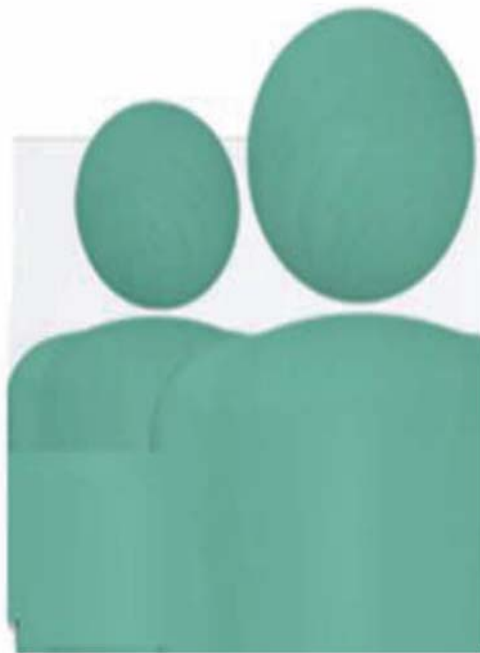


Disclosure SCOTLAND

Business Plan 2010-11



DISCLOSURE SCOTLAND BUSINESS PLAN 2010-11

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1. FOREWORD

The coming year, 2010-11, will be a very challenging year for Disclosure Scotland. This is, in part, due to the preparation required for the implementation of the new Protection for Vulnerable Groups (PVG) scheme - planned towards the end of the 2010 calendar year - which will help to strengthen the contribution that Disclosure Scotland makes towards the Scottish Government's Safer and Stronger strategic objective.

PVG requires the implementation of a new IT system, spanning both the new PVG scheme membership detail and the remaining Police Act disclosures; new interfaces with Disclosure Scotland's main police data suppliers; re-training of staff; new guidance for Disclosure Scotland's stakeholders on how the PVG scheme impacts upon them; and the establishment of a Protection Unit at Disclosure Scotland that will consider people who may be unsuitable for working in the PVG regulated workforces.

Disclosure Scotland is aiming to bring in the PVG system while at the same time operating the current disclosure system up to the date at which PVG goes live. It is seeking to maintain its public performance target of providing 90 per cent of disclosures within 14 days of receiving fully completed applications, while simultaneously planning and implementing a large scale re-organisation of its business. The planned activity is outlined in this Business Plan.

In addition, Disclosure Scotland is seeking to continue a programme of organisational development that will continue to embed its status as an Agency of the Scottish Government. It made considerable progress in the last financial year, and the next will help to further lay the basic foundations for the organisation in the coming years.

In many of its strategic activities over 2010-11, Disclosure Scotland will be advised and guided by its new Strategic Board. This is the top level Board for the organisation, established in February 2010 to help oversee the strategic direction of the organisation, consistent with the policy parameters set by Scottish Ministers. Details of the Board are contained within the Plan.

Comments on the Plan can be sent to:

Chief Executive
Disclosure Scotland
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Glasgow G51 1YU

2. DISCLOSURE SCOTLAND'S BUSINESS AND CONTRIBUTION TO NATIONAL OUTCOMES

Who we are

Disclosure Scotland was established by Part V of the Police Act 1997 in April 2002 to provide basic, standard and enhanced disclosure certificates (see Annex 1) on behalf of Scottish Ministers. The service is provided in partnership with British Telecom plc (BT). It was initially administered by the then Scottish Criminal Record Office, which was a police organisation, and all non BT staff were employed by the Strathclyde Joint Police Board. Disclosure Scotland became an Executive Agency on 1 April 2009; all staff previously employed by the Strathclyde Joint Police Board are now employed by Scottish Government.

Disclosure Scotland's Chief Executive is the Accountable Officer for the Agency and is directly accountable to Scottish Ministers. All of the key relationships - both to Ministers and to the Director General for Education in the Scottish Government - are described in Disclosure Scotland's Framework Document.

