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

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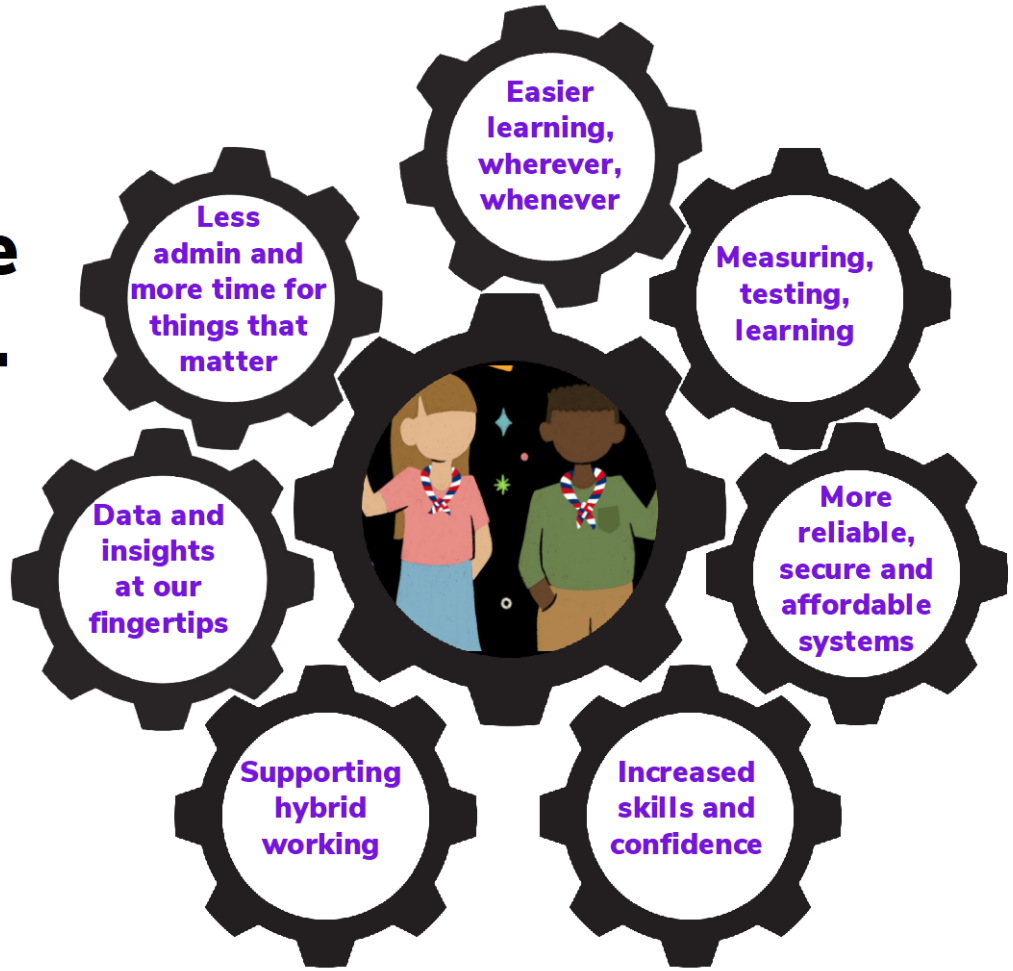
A digital strategy with people at its heart.



Built on our values.

Easy.
Enjoyable.
Empowering.

Following our digital principles.

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500+ Volunteers

HQ Staff

Proven Suppliers

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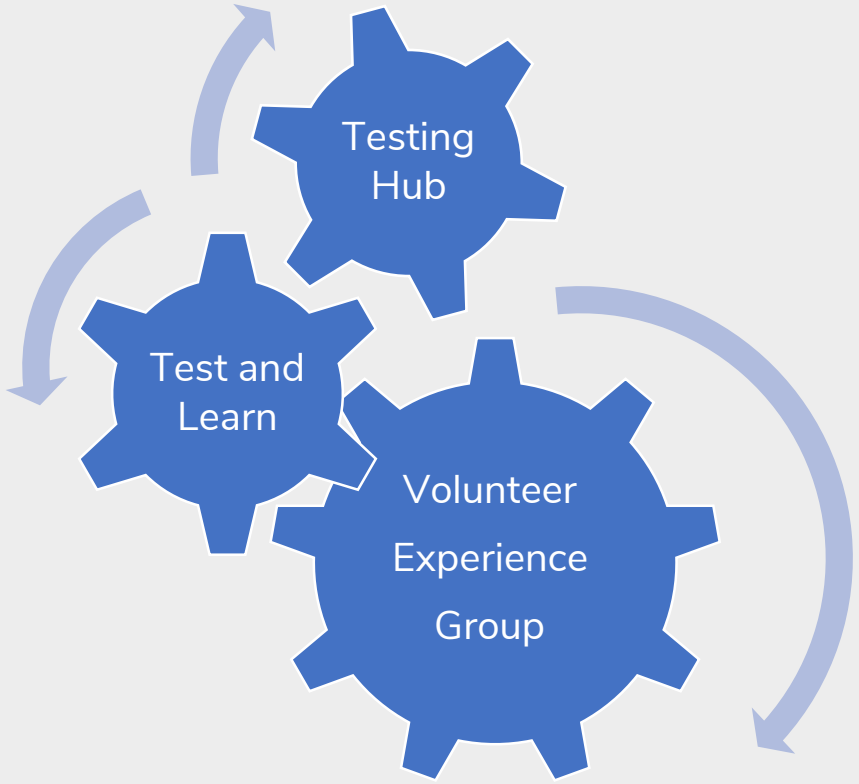
cloud Thing

Microsoft



Welcoming System

Membership System

Learning System

Accessed via 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

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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

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Let’s take a look...

