

Transformation Q&A Compendium

v1.0 Jan 2024

Introduction

The County Transformation Leads, together with all the County Lead Volunteers, and a significant number of HQ staff and volunteers are part of a private Facebook Group.

Through this platform we have all been asking questions about various aspects of the transformation project, most of which have been raised by you, our adult volunteers. We have all spent many hours in meetings at Group, District and County level, delivering transformation updates to you all, and then struggling to answer the more detailed questions. As time has moved on the depth of interrogation and detail has understandably increased.

Seemingly we all have the same kinds of questions across the UK, and the answers are now more complete and reliable. Whilst not published publicly, there is a “nearly final” version of a new set of POR, which also helps answer some of the procedural questions that we are being asked.

The Transformation Lead Facebook Group page is very long and I have taken it on myself to bring all the questions, and all the answers, into one shareable document. It is unashamedly 25 pages long, but this reflects the depth and quantity of questions we have had, as well as the fantastic answers we have had from the transformation team, to whom we are all very grateful.

The Q&A's have been logically grouped, I don't suggest that you sit and read this cover to cover like a book – but feel free to dip in and out.

In particular I want to single out for praise and to express my gratitude to Craig Turpie and Rob Groves, as well as the nine experts – Ben Powlesland, Annette Payne, Hayley 'Harvey' Fisher, Matt Cobble, Pete Jeffreys, Richard Bennett, Andrew Sutherland, Mark Bache and Hamish Stout.

I do hope you find this useful, and as more questions and answers emerge over the coming months up to and beyond implementation, I will look to issue an update.

Regards

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1 A Warmer Welcome For Everyone

Q: Will the welcome accreditation training be released prior to go-live to allow the training of our appropriate volunteers?

A: yes it is available now by clicking on this link – [Welcome Conversation Learning](#)

Q: With the welcome conversation will there be scope for talking to more than one volunteer at the same time or is it intended to be individual conversations?

A: No. The conversations are about those individual people, making sure they know what applies to them, that they are appropriate to join scouts etc. It would not be appropriate to host multiple conversations at one time.

Q: What happens if there is a disagreement between the two facilitators of the Welcome Conversation?

A: If the line manager and independent person don't agree about the outcome of the welcome conversation then it will get referred to either the District or County Lead volunteer. The line manager will record the outcome in the new digital system and it will send a notification to the independent person as well so they know what has been recorded.

Q: In the new Draft POR the requirement to undertake The Volunteer Joining Journey only applies to people joining the Scouts for the first time, or where there has been a break in service for 30 days or more. How much of the 7 step Joining Journey for New Volunteers will need to be completed for someone who has many years' experience but had had a break of greater than 30 days? Will there be sufficient flexibility in the welcome conversation to just say, wow, thanks for coming to us to volunteer with the experience you have, rather than "Do you think Scouting is the right fit"?

A: Yes, the best experience is a true welcome to the Group/District with appropriate questions such that they feel valued. We can still ensure the new volunteer has the information necessary to feel supported through their induction with supporting resources and buddying opportunities if thought appropriate.

Q: With regards to the volunteer change and joining journey process, is it correct that only one welcome conversation would be needed?

There is only one welcome conversation however for some roles, e.g. trustee roles, if that is someone's first volunteering experience that role doesn't require a welcome conversation.

To bring to life, a couple of examples:

- a. I volunteer to be on a trustee board, no welcome conversation but then want to get involved with a section, this change of role does require a welcome conversation.
- b. I volunteer to be part of a Squirrel section team, I'll have a welcome conversation, I then change role to a Beaver section team leader a further welcome conversation isn't required.

Q: Group Skills Instructors are roles approved by GSL rather than DC. When they migrate to Group Leadership Team Members, will the welcome conversation be required?

A: Post-transition, the Teams Table take over from the current Roles Table. The Teams Table shows for each role what requirements exist, including whether a Welcome Conversation is required for new volunteers. In this specific instance, yes, a welcome conversation will be required.

Q: Explorer Scouts moving into adult roles currently follow a slightly different process – no references and the conversation is tailored slightly differently. What happens post-transformation, are they still exempt or treated like any new adult?

Hi all adults should follow the same volunteer joining journey irrespective of whether they have been a youth member in Scouting. This means that references along with the other steps need to be completed. The new digital system does not allow anyone to set a step as not required.

Q: When someone changes role how will induction be done. Who will be the second pair of eyes to ensure that it is a suitable appointment as there is no second welcome?

