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Woodcraft Folk
DBS Online Guidance Flow Chart

Woodcraft Folk have contracted 'GBG online disclosures' to process our Woodcraft Folk applications. Please continue to contact Folk Office with your Membership & DBS queries.
Folk Office: Leanne Powell 020 7703 4173 or info@woodcraft.org.uk

GBG Technical Support
Folk Office: Leanne Powell 020 7703 4173 or info@woodcraft.org.uk
Helpdesk Telephone: 0845 251 5000 (calls cost 3p per minute plus your network charges)
Opening Times: 8:30am to 5:30pm Monday to Friday
Email: onlinedisclosure@gbgplc.com

How to log on to *'GBG Disclosure'* **– DBS online**
Go to www.woodcraft.org.uk/DBS-online
Enter your unique organisation pin 6 digits long *(list available at the web address above)*
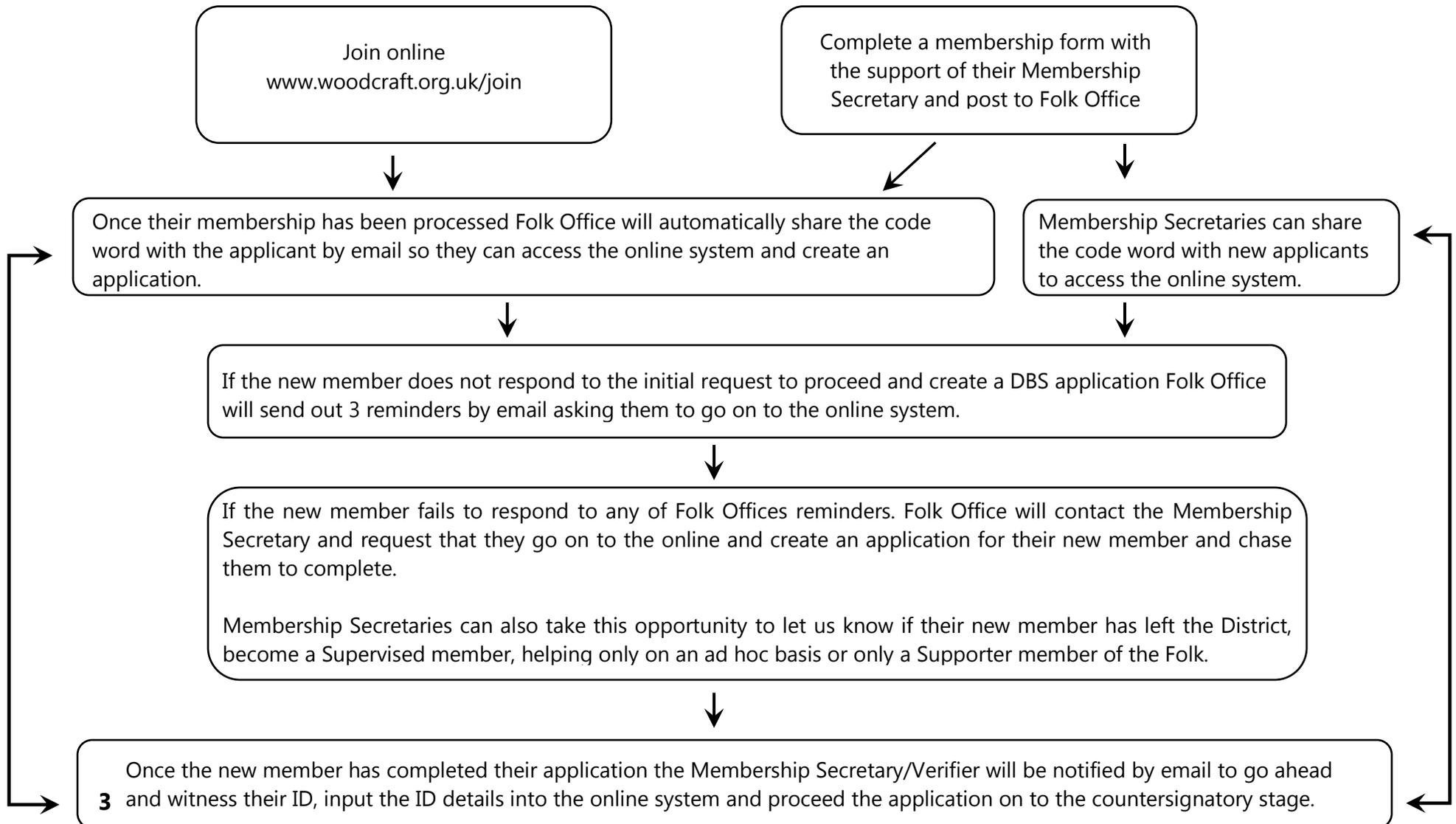Enter your username & password