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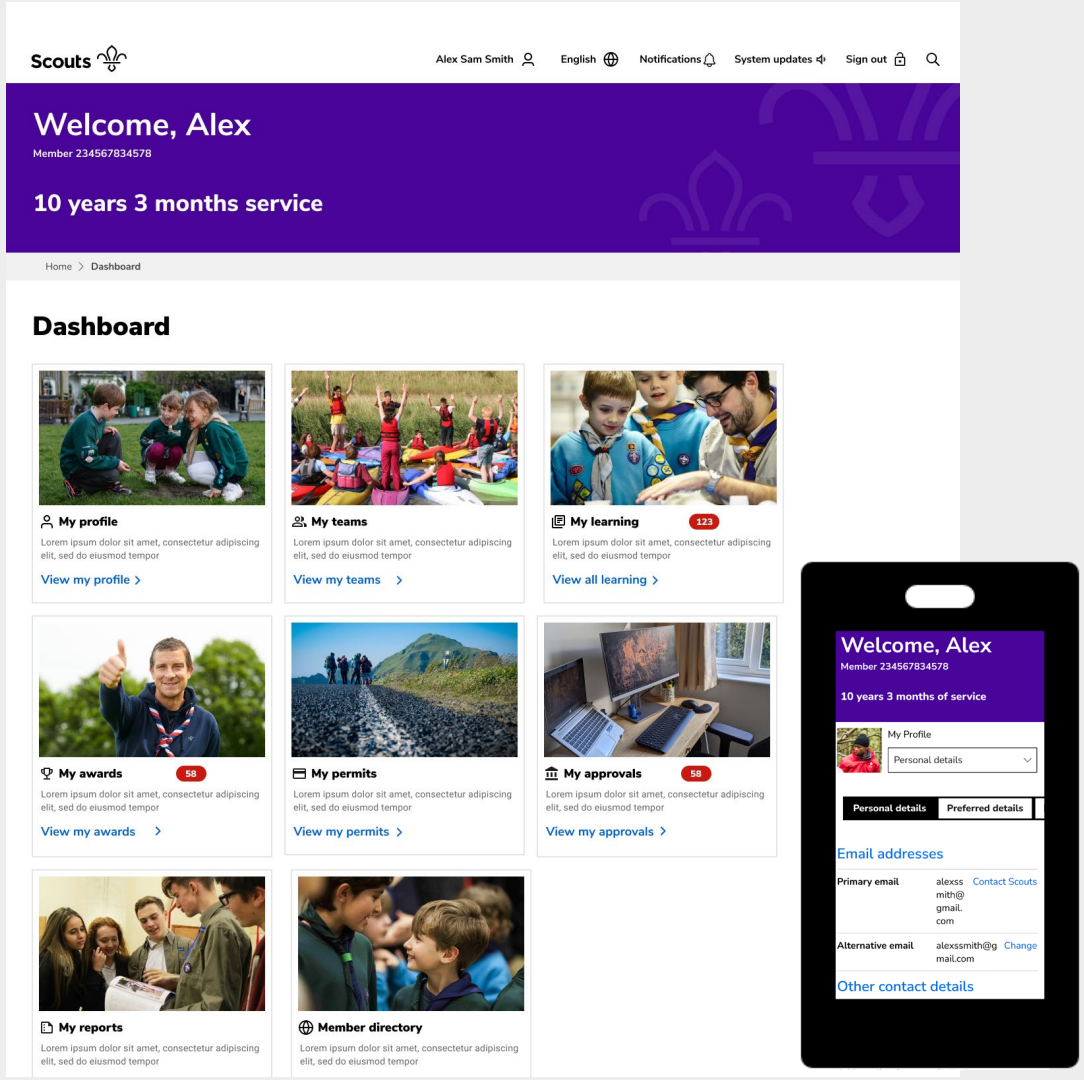
My homepage



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

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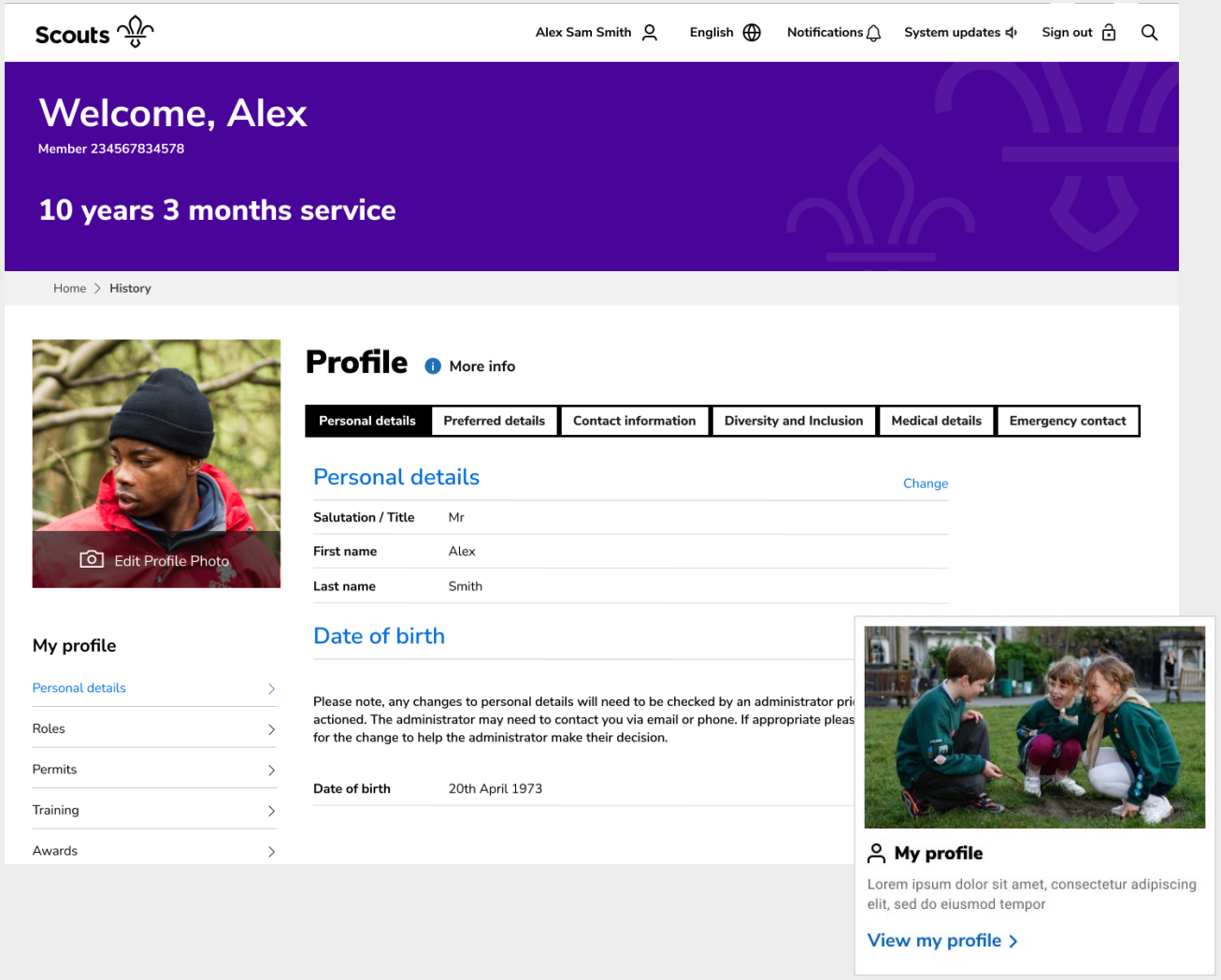
My profile



