

DIGITAL SUPPORT TO GET THINGS DONE



WHY ?

In the research undertaken across a wide range of volunteers over a period, we have learnt that

- The volunteers of tomorrow expect engaging digital support in all aspects of their volunteering. We do not have that today, so it is a gap we need to fill if we want to attract and retain great volunteers.
- Our current systems are no longer ideal for purpose and do not make managing membership easy.
- Some of the current content, activities and information is not easily accessible on all digital devices. Often fine on a PC or laptop but very challenging to try and use on a tablet or smart phone.

WHAT ?

Advances in both digital technologies to deliver and retain content as well as in digital devices to receive and transmit has meant the need to review the systems that we use in Scouts and produce and provide an up to date, robust and simpler system for all our volunteers.

The development of the new management system is not just a replacement for Compass, it will bring together several strands of information channels and data storage into one, easily accessed and navigated place. The new system will provide

- Better tools: easier to use, more flexible, less time consuming
- A much wider range of interactive possibilities like arranging permits
- Simplified processes
- Volunteers much more in charge of their own learning and own information
- Multiple great tools accessed via the scouts.org.uk with a single sign-on

For some members there will be a requirement to change the e-mail address that they use for scouting. This is because the underlying database that the membership system runs on expects a unique email address for each user. We will provide more guidance in the coming months to remind and help with this change.









The membership system will incorporate three areas covering

- New member joining
- Membership records
- Your learning

It has a much more up to date “look and feel” utilising tiles and simple descriptions and links. This will reduce the number of “clicks” required to navigate the system.



Dashboard

 <p>My profile</p> <p>Look at your details and contact information, and do essential housework.</p> <p>View my profile ></p>	 <p>My teams</p> <p>Look at your details and contact information, and do essential housework.</p> <p>View my teams ></p>	 <p>My learning 123</p> <p>Look at your details and contact information, and do essential housework.</p> <p>View all learning ></p>
 <p>My awards 54</p> <p>Look at your details and contact information, and do essential housework.</p> <p>View my awards ></p>	 <p>My permits</p> <p>Look at your details and contact information, and do essential housework.</p> <p>View my permits ></p>	 <p>My approvals 54</p> <p>Look at your details and contact information, and do essential housework.</p> <p>View my approvals ></p>
 <p>My reports</p> <p>Look at your details and contact information, and do essential housework.</p> <p>View my reports ></p>	 <p>Member directory</p> <p>Look at your details and contact information, and do essential housework.</p> <p>Find a member ></p>	

HOW ?

In designing the new membership system, there are a set of 8 digital principles being built into the foundations of how the project does things, they are:

- We put people at the heart of everything we do
- We are bold and open to change
- We create digital-first, responsive and accessible services
- We use data and insight to drive our decisions
- We measure, test, and learn
- We engage, collaborate and partner
- We provide safe and secure services
- Our systems are flexible, sustainable, and interoperable

In November 2023, the build of the new Membership System was completed. A comprehensive programme of testing is now underway looking at many areas such as security, performance, accessibility, and functionality. Testing is being carried out by different groups of individuals from IT professionals through to volunteer end users with little (or no) digital skills.

WHEN ?

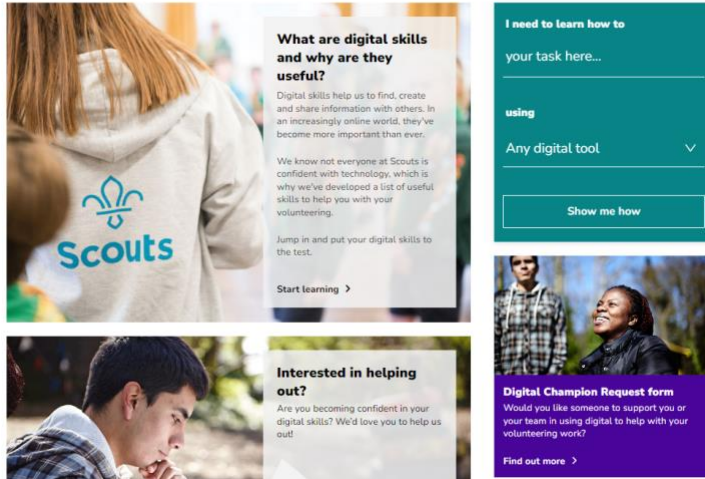
Significant work is underway in creating, refining, and testing the new membership system. Current expectation is that it should be ready for use for the Early Adopter Cohort in late autumn 2023 and then for the rest of the UK in early 2024.

WHAT NEXT ?

Transformation will see Scouts move into an increasingly digital world and it's important we support our members to reap the benefits from the digital tools available to us. That may mean learning new skills or knowing where to look for sources of information.

To help our volunteers learn about, understand, and use digital tools, the Scouts website has a dedicated area that provides useful information and training. Click on the following link to find out more.

Welcome to Digital Skills



What are digital skills and why are they useful?
Digital skills help us to find, create and share information with others. In an increasingly online world, they've become more important than ever.
We know not everyone at Scouts is confident with technology, which is why we've developed a list of useful skills to help you with your volunteering.
Jump in and put your digital skills to the test.
Start learning >

I need to learn how to your task here...
using
Any digital tool
Show me how

Interested in helping out?
Are you becoming confident in your digital skills? We'd love you to help us out!

Digital Champion Request form
Would you like someone to support you or your team in using digital to help with your volunteering work?
Find out more >

Compass Clean-Up

In preparation for the migration of data from Compass to the new Membership System in Spring 2024, work has been underway this year, led by your District Commissioner to ensure that all your personal details recorded on Compass are correct. This includes adding an Emergency Contact if not already in place.

Please remember to review and check your own data periodically to make sure that any changes to e-mail addresses or mobile numbers are updated.

Again, it is your personal responsibility to check and flag any matters you believe are incorrect.

New Membership System Sign -On

Watch out for details closer to Transformation about how to sign into the new Membership System. There will be instructions and I am expecting some simple "how to" videos.

Log in will be via the Scouts.org.uk Website and you will need a unique* e-mail address to do this. Compliance with GDPR is essential and the system will only recognise one e-mail address against one membership. To do so classify this as 'Volunteering'. Please ensure that only one e-mail address is classified as Volunteering.

You can select to have a secondary e-mail address to receive information, and this should be classified as 'Scouting Enquiries'. If you choose but it is not essential, you can use the same e-mail address for Sign -On and to receive / send mail messages.

*Unique to Scouts i.e., a shared e-mail address is permissible so long as only one party is a member of Scouts. If two or more parties are members of Scouts, even in different Groups, Districts or Counties, only one will be accepted.

It is possible to use a business or work mail address (subject to the above) however, some corporate systems have firewalls and mail blocking software to protect from hackers and spam. This may result in you not receiving important messages about things like expiring learning or permit applications etc.



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The information contained in this document is understood to be correct in respect of the plans and progress associated with the National Transformation Programme at the time of publication (December 2023). As with any strategic change programme operating with agile methodology, content and detail are subject to change without notification E&OE.