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- Explanation of the DBS process for new and existing Woodcraft Folk members. - How to create new applications - The Update Service & How it works for us - Setting up Membership Secretaries as verifiers for the site - Collecting ID information for your members - Who can apply for a DBS - Processing sensitive DBS applications - How to add Membership Secretary contact details to the site - What happens once the DBS certificate has been received - Example of DBS online - ID checking form *(page 11-12)*	*3-7*
Role of Membership Secretary - Verifying the Applicants ID on the online system Once you've witnessed all the ID documents for an applicant and have made a note of the details you will be in a position to input the information on to the online system to verify their identity. Follow the instructions on how to verify an application and submit to GBG countersignatory page 8-9.	*See pages 8-9*
Rejecting the Application In some cases you may have to reject an application based on incorrect personal details provided or insufficient/incorrect ID. As the Membership Secretary/Verifier it is your responsibility to thoroughly check the correct ID and that it corresponds with the applicant's personal details.	*See pages 13-14*
Rejected at Countersign Applications are sometimes rejected at Countersign stage and action is required by you as the Verifier to correct. *Please note Folk Office will chase up any outstanding rejected applications.*	*See pages 14-15*
Website Overview These pages give you an overview of your home screen, tabs and what the icons means.	*See page 15-16*

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How will DBS online work for us?

New Members

Join online
www.woodcraft.org.uk/join

Complete a membership form with the support of their Membership Secretary and post to Folk Office

Once their membership has been processed Folk Office will automatically share the code word with the applicant by email so they can access the online system and create an application.

Membership Secretaries can share the code word with new applicants to access the online system.

If the new member does not respond to the initial request to proceed and create a DBS application Folk Office will send out 3 reminders by email asking them to go on to the online system.

If the new member fails to respond to any of Folk Offices reminders. Folk Office will contact the Membership Secretary and request that they go on to the online and create an application for their new member and chase them to complete.

Membership Secretaries can also take this opportunity to let us know if their new member has left the District, become a Supervised member, helping only on an ad hoc basis or only a Supporter member of the Folk.

3   Once the new member has completed their application the Membership Secretary/Verifier will be notified by email to go ahead and witness their ID, input the ID details into the online system and proceed the application on to the countersignatory stage.

Renewals *(existing members who require a new DBS)*

Members who are due to renew their DBS are sent an email with the link to the DBS online system and the code word to access the site and create an application.

Those who have an existing DBS and have subscribed to the Update Service will be given different instructions to follow.

If the member does not respond to the initial request to renew their DBS they will be sent a reminder.

Members goes on to the online system and creates & completes the DBS application

If the member fails to respond to our 3 reminders (3months) we will contact the Membership Secretary to create applications on behalf of their members.

Membership Secretaries can take this opportunity to let us know if the lapsed members have left the District, become a Supervised member, helping only on an ad hoc basis or only a Supporter member of the Folk.

Once the member has completed their application the Membership Secretary/Verifier will be notified by email to go ahead and witness their ID, input the ID details into the online system and proceed the application on to the countersignatory stage.

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The DBS Update Service

- **Opt in, Opt out of the Update Service & Automatic DBS renewal**

Members will still be given the opportunity to opt for Folk Office to sign them up to the Update Service by completing a tick box on the online membership form, paper membership form and by return of email. Please continue to encourage them to do so.

- **Member already subscribed to Update Service**

The DBS Update Service enables applicants to share their certificate with other members. If a volunteer has a recent DBS certificate with another organisation and they've joined the Update Service they do not need to complete another DBS application form via the online system.

Instead they'll need to show their DBS certificate to you so that it can be witnessed and an 'Update Service Check' form completed and returned to Folk Office. Folk Office will use the details from this form to run an online check directly with the Disclosure & Barring Service to see whether there has been any changes to their criminal record since the certificate was issued.

Update Service Check forms can be found at www.woodcraft.org.uk/membership-secretary.

Creating Applications

Members can create their own applications by going to:
www.gbg.onlinedisclosures.co.uk/Registration/Registration

- **Using the District specific organisation pin (6 digits long). The list of all pins are available at www.woodcraft.org.uk/DBS-online**
- **Our code word 'icamp'**

We advise that you should encourage your members to create their own applications in the first instance to reduce your workload.