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

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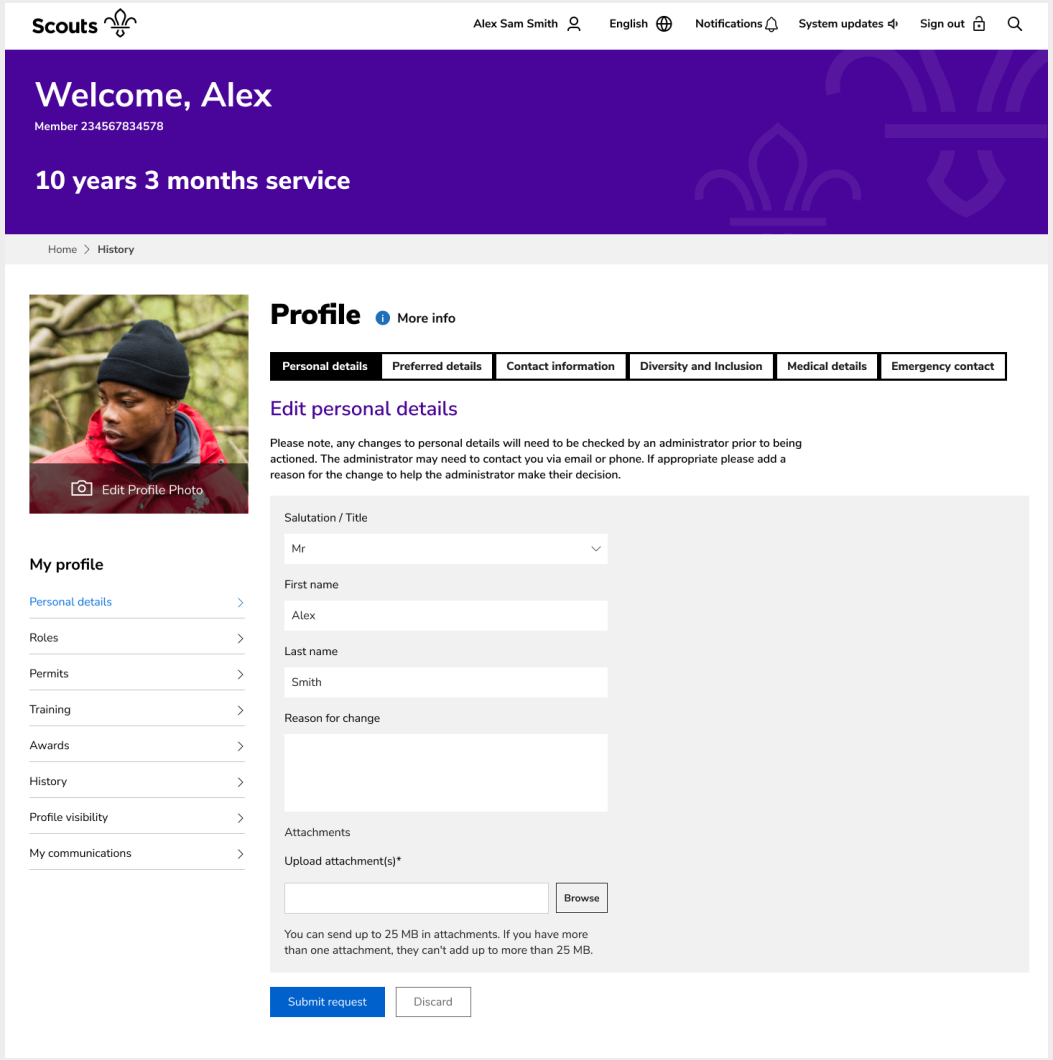
My profile



