

Completing Your Online LTA DBS Application

Additional Support:

For additional support, contact KnowYourPeople on either of the following:

- **t.** 0115 969 4953
- e. support@knowyourpeople.co.uk
- w. https://help.fadv.com/

To start your application for a DBS, please go to the LTA DBS page here and login.

Registering

Once logged in, please read all the information, and then select your venue, add details and
answer the onboarding questions to see what DBS you require. Then click 'Submit'.
Please select your vanue

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Example of email sent from KnowYourPeople:

noreply@knowyourpeople.co.uk to kyp.example+Journey

Hello Example,

Demonstration has requested that you complete an application through KnowYourPeople.

A user account has been created for you using this email address.

Please use the following access link to activate your account. See further below for the link to access the system once your account has been activated. https://uat.knowyourpeople.co.uk/users/activate/aKPA91s0fBm7IHZvHmSzaQ2

If you experience any issues when clicking the above link, please copy and paste the link into your browser.

Please be assured that the protection of your privacy and the confidentiality of your information supplied to us is given the highest priority.

After your account has been activated, KnowYourPeople is accessed at https://uat.knowyourpeople.co.uk/

To assist you in completing your application we have a Quick Start guide: <u>https://uat.knowyourpeople.co.uk/help/quickstartapplicant</u> and online help is available once you have activated your account.

If you have any queries regarding this request, please contact the KnowYourPeople Support Team.

Please note KnowYourPeople is optimised for Google Chrome or Internet Explorer 11 or higher. For the best user experience, we recommend the use of Google Chrome

Telephone: 0115 969 4953

Email: support@knowyourpeople.co.uk

Thank you

Advice on accessing the application —and contact details for support —are also included for the applicants' reference.

The activation email will provide some details to the applicant regarding the nature of the requested check, along with the activation link itself.

Wirst Advantage KnowYourPeople

Welcome!

To access KnowYourPeople you need to activate your user account. Please enter your username below and click 'submit'.

Your username is the email address that the activation link was sent to.



Submit

After following the link, applicants will need to first confirm their user name (which will be their email address)



Wirst Advantage KnowYourPeople

Account Activated

Your account has been successfully activated. Please click below and use the username (your registered email address) and your new password to access the system.

Login here

You will receive an email confirming that your account has now been activated.

Once the account has been activated, applicants are prompted to log in using their newly confirmed details.

The 'Login Here' button will bring the applicant to the main login page directly.

With the account login details entered and confirmed, the applicant will be able to access their profile and complete the application form as requested. First Advantage KnowYourPeople





Read the information and click 'Verification Method Selection'.



Welcome

Before You Begin

It is important that you have the information required for your application to progress. The checks within this application require you to provide the following information:

- ✔ Your full name that you are officially known by i.e Mike should entered as Michael
- Your current address + 5 years address history
- Your passport and driving licence (if you have these) as well as Identity documents as required by the DBS as part of verification
 Full details can be found here.
- ✔ You will need to choose who will check your documents
- A credit or debit card

The application requires payment of £17.82* which will be taken on the next page.

Please note we do not issue refunds once payment is taken.

* This amount may change depending on who you chose to check your documents.

If you don't have any of the details or documents listed above please contact your organisation before making the payment.

Verification Method Selection

You can now choose how you would like to verify your documents.

i Details

Verifying Your Documents

What is verification?

Your application includes a criminal record check for which the DBS requires documentation to prove your identity.

We will guide you though the verification process, including which documents to supply, later in the application process.

How would you like to verify your application?

Before you continue we ask that you pick a method for verifying your application. If these verification methods aren't suitable, please contact the organisation to discuss options. Contact details for your organisation can be found by pressing the "Details" button at the top of this page.



Post Office:

i

Details

⇒

If you choose Post Office, you will be able to input your postcode and select the best Post Office which does in-branch document verifications.

Once selected, press 'Continue'.

Organisation:

If selected, once you have completed the DBS application you will be given contact details of both ID Checker/s in your venue and those who have asked to check on a county level.

The ID Checkers are volunteers and so they are very kindly taking their time out to do this for free.

You are responsible for contacting one of the LTA's ID checkers to arrange for your documents to be verified. The list of ID Checkers can be found on the <u>LTA DBS page here</u>. The list will show the following:

•ID Checker contact details for those who can check any venue in their county.

•Venues who have an ID Checker – no contact details will be shown, and it will be up to the applicant to ask their venue for the ID Checker's contact details.

