Scouts

Gearing up for Go-Live - Groups

What we'll cover

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Aims for Webinar

- Focus on readiness for system go-live

- Ensure you know the actions that are happening at HQ in the run up to go-live

- Ensure you know the actions that need to be taken locally to be ready for go-live and when these need to be completed by

Q&A

- Please use the Q&A function to ask any questions

- You might want to hold some questions in case the answer is provided during the webinar

- We'll be focussing on answers questions relating to the topics on this webinar first

- Depending on question numbers we'll then tackle any wider Volunteer Experience questions

- We won't prioritise any duplicate questions, so do read/listen to the answers provided to other questions

- We'll make sure to share any key themes after the webinar.

Our Aims

Making volunteering easier, more flexible and fun means we...

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Recruit more volunteers and retain current ones
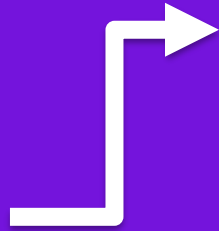
Consistently and safely deliver a great programme

**More young people gain skills for life**

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Where are we now?

We support over 140,000 incredible volunteers to deliver skills for life to over 430,000 young people

However, the landscape is changing:

- 70% of volunteers don't want to give a weekly commitment

- We lose 13% of our volunteers every year, many complaining of burnout and overload

- 100,000 young people on waiting lists across the UK

- Increasing amounts of time spent on administrative tasks

- Several current processes and structures don't support our volunteers or easier recruitment

Transforming our Volunteer Experience

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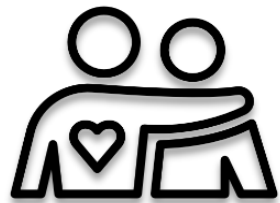
A warmer welcome for everyone

- Redesigning the appointment process
- Introducing a welcome conversation
- New volunteering opportunities tool
- Improved self-service for new volunteers

Simplifying how we volunteer together

- Team-based approach allowing tasks to be shared
- Clearer purpose and responsibilities of teams
- More flexible volunteering
- New digital tool for adult volunteers

More engaging learning

- Reviewing current training and moving to learning
- New digital learning tool with engaging content
- Learning produced in partnership with volunteers and external experts

What are we trying to achieve?

- People and structure changes

- Improved ways of volunteering together

- Supported by new digital tools which make necessary admin less time consuming and more straightforward

- A flexible volunteer experience that works with your availability, interest and skills

- Clearer structures and responsibilities for teams

- Volunteers feeling welcomed and valued from day one

- More accessible and engaging learning all in one place

Journey to 30 September

Providing a Go-Live Date

Where are we now?

- System build fully complete, and tools joined up into one system

- Confident for a successful data migration

- Started testing all our tools together, as well as security and performance

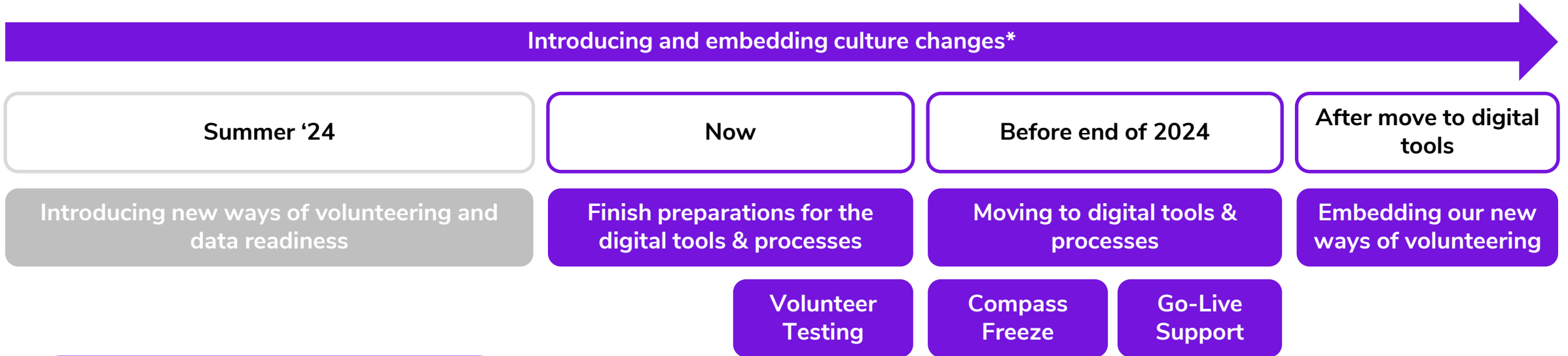**What needs to be in place to have a go-live date?**

- Completed testing of the integrated system

When?