- 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

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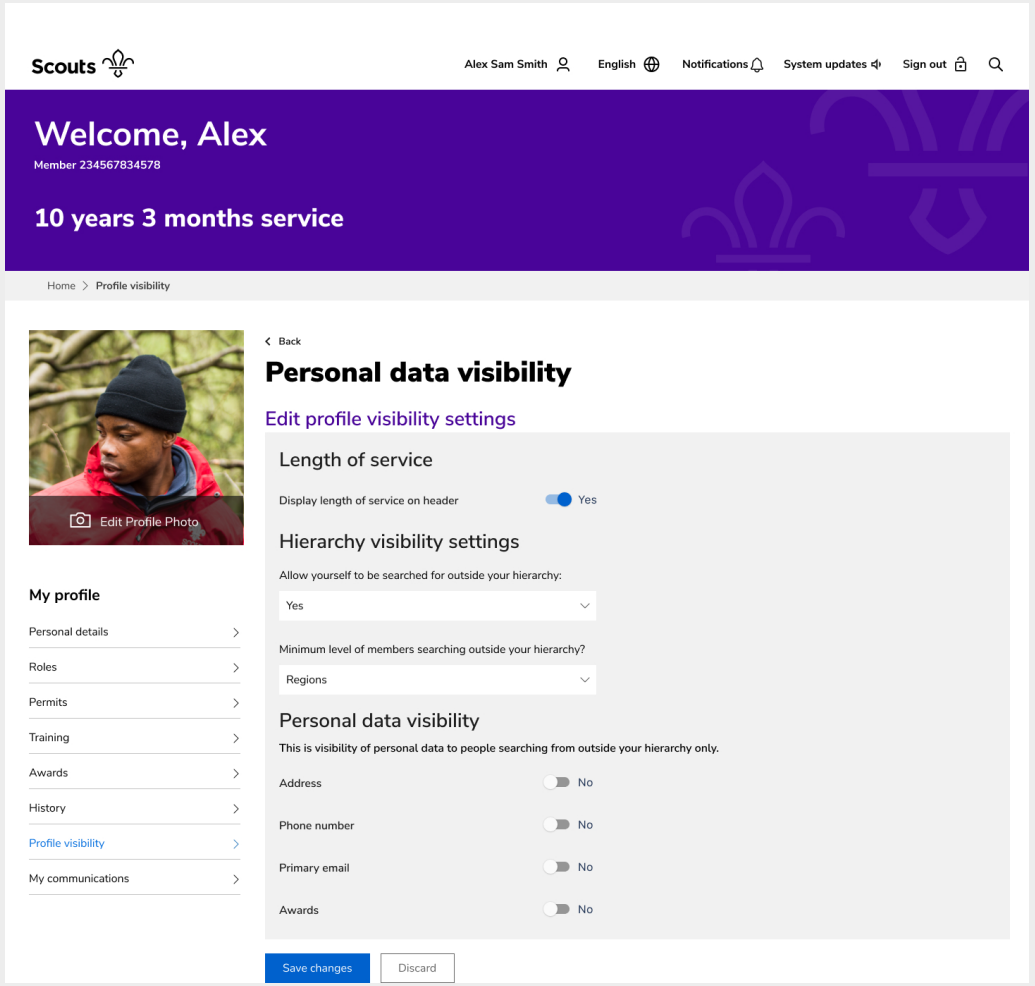
My profile



- 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

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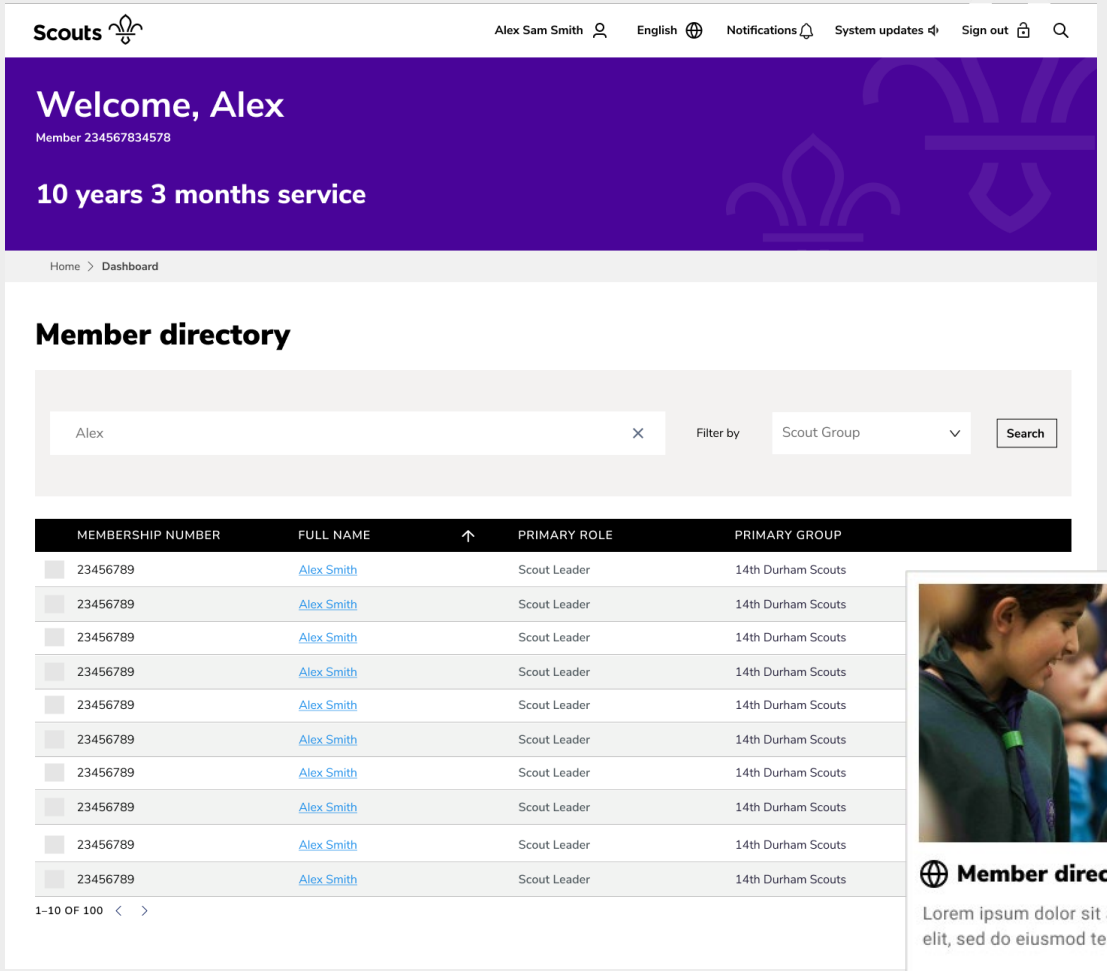
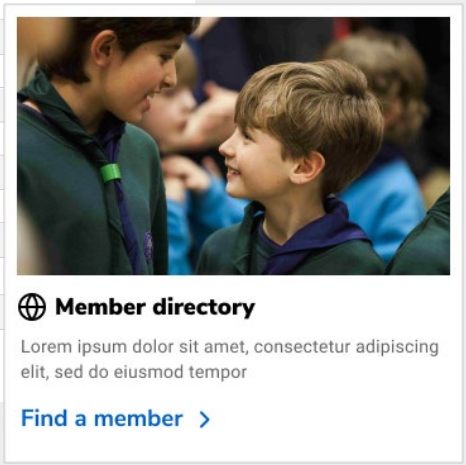
Member Directory





