Branch Community Support Welcome Pack

ROYAL BRITISH LEGION

Welcome to Branch Community Support

Thank you for expressing an interest in supporting RBL's Branch Community Support programme. BCS is a network of RBL members who alleviate loneliness through the form of telephone buddying or home or hospital visits.

In this welcome pack, we will walk you through the onboarding process for becoming a BCS Supporter.

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About Branch Community Support (BCS)

Social isolation and loneliness can affect anyone regardless of age and whether you are living in the remotest countryside or the busiest town. The impact on mental and physical health can be profound, leaving people at greater risk of high blood pressure, heart disease and stroke, depression, cognitive decline and dementia. Some of our beneficiaries are not in contact with their families and friends; and some can struggle to make connections in their local communities.

The transient nature of Service life means that people can easily find themselves isolated. Regular moves between postings makes it hard to put down roots and make friends; and periods of deployment mean that spouses and partners with children can miss the support of their partner. On return from deployment, difficulties re-integrating into family life can put relationships under strain and make people feel alone.

We find that some members of the Armed Forces community can be reluctant to ask for help. They may feel that it wounds their pride and dignity, or they may feel ashamed in accepting help from a charity. Trying to deal with problems alone can also contribute to loneliness and isolation.

When people do come to us for help, they may not realise, or want to admit, that they are lonely and isolated. We spend time getting to know each person so that we understand what all their needs are, and how we can help.

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Steps to Becoming a Branch Community Supporter

1)	Please complete this form. You can also access this form by scanning the QR code below or visiting https://britishlegion.jotform.com/242254455343959
2)	Your Membership Engagement Administrator (MEA), Membership Engagement Officer (MEO), CCSC and your Branch Chairman will be notified that you are applying to become a BCS Supporter.
3)	Your MEA will send you the Supporter Agreement, Safeguarding Declaration and Code of Conduct, which can be signed digitally.
4)	Your MEA will support you to enrol on training and to complete your DBS application.
5)	Training – You will be asked to register for our Learning Management System 'Discover', where you will be given a learning pathway and can book face-to-face training. A full guide is provided on P4.
5.1)	BCS Training Session – this is a 4-hour face-to-face session. *You will be required to complete a refresher for this every 2 years, which will take place over Teams and will last 2 hours.*
5.2)	Online e-learning modules - 1. Safeguarding, 2. Lone Working 3. GDPR *You will be required to complete yearly refreshers on Safeguarding and GDPR. You will only need to complete Lone Working once.*
6)	Basic DBS (Disclosure and Barring Service) Certificate - You will receive a link from 'KnowYourPeople' to complete your DBS application. A full guide to the process, including the ID documents needed and ID verification methods is provided on P8. *You will be required to renew your DBS every 3 years.*
7)	Your MEO will be in touch to propose your first matching.

Training

What is Discover?

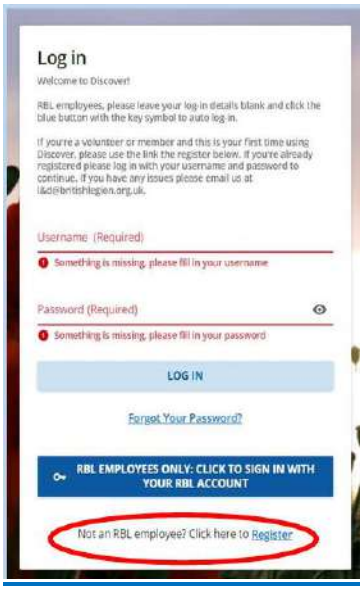
Discover is the new Learning Management System (LMS) commissioned by the Royal British Legion and will supersede any previous LMS you may have used. Discover will provide a one-stop approach for all things learning within the Royal British Legion, both for staff and members alike. Discover will host all membership learning, alongside a booking system to book onto any face-to-face and online training you may be required to complete. When you register, you will tell us which roles you hold within your branch or county which will help Discover signpost you to the correct learning modules and sessions. Discover will keep a record of any training that you have completed and send you reminders when refreshers are required.