Please note: If there are no ID Checkers available, then you will be able to change to another Verification Method (e.g. Post Office).

Payment

You will now need to pay for your DBS

Payment

Just so you know

Your bank might ask you to verify this payment by texting you a passcode or asking you to confirm it via your mobile banking app.

Payment is required before we process the application.

To continue please confirm the details below and enter your payment details.

🖹 89014NRV 🛛 🚠 LTA - National Tennis Centre

Amount Due £9.60



Before you complete your purchase, please click here to confirm that you have read and accept our terms and conditions

Pay now

Application Form

Name and Gender

Please enter the applicant's name and gender.

Shortened names, nicknames and initials should not be used unless these are stated on the applicant's Identity Documents.

For DBS applications. A confidential checking process exists for transgender applicants who do not wish to reveal details of their previous identity to the person who asked them to complete an application for a disclosure. Please contact the Sensitive Team on Sensitive@dbs.gsi.gov.uk

You can then remove this check from your application if needed.

The application form will include guidance on the left for each section.

As seen here, the process starts with the applicant providing their name details.

Gender

Yes

No

time by pressing this icon. The applicant can then sign out, and return later to complete the form Male Female without losing any already submitted details. Title Mr Others \sim First name Example Middle names Middle name If the applicant has any additional Surname previous / historic names, they should select 'Yes' here which will open a new Application window. **Historical names** Has the applicant ever been known by any other names? This includes birth name or any changes to either the first name or surname

Progress on the application can be saved at any

i Details

B

Save

Name History

Please enter the applicant's previous name in full. All first names, middle name and the surname should be included, e.g., if the current name is Jane Amanda Doe, their previous name was Jane Amanda Smith, it should be entered as:

First name: Jane

Middle names: Amanda

Surname: Smith

Where known, include the exact day of the month and the month the applicant changed their name. If this is not known please enter '01'. Where multiple previous names have been used, there must not be any gaps in the name history.

To assist with filling this form in we have pre-populated it with the the previous name which you have entered. You can amend what has been set or clear all of the values by pressing 'Reset' below.

The previous name section will provide instruction, and allow any names to be declared.

First name	
Previous	
Middle names	
Middle name	
Surname	
Application	
Used from	Used until
01 / 01 / 1960	01 / 01 / 2000
a Remove	Cancel Done

Once names are entered, the main application page is updated with these details.

Historical names

Has the applicant ever been known by any other names? This includes birth name or any changes to either the first name or surname.



Previous Application 1 Jan 1960 - 1 Jan 2000 (40 years)

Add another name

Address

A full 5 year address history of where the applicant has lived since 15 Mar 2018 must be provided. There should be no gaps in the address history.

It is possible for addresses to overlap.

If the applicant was a student during this time, their term-time addresses must also be included.

If the applicant spent time travelling abroad during this time but held a current address in the UK then they do not need to include the address(es) of the places they stayed whilst abroad. However, if they did not hold UK address during this time, then they should provide the details of where they stayed.

If the applicant lived in emergency accommodation during this time, enter the name of the shelter/home they were living in.

Please enter the details for your current address

POSTCODE

Address outside of the UK?

UK address details can be entered and filled automatically using Post Code lookup. For non-UK addresses, a separate option is provided to manually enter information instead. Find Address

If a full 5 years has been declared, the system will display a green tick, confirming that this will be accepted.

Note the Address Timeline on the top shows an unbroken green line from 5 years ago to today.



Should an incomplete address history be provided, KYP will recognise this shortfall, and display an error message like the one seen here.

To aid in the identification of specific gaps, KYP arranges the declared addresses vertically –with the top representing the current address.

With specific dates and date ranges show, the applicant can see at a glance where the gap can be found. Note that the address bar is now only partially filled out in orange, with a gap representing the dates which are not accounted for.



Birth Details	Date of Birth			
Information is required about the applicant at the time of their birth.	01 / 01 / 1960 Town of Birth			
		Country of Birth		
th Country of Birth and Birth	United Kingdom	United Kingdom	~	
Nationality are declared through a dropdown menu.	Birth Nationality	Afghanistan		
	British	Aland Islands Albania	~	
		Algeria	-	
	These dropdown menus are arranged alphabetically –but note that the 'UK' options default to the top option for convenience.	American Samoa Andorra Angola Anguilla		

Argontina

National Insurance Number

If the applicant has a UK National Insurance Number, please provide it.