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

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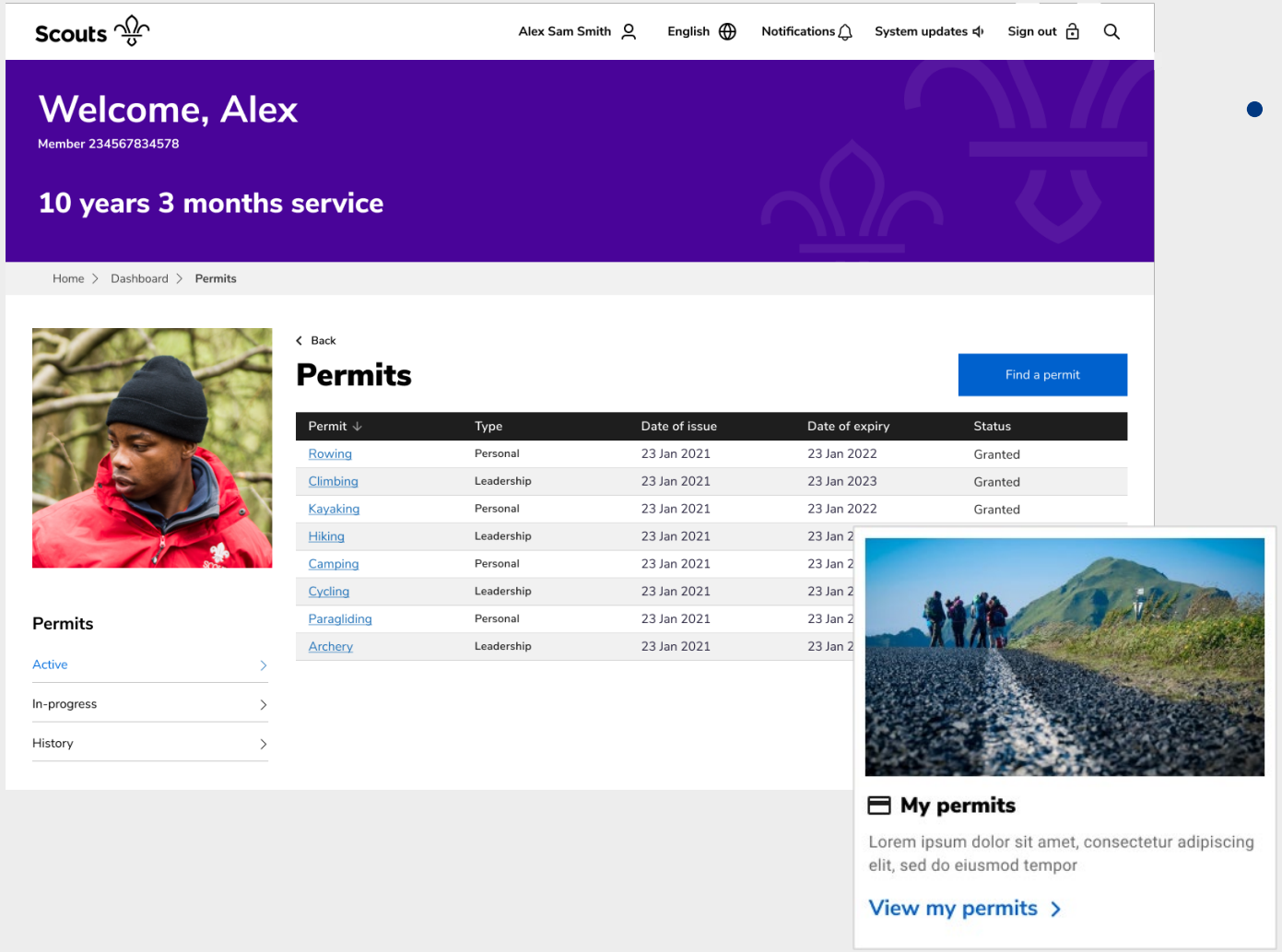
My Permits



- 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

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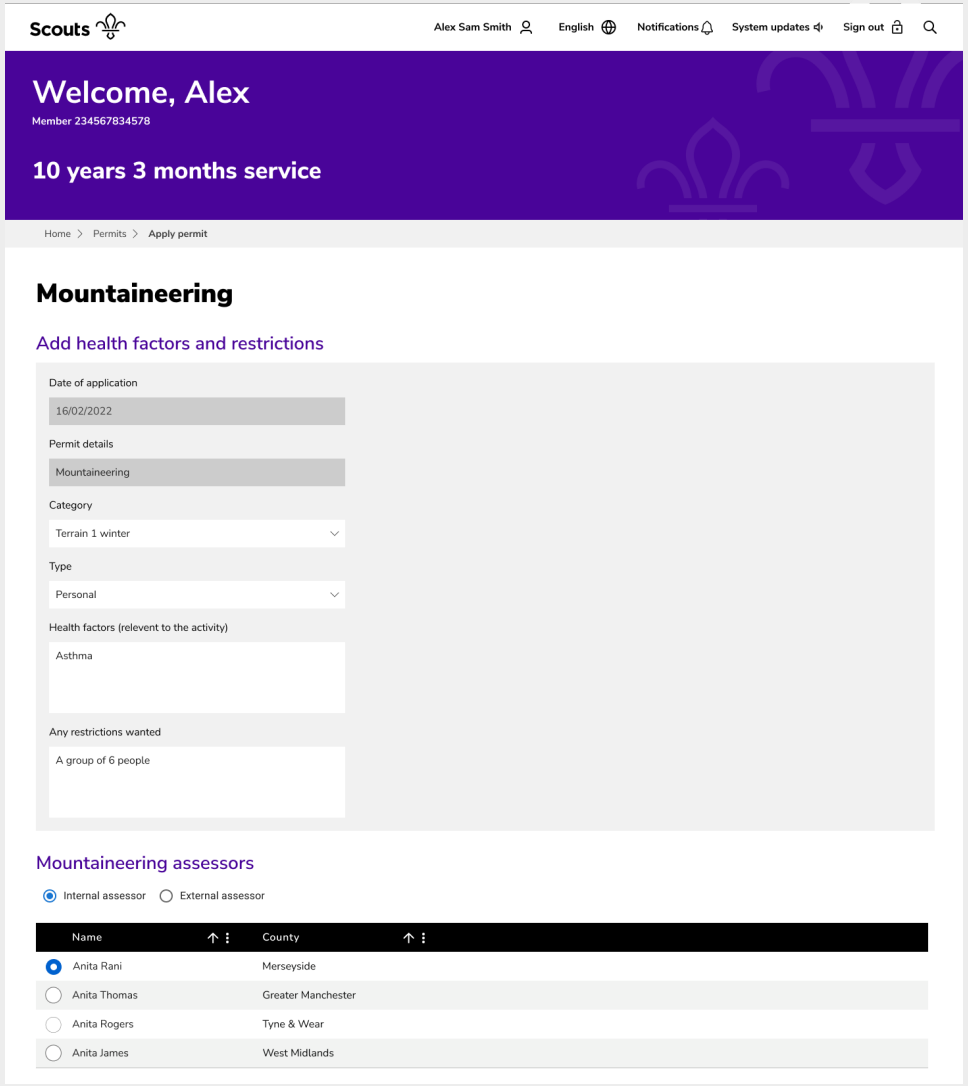
My Permits