A: It is correct that members who add or change roles do not complete the Volunteer Joining Journey, instead they follow the requirements of this Volunteer Role Change process. Assuming the line manager has already ensured suitability, time commitment, and managed any conflicts of interest, the volunteer would have 6 months to complete any of the steps of the volunteer joining journey that have not been previously completed and that are required for the new role.

2 Simplifying Roles And Structures

Q: As 85% of the roles will automatically migrate across can you offer reassurance that no one would 'disappear' if they didn't automatically fit into a team. Also, if people have multiple roles now as many do, will they then be in multiple teams? How will this work in the new database?

A: Nobody will disappear. Where old roles are mapped one to one with new roles and team memberships then they will transfer to the new teams automatically. If they have two roles that map to two different teams they will appear in two teams, and so on. Roles that don't map automatically will go to a temporary holding team in their group, district or county where the relevant lead volunteers can, in discussion with the individual, allocate them to their new teams, roles, accreditations, etc. This can be done as soon as the county transfers to the new membership system.

Q: Which roles will change automatically?

A: The new roles are highlighted in **bold**

2.1 Roles and teams

- Assistant Section Leader / Section Assistant – **Section Team Member** of the Beaver, Cub, Scout, Explorer (including Young Leader), or Scout Network Team
- Chair - **Chair**
- Chaplain - **Volunteering Development Team Member**
- County Commissioner – **County Lead Volunteer** in the County Leadership Team
- Deputy Chair - **Trustee**
- Deputy Group Scout Leader / Assistant Group Scout Leader – **Group Leadership Team Member**
- District Commissioner – **District Lead Volunteer** in the District Leadership Team
- District/County Communications Manager – **Support Team Member**
- District Explorer Scout Administrator - **14-24 Team Member**
- District/County Skills Instructor – **Programme Team Member**
- Early Years Section Leader – **Section Team Member** of the Squirrels Team
- Executive Committee Member - **Trustee**
- Explorer Scout Administrator – **14-24 Team Member**
- Group Communications Manager - **Group Leadership Team Member**
- Group Scout Leader – **Group Lead Volunteer**
- Group Skills Instructor - **Group Leadership Team Member**
- Scout Network Member – **Scout Network Member** (District only)

- Section Leader – **Section Team Leader** of the Beaver, Cub, Scout, Explorer (including Young Leader), or Scout Network Team
- Secretary - **Trustee**
- Treasurer - **Treasurer**
- Youth Commissioner – **Youth Lead** of District or County

2.2 Automatic Accreditations

- Assessor - **Adventurous Activity Assessor**
- Award Certificate Recipient - **Awards Parcel Recipient**
- Manager of the Activity Permit Scheme - **Manager of the Activity Permit Scheme**
- Nights Away Adviser - **Nights Away Assessor**
- Queens Scout Award Coordinator - **King's Scout Award Parcel Recipient**
- Safeguarding Adviser - **Safeguarding Adviser**
- Safety Adviser – **Safety Adviser**

2.3 Roles that will be recorded but will not be part of a team

- Occasional Helper - **Non member - needs disclosure**
- President – **President**
- Vice President – **Vice President**

Q: Which roles will not be automatically changed?

A: There are different reasons why some roles can't change automatically.

Current role is too diverse/undefined

- Administrator
- Adviser (other than Nights Away Adviser)
- Project Manager
- Scouter
- Supporter

These roles could vary locally and not be consistent enough to be changed across the board.

Some volunteers may choose to switch between a County and a District Team, depending on their interests or how the District/County chooses to organise their activities

- Training Administrator
- Deputy Training Manager

- Trainer
- Local Training Manager
- Training Manager
- Training Adviser

Our learning and the way we deliver our learning will be different, and therefore training roles will not be the same. Some of our new learning activities will need face-to-face delivery. You'll also need mentors to help people understand what they need to learn and how to go about it. Some of this could be organised at the District level, while Counties may wish to put learning support in place.

Current role can change into various different teams

- Assistant Commissioner
- Assistant Commissioner (Section)
- Appointments Advisory Committee Member
- Appointments Chairman
- Deputy Youth Commissioner
- Appointments Secretary
- Assistant Appointments Secretary
- Deputy Commissioner
- Assistant Commissioner (International)

The formats of these roles are changing. The responsibilities may be split between different teams (or accreditations) so there may be more than one option for change.