- Before the end of 2024

- We expect to be able to share a specific date for go-live around the end of September/early October

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Delivery Phases

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Introducing and embedding culture changes*

| Summer '24	Now	Before end of 2024	After move to digital tools
Introducing new ways of volunteering and data readiness	Finish preparations for the digital tools & processes	Moving to digital tools & processes	Embedding our new ways of volunteering
	Volunteer Testing	Compass Freeze — Go-Live Support	

*Introducing and embedding culture changes includes:

- Our Volunteering Culture
- Learning Culture
- Welcome Culture
- New ways of volunteering

Early Adopters

Scouts — Early Adopter Map
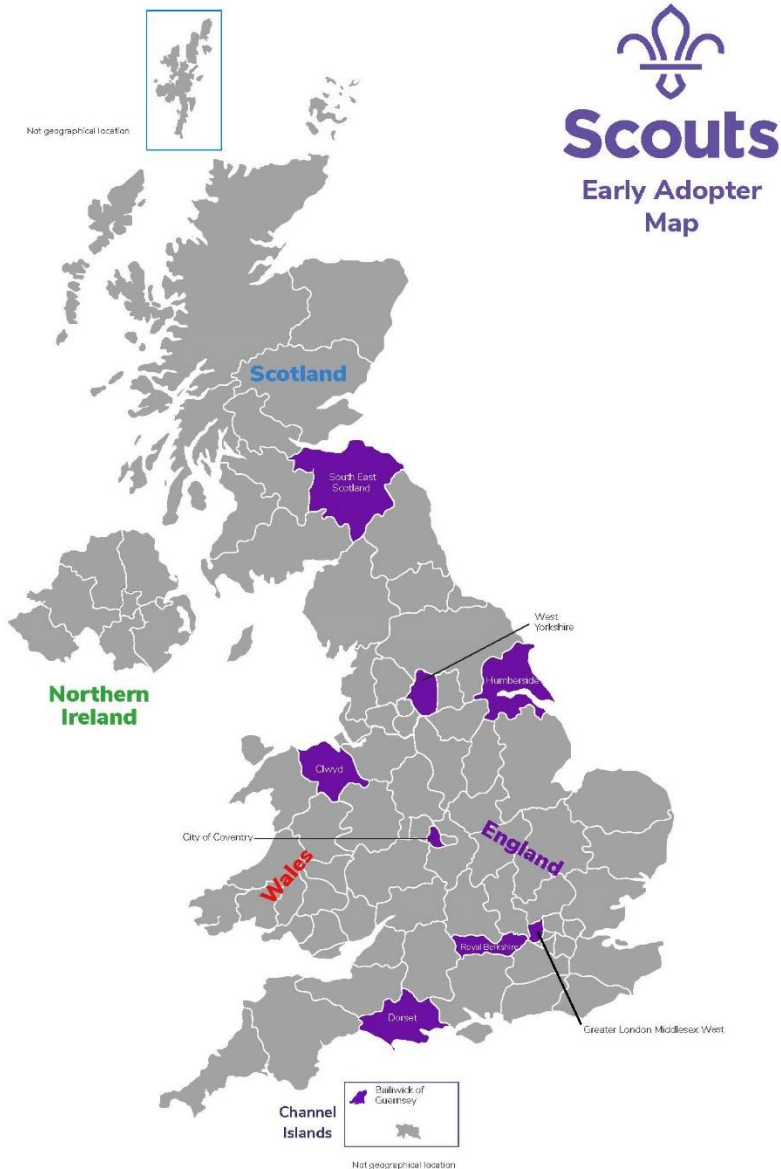
County/Area/Region (Scotland)
Bailiwick of Guernsey
City of Coventry
Clwyd
Dorset
Gt. London Middlesex West
Humberside
Royal Berkshire
South East Scotland
West Yorkshire

- The Early Adopter Counties are a cohort of volunteers that have been using some of the new ways of volunteering slightly earlier

- Their feedback has already shaped the changes and how they are being delivered

- Early Adopters will be doing some early volunteer testing and go live 2 weeks after Compass Freeze

Local Data Readiness

Make sure all member records in Compass are as accurate as possible. This will ensure a smooth migration to the new system.