Our vision and aims

Disclosure Scotland's **vision** is to help make Scotland's communities safer and stronger, a key strategic objective of the Scottish Government. Its **strategic aim** is to inform recruitment decisions through the timely provision of accurate criminal history information and, as part of that, to help protect vulnerable groups by preventing unsuitable people from working with them.

Disclosure Scotland provides a service to a large proportion of the public sector as well as a wide range of private sector organisations and individuals. The total number of applications handled is approaching 950,000 in a year.

In delivering for customers Disclosure Scotland has the following key **organisational aims**:

- **It seeks to have a customer-focus:** A range of relationships are maintained with customers. Some of Disclosure Scotland's larger customers are seeking the electronic exchange of information to streamline the processing of large volumes of applications, which is already in place for one large customer. For some of the smaller organisations, it is important to provide additional support and advice. This is done in particular with the voluntary sector through the Central Registered Body in Scotland (CRBS). A full outline of Disclosure Scotland's key external relationships is shown in Annex 2.
- **It seeks to generate user confidence:** Disclosure Scotland recognises the key determinants of user confidence: that it has effective quality assurance processes in place and holds information securely; that disclosures are issued in a timely manner; and that the IT system provided by BT is fit for purpose and as reliable as possible.
- **It seeks to be an efficient and effective organisation:** Disclosure Scotland operates to a public performance target (see Chapter 3) which directs its operational activities. It also provides its service at a cost per disclosure that compares well with other UK

disclosure services. Disclosure Scotland aims to promote a culture of efficiency and a capacity to adapt well to change.

Our contribution to Scottish Government's National Outcomes

As part of the Scottish Government's National Performance Framework, there are 5 **strategic objectives** – a wealthier and fairer Scotland; a smarter Scotland; a healthier Scotland; a safer and stronger Scotland; and a greener Scotland. Disclosure Scotland's principal contribution is to a safer and stronger Scotland, while making some contribution to other of the strategic objectives.

Within the National Performance Framework, there are 15 **National Outcomes** that the Scottish Government wants all public services to promote. In carrying out its strategic aim, Disclosure Scotland contributes principally to the National Outcomes as shown in the Box.

We have improved the life chances for children, young people and families at risk

Disclosure Scotland makes a contribution to improved life chances by reducing potential risks to both children and protected adults that may arise in a work setting.

We live our lives safe from crime, disorder and danger

Through the provision of information to a range of employers, Disclosure Scotland helps to ensure that employers employing people in positions of trust have access to criminal history information where it exists.

Our public services are high quality, continually improving and responsive to local people's needs

Performance overall is already good in terms of speed, cost and accuracy. Improvements to the organisation will be brought about by the introduction of the Protection of Vulnerable Groups (Scotland) Act 2007 - (PVG (Scotland) Act 2007), which will provide further opportunities to enhance existing services.

We reduce the local and global environmental impact of our consumption and production

Changes introduced both as part of the implementation of the PVG (Scotland) Act 2007 and as part of other initiatives should help to reduce Disclosure Scotland's environmental impact.

Developing our service in 2010-11

Enhanced disclosures for work with children or protected adults are due to be replaced by PVG Scheme membership under the provisions of the PVG (Scotland) Act 2007.

People who work with vulnerable groups will join the PVG Scheme and their membership records will be updated automatically with any new conviction and non-conviction information over time. While in the vast majority of cases there will be no new information that is relevant, the automatic updating of information will help to ensure that any new

relevant information indicating that an individual might pose a risk to vulnerable groups can be acted upon promptly.

The new Scheme will be easier to use for organisations recruiting people working with vulnerable groups. It will reduce the need for people to complete a detailed application form every time their circumstances change, as currently takes place with enhanced disclosures for such work. Once an individual is a Scheme member, organisations and groups recruiting people will, as a result, be able to do a quicker check to verify that a person is a Scheme member.