Current role can change into various teams (as a member of either the main team or a sub-team)

- Awards Advisory Group Member
- Scout Active Support Manager
- Scout Active Support Member
- Scout Active Support Coordinator
- Badge Secretary
- Local Development Officer
- Staff
- Assistant Camp Warden
- Camp Warden
- Centre Manager
- Committee Member

Current role could change to 14-24 Team Leader, 14-24 Team Member, or something else.

- Explorer Scout Commissioner
- Scout Network Commissioner

Role will not be recorded in our new digital system

- Scout Council Member

Q: Can 2 people have the same title going forward

A: Yes -each team can have at least one Team Leader. Leadership Teams are led by a Lead Volunteer, and made up of other Team Leaders and Leadership Team Members. In Districts and Counties, Youth Leads are also members of the Leadership Team.

Q: Where there are multiple Lead Volunteers/Team Leads, who holds accountability? And how is that recorded?

A: Shared roles already exist, the accountability is the same, and recorded in the usual way. Exception is where there are multiple Lead Volunteers, only one can be the ex officio trustee - recorded locally in minutes.

Q: If a volunteer is still in a role which should have been reviewed in say, 2021 but wasn't will that role be transferred to the new membership system?

A: Yes - everyone with open roles will migrate to the new system.

Q: I've heard mixed messages about deputy roles. Are we able to have deputy roles in the new ways of working and if so, how is this recorded?

A: No – DCC, DDC, DGSL, etc., are all going - they won't exist post-transformation. Even though the deputy roles go, the Group/District/County Lead Volunteer will be able to delegate tasks and some of those current role holders may move into the County/District/Group Leadership Team as a Team Member.

Q: Can we change the responsibilities of the outlined teams at District and County level?

A: They can add to team descriptions, but not remove responsibilities from them. In a small number of cases, digital permissions are aligned with tasks in a team description, so moving things locally may cause unintended frustrations.

Q: The list of roles that automatically migrate into a specific team doesn't appear to include DESC. Surely they are a team member in 14-24?

A: DESC is one of the roles that isn't a simple name change - DESC will become either 14-24 Team Leader or 14-24 Team Member depending on conversations with their

line manager and their own feelings. It's part of the drive towards stopping one person doing too much themselves so the DESC role becomes (hopefully) a team effort.

Q: What happens to those people holding honorary roles, they have no direct involvement in day to day scouting and don't seem to fall into any of the new structural teams?

A: Those type of roles will continue. Honorary roles will fall into the category of 'roles that will be recorded but will not be part of a team'. The list of those roles include (new role name in bold):

- Chaplain – **Chaplain**
- Occasional Helper - **Non-member (disclosure only)**
- President – **President**
- Vice President – **Vice President**

Q: Does the merging of Section Assistants and ASLs into Team Member roles mean the expectation is now that's Section Assistants are expected to become full members, take the promise and wear the uniform?

A: Becoming a member asks people to “accept” the promise, rather than “make” it. Uniform is an entitlement, not a requirement - those able to wear it don't have to. Section Assistants are already members and therefore able to wear uniform.

Q: What is happening to Occasional Helpers?

A: We will have an approach that will have two levels - “Helper” and “Occasional Helper” as some will, and some won't, be undertaking any “regulated activity”. These will replace the previous generic Occasional Helper role. There are some important differences in the definitions though:

- Helpers can attend 3 times in 30 days; Occasional Helpers can attend 4 times;
- Helpers cannot attend overnight events; Occasional Helpers can;
- Helpers must be supervised; Occasional Helpers can be unsupervised.
- In the new membership system they will be registered as ‘Non Member – Needs Disclosure’.

Q: How flexible are the Team Descriptions? Can tasks be moved around and/or removed to suit local processes.

A: Published team descriptions are a ‘minimum’ in the sense that they can be added to, but not removed from.

Q: Can the Programme Team have section specific volunteers similar to the ADC section role?

A: Tasks within teams can be arranged flexibly. However Groups/Districts/County's should not try to replicate current roles rather than changing how they provide support in the new way.

Q: Post-Transformation will the new roles restart the "years in role clock"? e.g. If a District Lead Volunteer who had X number of years in role as a District Commissioner, and coming to the end of the years they can serve, does the clock restart post-Transformation?

A: No, service continues throughout. Nothing 'restarts'.

Q: After the transformation will visits abroad be approved at District or County Level?

A: There won't be any substantive change to the Visits Abroad process.

