



# Scouts

**Gearing up for Go-Live - Counties  
& Districts**



## What we'll cover

1. Our Aims
2. Journey to 30 September
3. Journey to Go-Live
4. System Go-Live
5. What you need to do
6. Q&A
7. Wrap Up

## Aims for Webinar

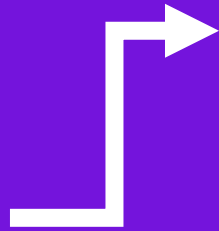
- Focus on readiness for system go-live
- Ensure you know the actions that are happening at HQ in the run up to go-live
- Ensure you know the actions that need to be taken locally to be ready for go-live and when these need to be completed by



# Our Aims

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

Recruit more volunteers and retain current ones



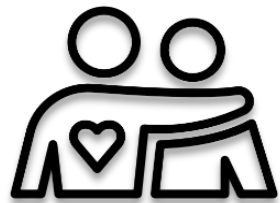
Consistently and safely deliver a great programme



More young people gain skills for life



# Transforming our Volunteer Experience



## 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

### Where do we need to be to have a go-live date?

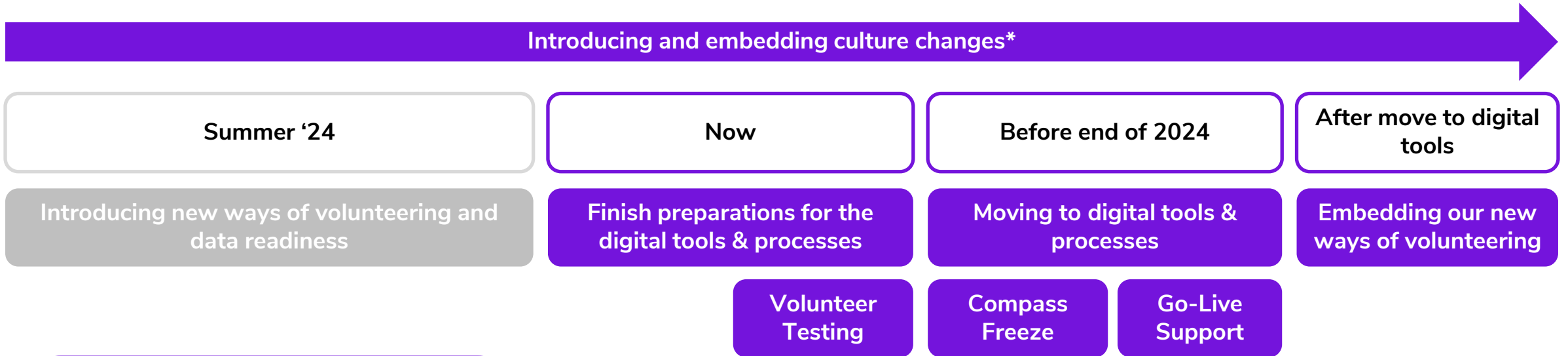
- Completed testing of the system

### 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



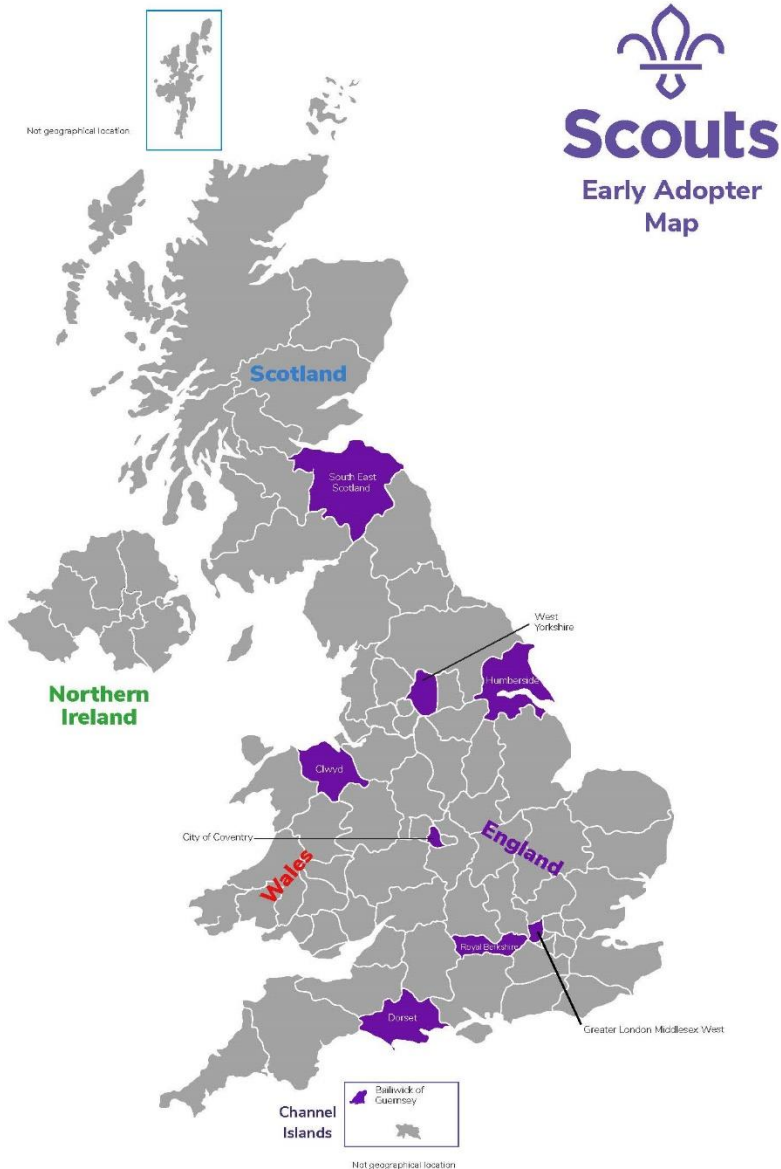
# Delivery Phases



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

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

# Early Adopters



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 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

# Preparing the Go-Live Support Team

- Over 760 signed up across over 70 Counties, Areas & Regions (Scotland & NI)
- Induction calls completed
- Next step will be to start training them in the new systems and processes
- Test system access prior to go-live
- Take the time before Compass Freeze to ensure the team know how they'll work and what knowledge gaps they can fix ready to start from Compass Freeze



# Local Data Readiness

All County/Area/Region and District Lead Volunteers will receive this week:

- Updated guidance on getting your local data ready
- Updated report of local data issues in this month's 'Scouts Training Compliance' email
- Streamlined and prioritised actions to reduce workload on volunteers

All relevant members will receive this week:

- An email informing them of expiring disclosures or permits over the next couple months

**We'll walk through the 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	✗

# Functions of the new system

Managing your local structures

Managing our volunteers

Permits  
(Activity, Nights Away)

Good Service Awards

Managing my personal details

Learning

Notifications

Dashboards &  
Reporting

Volunteer Joining Journey

Volunteer Role Change process

Minibus Permits

Suspensions  
(Adults)

Appointment Reviews

Grant applications

Nights Away  
Notifications (NAN)