The PVG Scheme will also strengthen protection for vulnerable groups in instances where people are employed on a personal basis. Personal employers – such as a parent who employs a sports coach for their child or a person employing a personal carer – will be able to check that a person is a Scheme member.

The PVG Scheme will, in addition, improve protection for adults as there will be a list of those who are barred from working with protected adults. This will complement the list already in operation for those who are barred from working with children.

3. CHANGES AND ACHIEVEMENTS IN 2009-10

This chapter sets out key changes and achievements in 2009-10 in terms of the 4 objectives that underpin Disclosure Scotland's activity: meeting its public performance target; improving operations; embedding as an Executive Agency and improving the organisation; and preparing for and delivering the PVG Scheme.

Public performance target

Disclosure Scotland's key activity is providing its public service to customers. It operates to a target of producing 90 per cent of all types of disclosure – which need no further enquiries with the applicant - within 14 calendar days. This is measured from the day the (fully and correctly completed) application is received by Disclosure Scotland to the day of dispatch.

- For the financial year 2009-10, around 947,000 applications were received, the highest annual number experienced. This was growth of 7 per cent on the previous year's volume. The growth was due to a strong increase in basic disclosures; the number of enhanced and standard applications showed a decrease.
- On the composition of applications, around 62 per cent were for basic disclosures, 37 per cent for enhanced disclosures, and 1 per cent for standard disclosures.
- The average processing time of applications by Disclosure Scotland in 2009-10 was 6.6 days, and, overall, 97 per cent of applications were processed within the performance target.

In addition to application vetting, a range of support activity underpinned this performance, including handling calls from the public, liaison with forces, and training of staff.

Improving Operations

- Disclosure Scotland established a capacity during 2009-10 to assess Northern Irish criminal record information electronically. This change allows Disclosure Scotland to broaden its searching of criminal record databases in the UK. Fundamentally, it enhances the quality of service provided to employers and organisations requesting disclosure information by broadening that scope. This change will be continued within the new IT software being developed for PVG in the coming year.
- Disclosure Scotland also embedded a Disaster Recovery capacity within the organisation during 2009-10. It now has a separate IT disaster recovery solution, provided in a secondary data centre; as such, should the principle IT system be disrupted for two days or more, the service can be provided through the use of the secondary solution, thereby giving a level of protection against serious IT problems. Failover and fallback aspects of it are subject to testing on a 6 monthly basis.
- Disclosure Scotland established the basic groundwork during 2009-10 for a business continuity capacity, which is an important part of the preparation for the PVG scheme. Through the initiative, were there to be a total or partial loss of Disclosure Scotland's building (for whatever reason) for longer than 3 days, a third party

recovery site can be accessed, allowing Disclosure Scotland to accommodate key operational staff, including staff from Disclosure Scotland's business partner, BT. The live connection - which completes the basic groundwork - is due to be established in the early part of 2010-11.

Improving the organisation and governance

- Disclosure Scotland reformed its website during 2009-10, providing more comprehensive information for users.
- It bedded in a new complaints and disputes procedure, with clear escalation points within Disclosure Scotland and target dates for replying.
- It made a transition to the Scottish Government's information technology network (SCOTS) and its electronic HR system, thereby improving its links to the corporate information that staff rely on and putting staff on the same e-mail system with the core of Scottish Government. Though not planned at the start of the year, the organisation also began the preparations for moving staff with the most need onto the core of Scottish Government electronic records data management system, which will enable those staff to store and manage administrative information on a common system.
- 2009-10 saw a number of changes in the governance requirements for Disclosure Scotland, largely as a response to it becoming an Executive Agency of the Scottish Government. It disbanded its Joint Management Board (comprising Disclosure Scotland and BT senior personnel) and created a Strategic Board on the model that is typical of Executive Agencies. As part of the same requirements of Agency status, Disclosure Scotland will also have its own Audit Committee, composed primarily of the non-executive members of the Strategic Board, who will assist in independently assessing and directing the overall audit and control of the organisation. The Audit Committee will work in collaboration with Disclosure Scotland's external auditors and Scottish Government's Internal Audit in taking an overview of Disclosure Scotland.
- A number of other internal changes were made to the boards and groups at Disclosure Scotland during the year. Among them was the creation of a Risk Review Group to take oversight of potential risks to the organisation. In addition, three cross-staff groups were established - a Staff Forum, a Training Review Forum, and an Environmental Forum - to promote the business of their respective areas and to help develop employee engagement in the organisation. Disclosure Scotland also set up a Partnership Group with the relevant trades union and Scottish Government's Human Resource team.
- It began the roll out of developmental reviews for staff which will help to enable a structured approach to the planning of learning and development.
- On finance, preparations were made to help the Agency to report in due course a formal set of accounts for the 2009-10 financial year, including establishing methodologies to incorporate International Financial Reporting Standards (IFRS)-