A video tutorial of Discover can be found here

How to create a Discover account

Step One

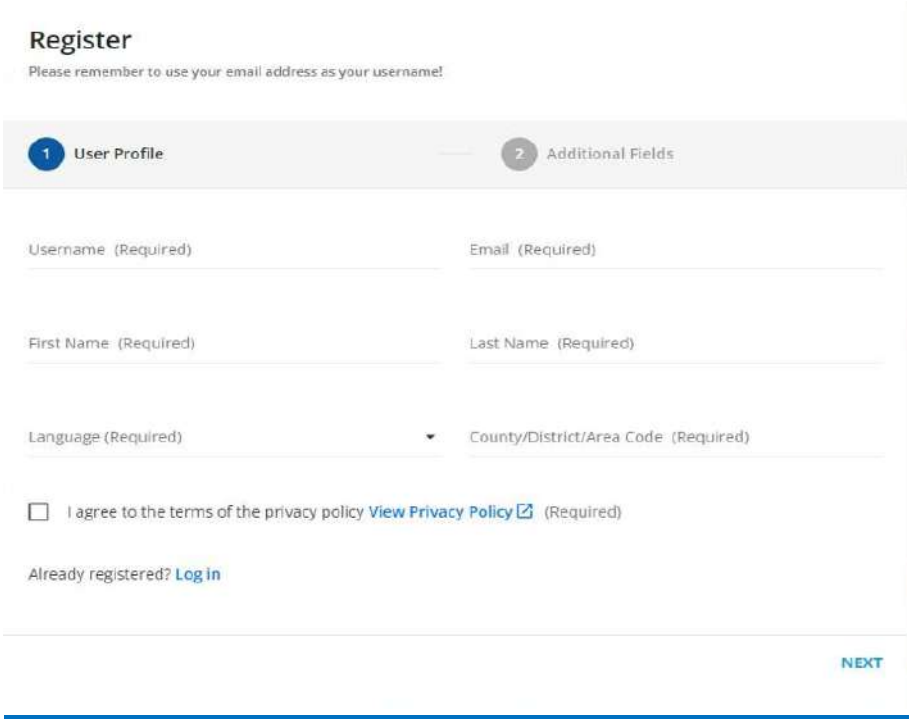
In the first instance, you will need to create an account on Discover by using this link: https://learn.britishlegion.org. uk/learn/signin. This will bring you to the sign in landing page, scroll to the bottom of this page where it says 'Not an RBL employee? Click here to Register'. This will be the only time that you will do this, after that you will be able to sign in using the sign in box.



Step Two

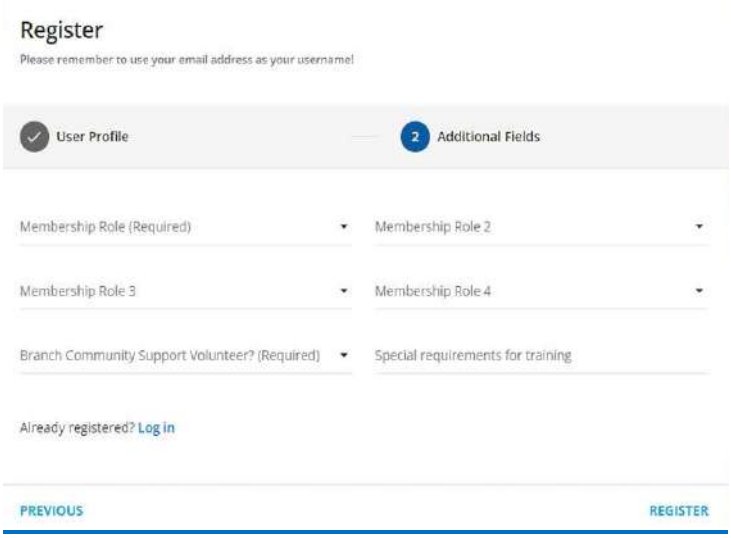
You will then land on a screen as per the one seen below. This guide will now talk you through what to enter for each section. Username: Enter your email address as your username. Email: Re-enter your email address. Language: Choose English as your language* County/District: Enter the County/District that you are associated with here. This will personalise your experience and ensure you receive any county-specific learning alongside role-specific.

