

# BasecAmp22

Energise. Engage. Empower.

Improving membership management  
and growing digital skills

Scouts 

# Engage

**New digital tools and skills  
to help you deliver our improved  
volunteer journey**

**Our team**

**Our strategy**

**Our new  
membership  
system**

**Rolling it  
out**

**Growing  
digital skills**

**A digital  
strategy  
with people  
at its heart.**



**Built on our  
values.**

**Easy.  
Enjoyable.  
Empowering.**

**Following  
our digital  
principles.**

500+ Volunteers

HQ Staff

Proven Suppliers

**imc**  
part of **Scheer**

cloud  
**<Thing>**

 **Microsoft**



Welcoming System

Membership System

Learning System

Accessed via  
[Scouts.org.uk](https://scouts.org.uk)

## Our aims

- Provide & improve existing functionality
- Add new functionality requested by members
- Move to self-service where possible
- Reduce administration time for GSLs, DCs, CCs
- Less "clicks" to find things
- Provide a platform to meet our future requirements
- Sympathetically support volunteers where “digital” will not be their first choice

# Our approach

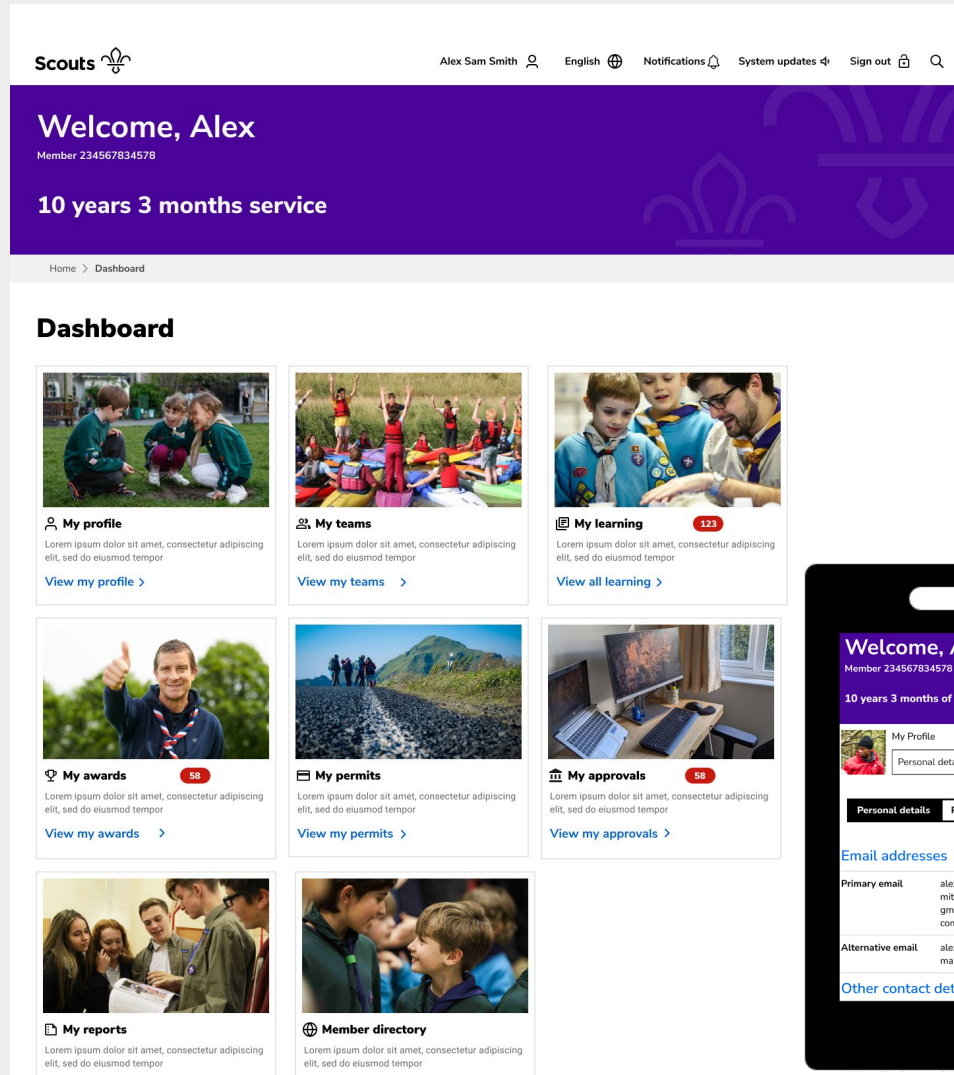
- Building one feature at a time
- A focus on continuous improvement
- Creating a future-proof platform
- Microsoft Dynamics 365 and scouts.org.uk working together
- Easy log-on through our website