This includes:

- Volunteers having unique, personal and functioning email addresses

- Training being recorded and validated

- Renewing disclosures and permits which expire around the Compass freeze window

Your County/District should have already reached out to you around addressing these

We'll walk through your specific actions at the end of this call

Email Addresses

Each volunteer will need an email address as their login username to the new system. This must be:

Personal

Related to you as an individual, not your role as this may change

Unique

Not shared or duplicated with anyone else in the system

Functioning

Need to be able to access and use the email address

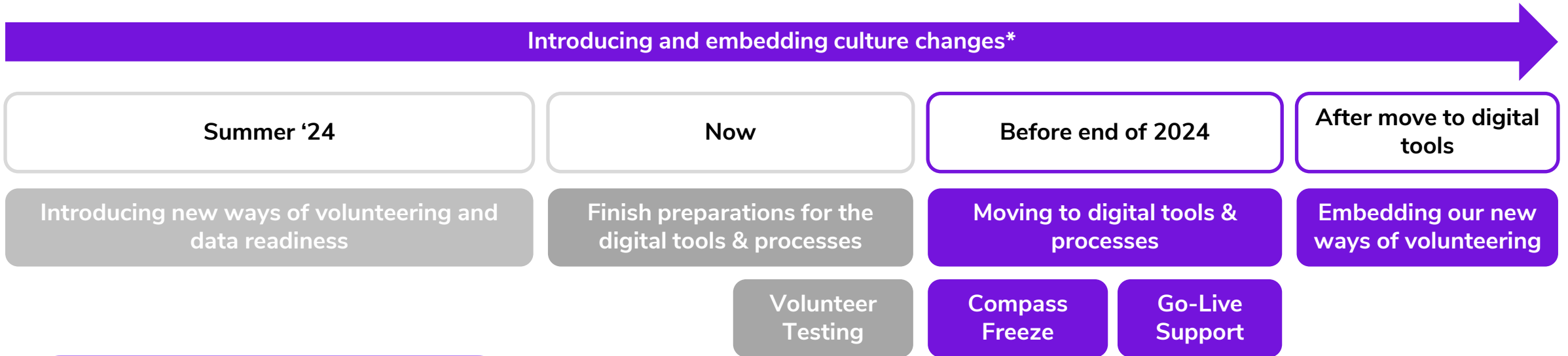A proxy system is available for those unable to get an email address

Joe.Bloggs@ScoutGroup.org.uk	✓
Jane.Doe@Gmail.com	✓
Treasurer@ScoutGroup.org.uk	✗
Joe & Jane - JoeandJanesmith@Hotmail.com	✗

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Functions of the new system – supporting volunteers

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Managing my personal details	Managing your local structures	Volunteer Joining Journey	Volunteer Role Change process
Nights Away Notifications (NAN)	Permits (Activity, Nights Away)	Learning	Dashboards & Reporting
Appointment Reviews	Qualifications	Managing our volunteers	Good Service Awards
Attracting new volunteers	Grant applications	Minibus Permits	Suspensions (Adults)
	Actions	Notifications	

Journey to Go-Live

Delivery Phases

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Introducing and embedding culture changes* →

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***Introducing and embedding culture changes includes:**

- Our Volunteering Culture

- Learning Culture

- Welcome Culture

- New ways of volunteering

System Training

User Guides

- Guides will be available for all functions of the digital system

Training Webinars

- Available for approx. 3 weeks before go-live and continuing after go-live

- Sessions each day at varying times both daytime and evening. There will be:

  - Sessions for all volunteers

  - Sessions for Lead Volunteers and specialist tasks e.g. Trainers, Permit Assessors, Nights Away Approvers etc.

- Recordings will also be made and shared

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Compass Freeze

Occurs in the 2-3 weeks prior to go-live

Compass Freeze will last 3 weeks in total

- 2 Weeks for Early Adopter Counties

- 3 Weeks for All Other Counties

During Compass Freeze

- Volunteers will have no further access to any Compass records

- Some processes will stop, and others will change slightly

- We will ensure you have the data you need during this period

Why is it needed

- To accurately migrate the data out of Compass and into the new system in readiness for go-live

Compass Freeze Processes

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Process	Up to 30 September	30 Sept up to Compass Freeze	During Compass Freeze	From Go-Live
Awards	Must be submitted	Cannot be submitted	Cannot be submitted	Submitted through digital system
Grants	Must be submitted	Cannot be submitted	Cannot be submitted	Submitted through digital system
References	Should be completed	Must be completed (In progress will not migrate)	Cannot be completed	Completed through digital system
Member Management	Should be updated	No new roles or members 2-weeks before freeze	Cannot be updated	Updated through digital system
Scout Store	Continue as normal	Continue as normal	Unable to fulfil Decorated Awards orders	Return to normal

Compass Freeze Processes

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Process	Up to 30 September	Up to Compass Freeze	During Compass Freeze	From Go-Live
Permits	Continue as normal	Continue as normal	Manual Process (Interim arrangement)	Permits applied for in digital system
	Interim: Assessing and granting of permits can still be carried out if needed and recorded locally.			
Nights Away Notifications	Early submission encouraged	Early submission encouraged	Manual checking required (Interim Arrangement)	Can submit through digital system or continue current local process
	Interim: NAN Forms will need to be manually checked, strong recommendation for NANs to be submitted and approved prior to freeze			
Learning	Should record validation	Must record validation (Unvalidated will not migrate)	Cannot be completed (Interim Arrangement)	Completed through digital system

Compass Freeze Processes

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Process	Up to 30 September	Up to Compass Freeze	During Compass Freeze	From Go-Live
Suspensions	Continue as normal	Continue as normal	Manual submission form (Interim Arrangement)	Submitted through digital system
Criminal Record Checks	Continue as normal, focus on expiring	No new submissions 2-weeks before freeze	Only checks returned before freeze are valid (Interim Arrangement)	Submitted through digital system
	Interim: Only Disclosures which are showing as 'Disclosure Issued' on Compass prior to freeze are considered valid. All other volunteers must be treated as helpers without a disclosure*.			