compliant accounting treatments for the valuation of the partnership contract with BT and the appropriate treatment of fee revenues for accounts purposes. Disclosure Scotland also established an asset register for assets under construction to meet the requirements for the implementation of the PVG (Scotland) Act 2007.

Preparing for the PVG Scheme

- Significant progress was made in the preparations for the PVG Scheme, where work proceeded in partnership with the PVG Implementation Team within the core Scottish Government. On the IT and related security preparations, Disclosure Scotland staff contributed significantly to the specification of the user and system requirements for PVG; developed a related test strategy; established the early necessary infrastructure to support the coming PVG systems, and completed the security accreditation for the Pacific Quay service. They also worked with future data providers – in particular the Scottish Police Services Authority (SPSA) and the National Policing Improvement Agency (NPIA) – to agree PVG access to third party information.
- A number of other critical activities were started during 2009-10, which will continue into 2010-11. The Protection Unit required to run the consideration and barring processes under PVG was established in embryonic form. It is now finalising the decision making framework that will be used under PVG and began the process of recruiting and planning the training of people in preparation for the new operation. More broadly, project teams were formed to run the individual PVG work-streams leading to a restructuring of staffing, more general PVG training, and future changes to Disclosure Scotland's external engagement that are required by the PVG scheme. The registration data used in relation to Registered Bodies was reviewed and refreshed in preparation for the move to PVG. Work proceeded in establishing the Code of Practice and Guidance notes for PVG, and a start was made in developing the new relationship with CRBS with a focus on streamlining processes for PVG.

4. **KEY BUSINESS IN 2010-11 ALIGNED TO NATIONAL OUTCOMES**

Disclosure Scotland's key objective in 2010-11 will be to meet its public performance target. It will continue to have 3 other objectives: improving existing operations; improving the organisation; and planning for, and delivering, the new PVG Scheme on behalf of Scottish Ministers. A list of the expected activity and their timings is outlined in the next chapter. This chapter aligns key activities to the National Outcomes that Disclosure Scotland contributes towards.

Key activity in 2010–11: an outcome-based approach

- *We have improved the life chances for children, young people, and families at risk*
- *We live our lives safe from crime, disorder and danger*

Over the business year 2010–11, Disclosure Scotland will contribute to the achievement of these National Outcomes by:

- delivering on its public performance target in providing employers and other organisations with disclosures to aid their recruitment decisions;
 - developing a Memorandum of Understanding with the Republic of Ireland police on the exchange of information for check purposes;
 - delivering the new Protection for Vulnerable Groups membership scheme, thereby enhancing the protection benefits relative to the existing enhanced disclosure process for people working with children and vulnerable adults;
 - delivering the new barred lists for those regulated workforces, again enhancing the protection benefits offered to employers and other organisations.
- *Our public services are high quality, continually improving, efficient and responsive to local people's needs*

Over the business year 2010-11, Disclosure Scotland will contribute to the achievement of this National Outcome by:

- reviewing its business continuity arrangements to align with the requirements of the PVG scheme;
- reviewing its approach to the pro-active publication of corporate information and establishing an improved scheme;
- establishing Key Performance Indicators and publishing this information, to ensure that outputs or outcomes are reported and can be monitored.