Let's take a look...

# My homepage



- Improved look & feel
- More intuitive design
- Mobile friendly
- Everything in one place
- One click away from information you need




# My profile

Scouts

Alex Sam SmithEnglishNotificationsSystem updatesSign out

Welcome, Alex  
Member 234567834578  
10 years 3 months service

Home > History



Edit Profile Photo

Profile

More info

Personal details

Preferred details

Contact information

Diversity and Inclusion

Medical details

Emergency contact

Personal details

Change

Salutation / Title

Mr

First name

Alex

Last name

Smith

Date of birth

20th April 1973

Please note, any changes to personal details will need to be checked by an administrator prior to actioned. The administrator may need to contact you via email or phone. If appropriate please for the change to help the administrator make their decision.

My profile


Personal details

Roles

Permits

Training

Awards



My profile

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor

View my profile

- Everything about you in one place
- More “self-service” ways to change your details
- Easy uploading of your profile picture

# My profile


Scouts

Alex Sam SmithEnglishNotificationsSystem updatesSign out

Welcome, Alex  
Member 234567834578

10 years 3 months service

Home > History



Edit Profile Photo

Profile

More info

Personal details

Preferred details

Contact information

Diversity and Inclusion

Medical details

Emergency contact

Edit personal details

Please note, any changes to personal details will need to be checked by an administrator prior to being actioned. The administrator may need to contact you via email or phone. If appropriate please add a reason for the change to help the administrator make their decision.

Salutation / Title

Mr

First name

Alex

Last name

Smith

Reason for change

Attachments

Upload attachment(s) \*

Browse

You can send up to 25 MB in attachments. If you have more than one attachment, they can't add up to more than 25 MB.

Submit request

Discard

- Updates to your profile can be made easily through the system
- Add preferred details and info on Diversity and Inclusion
- Easy to update your emergency contact details if required


# My profile

Scouts

Alex Sam SmithEnglishNotificationsSystem updatesSign out

Welcome, Alex  
Member 234567834578  
10 years 3 months service

Home > Profile visibility



Edit Profile Photo

My profile

Personal details>

Roles>

Permits>

Training>

Awards>

History>

Profile visibility>

My communications>

< Back

Personal data visibility

Edit profile visibility settings

Length of service

Display length of service on headerYes

Hierarchy visibility settings

Allow yourself to be searched for outside your hierarchy:Yes

Minimum level of members searching outside your hierarchy?Regions

Personal data visibility

This is visibility of personal data to people searching from outside your hierarchy only.

AddressNo

Phone numberNo

Primary emailNo

AwardsNo

Save changesDiscard

- Increased opportunity for you to decide who can see your details
- Adjust your profile visibility for member directory
- Adjust visibility of length of service on header

