

## QuickStart Guide

# Disclosure system for DBS ID verifiers

### The Girlguiding online criminal disclosure check

For volunteer roles in England and Wales that require criminal disclosure checks, you'll use our disclosure system. The system allows all these checks to be made online and submitted 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 positions that involve supervising or being in sole charge of children or young people under age 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 role of ID verifier entail?

As an ID verifier you're responsible for verifying ID documents for volunteers in your area and monitoring the progress of their disclosure application on the Girlguiding disclosures system.

New ID verifiers are created by the local commissioner, who adds the role of district, division or county ID verifier onto a volunteer's GO record. A new ID verifier will have their access created overnight, and an activation email will be sent to them.

### Data protection and applicant consent

It's important to make sure anyone applying for a role that requires criminal disclosure checks knows about and understands the disclosure system and their rights. Further information is available in the code of practice in the information menu on the 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.

### Who needs to complete a criminal disclosure check?

Any adult who wants to volunteer with Girlguiding and carry out a role that could involve unsupervised access to girls and young women, including staying overnight at a residential event, must complete an enhanced criminal disclosure check. This check should happen when someone joins us, and every 3 years afterwards.

## When to complete ID verification for a criminal disclosure check

You'll need to complete criminal disclosure checks for volunteers in your area when:

- A volunteer needs to complete a recruitment check for the first time.
- A volunteer needs a recheck after three years in their role.

For more information about Girlguiding's disclosure checks, read the [recruitment and vetting policy and procedure](#).

## What's a disclosure recheck?

A disclosure recheck is a criminal disclosure check carried out every 3 years for volunteer roles that require them. The recheck application is carried out in the same way as an initial criminal disclosure check for a new volunteer. There's no difference between how they're processed on the Girlguiding disclosure system. The instructions in this guide to ID verification are for both initial checks and rechecks.

When a volunteer needs a disclosure recheck they, and their local commissioner for where they hold their main Girlguiding role, will receive an email. Commissioners can see who in their area is due a recheck in the safe practice > disclosure area of GO.

This view lists:

- All new disclosures: these are checks that are due but haven't been started yet.
- All ongoing disclosures: these are checks that have started and are in progress.

## Logging into Girlguiding's disclosure system

Log into the disclosure system [girlguiding.disclosures.co.uk](http://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.

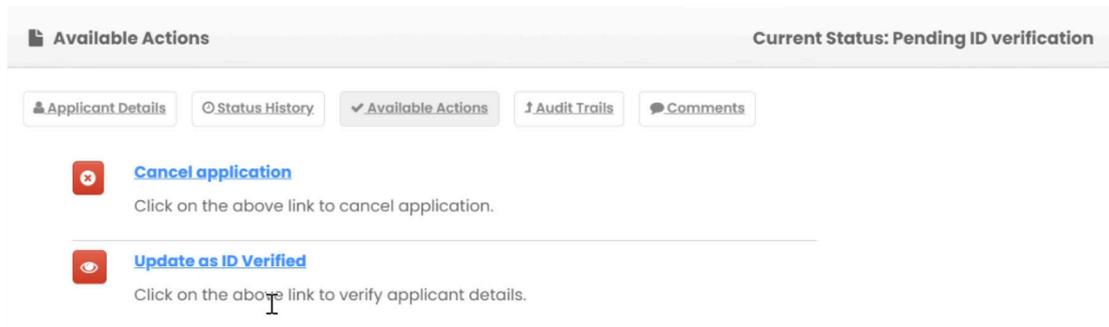


If you've forgotten your username or password, or haven't received an email to activate your account, please use the forgotten password option on the login page of the site and select the appropriate option.

## How to complete ID verifications

ID verifiers must complete the ID verifications face-to-face with applicants that need manual ID verification. The applicant will have already completed their section of the application form. This will include entering their ID document details before requesting to verify their ID documents with you. In-person ID verification doesn't have to be completed at the applicant's or ID verifier's home. As long as you have a PC, laptop, tablet or mobile device with internet access, it can be completed anywhere convenient for you and the applicant. Do make sure you use somewhere private enough to protect the applicant's confidentiality though.