However if they fail to respond to reminders or need more help with accessing the site you can go on to the system and create an application for them to complete. The member will be sent an email alerting them that their application is ready to complete.

The Customer – How to Get Started

Creating an Applicant

To add an applicant, ensure you are in the correct organisation branch (see above) and follow these steps:

1. Click on Organisation Tab
2. Click Organisation Actions
3. Click Create Online Applicant
4. Enter the Applicants name and email address
5. Click Create applicant

An activation email will be sent to the email address provided.

Setting up additional Members as verifiers for the GBG site

If you wish to add additional Membership Secretaries to the GBG system please let us know at Folk Office. We're more than happy for Districts to have more than one member in their District verifying applications. All you need to do is email us on info@woodcraft.org.uk.

Folk Office will add the additional member to the system so that they will receive their activation email instructing them how to create a login for the site. THIS IS THE ONLY WAY TO REGISTER AS MEMBERSHIP SECRETARY ON THE SITE & VERIFY APPLICATIONS.

If the activation email is not received please let us know and we'll resend.

Collecting Identity Documents as the Verifier

As Membership Secretary you will still need to view a members ID in accordance with the DBS guidelines. The online system will notify you by email every time a member in your District has completed an application and it is ready for you to verify.

When verifying ID you can either input the information directly on to the online system whilst the member is there in person. *See instructions on how to verify an application on pages 8-9.*

Or if you do not have access to the internet you can witness their ID and collect the data you need from it using the 'ID checking form'. *See an example of the form on page 10-11.* You can then take this form away and input the data on to the online system at a later date. If you have internet access you can send this form to Folk Office who will do it on your behalf.

Processing DBS application for members only

Woodcraft Folk currently only process DBS applications for up to date members. Please encourage your new and existing members to either apply or renew their membership before going on to the online DBS.

The DBS online system charges Woodcraft Folk £7.00 for every DBS application processed. If there are large number of DBS applications processed for non-member the cost of processing DBS applications may be passed on to the Districts.

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Sensitive DBS application processing

The Disclosure and Barring service sensitively and confidentially process DBS applications for transgender applicants. They've provided a step by step procedure that we can follow to ensure an applicant's correct gender is displayed on their certificate.

The applicant must go on to the online DBS system and complete their application as usual. On their application they MUST select the gender they identify with and answer 'No' to the question have you been known by any other names.

Once they've completed their application you'll *(Membership Secretary)* need to contact the Membership & Groups Officer at Folk office immediately providing the following information:

- **A scanned copy of their change of name deed/certificate**
- **Their telephone number and email**
- **Their home address**

You can then go on to the GBG site to verify their application.

The documents and information provided will be sent to the Disclosure & Barring Service Sensitive team requesting that the application be processed in line with the gender recognition act 2004. **Please note the above information must be provided to Folk Office as soon as you verify the application otherwise the DBS will be unable to match their application to the request.**

The above will ensure that their DBS is dealt with correctly. The Sensitive team may contact the applicant personally if they require any further information.

How to add your contact telephone number to the GBG website

When an applicant submits a DBS application form ready to be verified they'll be given the email address for the Membership Secretaries in the District. If you would like to add your telephone number please follow the instructions below.

1. Go to the Organisation tab that runs along the top of your dashboard
2. Select the 'Verifier & Disclosure manager' tab on the left hand side
3. You'll be presented with a list of verifiers in your District
4. Select your name and click the red Edit button
5. On this page you can edit your contact email address and or add a telephone number
6. Click Save

What happens once the application has been processed?

Nothing!! One of the main benefits of online DBS is that we'll no longer need to rely on our members to show us their certificates as the online system will automatically send us reports of completed DBS application,

We'll only need to see a members DBS certificate if there any convictions listed on them. Folk Office will contact the member directly if this happens.

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How to verify an online DBS application – www.gbg.onlinedisclosures.co.uk

Once a member has completed their DBS application it is then the role of the Membership Secretary to witness their ID and verify their application online. This is exactly the same process as if you were verifying a paper DBS form the only difference being you have to input the details on to the online system instead of completing the last page of the DBS application form.

1. Log on to the GBG website using the username and password you created via your activation email.

2. You will automatically land on the **AWAITNG VERIFICATION TAB**

3. Single click on the name of the applicant you would like to verify. This will take you to the beginning of their verification pages.