# Member Directory

Scouts

Alex Sam SmithEnglishNotificationsSystem updatesSign out

Welcome, Alex

Member 234567834578

10 years 3 months service

Home > Dashboard

Member directory


Alex

Filter byScout Group

Search

MEMBERSHIP NUMBER	FULL NAME	PRIMARY ROLE	PRIMARY GROUP
23456789	Alex Smith	Scout Leader	14th Durham Scouts
23456789	Alex Smith	Scout Leader	14th Durham Scouts
23456789	Alex Smith	Scout Leader	14th Durham Scouts
23456789	Alex Smith	Scout Leader	14th Durham Scouts
23456789	Alex Smith	Scout Leader	14th Durham Scouts
23456789	Alex Smith	Scout Leader	14th Durham Scouts
23456789	Alex Smith	Scout Leader	14th Durham Scouts
23456789	Alex Smith	Scout Leader	14th Durham Scouts
23456789	Alex Smith	Scout Leader	14th Durham Scouts
23456789	Alex Smith	Scout Leader	14th Durham Scouts

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Member directory

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Find a member

- Ability to search using whatever information you have
  - Name/ Membership No.
  - Scout Group
  - Permit


# My Permits

Scouts

Alex Sam SmithEnglishNotificationsSystem updatesSign out

Welcome, Alex  
Member 234567834578  
10 years 3 months service

Home > Dashboard > Permits



Permits

Find a permit

Permit	Type	Date of issue	Date of expiry	Status
<a href="#">Rowing</a>	Personal	23 Jan 2021	23 Jan 2022	Granted
<a href="#">Climbing</a>	Leadership	23 Jan 2021	23 Jan 2023	Granted
<a href="#">Kayaking</a>	Personal	23 Jan 2021	23 Jan 2022	Granted
<a href="#">Hiking</a>	Leadership	23 Jan 2021	23 Jan 2022	Granted
<a href="#">Camping</a>	Personal	23 Jan 2021	23 Jan 2022	Granted
<a href="#">Cycling</a>	Leadership	23 Jan 2021	23 Jan 2022	Granted
<a href="#">Paragliding</a>	Personal	23 Jan 2021	23 Jan 2022	Granted
<a href="#">Archery</a>	Leadership	23 Jan 2021	23 Jan 2022	Granted

Permits

Active

In-progress

History

My permits

View my permits

- All permit information in one place
  - See you own permits with expiry dates
  - Links to information about any permit you want to acquire
  - Managers will see those that need approving
  - Manager will see those that are ready for renew

# My Permits

Scouts

Alex Sam SmithEnglishNotificationsSystem updatesSign out

Welcome, Alex  
Member 234567834578  
10 years 3 months service

Home > Permits > Apply permit

## Mountaineering

Add health factors and restrictions

Date of application  
16/02/2022

Permit details  
Mountaineering

Category  
Terrain 1 winter

Type  
Personal

Health factors (relevant to the activity)  
Asthma

Any restrictions wanted  
A group of 6 people

### Mountaineering assessors

☒ Internal assessor ☐ External assessor

Name	County
<input checked="" type="radio"/> Anita Rani	Merseyside
<input type="radio"/> Anita Thomas	Greater Manchester
<input type="radio"/> Anita Rogers	Tyne & Wear
<input type="radio"/> Anita James	West Midlands

- Intuitive, online application form to renew a permit or request a new permit
- System will help guide you through the application process
- Ability to search for assessors
- You will be able to see the progress of your application for a permit

# My Permits

The screenshot shows the Scouts 'My Permits' web application. At the top, the Scouts logo is on the left, and user information 'Alex Sam Smith' with a profile icon, language 'English' with a globe icon, 'Notifications' with a bell icon, 'System updates' with a megaphone icon, and 'Sign out' with a lock icon are on the right. Below this is a purple banner with 'Welcome, Margaret' and 'Member 234567834578'. A secondary line in the banner says '10 years 3 months service'. A breadcrumb trail reads 'Home > Permit assessment > Permit application > Permit request'. The main content area has a '< Back' link and the title 'Permit application' with a subtitle 'Mountaineering permit for Alex Smith'. There are four tabs: 'Personal and qualification details' (active), 'Permit assessments', 'Actions', and 'Communications'. Under 'Stages', there is a list of five items: 'Technical competence' (checked, expandable), 'Scouts rule knowledge' (checked, collapse), 'Safeguarding safety' (checked, expandable), 'Personal suitability' (checked, expandable), and 'Granting' (checked, expandable). Below this is a 'Restrictions' section with a 'Type' dropdown menu set to 'Environmental'. A 'Notes' section contains placeholder text. At the bottom, there are four buttons: 'Submit and mark as complete' (blue), 'Save', 'Reject', and 'Discard'.