*Additional languages will be added later.



Step Three

Once you have filled in all the information required you will then land on the below screen. This step will require you to provide additional information regarding the roles that you have within membership, this should then personalise the learning that you are advertised on the system. Once you have input all the information click register in the bottom right. Membership Role: From the drop-down list, choose up the role(s) you hold within your branch or county. You can select up to 4. Branch Community Support: If you are a Branch Community Supporter, select "Yes" otherwise, select "No". Special requirements for training: This is a free-hand box that will allow you to tell us if you require additional support, for example larger fonts or materials in advance.

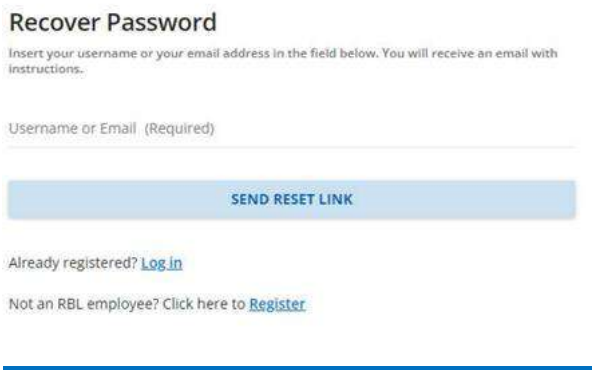


Step 4

Once you have clicked register, your application will be sent to a member of staff at RBL for confirmation. Please note that this will mean that if you sign up over the weekend you will not gain access to Discover until the next working day. If you are registering on a weekday, please allow up to two hours for your request to be approved. If you do not receive an email, please email L&D@britishlegion.org.uk.

Step 5

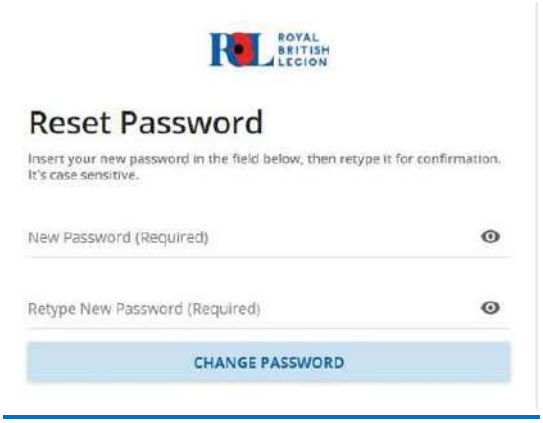
Once your account has been approved you should receive an email requesting you to reset your password, this may have been sent to your junk mail. Click on the reset password link. This will land you on a page that asks you to re-enter your username or email, type in the email that you registered with. This will then send you another email requesting you to reset your password, this email may fall into your junk box.



Step 6

You should now have an email requesting you to re-set your password, click on the link which should land you on the page pictured below. You should ensure that the password you choose has the follow characteristics:

- At least ten characters,
- Contains both letters and numbers,
- Be different from the last three passwords used,
- Not be the same as your username.