- *We reduce the local and global environmental impact of our consumption and production*

Over the business year 2010-11, we will contribute to the achievement of this National Outcome by:

- continuing to establish the new technology for the on-line delivery of PVG, and thereby enabling a significant decrease in the use of paper applications and disclosures;
- introducing recycling points throughout the office;
- establishing a travel plan, with measurement of travel related carbon emissions, and associated actions.

5. RESOURCES

The bulk of Disclosure Scotland's operating budget is funded by income from fees charged for each disclosure application. The forecast income and expenditure for the Agency is shown in the following table.

Forecast Income and Expenditure for 2010-11⁵

Income		Expenditure	
	£ million ⁴		£ million ⁴
Fee income	26.7	Contractual payments; and costs of police information ²	17.9
Other income ¹	2.8	Free checks for voluntary sector	1.8
		Accommodation and IT support ³	1.4
		Other Disclosure Scotland running costs	8.4

Notes:

1. Criminal Records Bureau; Access Northern Ireland; and transfers for PVG transition, CRBS, and additional PVG related voluntary checks.
2. Police information costs include PNC, force enquires, Causeway, fingerprints.
3. Charges by SPSA, business continuity costs, SCOTS recharges.
4. All figures rounded to nearest £100,000.
5. All figures are strictly forecasted figures. They may change during the year depending on – amongst other things - the actual volume of applications received.

Disclosure Scotland currently has around 180 FTE staff; staffing numbers change through the year depending on the volume of applications. Its business partners, BT, have a further 120 staff working as part of the overall Disclosure Scotland operation.

During 2010-11, changes will be made in staffing to accommodate the new PVG Scheme.

In 2009-10, Disclosure Scotland made changes to the way it uses the Police National Computer (PNC), providing financial savings. It is envisaged that the underlying changes will be maintained over 2010-11. In addition, in preparation for the PVG scheme, the system of paying police forces for force enquiries is being reviewed to ensure effectiveness and efficiency. SPSA currently invoice for accommodation and IT recharges annually. Efficiencies can be achieved by switching to quarterly billing of actual costs incurred, enabling any queries or disputes to be resolved at an earlier stage.

A rationalisation of suppliers is to be implemented to align Disclosure Scotland suppliers with the Scottish Government's framework agreements. This will not only provide access to procurement expertise and advice, but will also help in developing a consistent approach with Scottish Government best practice. The level of input required for Disclosure Scotland staff will also be reduced as the relevant advice and information will be readily and easily obtained.

6. **TABLE OF KEY ACTIVITIES IN 2010-11**

OBJECTIVE A: To Deliver on the Public Performance Target

Disclosure Scotland’s operational activity will be directed towards meeting the commitment to deliver 90 percent of disclosures within 14 days of receiving fully completed applications.

OBJECTIVE B. To Improve Operations

ACTIVITY	LEAD DISCLOSURE SCOTLAND BUSINESS AREAS	COMPLETED OR UNDERTAKEN IN RELEVANT QUARTER OF 2010-11
Develop a Memorandum of Understanding with the Republic of Ireland police on the exchange of information for check purposes.	Compliance	Q2
Work with the rest of the UK on ways to obtain conviction information from overseas countries for check purposes, in line with the recommendations of the Bichard Inquiry.	Compliance	Q1 – Q4
Complete the development of a comprehensive quality and performance strategy, which ensures the delivery of a high quality service and builds upon Disclosure Scotland’s existing ISO 9001 ¹ accreditation.	Training	Q4

¹ ISO 9001 is the world’s most established quality framework and sets the standard not only for quality management systems, but management systems in general. It helps all kinds of organisations to succeed through improved customer satisfaction, staff motivation and continual improvement.