- Assessors, District and County Team Leaders who authorise permits will have all the information in one place
- The aim is that authorisation will be on one screen with the system checking mandatory training for you

# My Permits

Scouts

Alex Sam SmithEnglishNotificationsSystem updatesSign out

Welcome, Margaret

Member 234567834578

10 years 3 months service

Home > Permit assessment > Permit application > Permit request

< Back

Permit application

Mountaineering permit for Alex Smith

Personal and qualification details

Permit assessments

Actions

Communications

Stages

✓

Technical competence

✓

Scouts rule knowledge

✓

Safeguarding safety

✓

Personal suitability

✓

Granting

Restrictions

Type

Environmental

Notes

>Lorem Ipsum Dolor Sit Amet. Consectetur Adipiscing Elit. Duis Id Velit Ut Neque Commodo Sollicitudin. Donec Commodo Pulvinar Dui Eu Vestibulum. Praesent Scelerisque Consectetur Nibh. Cras Molestie Felis Sit Amet Dolor Feugiat. Eu Fermentum Ipsum Ultricies. P Hasellus Ultricies Sollicitudin Metus At Convallis.

Submit and mark as complete

Save








Reject

Discard

- Assessors will have everything they need on one screen
- Progress through application is transparent to all involved



# My Permits

 Alex Sam Smith  English  Notifications  System updates  Sign out  

Welcome, Alex  
Member 234567834578

10 years 3 months service

Home > Dashboard

## Notifications

<input type="checkbox"/>	From ↑	Subject	Message	Date and time
<input type="checkbox"/>	Jake Anderson	<a href="#">Moutaineering</a>	Permit will be lapsed in 12 months time and renew	10/02/2022   10:23am
<input type="checkbox"/>	Jake Anderson	<a href="#">Moutaineering</a>	Permit will be lapsed in 12 months time and renew	10/02/2022   10:23am
<input type="checkbox"/>	Jake Anderson	<a href="#">Moutaineering</a>	Permit will be lapsed in 12 months time and renew	10/02/2022   10:23am
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<input type="checkbox"/>	Jake Anderson	<a href="#">Moutaineering</a>	Permit will be lapsed in 12 months time and renew	10/02/2022   10:23am
<input type="checkbox"/>	Jake Anderson	<a href="#">Moutaineering</a>	Permit will be lapsed in 12 months time and renew	10/02/2022   10:23am
<input type="checkbox"/>	Jake Anderson	<a href="#">Moutaineering</a>	Permit will be lapsed in 12 months time and renew	10/02/2022   10:23am
<input type="checkbox"/>	Jake Anderson	<a href="#">Moutaineering</a>	Permit will be lapsed in 12 months time and renew	10/02/2022   10:23am

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Mark as read

- You (individual) will receive notifications of an expiring permit
- District & County Teams will be able to see permit expiry dates
- Renewal process will be online and intuitive

# More exciting features



## My reports

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[View my reports >](#)



## My awards

58

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[View my awards >](#)



## My teams

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor

[View my teams >](#)



## My learning

123

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[View all learning >](#)

- Disclosures process stays the same
- Mandatory learning compliance visible to individuals on “My Profile” page
- Easier award application process
- Ways to reduce time processing awards
- Easier online appointment process for new members

# Rollout timings

	2023								2023				
	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
Basecamp													
Designing the new tools													
Developing the new tools													
Membership Testing													
Building local change teams													
10% Cohort Counties prep													
10% Cohort Go Live													
90% Cohort prep													
90% Cohort Go Live													

Detailed content, timing and support for the local preparation will be provided

# Building digital skills locally

## The Basics

These skills are special. They are your foundation skills, transferable to every task you'll do. We recommend starting here and making sure that you've covered the content so that you're well set up to master the rest of the skills.

