF – application is at the local police force (LPF) stage

   - Certificate printed – to be dispatched to applicant

   - Complete – DBS check completed and will be updated to GO within 48 hours

   - Cancelled – no longer required or new application started

   - Withdrawn – DBS identified an error in the applicant's details. A new application is required

   - E-invitation sent - Invitation sent to applicant to choose their ID check option

3. Click on the applicant's name to view more details on the application status history.

Reports available for county ID verifiers coordinators

Progress reports can be viewed using the reports tab in the top menu bar.
All reports can be filtered by date.

Progress reports:

- Results received – everyone in your ID verifier area whose criminal disclosure checks have been completed.

- At PNC - all applications being checked through the police national computer (PNC). This is part of the initial checking stage and can take up to 60 days.

- At LPF - all applications currently at the Local Police Force (LPF) stage. All applications go through this stage after the initial checks on the PNC. The amount of time an application stays at this stage varies and is dependent on a number of factors, for example, the applicant's name, how many addresses the applicant has had and the LPF's workload. This stage can take up to 75 days.

- Total applications – all applications and statuses for your ID verifier area.

- Awaiting applicant information – applications waiting for the applicant to complete their person details.

- Awaiting ID check – applications waiting for the ID check to be submitted.

- Total e-invitations sent – invitations sent to applicants to choose their ID check option.

- Total applications cancelled – applications cancelled due to errors made or no longer required.

- Total applications in progress with DBS – everyone whose criminal disclosure checks are being processed by the DBS.

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All in one remote application reports

- Awaiting ID verification – applicants who have chosen to verify their ID with an ID verifier or who were unsuccessful in receiving a digital ID.

- Total applications – application submitted via the ID verifier route.

Digital ID reports

- Total applications via digital ID pathway - applications submitted via digital ID.

Applications delayed at the LPF stage

A disclosure application can be at any stage of the checking process for up to 75 days before Girlguiding can ask for an update. The most common stage where we see delays is the Local Police Force (LPF) stage. Police forces vary in terms of how they prioritise applications, but they usually prioritise processing paid roles over volunteer roles. This is because their delays could cause financial hardship to the applicant if they're unable to work without a completed disclosure certificate.

Troubleshooting and support

If you need further help and information on using the disclosure system, please contact disclosures@girlguiding.org.uk.