

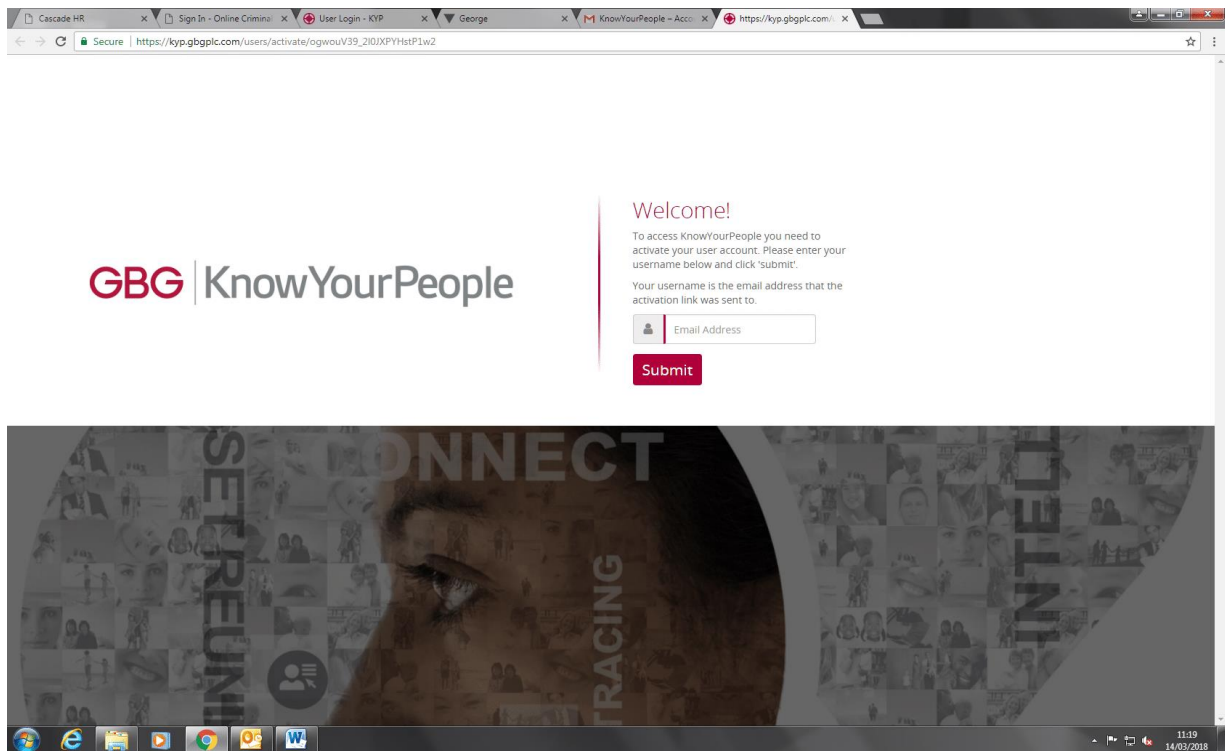
Criminal Record checks at YMCA England & Wales

YMCA England & Wales requires **all** staff to undertake a criminal record check. This is done through a basic DBS check with KnowYourPeople.

Completing your application

Step One

You will receive an email with a link from noreply.kyp@gbgplc.com. Click on the link where you will be asked to enter your email address and create a password. You will then be brought back to the login page, where you will be asked to re-enter your email address and password again. If you have not received this, please check your junk and spam folders. If you still have not received it, please contact [HR Admin](#).



Step Two

Step Two

You to confirm that the details you are providing are correct and that you will allow this check to be carried out.



The screenshot shows a web browser window with the URL <https://kyp.gbgrp.com/applications/application/4vcdn2n6/consent>. The page title is "GBG KnowYourPeople" and the user is logged in as "Hello, Vincent Gavin". The main content area is titled "Consent and Declaration" and contains the following text:

By submitting the application you are confirming that you have obtained the applicant's consent to proceed based on the Consent Declaration and the [Privacy Policy](#). You confirm that the applicant has read and understood the DBS statement of fair processing, [Privacy Policy for Applicants](#) and consent is provided to the Responsible Organisation to receive an electronic notification once the Application has been processed. The electronic notification will state either "Clear" or "See Paper Disclosure". If you are a company that is based overseas or head office is overseas then you have obtained consent to this information being transferred to that specified location.