Qualifications

Attracting new volunteers

Actions



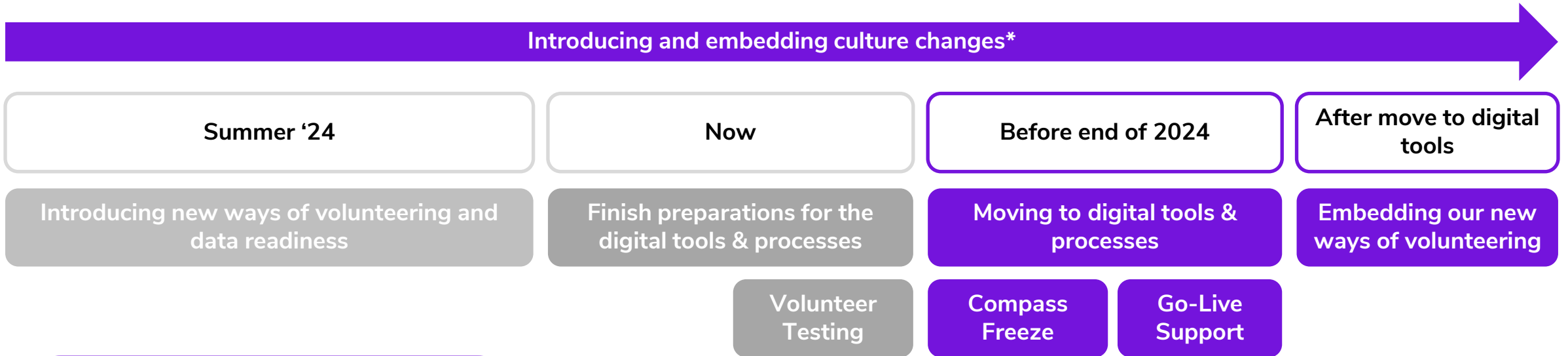
## Changes to ways of volunteering

- After these webinars we'll share out a 'New Ways of Volunteering' pack which provides an overview of the processes in the new system
- This will also include a few points of what you might want to consider locally because of these changes
- We'll also be reaching out to specialist roles such as Permit Assessors, Trainers, Nights Away Approvers etc. and engaging them around the specific changes to those tasks



# Journey to Go-Live

# Delivery Phases



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

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

## System Training

### User Guides

- Guides available for all functions of the digital system

### Training Webinars

- Starting 1-week before Compass freeze and continuing after go-live
- 2-3 sessions per day at varying times both daytime and evening
  - 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



# Compass Freeze

Starting 2-3 weeks prior to go-live

**Compass Freeze will last 3 weeks in total**

- 2 Weeks for Early Adopters
- 3 Weeks for All Other Counties

**During Compass Freeze**

- Volunteers will have no access to live Compass records and will not be able to edit them
- 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



# Compass Freeze Processes

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

# Compass Freeze Processes

Process	Up to 30 <sup>th</sup> 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
	<b>Interim:</b> Assessing and granting of permits can still be carried out if needed and recorded locally. Revoking of permits will be logged centrally			
Nights Away Notifications	Early submission encouraged	Early submission encouraged	Manual checking required (Interim Arrangement)	Can submit through digital system or continue current local process
	<b>Interim:</b> 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

Process	Up to 30 <sup>th</sup> 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
	<b>Interim:</b> Suspensions can be applied as normal, but you'll need to submit an online form as you can't record the suspension on Compass.			
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
	<b>Interim:</b> 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

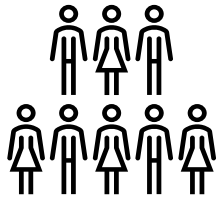
**Everyone Else:** 3 Weeks after Compass Freeze

- 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



# 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

## 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<sup>th</sup> September

- Ensure all volunteers have a personal, unique and functioning email addresses
- Validate and record all completed training

## Complete by Compass Freeze

- Finalise team structures at all levels
- Go-Live Support Team in place
- Ready for new ways of volunteering





## Encouraged Actions

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

### Complete by 30<sup>th</sup> September

- Submit any Wood Badges & Awards to HQ
- Submit any Grant applications

### Complete by 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
- Complete additional Compass data readiness actions (available on the website)

# Post Go-Live Actions

- Managing volunteers who didn't get invited to the system
- Putting volunteers into the right roles
- Supporting Go-Live in your area
- 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 - District & County](#)
- [Overview of VE Changes Webinar - Group](#)







## Supporting Resources

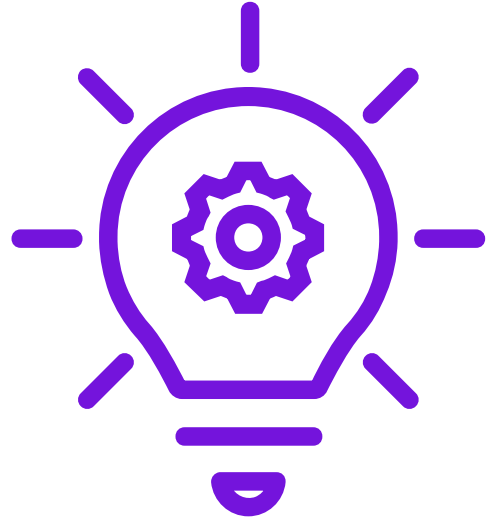
### Future Resources

- 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?**



# Wrap Up



## Upcoming Webinars

- Gearing up for go-live for District & County
  - 10<sup>th</sup> September 7pm
- Gearing up for go-live webinars for Groups
  - 4<sup>th</sup> September 7pm
  - 11<sup>th</sup> September 7pm



“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.”

## 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**