Currently the event leader submits part A, it's recommended by the ACC International to the "relevant Commissioner" (depending on the sections going etc) for approval. The leader then submits part B and it goes through the same process.

With the role of ACC International going, County's will work through the specifics of how the process can continue in their location, any full member can be accredited to become a "Visits Abroad Approver, or it could sit with the County Programme Team Leader.

Q: Is it correct that, whilst the woodbadge is optional, one person in each team must have a woodbadge holder but it doesn't necessarily have to be the Team Leader?

A: No, you don't need it in the team, there's no expectation that anyone holds a woodbadge as long as they have done the minimum training for their role. Woodbadge is completely optional.

Q: Who/how will senior appointment searches and appointments be done?

A: There is no such premise that any appointments are more senior... Assuming you mean Lead Volunteer searches, County/District/Group Lead Volunteers will be subject to the same Joining Journey as any other role at that level, UK/National/Region Lead Volunteers will follow the UK Headquarters Appointments Process.

2.3 Team Structure

Q: Who holds responsibility and final sign-off for new teams and structures prior to transition into the new digital tools? How will this be governed moving forwards? Do they need approving at any stage?

A: New teams are automatically created on the system - no local sign off is needed. Some roles move into some teams automatically and others will be added in manually

after transition. No new teams can be added, but sub-teams are managed locally. The appointment of people to teams/sub-teams will be set out in POR Chapter 16.

Q: Do sub teams need to be registered on the digital tool or can they stay as a local team?

A: Technically they probably could be a local team but there wouldn't be any benefit to this, creating a sub-team is easy and quick. It means that people are accurately recorded as to what they are doing on the system and they can more easily communicate with each other. The person leading that sub-team also then wouldn't have oversight of those people and be able to manage them effectively.

That being said not everything needs to be a sub-team, people working together on a particular task as a one off might not need a sub-team and can just do this action.

By way of example:

- a. A Scout Section Member and Group Quartermaster run through equipment and see what needs replacing and upgrading every year. There isn't a need to have this as a separate sub-team as it would just be a task picked up as part of the Group Leadership Team
- b. Group Fundraisers who are actively working together throughout the year to plan events- this would make complete sense to be a sub-team under the Group Leadership Team.

Q: In the Teams descriptions there is a District Section Team but this team doesn't feature in the graphic of the District structure. Does the Group Section team consist of those who are now Squirrel, Beaver, Cub & Scout Leaders and the District Section Team consist of those who are now Explorer Unit & Network Leaders?

A:

- Group Leadership Teams support Section Teams for Squirrels, Beavers, Cubs, and Scouts.
- District 14-24 Teams support Section Teams for Explorers, Young Leaders, and Scout Network.

There are a lot of commonalities across these two teams.

In the graphic for the District Structure, the three boxes Young Leaders, Explorers, and Network are linked to (and including) the 14-25 Team, collectively form the "District Section Team".

Q: We have an amazing volunteer working with Districts and Groups at County level on local growth; adults, young people and new provision. We aren't sure where they best fit?

A: this could sit in either County Support Team or the County Volunteering Development Team, because of the focus on growth and recruitment. If they currently sit on the County Team, the Lead Volunteer might not want to restructure and lose them from the County Leadership Team (because the new structure doesn't have growth specifically within County Teams.)

The responsibility for opening new sections sits with District Support Teams:

“Open new provision: Work with Groups and other District teams to open, close, or merge Sections (depending on local demand).” There’s not an equivalent in county teams because it’s a district responsibility. However we know that in some places this is supported at a county level - so having someone like your volunteer in the County Support Team would make sense. Although it’s not a county responsibility (so not in the team description), you’re doing it with/on behalf of the districts.

Q: I note that MAPS is an accreditation in the new structure, but SNAPS isn't, is this role/responsibility being retired or picked up in a different way?

A: It's not an accreditation or role, but the responsibilities are included in District/County Programme Teams.

Q: We currently have a ‘DCC for Diversity & Inclusion’ in our County, and it’s a hugely important and embedded role for us, with a variety of responsibilities and tasks. However, we as a County Team can’t see where this role would fit in with the new structure?

A: There is no definitive answer and depends on how diversity and inclusion works in each local area. Some places would nest this in the Programme Team because of how Scouts want our programmes to be inclusive and diverse. Others would emphasise it in the Volunteering Development Team because of how crucial it is that adults are trained and supported to be welcoming and feel equipped to support young people with different needs or from different backgrounds. Equally, the Support Team is an important place for diversity and inclusion because of its focus on growth, and on community relations.