- 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

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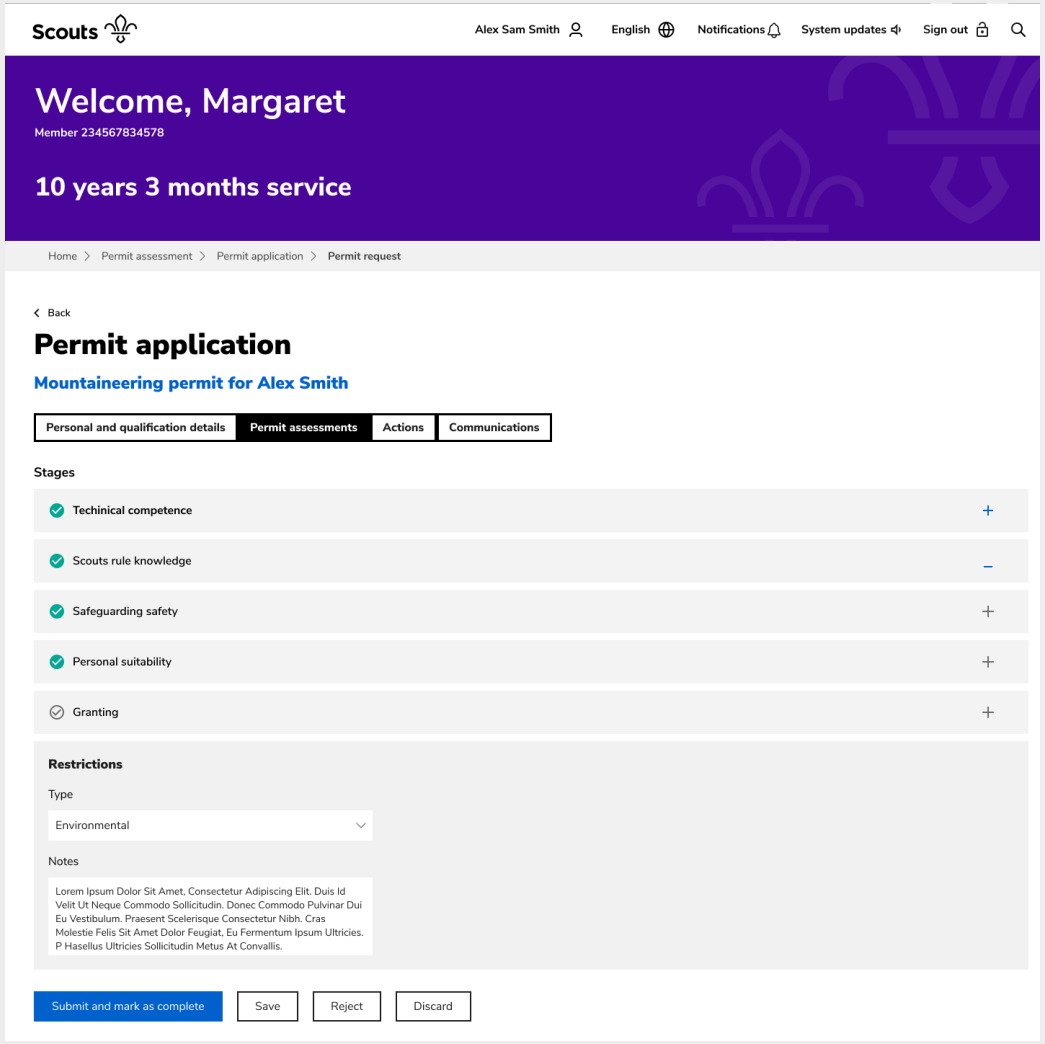
My Permits



