

NEW VOLUNTEER MANAGEMENT SYSTEM

November 2024

The new system replacing Compass

The Compass system is no longer in operation. The replacement management system starts to operate from November 28th in stages.

District Lead Volunteers will get access to the new system on the 28th November to allow them to start adding volunteers to the District teams.

Group Lead Volunteers will gain access on the 1st December and will be able to check that group volunteers are correctly allocated to group teams.

All remaining volunteers will be able to access the new system from 2nd December.

If you haven't had the chance to examine how the changes will affect you, read about these [here](#)

What you need to do next

You will be sent an email from headquarters to the email address that was last registered on Compass, inviting you to receive a verification code and then to login to the new system for the first time and create a new password.

You can then access your own record in the new system, review your declaration and check that all your personal information is correct.

If you hold roles at group level most of these will have been automatically migrated to the new system. Any roles you hold at district or county level will be manually added by the team leads. This may take a few days to complete.

If you hold permits for activities such as nights away or water activities, these will be shown as accreditations. Most of these should migrate automatically but some may have to be added by team leads.

You can read more about these process and follow the process for group and district leadership teams [here](#).

Volunteers in a redundant role

A small number of volunteers who had roles within either districts or county will have been in a role that has no direct equivalent in the new volunteer system. Your Team Leader, District Lead Volunteer should be in contact with you to discuss how you might transition to a similar or new role. Please do feel free to get in touch with the Transformation/Go-live team if you are not sure how to progress with this and we will put you in touch with the most appropriate team.

Anyone can use this new system

You do not need specialist training to use the new system. If you can manage online shopping, you will be able to manage your own record and learning in Scouts.org.uk. The Scouts have produced a range of materials to improve your digital skills. Read about these [here](#).

The changes that are happening are about making your Scouting easier to manage and improve the experience for volunteers by reducing paperwork and simplifying systems. By working in teams, we will all have the support of other team members and can concentrate on offering great experiences for young people, rather than spending increasing amounts of time on administration.

We have a team of Go-Live support volunteers in Suffolk ready to help you with any questions or difficulties you may be having with the new system. Please feel free to contact us by email and we will come back to you as soon as we can.

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