In reality of course it’s not a choice between these teams, it’s about bringing together all of their strengths to bring different things to the party. That’s where the role of a District/County Leadership Team Member comes in and perhaps where, in your situation, this persons role should sit. They can have whatever brief fits the local need and be the best person for it. They can bring together people in different teams without a problem.

2.4 Accreditations

Q: If a District camp is held and the Nights Away Permit holder is someone at District level... can the Section Team Leads/Members see that person in any form or fields in the new digital system?

A: You should be easily able to identify the immediate event delivery team on the system. You would then need to ask the Nights Away Permit holder (whose records you would not normally have access to) to make themselves temporarily visible to you – so that you can check the status of mandatory learning, disclosures, permits, etc.

2.5 Scout Active Support Units

Q: Will SASU members need to complete First Aid Training?

A: The draft POR requires anyone with regular involvement with young people to complete First Response training as a minimum. The first aid requirement for former SASU members depends what team they transition into. For e.g. someone on a campsite team might not (if they don't interact with the young people) but a campsite events team would. If they become part of a Section Team, or are a Group Lead Volunteer or a District 14-24 Team Leader then they will need first aid.

If they are not in one of those, it's optional - though of course encouraged

Q: Can Group SASU members be aligned into a new role without being tied to a section.

A: Yes - if it's a Group SASU then it should form a sub-team to the Group Leadership team.

If it's a District or County SASU then they'd move into the Programme, Volunteering Development or Support Team - depending on which team most closely aligns with their purpose.

Q: If a Group/District/County SAS unit currently has its own scarf & flag that is separate to the Group/District/County scarf & flag design, what should happen after transition when SAS units cease to exist? The current SAS members want to keep using their different scarves and flag after transition because it's unique to their team. However they will not be an SAS unit, they will be a District Programme sub-team.

A: If the SASU isn't becoming a sub team in its own right (like an events team for example) then they are put into the history books. If they are a sub-team they can still wear them, but they're just managed by the District Programme Team rather and being a unit in the District.

3 More Engaging Learning

Q: At migration if someone has completed, say, safety , safeguarding and GDPR and they are validated on Compass but they haven't done the rest of getting started yet, will they be credited with the modules they have done

A: Yes, Members who have validated some of their 'Getting Started' modules will only be required to complete any outstanding learning (through the new system)

Q: What is the position for volunteers who transition into a role/team requiring first aid for the first time?

A: If the volunteer is transitioning from a role that currently doesn't require first aid to one that does post transformation, they will have a transition of 2 years.

If they are already in a role that requires first aid their current 'completed by' date still applies.

Q: We are aware of the move to optional woodbadges and also that Manager & Supporter Training isn't being updated for some time. Does that mean that come transition M&S Woodbadges will remain compulsory?

A: Woodbadges for M&S roles will also become optional with the existing M&S training/modules available for those who wish to achieve a woodbadge this way until the new learning is fully implemented.

Q: In the Growing Roots/Branching Out Learning - if a new module says it is made up of certain existing modules and part of another, what happens to the part that hasn't been used?

A: This is only an issue in the short term until all the training has been rewritten. If a topic that is not in Growing Roots is still valuable it will be incorporated into the Branching Out learning.

Q: I am concerned that some of my Teams current learning is still ongoing/yet to be validated – and may get lost in the transfer to the new system. Please advise what we should do?

A: The top tip remains to get all in flight current learning modules validated prior to the Compass freeze that comes before we go live. And get all new volunteers through Getting Started.

Q: We have an adult with learning difficulties, who participates fully as a Leader during Section Meetings but is unable to retain and use the information that would be taught on a First Aid course. How do we cater for an adult who is unable to undertake First Aid due to a physical (or other) limitation? Today they can opt to be a Section Assistant.

A: As part of its Equal Opportunities Policy, Scouts always offers reasonable adjustments to everybody. On some First Response courses people have been validated as they were able to talk to a bystander through all of the required actions. This link specifically deals with [Adjustments on First Response](#)

Q: Will the woodbadge still be a requirement for the higher adult awards eg Award for Merit, Silver Acorn etc.

A: As a woodbadge becomes optional for all roles it won't be mandatory for the higher adult awards.

Q: If a volunteer does not complete their Growing Roots training within the first 6 months, what happens then? Are they suspended, flagged on a report, line manager notified or a combination of the above?