- 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

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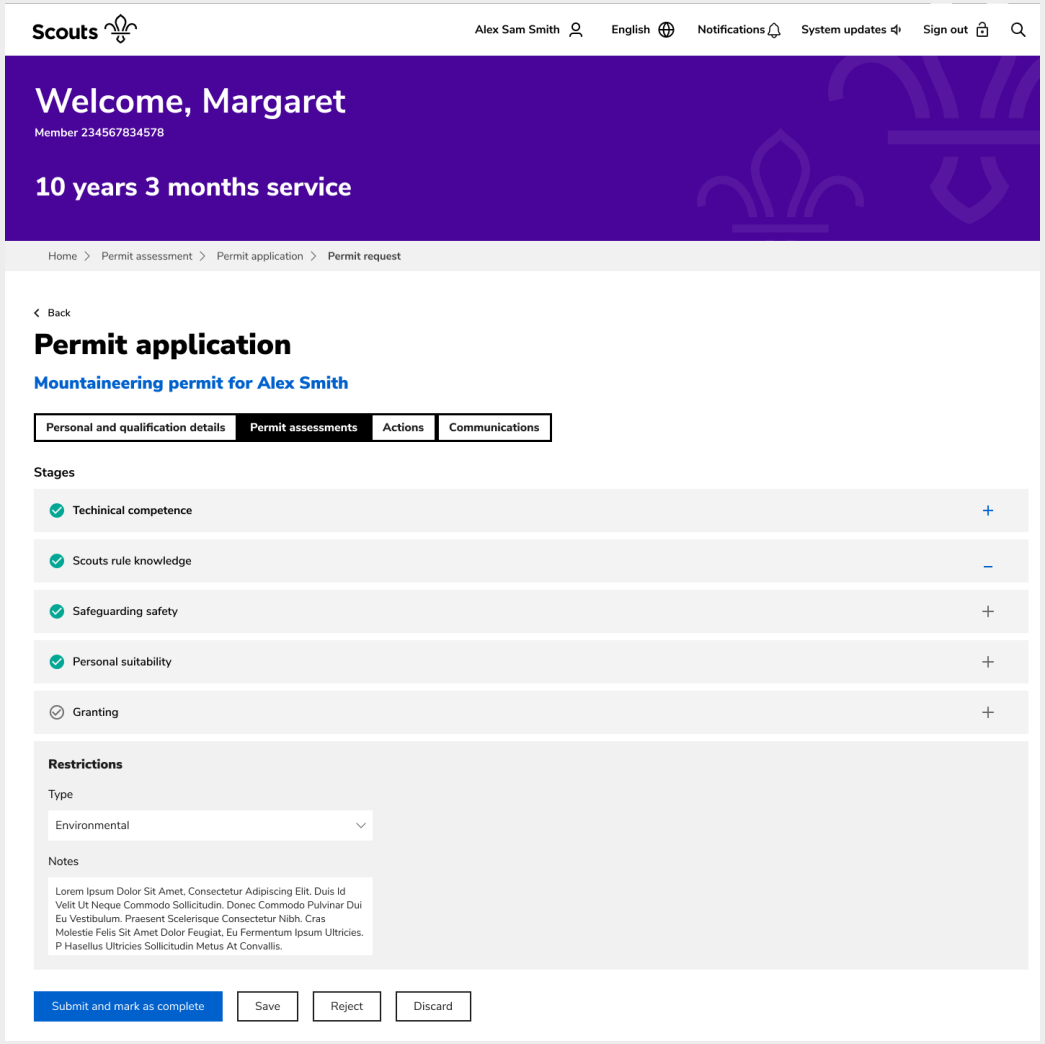
My Permits



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

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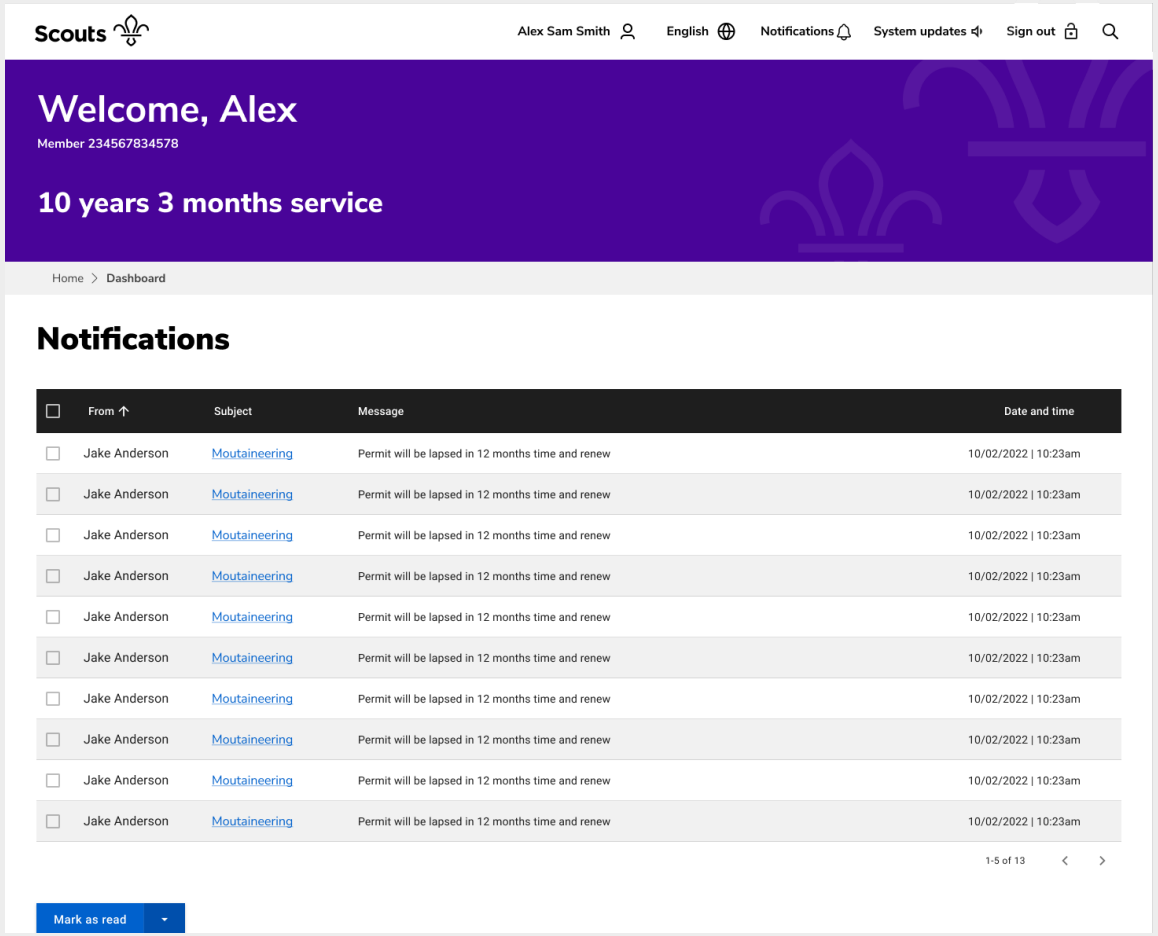
My Permits



