



POVAFirst

A POVAFirst check costs £6.00.

POVAfirst checks are available in only very exceptional circumstances. For England these are described in Department of Health (DH) guidance as, where a care worker may be allowed to start work in a care home, for a domiciliary care agency, or as an adult placement carer before a CRB check has been issued. In Wales, the provision only extends to care homes and nurses agency workers.

Such cases are permissible only where it is necessary to take such action because of a real danger that staffing levels will otherwise fall below numbers required to meet statutory obligations. The Commission for Social Care Inspection and the Care Standards Inspectorate for Wales, will monitor applications for POVAfirst checks to ensure compliance with this criteria

Who can use the POVAFirst service?

In the circumstances described above, POVAFirst is only available to Registered and Umbrella Bodies:

- who are entitled to access the Protection of Vulnerable Adults (POVA) list; and
- who have requested a Protection of Vulnerable Adults (POVA) check by placing a cross [X] in Y4 on the Disclosure application form; and
- who have Payment on Account status; and
- have an email facility.

Customers who use the services of an Umbrella Body can ask their Umbrella Body to access POVAFirst on their behalf, and should speak with their Umbrella Body to discuss how this can be arranged.

How much will it cost?

A POVAFirst check costs £6.00.

How long will it take?

The CRB will aim to issue 98% of POVAFirst results within 48 hours and 100% within 72 hours (weekends and bank holidays are excluded).

Please note that it can take a few days for the CRB to receive your Disclosure applications after you have posted it. The service standard only starts after the CRB has received a fully completed/valid Disclosure application form and a valid POVAFirst request.

How do I apply?

Step 1. Complete a Disclosure application form as normal and place a cross [X] in box Y4 (Working with vulnerable adults).

Step 2. Send the form through your normal channels for processing by the CRB.

Step 3. Inform the person who countersigns the form that you want a POVAFirst check and provide them with the application form reference number and the applicant's date of birth.

Step 4. Countersignatory then sends the completed Disclosure application form to the CRB.

Step 5. The Countersignatory completes the POVAFirst online application form at www.crb.gov.uk/povafirst

Information required:

- Registered Body number
- Countersignatory number
- Countersignatory's date of birth
- Disclosure application form number*
- Applicant's date of birth
- Countersignatory's email address

(* Please note: The Disclosure application form reference number contains 11 characters. For Blank Disclosure application forms the reference is the letter F followed by 10 unique digits e.g. F123456790. For telephone applications, the number is 11 unique digits e.g. 12345678901

What will I receive?

The CRB will reply, by email, to the Countersignatory. This reply will contain one of the following responses. It will also clearly state that its content forms only the first part of the Disclosure process and that further information will follow:

- **OPTION 1.** "Registered Body must wait for the full Disclosure"
- **OPTION 2.** "No match exists for this person on the current POVA list"

If the reply is Option 1, you must wait for the full Disclosure as the search of the POVA list has proved inconclusive and a full search is required to determine whether the person is or is not on the list.

Could my request be rejected?

The CRB will reject a POVAFirst request, if:

- The Registered Body does not have payment on account.
- If the applicant's details provided online do not match those on the corresponding Disclosure application form.
- The CRB does not receive the corresponding Disclosure application form within 7 days of you completing the online POVAFirst application form.
- The Disclosure has already been printed by the time the POVAFirst check was requested.
- The Disclosure application form was incorrectly completed and had to be returned to the Registered Body.

In these circumstances the CRB will reply to the Countersignatory stating the reason(s) why the POVAFirst request has been rejected. If you still need a POVAFirst check, after receiving this rejection, please complete a new online request.

What is the policy on the retention, handling and storage of POVAFirst results?

The results of POVAFirst checks are classed as Disclosure information. They are therefore subject to the same provisions of the CRB Code of Practice and must be retained, handled and stored in the same manner.

What if I need to speak to someone about a POVAFirst request?

If you wish to speak to someone about a POVAFirst request please contact us, quoting your POVAFirst reference number given to you when you made your online application.

Phone: 0870 90 90 811
Minicom: 0870 90 90 344

Post: PO Box 110
Liverpool
L69 3EF