Below the text is a question: "Have you obtained applicant's consent to proceed with the application based on the above terms?" with two buttons: "Yes" and "No".

The left sidebar contains "Application Properties" with the following information:

- Basic Information
- Application ID: 4VCDN2N6
- Application Type: Single Check
- Organisation: YMCA England

The "Application History" section shows a table with the following data:

When	Event
09:24:47	Application created

The "Actions" section includes: Application Setup, Withdraw Application, and Person Profile.

The bottom of the page shows the copyright notice "© 2018 GBGroup plc" and the version number "4.3.13.0". The system clock shows "09:25 14/03/2018".

Step Three

Complete the form with your details. Please note, you will be required to enter your address (including postcode) for the last 5 years.

The screenshot shows a web browser window with the URL <https://kyp.gbgrp.com/applications/application/v7gjff29/edit>. The page title is "GBG KnowYourPeople" and the user is logged in as "Hello, Vincent Gavin". The main content area is titled "Basic Details" and contains the following form fields:

- Title:
- First Name: (Error: 'First Name' should not be empty.)
- Middle Name(s): (Placeholder: Middle name) [Add another middlename +](#)
- Surname:
- Date of Birth: (Placeholder: DD / MM / YYYY)
- Gender:
- Email Address:
- Contact Telephone Number:
- Mobile Phone Number:
- Current Address: (Placeholder: Postcode) [Find Address](#) (Error: Address outside of the UK)

The left sidebar contains "Application Properties" with the following information:

- Basic Information
- Application ID: V7GJFF29
- Application Type: Single Check
- Organisation: YMCA England

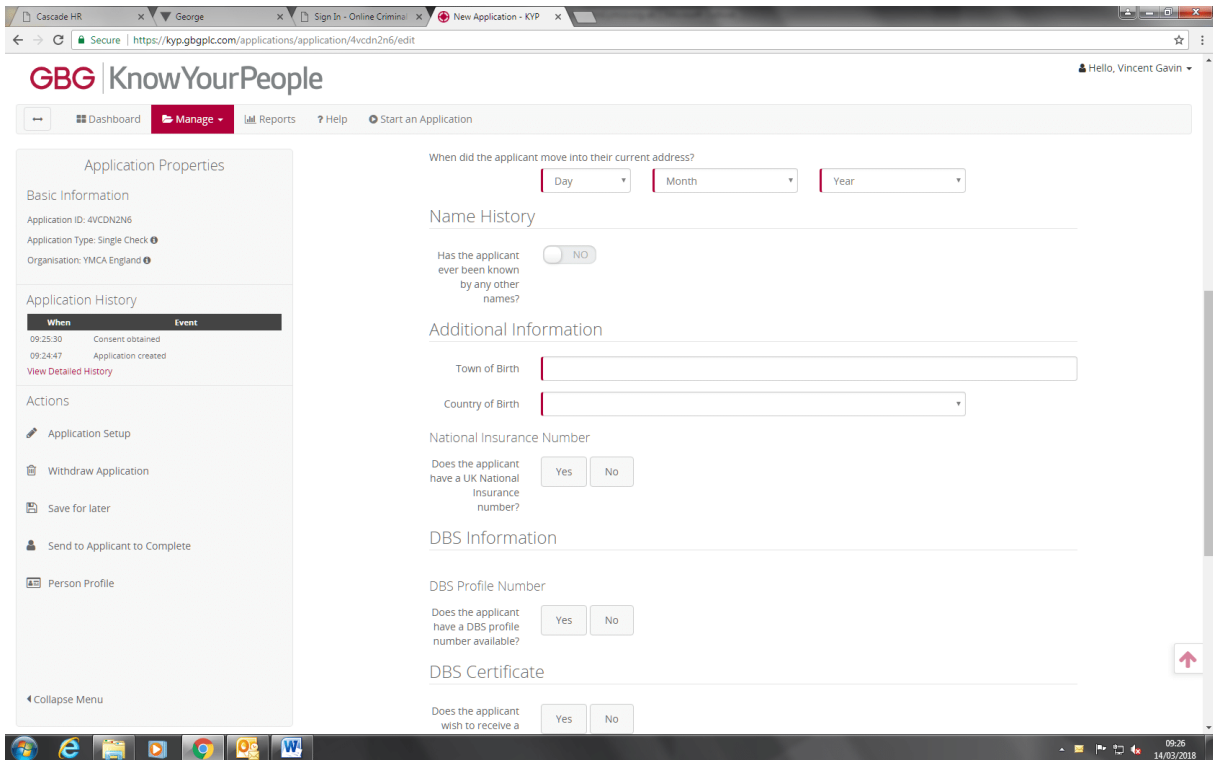
The "Application History" section shows a table with the following data:

When	Event
12:23:03	Consent obtained
12:22:59	Application created

The "Actions" section includes: Application Setup, Withdraw Application, Save for later, Send to Applicant to Complete, and Person Profile.

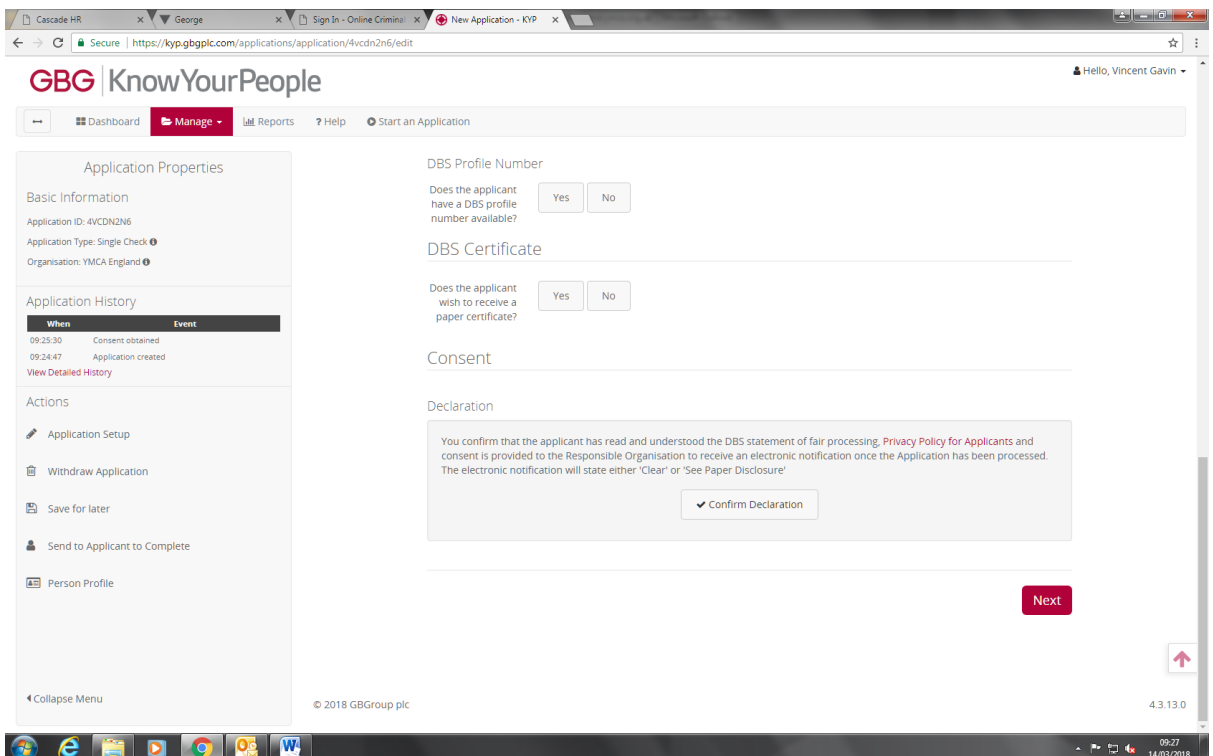
The bottom of the page shows a green box with the text: "Based on the selected check, please provide the full 5 year address history or provide up to 19 additional most recent addresses for the applicant."