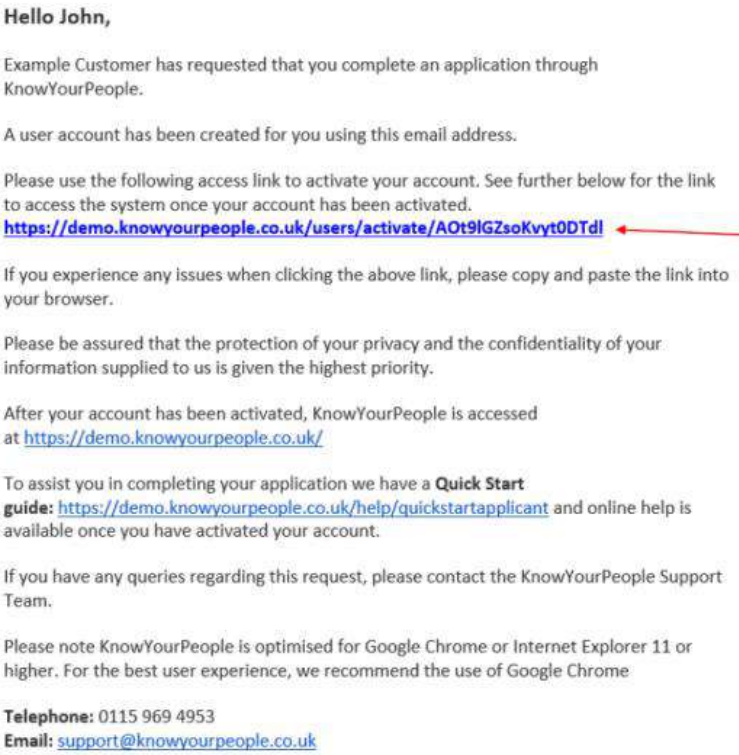


For queries regarding Discover, please email the L&D team on L&D@britishlegion.org.uk

Disclosure Baring Service

KnowYourPeople – ID Verification Guide

Once your details have been received by your regional Membership Engagement Administrator, they will begin a DBS application for you.



Hello John,

Example Customer 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://demo.knowyourpeople.co.uk/users/activate/AOt9lGZsoKvyt0DTdl

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://demo.knowyourpeople.co.uk/

To assist you in completing your application we have a **Quick Start guide:** https://demo.knowyourpeople.co.uk/help/quickstartapplicant 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

You will receive a standard activation email which includes a link to the KYP site.
If this is the first time using KYP, you will need to create a password before accessing the system.

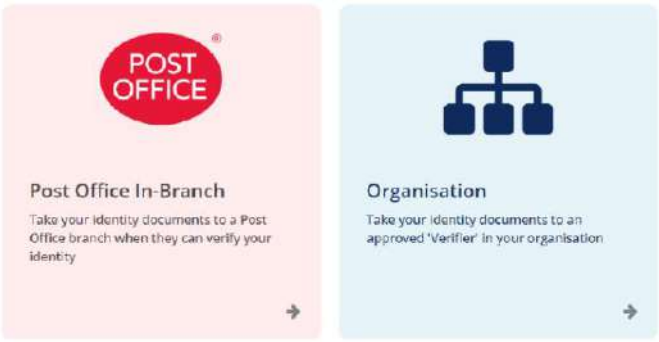
Before you begin

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 be entered as Michael
- Your current address + 5 years history
- Your passport and driving licence (if you have these) as well as identity documents as required by the DBS as part of the verification process. A list of relevant documents can be found here ID Check Documents
- You will need to choose who will check your documents.

How would you like to verify your application?

Before you continue, we ask that you pick a method of verifying your application.



You will be asked to select some identity documents to take to your nearest Post Office branch for verification. Please ensure that there is a branch, which provides this service, close to you by using the address search in the link below:
Document Certification Service | Post Office®

Fill out your application

Complete the application form. You will be asked to confirm that you are a UK national, this status will dictate which ID documents will be available for selection.
Additionally, you will be required to confirm the country of issue for all selected ID documents.
Once the supplication is submitted you will see a summary page showing the Post Office branch selected. At this point you will have a chance to change the Post Office branch originally selected and change the verification document selection if any errors are detected. This is an important consideration, as the Post Office will refuse to verify an ID document which does not exactly match that declared on the application form.

In-branch verification

Shortly after submitting the application, an email will be generated and sent directly to you with instructions for the next step. Attached to the email will be a PDF document including a summary of the application, the documents and a QR scan code. Simply take this QR code to the Post Office branch along with your ID documents to carry out the verification. The code can be printed out or presented to the Post Office staff using a mobile device screen. If for some reason the Post Office you selected in your application is no longer an option, you can go to any PO with that QR code, as long as it offers the service. Please check before you make a journey using the search feature here
Document Certification Service | Post Office®

In-person verification

If you have selected organisation as your method for ID verification, then a member of staff will need to see your documents in person. This will usually be your MEO but could be allocated to a member of staff closer geographically. Your regional MEA will organise this and an MEO will be in touch to make arrangements directly. This can mean a delay in your application while we wait for a suitable time and place for both of you.