- 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

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More exciting features

My reports

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View my reports >

My awards 58

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View my awards >

My teams

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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

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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

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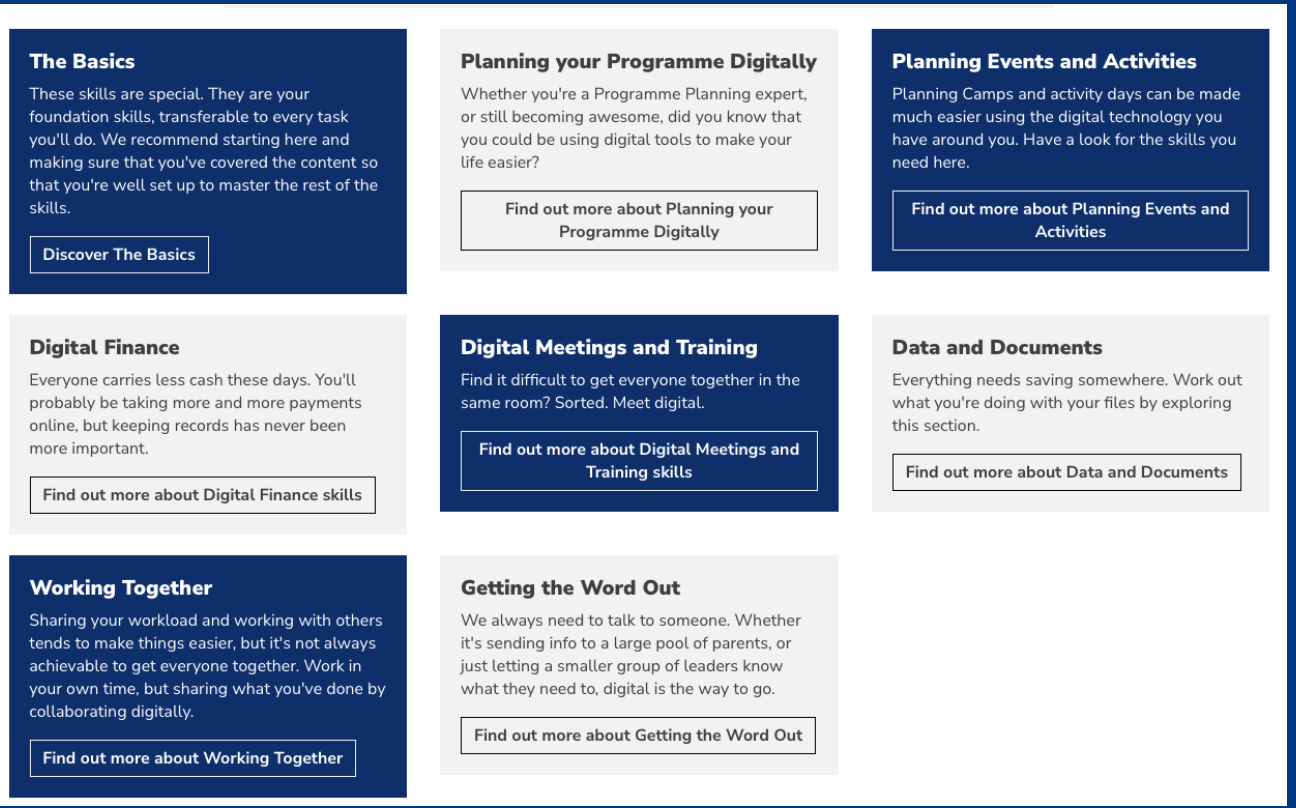
Building digital skills locally



- 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

www.scouts.org.uk/digital-transformation/digital-skills/

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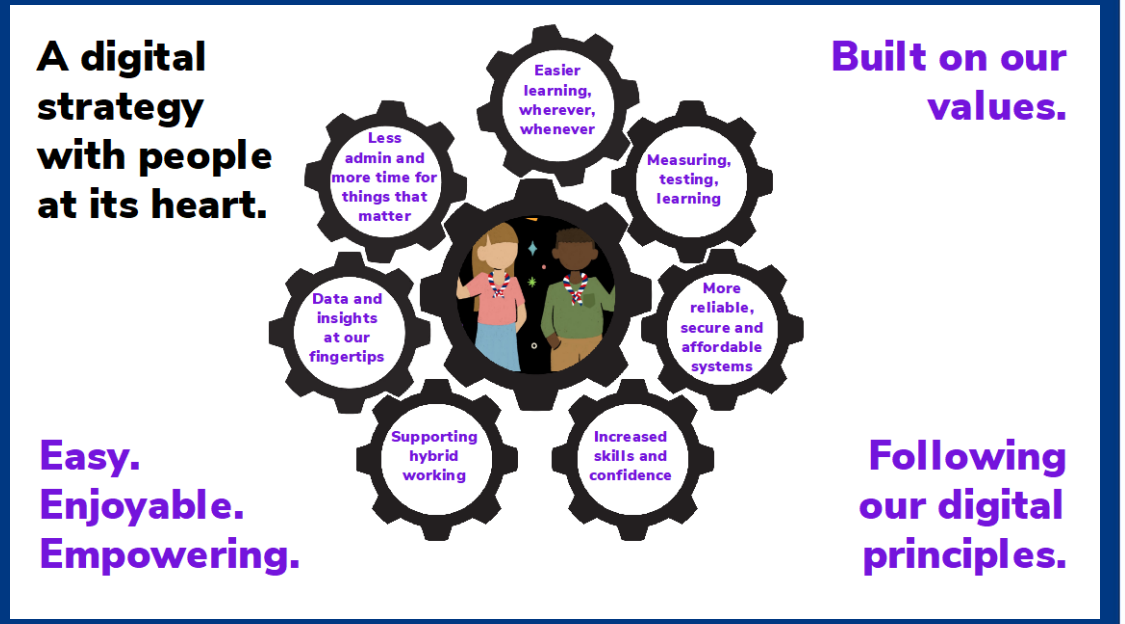
Summary

- 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



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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 membershipsystem@scouts.org.uk

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Additional information

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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

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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

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