A: They will be referred to the District or County Lead Volunteer depending on where the individual sits. We are looking to see if that can also include the Group Lead Volunteer. If someone doesn't complete all the requirements of being a full member, notifications will start to be made to the line manager, Volunteering Development Team Lead and then the Lead Volunteer. There isn't an automatic suspension.

Q: In the new structure it would be helpful to know what training obligations people need to commit to. Will Team Leaders have to complete M&S Training and sub-team leaders not?

A: Sub team leaders will not be required to complete the leading volunteers training as sub teams may be transitory and last for less than 6 months.

The Team Leader or Lead Volunteer appointing a sub team leader should ensure they have the required skills for the sub team they will lead and ask them to complete Leading Scout Volunteers if it is required.

This is all part of the change to only ask Volunteers to complete the learning that they need to acquire the skills to undertake the role assigned to them.

Q: Currently with some online modules, if you get one or two questions wrong you have to go back and start from scratch. Will the new ones remember what you got right and just make you redo the ones you got wrong?

A: One aspect of the new learning is that the modules will be broken down into more bite sized chunks, covering part of a broader topic and with validation questions built in. So this will be much less of an issue than it is today. The system will remember where you have got to, if you don't complete the learning in one go. We have tried to strike a balance so that people focus on working out the answer rather than submit a quick guess in the knowledge that its quick and easy to go through the one question again testing out potential answers until they get it right.

Q: Who will assess and accredit prior learning for someone?

A: There will be an accreditation called a Learning Assessor which can be held by anyone who has completed Module 25 Assessing Learning. This will be used in the couple of year transition period for legacy training, and there might be a need for it beyond that - to be decided.

4 Digital Support and Tools

Q: I'm confused about having multiple email addresses in Compass – what will be the log-in email address in the new system, and what will be the communications email address?

A: the 'volunteering' and 'scouting enquiries' flags are the main way to identify the emails you want used in the new system for log in and communication. (Volunteering = log in, Scouting enquiries = communications). If the volunteer has zero, or more than one, email address marked as 'volunteering' then the email address marked as Primary will be used as username for the new system.

Q: If someone is exclusively using anytownexplorers@gmail.com will they be able to use that as their Username email address?

A: No, only identifiable email addresses should be used to make it totally transparent. Generic emails leave ambiguity and doubt especially when linked to a role that could pass from one person to another in the future.

The 'username' email address for each volunteer must be personal and unique and working. [Personal = john.smith@.... rather than gsl@....; unique means that the same email address is only used as logon username by one person; working means that it is not 'undeliverable' and is regularly accessed.]

Q: What are the plans for volunteers who are not digitally skilled and connected?

A: We want to keep all our great volunteers volunteering. More and more of them are wanting to do the administrative side of their roles digitally. For those who are online but are not confident doing a wide range of tasks digitally we will be introducing a digital skills scheme to help them, featuring online training and a digital champions network.

For those volunteers who don't work digitally today and don't want to make the shift then we will have a 'proxy' route for somebody else to maintain the core membership record, which in essence of course is what happens today. They will have a say in who does this for them. There will be a small workload locally to provide this service, and of course the more volunteers we get on line the smaller this workload will be. There will be some roles and accreditations that require the holders to have online capability

since the membership system becomes the only way to process things like permits, awards, etc, (and to be the proxy for another volunteer).

The proxy role is a very specific accreditation that lets that person access the core set of personal information fields for somebody else to update them. The system has an audit trail of transactions, updates, etc, so will always be very clear who has really made the change.

Q: What type of security will the new digital system have? Will it use multi-factor-authentication for example. A simple password seems a little light to protect our data?

A: Initially a password-protected log in with a move at a later date to two factor authorisation. The reason for this is that we want a phase when its really easy for people who never go into Compass and lack confidence in digital tools to get used to going into the new password protected part of Scouts.org.uk on a regular basis.

Q: When someone is doing a member search outside of their immediate hierarchy, how much detail will they get on that person? Would it just be contact details?

A: The new digital tool is pragmatic and will allow more people to be able to see 'basic' details – such as name, role, contact details. Most members will be able to get contact information for more people than they could in Compass. A member will also be able to see/reach out and contact people who could likely assist them with their scouting – such as someone with a particular activity permit and/or an assessor.

Q: What is the plan for supporting local processes in the new digital system?

A: The digital system will support a range of local processes which will significantly reduce the amount of time volunteers need to spend doing 'admin'.