[Discover The Basics](#)

## Digital Finance

Everyone carries less cash these days. You'll probably be taking more and more payments online, but keeping records has never been more important.

[Find out more about Digital Finance skills](#)

## Working Together

Sharing your workload and working with others tends to make things easier, but it's not always achievable to get everyone together. Work in your own time, but sharing what you've done by collaborating digitally.

[Find out more about Working Together](#)

## Planning your Programme Digitally

Whether you're a Programme Planning expert, or still becoming awesome, did you know that you could be using digital tools to make your life easier?

[Find out more about Planning your Programme Digitally](#)

## Planning Events and Activities

Planning Camps and activity days can be made much easier using the digital technology you have around you. Have a look for the skills you need here.

[Find out more about Planning Events and Activities](#)

## Digital Meetings and Training

Find it difficult to get everyone together in the same room? Sorted. Meet digital.

[Find out more about Digital Meetings and Training skills](#)

## Data and Documents

Everything needs saving somewhere. Work out what you're doing with your files by exploring this section.

[Find out more about Data and Documents](#)

## Getting the Word Out

We always need to talk to someone. Whether it's sending info to a large pool of parents, or just letting a smaller group of leaders know what they need to, digital is the way to go.

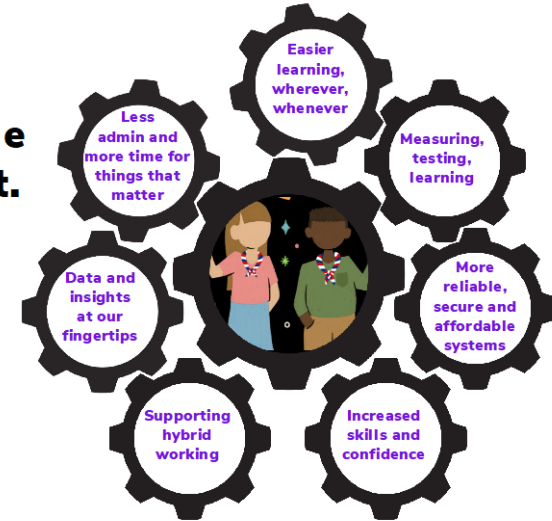
[Find out more about Getting the Word Out](#)

- Create digital support roles in transformation teams
- Consider buddies for those with most to learn
- Encourage usage of Scouts.org.uk
- Publicise the Digital Skills resources on the website

# Summary

- We have great new tools on the way
- We have robust delivery plans in place
- Volunteers are at the heart of our programme
- We will be freeing up time and making volunteering more enjoyable
- This will need careful local change management
- It will soon be time to start preparation locally on data quality and digital support

**A digital strategy with people at its heart.**



**Easy.  
Enjoyable.  
Empowering.**

**Built on our values.**

**Following our digital principles.**

# How can you help now?

1. Get a strong digitally aware person in your digital transformation team
2. Make sure you have valid, unique email addresses for volunteers
3. Ensure Compass data is accurate
4. Identify those who need extra support with digital skills
5. Get involved in testing – email [membershipsysteem@scouts.org.uk](mailto:membershipsysteem@scouts.org.uk)



**Additional information**

# Learning the Lessons of Compass

- Completely new digital organisation at HQ
- 500+ Volunteers involved at all levels
- Extensive supplier search
- Robust supplier contracts
- Strong project management
- Test and Learn at each stage of development
- Change management team appointed
- Reduce risk with phased go live
- Building on a proven Microsoft Platform with an experienced supplier
- Implementing the findings of our independent Compass learnings report



# Our Digital Principles

Digital is a state of mind which changes the way we think, work and act.

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