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*To: Appointment Secretaries, Administrators, Secretaries (District, County/Area/Region)
District Commissioners, County/Area/Region (Scotland) Commissioners*

Dear Colleagues,

We wanted to send you a note to express our thanks and appreciation for all the additional work your role in particular will have been dealing with over recent months while Compass is offline.

We are acutely aware of the impact this is having locally, but we cannot let it go unnoticed the particular impact it has had on Appointment and Administration roles.

While we dedicate a huge amount of time to prepare the right route forward for getting Compass online, we are also working hard to get as many processes live in the interim to ensure the essential administration tasks can carry on. However, we know this brings with it more new processes and different ways of doing things, which in turn take more of your time and effort to learn and start using.

We can assure you that work continues to find solutions for the other important tasks you need to do and we are very grateful for the feedback we are getting on the priority areas to focus on. We know the following areas are of particular frustration:

- Not being able to look up and view member details
- Slickness of the disclosure system, notifying of disclosures that have expired, getting used to Atlantic data system (for those in England and Wales) and establishing a clear system for knowing when a disclosure has been processed
- Not getting wood badges/length of service awards issued to members who require them

We are working on ways of making these things happen or work better. Please do keep us informed on other particular pinch points where we may be able to do more to support you in this period.

Once again, thank you for everything you are doing to keep the essential administration of Scouting going locally so new members can join and existing members can continue safely in their roles.

Yours,

Wayne Bulpitt
UK Chief Commissioner

Matt Hyde
Chief Executive

The Scout Association



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