There are two Groups of local processes:

- Group 1 - existing local processes which are amended by the new digital system and which must be used from day 1
- Group 2 - local processes that can now be supported by the new digital system, but do not need to be used from day 1 (they are useful processes, but the digital support is not imperative from day 1)

Group 1 includes:

- Managing your local structures (Inc. teams, sub-teams and organisation details)
- Volunteer Joining Journey (in Growing Roots)
- Notifications (Automated Messages, Emails)
- Managing our volunteers (Inc. their teams & accreditations)

- Permits (Activity, Nights Away)(including tracking)
- Volunteer Role Change process
- Appointment Reviews
- Dashboards & Reporting
- Good Service Awards
- Learning (Mandatory & Branching Out)
- Suspensions (Adults)
- Managing my personal details

Group 2 includes:

- Nights Away Notifications and authorisations
- Adding qualifications
- Grant applications
- Actions
- Minibus Permits
- Attracting new volunteers (recruitment)

Q: Will a member receive an email telling them there is an action to take on the new system? E.g. approve a permit, NAN form, accreditation etc.

A: No. The notifications go into the appropriate volunteer's 'account' on the system so they will see them when they login.

However, an email will be sent if a volunteer has notification(s) but hasn't logged in for a week. By doing it this way, mailboxes won't be clogged up with requests but emails will be used where appropriate

Q: Most of our districts have a process for leaders to notify the District team when they are meeting outside of their usual meeting place. Is there anything covering this in the new digital systems?

A: It's definitely on the wanted/needed list, but not part of day 1 deliverables.

Q: Will Young Leaders be able to be added to the new Membership System?

A: No, Young Leaders won't be recorded on the membership system as youth data (<18) is being looked at separately.

Q: Will the new membership system include the function to record shooting qualifications?

A: No, to be clear there's no "new permit scheme" and there will be no significant changes to the current scheme. As such, shooting won't have a permit.

Q: We have a number of volunteers where the old service history did not transfer on to Compass correctly and we have 'Unknown Group' showing for periods under the Roles tab. Does this need to be corrected before we change to the new membership system or can it be left?

A: It's ok to leave the "unknown group" information but make sure that the length of service is correct. Time spent in an unknown group will contribute to long service but missing roles won't.

4.1 DBS

Q: DBS checks seem to have been relabelled as criminal records checks. I understood that DBS check was the appropriate terminology. Why the change? What is the rationale?

A: The use of the words 'Criminal Record Check' represents all nations and allows us to be consistent. The challenge has been to use terminology that applies equally in England, Scotland, Northern Ireland, Wales. The consistent term for all is criminal record check. In England and Wales the outcome of that check is a DBS Certificate, in Scotland it is a Disclosure and in Northern Ireland its a digital disclosure.

So we have adopted criminal record check because all authorities use it (and even though it checks more than criminal records).

Q: We currently have a number of Group Occasional Helpers who also hold leader roles in District Explorer Units. This was implemented to enable easier processing of their DBS by a GSL (who are more local/accessible than the DESC or DC). Without the OH role a GSL can't see folks outside of their hierarchy. Who will be able to process DBS in the new digital system?

A: For all the right GDPR reasons, visibility/access to other people's membership records is restricted. In the new membership system, any by default, a member of the relevant Leadership Team can process someone's criminal records check within their hierarchy. It will be possible to accredit others to be able to do it as well using the "Disclosure Support Volunteer" accreditation.

However a Group Lead Volunteer won't be able to see people in other Scout Groups or the 14-24 Team.

For the scenario you describe, there are two ways a Group Lead Volunteer could support someone to do the ID check for a disclosure. First is to arrange for the Group Lead Volunteer to be added to the 14-24 Team, as that would recognise that they play a part in leading and supporting the 14-24 provision across the District. The second way would be for the individual needing the disclosure check to change their visibility setting to "Allow yourself to be searched for outside your hierarchy", which would let someone else find them and support them with their disclosure check.

5 Trustee Boards

Q: What happens to Trustee Board Sub-Committees?

A: They will become sub-teams to the Trustee Board. Currently most sub-committees are actually operational and fill a support function (and should move to be a sub-team of the Support Team but some Trustee Boards have, for e.g. a risk-management sub-team, which could become a sub-team to the Trustee Board

Q: Can the Chair and/or Treasurer hold another volunteer role in a group or section?

Yes. POR Chapter 16 sets out that the key parts of those roles are that the person has the time and capacity to be able to carry out the role and considering any conflicts of interest with existing roles.