Work further towards ISO 27001 accreditation ² , which covers all aspects of information security as well as ensuring that Disclosure Scotland meets all necessary accreditation requirements for its external partners;	IT	Q1 to Q4
Implement a formal review process for Service Level Agreements (SLAs) and, where relevant, contracts, to provide a clear audit trail through regular and consistent review.	Compliance	Q1
Update the SLA on force enquiries with ACPOS	Compliance	Q3

2 The ISO 27001 accredited standard for Information Security Management systems defines security controls which protect information assets. A process approach underpins the standard, covering development, monitoring, review and improvement.

BUSINESS PLAN ACTIVITIES FOR 2010-11

OBJECTIVE C. To Embed Agency Requirements and Improve the Organisation.

ACTIVITY	LEAD DISCLOSURE SCOTLAND BUSINESS AREAS	COMPLETED OR UNDERTAKEN IN RELEVANT QUARTER OF 2010-11
Establish Disclosure Scotland's Strategic Board: Set its actual programme of work and standards.	Chief Executive	Q1
Form Disclosure Scotland's Audit Committee: establishing the Committee and its programme of work and relationships with SG Internal Audit and Audit Scotland.	Chief Executive	Q1
Prepare Disclosure Scotland's first set of Annual Accounts and Annual Report.	Chief Executive, Finance, Business Management	Q1
Review Disclosure Scotland's Fraud Policy.	Business Management, Finance	Q2
Collate Disclosure Scotland's internal financial guidance within a single source.	Finance	Q3

Document all key financial processes and ensure cross references between the finance manual and desk instructions. Include guidance on virement, budgeting, fraud, losses and special payments, and procurement.	Finance	Q3
Further develop budgetary control procedures to ensure that a clear and controlled process is documented to enable Disclosure Scotland staff to perform budgetary control functions on time and accurately.	Finance	Q3
Review purchasing roles within Disclosure Scotland and provide the associated written delegated purchasing authorities.	Finance, Business Management	Q2
Liaise with SG Finance on Autumn and Spring budget revisions	Finance	Q2 and Q4
Implement SG's Electronic Records data Management (ERDM) system for key set of Disclosure Scotland users	IT, Business Management	Q1
Establish for all Disclosure Scotland boards, groups, and forums, a 'house style' for papers, minutes and actions, employing appropriate security classifications; and back this up with clear terms of reference setting out membership, frequency of meetings, and key purposes.	Business Management	Q1
Set up a central repository for all Disclosure Scotland policies and procedures, and identify gaps for future contributions, including recruitment guidance.	Business Management	Q2 and Q3
Develop Disclosure Scotland's Equality Plan.	Business Management	Q2

Prepare brief for Disclosure Scotland staff that identifies the cycle of business planning and highlights the correlation between the Corporate Plan and Business Plan to individual objectives, setting out a timeframe for actions in both plans and individual objectives.	Business Management	Q1
Establish a register of interests to ensure that any potential conflicts of interest have been declared.	Business Management	Q1
Review Disclosure Scotland's approach to pro-active publication of corporate information and establish an improved scheme.	Business Management	Q1
Establish Key Performance Indicators and publish this information, to ensure that the outputs or outcomes of Disclosure Scotland's operations are reported and can be monitored.	Policy , Analysis	Q3 and Q4
Establish an action plan to take forward the results of the 2009 staff survey	Chief Executive, all business areas	Q1
Initiate and complete a Disclosure Scotland customer satisfaction survey	BT, Operations	Q1
Continue to establish the new PVG technology that will enable a significant decrease in the use of paper applications and disclosures.	IT	Q4
Contribute to the Scottish Government carbon reduction commitment by establishing baseline information and relevant actions.	Business Management	Q4

Establish a Travel Plan, with measurement of travel related carbon emissions, and associated actions.	BMU	Q3
Improve handling of sustainable waste by introducing of additional re-cycling points.	BMU	Q2
Continue to develop employment policies and practice, working further towards Investors in People accreditation.	Training	Throughout 2010-11
Develop and implement an internal communications strategy, encouraging staff to contribute to the development of the organisation.	Communications	Q1

BUSINESS PLAN ACTIVITIES - 2010-11

OBJECTIVE D. To Plan for and Deliver the PVG Scheme.