4. If the applicant has provided you with the exact identity documents as listed, click YES. This will take you to **Step 1 'Identity Document Verification'.**

   If the applicant has **not provided the ID** as listed on this page **click NO** and you'll be shown how to amend. **See page 15.**

5. Enter the details requested for each ID.

6. Click accept this ID.

   The next ID requiring verification will be shown automatically. The ID already verified will be greyed out.

7. Follow steps 5 & 6 for each ID and click **Next**.

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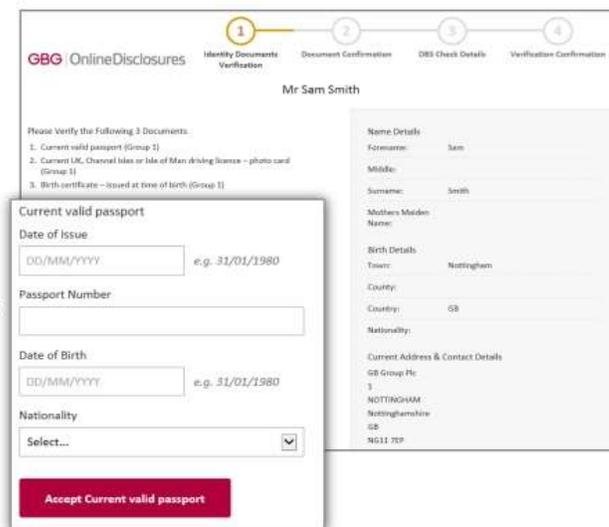
8. If for whatever reason you're unable to continue the verification of a members DBS click the back arrow found to the top left hand corner of your screen this will take you back to your main dashboard. You can return to the application at a later date. Following steps 1-3.

9. Once all ID has been verified you will automatically be taken to **Step 2 'Document Confirmation'**. A summary of the verified ID and the specific documents details will be shown.

10. Check the document details again to ensure that the information for each has been entered correctly. Tick all three boxes to confirm the verified ID meets the specified requirements.

11. Click to Proceed to **Step 3 'DBS check details'**

12. From the Applicant position drop down select the role '**Vol Supervisor/carer**' only. This is the only volunteer role available. All other roles are for staff application and will be charged to Woodcraft Folk at £51.00 per application.

13. All other info on this page should be set to the correct default:
    - **DBS:** Enhanced
    - **Child Barred list:** Yes
    - **Workforce:** Child

14. Payment type should always be INVOICED

15. Click proceed to **Step 4 'Verification Documentation'**

16. Read the declaration and tick the box to confirm that you have read and understood. **Click Submit**.

What Happens Next?

1. The application will be further validated and countersigned.

This **means** that the application is **checked** to ensure that there are **no errors** i.e. spelling or contradictions in the name, birth or address details submitted.

2. The application will then be uploaded to either the Disclosure and Barring Service **or** Disclosure Scotland, who will run the necessary checks to obtain the relevant disclosure certificate.

3. Once the check has been fully completed the status will show as **Application Complete**

If errors/contradictions are found the Online Disclosures countersignatory team will **reject** the application and further action will be require by either you.

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DBS Online - ID checking form   GBG | OnlineDisclosures

As part of the online DBS process all applicants ID must still be witnessed. The DBS give full guidance on valid identity documents and the process you should follow when checking applicants ID. Please see reverse.

As Membership Secretary (verifier) you will need to witness the identity documents each member has specified they would provide in their online application form and input those details onto the online system found at www.gbg.onlinedisclosures.co.uk.

Please use this form to record the details of an applicant's ID to input on to the online system at a later date.

Passport – *Please witness the physical ID (photocopies/scans/photographs should not be accepted)*

Date of issue		Country of issue	
Passport number		Date of Birth	

Driving Licence

Date of issue		Date of Birth	
Driving Licence Number *(begins with first 5 letters of their surname)*			

Marriage Certificates/ Birth Certificate/Bank Statements and Letters

Date of issue	
Other information	

Other ID used in accordance with guidance on reverse

Type of ID		Date of issue	
Type of ID		Date of issue	

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ID Checking Guidance
- The range of ID documents that you can use to verify a members identity.
- The process of checking a member's identity.
- What to do if a member does not have the required ID as set out by the DBS.