The first page will end with the applicants' NI number, (if present), and a criminal record declaration.

Disclosure and Barring Service

This information is required so that we can process the criminal record check with the Disclosure and Barring Service (DBS).

Does the applicant have any convictions, cautions (excluding youth cautions) which would not be filtered in line with current guidance?

No Yes

> With all these details entered, the page can move forward.

Does the applicant have a UK National Insurance Number?



AB 12 34 56 C

National Insurance Number

If KYP registers that something is missing / potentially incorrect, the applicant will see this message.

0

We have found some errors on the form above. Please correct these before you continue.

Scrolling back up the page should reveal the cause of the error with a clear message.

In this example, we can see that the date of birth was omitted.

Once any errors are resolved, the application can move to the next page.

Date of Birth	
DD / MM / YYYY	
'Date Of Birth' is required	
Town of Birth	
Nottingham	
Country of Birth	
United Kingdom	~
Birth Nationality	
British	~

This next page deals with the applicants' ID document declaration for Verification purposes.

Note that this process is sometimes also referred to as '*Attestation*'

DBS Criminal Record Check Verification Process

ℰ > Applications > WZVR0YC1

As part of the DBS Criminal Record check verification process, the applicant needs to provide documentation to prove their identity. The documentation selected in the following steps will need to be presented at the verification meeting.

As we will see, the form provides as much guidance as possible for each step.

However the link below leads to the full official DBS guidance regarding acceptable ID documentation, and is a potentially valuable additional resource:

DBS ID guidance

As this status will affect the available ID options, it is necessary for the applicant to confirm if they are *currently* a UK national before proceeding.

Next

Applicant

Please enter the applicants details. Your response below will determine what document selection route will be presented on the following pages.

Is the applicant a UK national?



Back

0 of 3 documents selected

As part of the DBS Enhanced application process, the applicant must provide a range of ID documents that they are able to present to the verifier. Please make sure that the applicant's documents match the criteria specified next to the document and also the below criteria:

- At least one document contains the applicant's current address
- At least one document provides the applicant's Date of Birth
- At least one document provides the applicant's name and any name changes where applicable

Note: the verifier will need to be in **physical possession** of the documents selected. All documents must be original, photocopies and documents downloaded from the internet cannot be accepted.

Please select the documents the applicant can provide during verification.

The above guidance will be presented to all applicants above the relevant ID options.

This details the requirements as laid out by the DBS, and ultimately the validity of the application will depend upon this guidance being followed.

UK national document view



I cannot select any of these documents

As documents are selected, the bar at the top will update with the current status.

2 of 3 documents selected			
Group 1 Passport • Issued in any country • Must be valid		Biometric Residence Permit Issued in the UK 	
Driving Licence - Photocard Must be current and valid Issued in the UK, Isle of Man or Channel Islands Must be a photocard driving licence (not the paper counterpart) Full or provisional		 Birth Certificate Issued within 12 months of birth Issued in the UK, Isle of Man or Channel Islands - including those issued by UK authorities overseas, for example embassies, High Commissions and HM Forces 	
Adoption Certificate Adoption Certificate Issued in the UK or the Channel Islands As soon as the third document is se recognise that this fulfils the require move immediately onto the next se	lected, KYP will ements, and ection.	If the applicant can this group, the but additional options.	not provide all 3 documents from on at the bottom will present



Group 2b



Bank Statement (UK or Channel Islands)

- · Issued in the UK or Channel Islands
- · Issued in last 3 months
- · Bank or Building Society Statement



Bank Opening Letter

Bank or building society account opening confirmation letter

- · Issued in the UK
- · issued in last 3 months

Utility Bill

- · Issued in the UK
- Cannot be a mobile telephone bill
- Issued in last 3 months

Government Letter



Bank Statement (Non-UK)



- Issued in countries outside the UK
- Issued in last 3 months
- · Branch must be in the country where the applicant lives and works

Credit Card Statement

· Issued in the UK



-

Issued in last 3 months

Benefit Statement

Benefit statement, for example child benefit or pension



Issued in last 3 months

Mortgage Statement



· Issued in the UK · Issued in last 12 months



Financial Statement

Financial statement, for example pension or endowment

- Issued in the UK
- Issued in last 12 months



Council Tax Statement

- · Issued in the UK or Channel Islands
- Issued in last 12 months



EEA National ID Card

- Issued in the EEA.
- Must still be valid



PASS Card

Cards carrying the PASS accreditation logo

- · Issued in the UK, Isle of Man or Channel Islands
- Must still be valid



Irish Passport Card





And the final selection if the applicant is struggling to provide a valid combination using the other groups.