The bottom of the page shows the copyright notice "© 2018 GBGroup plc" and the version number "4.3.13.0". The system clock shows "12:23 14/03/2018".



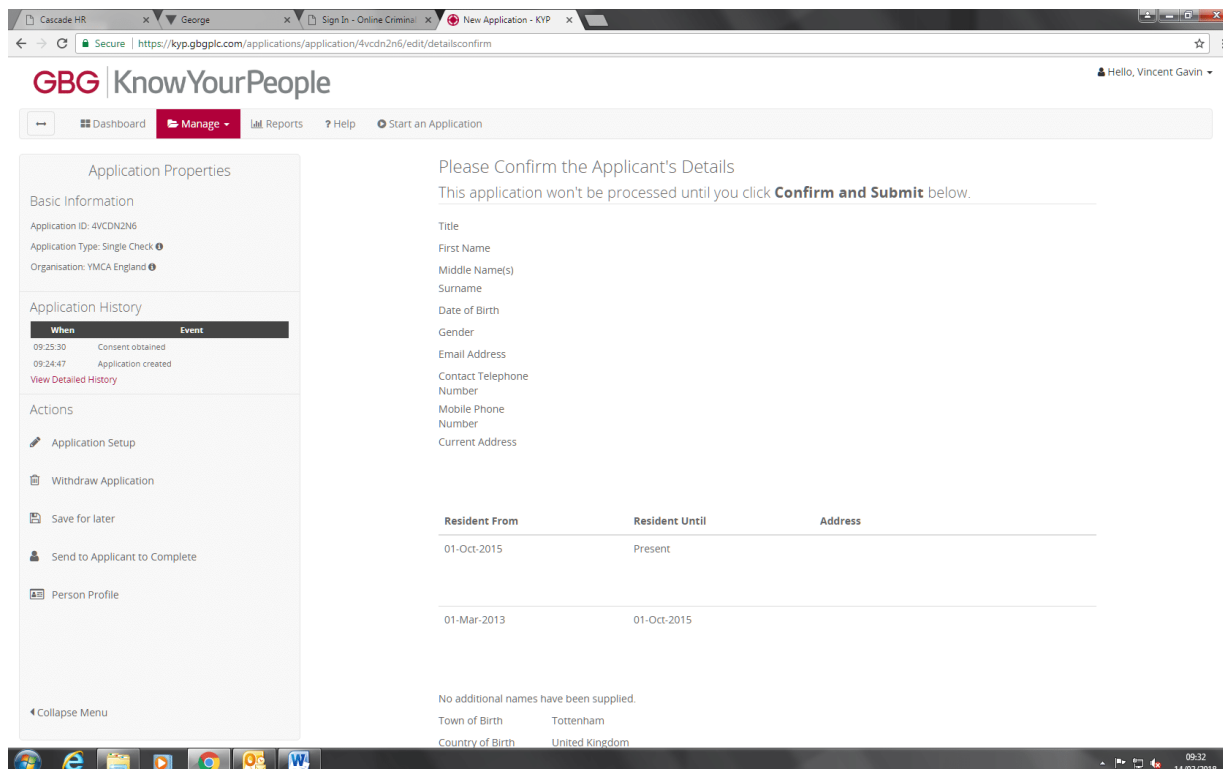
Step Four

You will then be required to click on the confirmation declaration and then click next.



Step Five

You will then be taken to the final screen, where you will view a summary of your information. Please check the information is correct and click Confirm and Submit. This will then submit your application for verification.



The screenshot shows the 'Application Properties' section on the left and the 'Please Confirm the Applicant's Details' section on the right. The application ID is 4VCDN2N6, and the organisation is YMCA England. The application history shows two events: 'Consent obtained' at 09:25:30 and 'Application created' at 09:24:47. The actions menu includes 'Application Setup', 'Withdraw Application', 'Save for later', 'Send to Applicant to Complete', and 'Person Profile'. The main content area displays a table of residential addresses for confirmation:

Resident From	Resident Until	Address
01-Oct-2015	Present	
01-Mar-2013	01-Oct-2015	

Below the table, it states: 'No additional names have been supplied.' The birth information is: Town of Birth: Tottenham, Country of Birth: United Kingdom.