List of valid identity documents:

Group 1 – Primary Trusted ID	Group 2a – Government/State Issued documents	Group 2b – Financial /Social history documents
• Current valid Passport. • Current Driving Licence (UK) *(Full or provisional) Isle of Man /Channel Islands; Photo card only (a photo card is only valid if the individual presents it with the associated counterpart licence; except Jersey).* • Birth Certificate issued at the time of birth	• Current UK Driving licence *(old style paper version).* • Current Non-UK Photo Driving licence • Birth Certificate (UK) issued after the time of birth • Marriage/Civil Partnership Certificate • Adoption Certificate • HM Forces ID Card • Fire Arms Licence *(UK and Channel Islands).*	• Mortgage Statement (UK or EEA) • Bank/Building Society Statement /Opening Confirmation Letter • Credit Card Statement • Financial Statement • P45/P60 Statement • Council Tax Statement • Work Permit/Visa (UK) • Letter of Sponsorship from future employment provider *(Non-UK/Non-EEA only)* • Utility Bill *Not Mobile Telephone* • Benefit Statement • A document from Central/ Local Gov/ Government Agency/ Local Authority • EU National ID card • Letter from Head teacher *(16/17yrs only)*

The process you should follow when checking a members ID:

Route 1: Applicants must initially be considered for Route One.	Route 2: Please go to route 3 if you are unable to use route 2	Route 3
Can the applicant produce a **Group 1** document? **If yes, then the applicant must produce 3 documents:** • 1 document from Group 1 (refer to list of Valid Identity Documents); and • 2 further documents from Group 1, 2a or 2b; one of which must verify their current address. If the applicant has satisfied this route, then the document check is complete. **If the applicant cannot produce a Group 1 document then go to Route Two.**	The applicant must produce: 3 documents from Group 2 comprising of; • 1 document from Group 2a; and • 2 further documents from Group 2a or 2b; one of which must verify their current address.	The applicant must produce: • Birth certificate (UK and Channel Islands) – (issued after the time of birth – Photocopies are not acceptable) and • 4 further documents from Group 2 comprising of: - 1 document from Group 2a; and - 3 further documents from Group 2a or 2b; one of which must verify their current address.

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Rejecting the Application: During Verification

There are 2 reasons why you may have to reject an application during verification, fall into two categories:

Personal Details Incorrect

If there are any **mistakes** in the applicants **personal details** e.g. name, date of birth, and or address details, the application should be **rejected**.

Insufficient/Incorrect ID

ID should **not be accepted** at verification if it **does not correspond** with the applicants **personal details**, i.e. the ID is in their previous name or address **and/or** out of date.

It is very important to be thorough when verifying an applicants ID. If mistakes are found, then this can lead to it being rejected at countersign and cause delays in the application being processed.

If the disclosure check is carried out with incorrect personal details, this makes the result of the check unreliable.

Being vigilant and spotting any potential errors or discrepancies at Verification allows the disclosure checking process to run as smoothly as possible.

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Rejecting the Application: Personal Details Incorrect

To be used if there are any **mistakes** in the applicants **personal details** e.g. name, date of birth or address details

1. Click **Reject Application**

2. Select **Personal Details Incorrect**

3. Detail the reason why in the **Notes** field

4. Click **Reject**

What Happens?

An **automated** email will be sent to the applicant **notifying** them that **amendments** are **required**, according to the notes entered.

The **applicant** should **Sign In** to Online Disclosures, **make** the necessary **amendments** and **submit** the application **again** for **verification**.

Withdraw application	**Reject application**

Are you sure you wish to reject this application?

Reason

Personal Details Incorrect ⌄

Notes

[Reject] [Cancel]

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Rejecting the Application: Insufficient/Incorrect ID?

To be used if the ID provided does not correspond with the applicants name or address details an or the ID is out of date.

1. Click **Reject Application**

2. Select **Insufficient/Incorrect ID**

3. Detail the reason why the application has been deleted in the **Notes** field

4. Click **Reject**

What Happens Next?

The applicant will receive an **automated** email asking them to provide further ID documents, according to the note entered.

The application will be listed in the **Awaiting Verification** tab, ready for verification, once further ID has been supplied.

| Withdraw application | Reject application |

Are you sure you wish to reject this application?

Reason

Insufficient/Incorrect ID ⌄

Notes

Reject   Cancel

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Rejected at Countersign: Personal Details Incorrect

If an application form is rejected at countersign **action is required by you.**

The application will be rejected at countersign for Personal Details Incorrect if any of the applicants personal details appear to be wrong, e.g. the name or address details

The application will show in the **Awaiting Verification** tab.