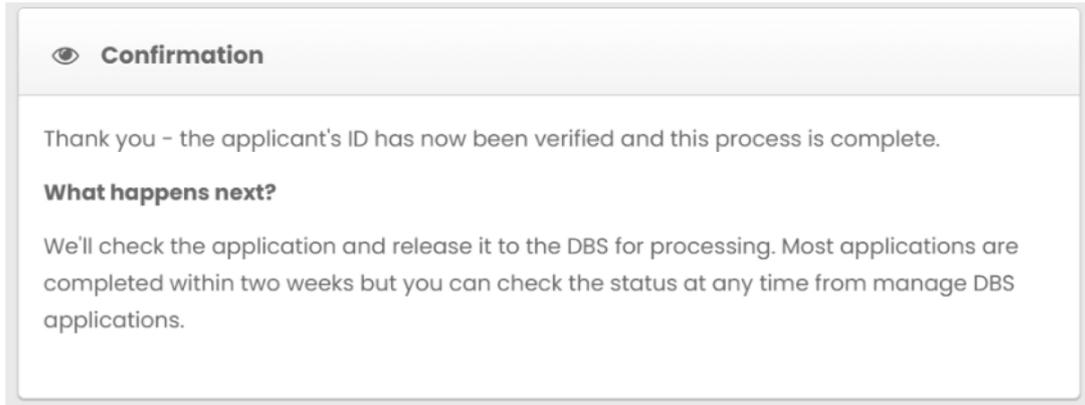
1. Click on the applications tab at the top of the screen. Then manage applications.
2. Enter the applicant's name into the applicant search field.
3. When found, the application status will be pending ID verification. Click on the applicant's name to see the available options to proceed.
4. Select the Update as ID verified option to proceed with their in-person ID verification.



5. You'll need to re-enter your password to access the application form.
6. Read the advisory information with the applicant before proceeding.
7. You'll then see the applicant's personal information, review and confirm the information is correct with the applicant.
8. You'll see the list of ID documents the applicant previously selected. This should match what they've provided to you. If all the ID documents are correct, go ahead and proceed to confirm the applicant's ID details.
9. Enter the required details to the questions asked for the corresponding ID documents provided.
10. Complete the ID verifier confirmation section by confirming that you've confirmed their ID.
11. You'll then need to type in your name as to confirm who the evidence was checked by and the date you verified them.

The screenshot shows a form titled 'The ID Verifier Confirmation'. At the top, there is a question: 'Did you confirm the ID?' with two radio buttons labeled 'Yes' and 'No'. Below this is a blue instruction box that reads: 'If the answer to the above question is 'No' then please enter the name of the person who has verified the ID and when'. Underneath the instruction box are two input fields: 'Evidence Checked By\*' and 'Id Verified on\*'. At the bottom of the form is a green button labeled 'Confirm'.

The application will now be sent to the DBS.



## Applicant details or ID errors

If you discover the applicant has submitted an error in their personal details or there's an error trying to verify their ID document details, you won't be able to amend the application. The current application will need to be cancelled and restarted. You won't need to reschedule to meet with the applicant again. You can start and complete the new application there and then with the applicant.

As an ID verifier you can do this in the disclosure system by re-searching for the applicant as you did initially.

1. Click on the applications tab at the top of the screen. Then manage applications.
2. Enter the applicant's name into the 'applicant search' field.
3. When found, the application status will be pending ID verification. Click on the applicant's name to see the available options to proceed. Select the cancel application option.
4. Select the green cancel & restart button.
5. Enter a reason for the cancellation. Applicant or ID details error is enough.
6. Follow the screens to complete the here and now application option with the applicant.

## Important things to remember about ID document details

When verifying ID documents you must only accept valid, current and original documentation. You must not accept photocopies or printed web documents.

When verifying a driving licence as a form of ID, the person's name on the application (including middle names) must exactly match the name on the driving licence. A driving licence number is made up of letters and numbers from its owner's forename, surname, middle name (if provided) and date of birth. All numbers are entered without spaces including the last 2 characters. (UK photocard contains 18 characters and UK paper licences and Guernsey licences usually contain 16 characters).

When verifying a birth certificate, please check the correct document type was selected by the applicant, for example original, or re-issued more than 12 months after the applicant's birth, as this will affect the ID verification.

A small number of applicants may not have enough ID documentation. In this situation, the applicant will be asked to agree to an external verification check. Please contact [disclosures@girlguiding.org.uk](mailto:disclosures@girlguiding.org.uk) to request a paper DBS application instead of using the online disclosure system.

## 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 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. New application is required
  - E-invitations sent – invitation sent to applicants 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 ID verifiers

Progress reports can be found by going to 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.
- 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 – this report lists everyone whose criminal disclosure checks are in being processed by the DBS.

### 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.

## Troubleshooting and support

If you need any further help and information on using the disclosure system, please contact the county ID verifier coordinator in your county.