*They must be supervised with young people at all times, and will not be allowed to attend overnight activities unless otherwise advised by the HQ Safeguarding Team

System Go-Live

Go-Live

Early Adopters: 2 Weeks after Compass Freeze

Everyone Else: 3 Weeks after Compass Freeze

- Everyone with a migrated email will receive a direct invitation to the system via email

- Lead Volunteers will get access to the system slightly earlier than everyone else

- Invites will be sent out in batches

- Training will be continuing following Go-Live

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Local Go-Live Support Teams

- A temporary team of local volunteers, organised by the County Transformation Lead

- First line of support for local volunteers to get advice and resolve queries

- Signposting volunteers to self-service information and guides

- Identifying issues that need referring to the HQ Support Centre

- Over 760 signed up across over 70 Counties, Areas & Regions (Scotland & NI)

Where to find support

Local Support
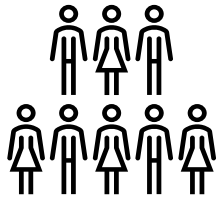
Step 1

Self-Service

'How do I reset my password?'
'How do I nominate someone for an award?'
'How do I apply for a permit?'

Step 2

Local Go-Live Support Teams

Support users with digital tools
Answer basic questions about changes (roles, teams, process)
Answer queries on people and process changes

Self Service

- Guides, webinar recording and videos to support all volunteers

Go-Live Support Team

- First point of contact for local volunteers to get additional support about process changes, or digital queries

HQ Support

- Local go-live support teams will be supported by HQ for any escalations required

What you need to do

Essential Actions

Complete by 30 September

- Make sure all volunteers have a personal, unique and functioning email addresses

- Ensure volunteers' current roles are accurate

Complete by Compass Freeze

- Finalise team structures within your Group

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Encouraged Actions
These will be very beneficial to your local Go-Live experience

Complete by 30 September

- Complete training for Wood Badges

- Nominate volunteers for Awards

- Submit any Grant applications

Up to Compass Freeze

- Support volunteers to renew their disclosures, permits and training which expire during the potential Compass Freeze window

- Encourage early submission of all Nights Away Notifications

Post Go-Live Actions

- Supporting volunteers who didn't get invited to the system

- Putting volunteers into the right roles

- Support completion of outstanding tasks (Learning, Joining Journey steps etc.)

- Embedding people and process changes

Supporting Resources

Available now:

- [Readiness Pages](#)

- [Setting up and building new teams](#)

- [Volunteer Experience Webpages](#)

- [Overview of VE Changes Webinar - Group](#)

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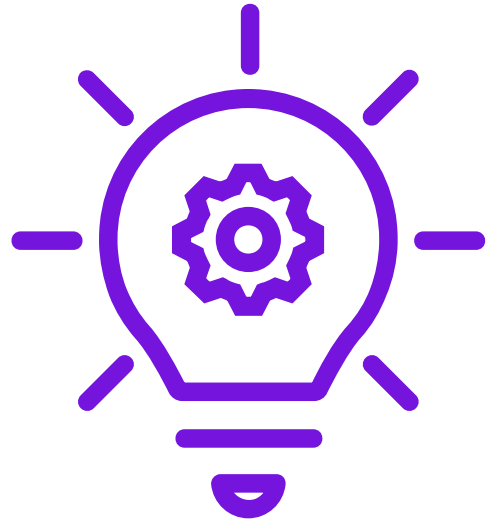
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Supporting Resources

Future Resources

- New Ways of Volunteering pack

Walking through how processes will work in the new digital system shared in this month's leadership email

- Compass Freeze webpages

Webpages walking through how each process will be impacted during Compass Freeze shared before end of September

Any Questions?

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Wrap Up

> **"A shared understanding for what we do and say as volunteers in Scouts, supporting each other, following our values and being at our best, while acting as role models for young people."**

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Embedding Change

- At the core of the volunteer experience transformation are our people and processes

- Across the movement we must continue to embed, and role model these changes

- This includes:

  - Our Volunteering Culture

  - New ways of volunteering, including learning and welcome

Thank you