ACTIVITY	LEAD DISCLOSURE SCOTLAND BUSINESS AREAS	COMPLETED OR UNDERTAKEN IN RELEVANT QUARTER OF 2010-11
Develop and implement new IT system: Completion of User Acceptance Testing of new IT software by Disclosure Scotland Staff.	Change, Operations	Q1 and Q2,
Develop and implement new IT system: Provision of secure environment, infrastructure and network connections	IT	Q1, Q2, and Q3
Completion of necessary security accreditation for new IT data requirements.	IT	Q1, Q2, and Q3
Establish and implement accommodation review as part of transition to the PVG scheme	Business Management	Q1
Finalise decision-making framework for Protection Unit.	Protection	Q3
Arrange the transfer of the Disqualified from Working with Children List business to Disclosure Scotland	Protection	Q2 and Q3
Review of business continuity arrangements to align with the requirements of the PVG scheme	Operations, IT	Q3
Specify and complete the internal and external communications required for PVG transition	Policy, Communications, Operations, Compliance	Q2

Establish Helpline facilities for PVG scheme implementation	Operations, Compliance	Q3
Determine staffing requirements in a staff plan, including policy capacity, and undertake required changes.	Operations, Protection	Q2, Q3 and Q4
Develop and implement training plan to enable migration to new system and to build the new skills and required capabilities.	Operations, Protection, Training	Throughout 2010-11
Appoint expert advisors to give independent advice to the Protection Unit in complex casework	Protection Unit	Q2, Q3, and Q4
Establish and regularly convene a senior External Reference Group to advise the Protection Unit on determinations and staff training	Protection Unit	Throughout 2010-11
Determine plan for retrospective checking with Registered Bodies.	Compliance	Q2
Agree the PVG change programme and new sponsorship arrangements for Central Registered Body in Scotland.	Compliance	Q2
Revise business processes/procedures – including information management and security - and store centrally (aligned to activity under Objective C).	Business Management Training, IT	Q2 and Q3
Establish an efficient registration process under PVG	Compliance	Q1 to Q2

ANNEX 1: CURRENT FUNCTIONS OF DISCLOSURE SCOTLAND

The specific functions of Disclosure Scotland are to issue disclosure certificates; to manage free disclosures for the voluntary sector; and to sponsor the Central Registered Body in Scotland (CRBS), ensuring that voluntary sector organisations, without the capacity to register direct with Disclosure Scotland, are given additional support in accessing disclosure services.

The 3 levels of certificate in terms of Part V of the Police Act 1997 are basic, standard, and enhanced:

- The basic disclosure contains all recorded convictions which remain unspent within the terms of the Rehabilitation of Offenders Act 1974. As well as providing basic disclosures for Scotland, Disclosure Scotland also serves England and Wales for basic disclosures. Disclosure Scotland provides an invoicing facility for organisations using the basic certificate facility and who wish to pay for their employees' certificate. These are known as 'responsible bodies' and must confirm to Disclosure Scotland that they will comply with all aspects of Data Protection legislation. There are currently 1,045 responsible bodies.

Disclosure Scotland has also developed a 'Business to Business' (B2B) profile, to allow responsible bodies to submit applications electronically. Currently one large organisation uses this facility. Three other large users are testing the facility and are anticipated to start to use it in the near future.

- The standard disclosure can be issued when the position being applied for is exempted within the Rehabilitation of Offenders Act 1974 (Exclusions and Exceptions)(Scotland) Order 2003, as amended, and is countersigned by a person registered with Disclosure Scotland. It contains all the conviction information recorded for a person and includes both spent and unspent convictions. These disclosures are available for posts such as an accountant or solicitor.
- The enhanced disclosure is issued when the position being applied for is both 'exempted' as above and also where the post/duty fulfils a prescribed position within the Police Act 1997 (Criminal Records)(Scotland) Regulations 2006, as amended. It contains all the conviction information within the standard disclosure plus any other relevant information which a police force considers might be relevant for the position applied for. Disclosure Scotland pays a fee to the relevant police force(s) for their work in this procedure. The bulk of enhanced disclosures are issued for child or adult care positions, while a small number are available for other purposes, such as gaming licenses.