Q: Currently our District campsite maintenance team is managed by a sub-committee that is responsible for the management of the site (and is answerable to the District Board or Trustees). If we move the maintenance under the Support Team, who will own the budget?

A: Trustee Boards govern and are strategic so an operational maintenance team becomes a sub-team of the District Support Team. The Trustee Board own the budget overall but the maintenance sub team can have approval to spend and track the money on a day-to-day basis provided it is within the plan and annual budget agreed by the Trustee Board i.e. Trustee Board does the budget review and approval, and the maintenance team are authorised for day-to-day spend and the bookkeeping that goes with that spending.

Q: How do we manage governance of District/County campsites? Do they need to have their own Trustee Board?

A: Firstly, If the campsite is a charity in its own right it should have its own Trustee Board.

In other situations there should be oversight by the District/County Trustee Board and a sub-team under the District/County Support Team for operational management (i.e. the previous management committee).

If the campsite is owned by 2 or more entities (Group/District/County) there should be an agreed and minuted Terms of Reference for a governance/management group that is separated from the 'support group'. The governance group reports into the various Trustee Board and should only focus on governance.

The rest of the work around 'support tasks' (wardens, activity providers, bookings, etc) will be in a Support Team directly or as a sub-team depending on the scale of the team.

Q: Currently there is an ambition that every sub-committee to have 2 youth members - will this remain in POR or will it be down to the local decision/sub-team description?

The ambition will remain in POR, that it is good practice for a Trustee Board, and any sub-teams, to have at least two Trustees aged between their 18th and 25th birthdays. It is not mandatory however.

Q: Can one Sub-team report into two parent Trustee Boards?

A: Yes. A sub-team can be shared. The sub-team members are effectively sub-teams of each parent body and so the sub-team members would be recorded with two sub-team memberships - 1 for each parent body. The 2 (or more) parent bodies should agree a joint short 'protocol' or terms of reference about how the sub-team will work on behalf of each parent body. An alternate option for the structure might be to have the sub-teams formed under both Group/District/County Leadership Teams.

Q: What happens to sub-committees that look after buildings, land or campsites?

A: If the property is jointly owned by Groups or Districts there would need to be a separate committee for that, with its own terms of reference (see above). Not associated to one particular group but with representation from each group on the committee with independent governance.

Current sub-committees of Trustee Boards will often be operational rather than 'governance' such as the fundraising team or the hall management/maintenance teams. Operationally these are probably best placed as sub-teams of the new Group/District/County Support Team.

Q: The Chair of the Executive Committee was a position appointed by GSL, District/County Commissioner. As a Board of Trustees is it correct that the role of Chair is now appointed by the Trustees?

This will change in the Transformation. It will no longer be a role filled by the Lead volunteer's nomination as of AGM 2024. Each Trustee Board will create an open recruitment policy for all Trustee recruitment.

Q: Is the Chair of the Trustee Board a member of the County/District Leadership Team? The pictures suggest they are but the team descriptions don't include them.

A: The Chair isn't an automatic member of the Leadership Team in the way that Team Leaders for Programme, Support, 14-24, and Volunteering Development are.

There's also flexibility to arrange locally in the best way that works, so your Chair could be invited along to Leadership Team meetings, so long as everyone's clear on "governance tasks" and "support tasks".

Q: Who will take responsibility of dealing with suspension returns alongside the Regional/County Lead Volunteer following the loss of the Appointment Committee?

A: All Lead Volunteers (except Group Lead Volunteers) will be able to carry out the task of the new role called "Suspension Lead". Those tasks can also be shared as an accreditation with other full members (there are a few exceptions) The Lead Volunteer/Suspension Lead oversees the suspension process at local levels. They'll recommend and/or approve suspensions of volunteers, where necessary.

They don't cover suspensions or stay-aways set by the UKHQ Safeguarding Team. Part of their tasks include making suspensions (as the 'recommender') or approving suspensions (as the 'approver'), depending on the level of the volunteer.

Q: How/who will un-suspend members if the appointment secretary role is going?

A: The District/County Lead Volunteer (as appropriate). We'll also have an accreditation on the membership system for someone to handle suspension tasks on their behalf - so these people would also be able to do it. Worth noting that this accreditation is not an Appointment Secretary by another name, it's a way of being able to share tasks out to those with appropriate skills/experience, lighten the load for Lead Volunteers, and is more than 'just' an admin task.