Accepted Documents

As part of your DBS application, you are required to submit two documents to verify your identity. This is done on your recruitment candidate portal. You must provide evidence that confirms your current full name and date of birth and evidence that confirms your current full name and current address.

Document 1

The following documents are only accepted to verify your name and date of birth. Please supply one of the following:

- Passport (current and valid);
- Birth/ adoption certificate (including any document/s to confirm all name changes);
- Biometric residence permit; or
- Driving licence (full or provisional).

Please note that accepted documents must be in your current surname. If your document is not in your current surname, you must provide all documents showing the changes from birth to present without any gaps (including all marriage, divorce, and deed poll certificates).

Document 2

The following documents are only accepted to verify your name and current address. Please supply one of the following:

- Driving licence (full or provisional);
- Bank or building society statement (issued in the last 3 months);
- Bank or building society account opening letter (issued in the last 3 months);
- Credit card statement (issued in the last 3 months);
- Utility bill (issued in the last 3 months);
- Benefits statement (issued in the last 3 months);
- Mortgage statement (issued in the last 12 months);
- Council tax statement (issued in the last 12 months);
- P45 or P46 (issued within the last 12 months)
-

Please note that accepted documents must be in your current surname as well as your current address. If you have provided your driving licence to verify document 1, you must use a different document to verify document 2.

Should you wish to discuss accepted documents before you complete your new starter details, don't hesitate to contact a member of HR on 020 7186 9507.

Frequently Asked Questions

What happens if I don't know the exact date I moved in/out of my address or when I changed my name?

If you are unsure of the precise date, please enter the first day of the month or the closest date that you can remember.

Why is my postcode not recognised?

The postcode lookup function can only be used for postcodes inside the UK. In the first instance, double-check that you have entered the postcode correctly.

If the postcode lookup function is still not returning any results, you can check a postcode from [Royal Mail](#).

If the postcode provided by Royal Mail is still not found on the application form lookup, you will need to use 'click address outside the UK'. This will open another section of the application form, which will allow you to enter the address manually.

When entering an address manually, at least one of the following pieces of information must be provided: Company Name, Building Number, Building Name, Flat or Sub-Building Number, Street Name or Sub-Street Name. You must also specify the Town or City and select the country from the dropdown list.

How do I enter a non-UK address?

If you live or lived outside of the UK, you must provide this overseas address. Click 'Address outside of the UK?' located under the Postcode field. This will open another section of the application form, allowing you to enter your non-UK address manually.



When entering an address in this way, at least one of the following pieces of information must be provided: Company Name, Building Number, Building Name, Flat or Sub-Building Number, Street Name or Sub-Street Name. You must also specify the Town or City and select the country from the dropdown list.

My full name is made up of several names, how should I enter this information?

If you have a driving licence, it is important when entering your name on the application form that the information matches.

Please enter only one name in the First Name field. If your first name is hyphenated, e.g., Lydia-Rose, please include the hyphen.

If you have a middle name, enter this in the Middle Name field. Only one name, unless hyphenated, should be entered per the Middle Name field. If you have more than one middle name, click 'add another middle name', and an additional Middle Name field will appear.

If you click this button by mistake, click the 'minus' button on the right-hand side of the field to remove it.

Only one name, unless hyphenated, should also be entered in the surname field.

Why am I being asked for contact details?

Your landline and mobile phone number are not mandatory fields. This is because they are not required to carry out any of the item checks. However, inputting this information enables you to access all the applicant's details when the application was submitted. You will also get an alert when your DBS has been processed.

What is a DBS Profile ID?

The Disclosure and Barring Service create a profile ID when you complete an application form. If you have previously completed an application for a DBS check, this profile ID can then be used to help them link previous applications together to aid them in processing your application.

Why can't I log into my account?

For the purposes of security, if incorrect login details are entered 3 times in a row, you will be locked out for 30 minutes.

If you have forgotten your password, click 'Forgotten Password'. Enter your username. You will be sent an email with details of how to create a new password.

Why do I get redirected back to the login page?

The system will automatically log you out after 15 minutes of inactivity. We advise that you click and save regularly when completing your application form.