1. **Click on the applicants name.** The reason and the associated notes will be listed

2. Click **Reject Application**

3. Select **Personal Details Incorrect**

4. Detail the reason why in the **Notes** field

5. Click **Reject**

| Withdraw application | Reject application |

Are you sure you wish to reject this application?

Reason

Personal Details Incorrect ⌄

Notes

Reject   Cancel

What Happens Next?

An automated email will be sent to the applicant notifying them that amendments are required.

The applicant should Sign In to OnlineDisclosures, make the necessary amendments and submit the application again for verification.

You should then verify the application and submit the application.

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Rejected at Countersign: Verifier Details Incorrect

If an application form is rejected at countersign action is required by you.

The Application will be rejected at countersign for if there is an error in the default settings, i.e. the level of check requested is incorrect.

The application will show in the **Awaiting Verification tab.**

1. Click on the **applicants name.**
The DBS check details will be shown

2. Check the information and correct any wrong selections made

3. Click continue to Step 4

4. Read and confirm the declaration by ticking the confirmation box.

5. Click **Submit Application**

What Happens Next?
The application will be countersigned again.
I no errors are found, the application will be uploaded to either the Disclosure and Barring Service or Disclosure Scotland.
The necessary checks to obtain the relevant disclosure certificate will then be run.

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What Happens Next?

Once the application has been **verified** and **submitted**, the application will be further validated and countersigned.
This **means** that the application is **checked** to ensure that there are **no errors** i.e. spelling or contradictions in the name, birth or address details.

If no errors/contradictions are found...

The application details will be uploaded to either the Disclosure and Barring Service or Disclosure Scotland.

The necessary checks to obtain the relevant disclosure certificate will then be run.

If errors/contradictions are found...

The OnlineDisclosures countersignatory team will **reject** the application.

Action may be required by you and/or the applicant before the application can continue to be processed.

Once the check has been fully completed the status will show as **Application Complete.**

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My Home Screen

Every time you access Online Disclosures you will land on the Awaiting Verification tab, this screen can be seen below...

1	You can use the search fields to search for a particular applicant.
2	The status of an application is indicated by the symbol in the status column. The Key to these can be seen by clicking the downward arrow alongside the Icon Key.
3	Product, this refers to the type of disclosure check requested for that applicant.
4	E-number, Once the application has been submitted each applicant will be generated a personal reference number. This is listed under E-Number.
5	Position states the role the applicant has within the organisation.

Full details on what information/what action can be carried out with each tab see **Tab Functions** on the next slide.

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Tab Functions

Applications Tab	
All applications can be located within this tab. Use the sub-tabs to navigate between statuses or complete a search using the search fields and Status Selection.	
Awaiting Verification	The applications that have not yet been verified are listed here. Click on the Applicants name to verify their ID documents.
Awaiting Countersign	Applications which have been verified but are waiting for Online Disclosures to countersign them will be listed here. During countersigning applications are **checked** to ensure that there are **no errors** e.g. spelling or contradictions in the name or address
Uploading	When the application has been countersigned it will be uploaded to either Disclosure Scotland or the Disclosure and Barring Service. The applications in the in the queue for upload will be shown here.
With DBS	Once the application has been uploaded to either the Disclosure and Barring Service, or Disclosure Scotland who will be carrying out the background check itself, they will be listed here.
Complete	When the result of the disclosure check has come back from either the Disclosure Scotland or the Disclosure and Barring Service they are considered as complete and will be listed here.
Awaiting Payment	Applications which have not been paid for yet, either by the applicant or the organisation will be listed here. If the Organisation is to pay, then either the Verifier or Disclosure Manager can sign in and select the applications they wish to make a payment for.
Not Submitted	This will show applications that have not been fully completed by the applicant.
Organisation Tab	
Information relating to the organisation and user management can be found here.	
Organisation Details	The default settings for the organisation can be found here
Verifiers/Disclosure Managers	All verifiers and other disclosure managers are listed here.
Organisation Actions	
Create Online Applicant	This is used to register an applicant. The system will then send an activation email to the applicant with instructions on how to register.
Non-activated User	This will show the applicants that have been registered, but have not yet activated their account. From here you can re-send activation emails, if for example the applicant does not have access to the other email previously used or the y have deleted it.
Payments Tab	
Only applications awaiting payment by the Organisation are listed here.	
Payment can be made for single or multiple applications which are listed under the same Organisation Pin	

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