What happens next?

Once the Post Office or MEO/MEA has confirmed verification of the ID documents, the application moves directly onto the countersigning stage with no further action required.
The Post Office QR codes are single use. If the application is rejected at countersigning stage, you will need to log back into your account to make the required adjustments and resubmit as normal. A new QR code will be generated, this will be different from the first so please make sure you take the most recent one to the Post Office.
If the Post Office notices any discrepancy with the ID documentation, you will be asked to amend the application and generate a new code.
Once countersigning is complete, the application is confirmed and passed over to the Disclosure and Barring Service (DBS) for processing. Results will be made available on your profile once the process has been completed.

ID Check Documents

Full document: Basic check ID checking guidelines from 1 July 2021 - GOV.UK (www.gov.uk)

Documents need to be from one of the below Routes and show Applicant's name, address and date of birth and ideally one should show Photo ID.

Route 1:

- 1 document from Group 1, below; and
- 1 further document from either Group 1, or Group 2a or 2b, below

Route 1a:

- 1 document from Group 1a, below; and
- 1 further document from either Group 1, or Group 2a or 2b, below

Route 2:

- 1 document from Group 2a
- 2 further documents from either Group 2a or 2b

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Group 1: Primary identity documents

Document	Notes
Passport	Any current and valid passport
Current biometric residence permit	UK
Current driving licence photocard - (full or provisional)	UK, Isle of Man, and Channel Islands
Birth certificate - issued within 12 months of birth	UK, Isle of Man and Channel Islands - including those issued by UK authorities overseas, e.g. embassies, High Commissions and HM Forces
Adoption certificate	UK and Channel Islands

Group 2a: Trusted government documents

Document	Notes
Current driving licence photo-card - (full or provisional)	All countries outside the UK (excluding Isle of Man and Channel Islands)
Current driving licence (full or provisional) - paper version (if issued before 1998)	UK, Isle of Man, and Channel Islands
Birth certificate - issued after time of birth	UK, Isle of Man and Channel Islands
Marriage/civil partnership certificate	UK and Channel Islands
Immigration document, visa or work permit	Issued by a country outside the UK. Valid only for roles whereby the applicant is living and working outside of the UK. Visa/permit must relate to the non-UK country in which the role is based
HM Forces ID card	UK
Firearms licence	UK, Channel Islands and Isle of Man

Group 2b:

Document	Notes	Issue date and validity
Mortgage statement	UK	Issued in the last 12 months
Bank or building society statement	UK and Channel Islands	Issued in last 3 months
Bank or building society account opening confirmation letter	UK	Issued in last 3 months

Credit card statement	UK	Issued in last 3 months
Financial statement, for example a pension or endowment	UK	Issued in last 12 months
P45 or P60 statement	UK and Channel Islands	Issued in last 12 months
Council Tax statement	UK and Channel Islands	Issued in last 12 months
Letter of sponsorship from future employment provider	Non-UK only - valid only for applicants residing outside of the UK at time of application	Must still be valid
Utility bill	UK - not mobile telephone bill	Issued in last 3 months
Benefit statement, for example Child Benefit or pension	UK	Issued in last 3 months
Central or local government, government agency, or local council document giving entitlement, for example from the Department for Work and Pensions, the Employment Service, HMRC	UK and Channel Islands	Issued in last 3 months
EEA National ID card		Must still be valid
Irish Passport Card	Cannot be used with an Irish passport	Must still be valid
Cards carrying the PASS accreditation logo	UK, Isle of Man and Channel Islands	Must still be valid
Letter from head teacher or college principal	UK - for 16 to 19 year olds in full time education - only used in exceptional circumstances if other documents cannot be provided	Must still be valid
Non-UK Bank or building society statement	Branch must be located in the country in which the applicant lives and works	Issued in last 3 months