- Issued in the UK or Channel Islands
- Issued in last 12 months







Central or local government, government agency, or local

council document giving entitlement, for example from













- at time of application
- · Must still be valid

the Department for Work and Pensions, the Employment Service, HMRC · Issued in the UK or Channel Islands Issued in last 3 months







Non-UK national document view

In line with the requirements of the DBS, (See the previous link for full details), non-UK applicants must declare at least one Primary document from the list below before the application can be accepted.

Primary



Application Registration Card

An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Checking Service.



Current document issued by the Home Office

A current document issued by the Home Office to a family member of an EEA or Swiss citizen, and which indicates that the holder is permitted to stay in the United Kingdom indefinitely.



Document issued by the Home Office (application)

A document issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules on or before 30 June 2021 together with a Positive Verification Notice from the Home Office Employer Checking Service.



Irish Passport

A current passport showing that the holder is a national of the Republic of Ireland.

· Must be valid



Biometric Immigration Document (Current Stay)

A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to do the work in question.



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Positive Verification Notice

Online evidence of immigration status

EUS5 digital status confirmation.

type of work in question.

Passport (Current Stay)

Issued by the Home Office to the employer or

Home Office Family member document

A current document issued by the Home Office to a

indicates that the holder is permitted to stay in the

family member of an EEA or Swiss citizen, and which

United Kingdom for a time limited period and to do the

A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in guestion.

Online evidence of immigration status. Either via the View

and Prove service or using the BRP or BRC online service.

prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in guestion. Must be valid. Note: this includes the



Frontier worker permit

A frontier worker permit issued under regulation 8 of the Citizens Rights (Frontier Workers) (EU Exit) Regulations 2020.



Irish Passport Card

A current passport card showing that the holder is a national of the Republic of Ireland.



Biometric Immigration Document (Indefinite Stay)

A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK.



A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.

Immigration Status Document (Indefinite Stay)

A current Immigration Status Document issued by the Home Office to the holder with an endorsement Indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.

Once at least one document is confirmed from this Primary Group, non UK nationals will be able to select their remaining documents from the same listing we saw for UK nationals.











Immigration Status Document (Current Stay)

A current Immigration Status Document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.



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UD

When a valid group of documents is selected, the applicant will be asked to fill out specific details for each –with the example here showing the passport.

Please see the DBS ID link previously provided for full details of valid ID document combinations. –Remember that KYP is built to only allow submission of applications that meet those requirements.

DBS Criminal Record Check Verification Process		i Details	
分 Applications → WZVR0YC1			
Please enter the information below as it is d	lisplayed on the document.		
Some information may have been entered a	automatically, please confirm this is correct befo	ore continuing.	
Passport	Passport Nationality		~
PASSPORT	Date of Birth	01 / 01 / 1960	
	Passport Number		
 Issued in any country Must be valid 	Date of Issue	DD / MM / YYYY	
Back			Next

All documents will include specific guidance on the left so the applicant understands the requirements of each.

As each document is filled out and accepted, the applicant can click 'Next'. With all three completed, the process will move forward.

KYP will display a full summary of all declared details, and ID document selections for final applicant review before submission.

Change Verification Document Selection

You can reselect the verification documents by clicking on the button below.

Change Verification Document Selection

Verification / Attestation document selection can be amended using this button.

Please arrange for the applicant to take the above documents with them to the verification meeting.

DBS Declaration by applicant

I declare that I have provided complete and true information in support of the application and I understand that knowingly making a false statement for this purpose is a criminal offence.

I confirm the documents that I have chosen to provide for the verification meeting meet the below criteria:

- · At least one document contains your current address
- At least one document provides your Date of Birth
- · At least one document provides your name and any name changes where applicable

This DBS declaration *must* be ticked and confirmed by the applicant before submission is possible. Confirm Declaration

If any errors are identified, the applicant has a last chance to click 'Back' to amend their form at this point. Otherwise, 'Confirm and Submit' can be pressed to lock in the details and the application will be considered complete, and submitted.

Back

Confirm and Submit

KYP will confirm that the application has been submitted, and will advise the applicant if there are any additional steps required on their part.