ANNEX 2: OUR RELATIONSHIPS

Partnership activity

The delivery of Disclosure Scotland's operation is heavily dependent on the provision of information or service from a number of key partners. It has engaged with these partners over a number of years to promote a successful disclosure process and to ensure all service delivery expectations are met and future requirements considered and developed.

BT provides maintenance of the IT system, as well as a helpdesk and the initial processing of disclosure applications. It is also responsible for the mailing of completed disclosure certificates.

The UK police service - including the Association of Chief Police Officers in Scotland, the Association of Chief Police Officers (England, Wales and Northern Ireland), the Scottish Police Services Authority (SPSA), and the National Policing Improvement Agency (NPIA) - individually or collectively fulfil the requirements of the police under legislation and the provision of information in their conviction databases. This partnership also extends to complaint and dispute resolution and mechanisms for escalation. It continues to evolve; the new legislation underpinning the prospective PVG scheme is demonstrating a need to be even more closely interactive with all of the police services in the UK.

The Criminal Records Bureau (CRB) provides the disclosure service for England and Wales (excluding English and Welsh basic disclosures, which are provided through Disclosure Scotland). It supplies Disclosure Scotland with a nominal index database which allows police forces with information on an application to be identified. Disclosure Scotland also undertakes direct interaction with the CRB regarding the administration of CRB-generated disclosure applications for the attention of the Scottish police forces. Disclosure Scotland provides a service for this requirement on agreement with the Scottish police forces and deals directly with the CRB in this regard.

Access Northern Ireland (ANI) deals directly with Disclosure Scotland regarding the administration of ANI-generated disclosure applications for the attention of the Scottish police forces. Disclosure Scotland provides a service for this requirement, with the agreement of the Scottish police forces, and deals directly with ANI in this regard.

Key stakeholders

Disclosure Scotland is committed to ensuring that external stakeholders are appropriately informed and, where relevant, involved in the delivery of services. Key relationships are maintained with the Scottish, English, Welsh and Northern Ireland police services, which provide information on specific disclosure applicants and access to the Police National Computer and the Scottish Criminal History Database for the purposes of vetting.

Disclosure Scotland maintains contact with other UK police forces, such as the Scottish Crime and Drug Enforcement Agency, the Serious and Organised Crime Agency, the Royal Military Police, British Transport Police, and the Jersey, Guernsey, and Isle of Man police forces.

The Scottish Government, the Northern Ireland Office, and the Independent Safeguarding Authority are important stakeholders, all of whom administer lists of people disqualified from working with children or with vulnerable adults. The bodies registered with Disclosure Scotland rely on Disclosure Scotland to provide disclosures as part of their employment strategy. Those Registered Bodies supply supporting statements on registering and outline their profile in terms of exempted posts and predicted volumes.

During 2009-10, Disclosure Scotland took on the sponsoring role from core Scottish Government for the Central Registered Body in Scotland (CRBS), which administers the 'free check' facility on behalf of the voluntary sector. Disclosure Scotland works closely with the CRBS to help ensure a standardised approach to disclosure processing and a reduction of unnecessary bureaucracy.

Other stakeholders include Regulatory Bodies involved in the regulation of relevant workforces, the Home Office for the pursuit of obtaining overseas convictions, and members of the public who use the disclosure service directly. Disclosure Scotland is currently involved in working with other organisations to secure access to their information. These include the Child Exploitation and On Line Protection Centre, An Garda Síochána (the police service in Ireland), and with the Criminal Justice Agency in Northern Ireland to gain access to their database which holds convictions from the courts in Northern Ireland.