

Questions Log

Q: When a member record is closed how soon is it removed from Atlantic [John Lord]

A: If a record is closed it is removed from Atlantic Data overnight.

Q: Surely 2.4 j at (b) needs to be clear if required by POR (same for other sections on the slide). Otherwise people think it's at local discretion

A: The list of roles that require a Disclosure is in the table towards the POR The Appointments Process. In addition, people who help occasionally and are taking part in regulated activity also need a Disclosure.

Q: why give them another 30 days to complete the DBS when we have been reminding them for 3 months [Paula Newton]

A: Because the process is the same whether the adult is already in Scouting and their Disclosure has expired, or if they are new to Scouting. We do need to give those new to Scouting a short time to get their Disclosure application submitted and this has been agreed as 30 or 60 days as noted during the webinar presentation.

Q: We are still having errors in Compass. When are these issues going to be addressed? we are putting new volunteers on to Compass and follow through to the disclosure when checked on Atlantic there is no sign of it. so if we go back to Compass to request a disclosure we often get told that an application is in progress and therefore can't request a DBS check. The timescales to complete the check is still in place but it cannot be completed while the check is "lost" in the world of electronics. [Chris Phipps]

A: The synchronisation between Compass and Atlantic Data is not immediate so allow overnight. If it is not on Atlantic Data by the next day, then please call the Information Centre in order to correct the specific issue. You will need to have the relevant membership number to hand.

Q: Why can't GSL's suspend a member given that they are the first point of contact and line manager? [Gary Workman]

A: Suspension is a process with clear rules, which are laid out in Chapter 15 of POR. Chapter 15 makes it very clear the roles that have the authority to suspend – GSL is not one of those roles.

Q: Why can't Deputy DC's issue a suspension when the DC is not available? [Stephen Rainsbury]

A: Suspension is a process with clear rules, which are laid out in Chapter 15 of POR. Chapter 15 makes it very clear the roles that have the authority to suspend – Deputy DC is not one of those roles. Suspension is not an authorisation that can be delegated.

Q: Some DCs took immediate action on the incorrect emails last week - when the correct emails go out, do they need to redo these suspensions or do they carry on [Adam Jollans]

A: That will depend on the status of those suspensions. If the second Commissioner has rejected the suspension, then it will need to be resubmitted. If that has not happened, then the second Commissioner can simply confirm the suspension.

Q: Does the suspension only prohibit regulated activities or does it go further than that? i.e., is a suspended GOH in a worse position than a parent who has never had a DBS [Russell Brooks]

A: The rules of suspension are clear in Chapter 15 of POR, and in the emails that are issued. And also on slide 14 of the presentation during the webinar. But simply put, until suspension is lifted, the person may not take part in any Scouting activity.

Q: similar question if DBS's can be completed 6 months before expiry then in my opinion they have had plenty of opportunity to complete their renewal so i don't see why we should be giving them extra time. [Paula Newton]

A: However sympathetic we are to your point (and we are!), the processes that potentially lead to suspension are the same whether the adult is already in Scouting and their Disclosure has expired, or if they are new to

Scouting. We do need to give those new to Scouting a short time to get their Disclosure application submitted and this has been agreed as 30 or 60 days as noted during the webinar presentation.

Q: by line manager do you mean Group Scout Leader? [PATRICIA BROWN]

A: If you mean, who receives notifications it depends on the role but it will be one of Group Scout Leader, District Commissioner, County Commissioner, Area Commissioner or Regional Commissioner. If you mean who can suspend then please refer to the table in Chapter 15 of POR.

Q: Please specifically address when the 30 day period starts for new members i.e. from the day their role is entered on Compass, the day the DBS application is triggered or another start point [David Stokes]

A: See the FAQ on the Compass Support site. For new members the 30 days (60 days where a paper application is required) starts on the date that the member is added to Compass. The 30 (or 60) days does not start from the "start date" of the role, because it is possible to enter role start dates either in the past or in the future, and to use this date would mean that some people would miss the reminder e-mails. People added to Compass will receive an e-mail (copied to their line-manager and Appointment Secretary) to remind them that they have 30 (or 60) days in which to submit a disclosure request.

Q: If a member has applied for a DBS but it is held up at LPF will that be taken into account? [Paul Etheridge]

A: To avoid suspension, the Disclosure application must have been submitted but does not have to have completed the National Vetting Process.

Q: At what point will the suspension of a suspended member be lifted e.g. when they complete the DBS ID check, when the DBS comes back (clear) or at another point in the process [David Stokes]

A: At the end of the National Vetting Process – in other words, at the point it shows on Compass as a valid Disclosure, with an end date 5 years away.

Q: How long will a new member be allowed to get a DBS after being entered on Compass before action is taken? [Paul Etheridge]

A: For England, Wales, Northern Ireland and National appointments, it is 30 days from the point that the person/role is put on Compass, for Northern Ireland and Scotland it is 60 days.

Q: if the old DBS has expired, how does Compass know whether a paper or electronic application is being used i.e. Someone could be listed for suspension after 30 days, but they're actually using the paper DBS process [David Stokes]

A: It is by country. England, Wales, Northern Ireland and National appointments are managed through an electronic process (Atlantic Data or AccessNI). Scotland and BSO have paper-based processes.

Q: Does the DC still need to ask the CC, and get permission, before suspension takes place [Kerie Wallace]

A: Yes, though that is handled by Compass for you. When a Commissioner requests a suspension, the next Commissioner will receive an email requesting that they go online to approve the suspension.

Q: Can the post expiry e-mail be sent two weeks after expiry rather than 23 days after expiry. That would give people time to get it processed if they haven't already started renewal [David Stokes]

A: The timings have been agreed with the necessary bodies, so no.

Q: How long does a commissioner have to respond and suspend before escalation to next commissioner? [Ian Hill]

A: 7 days. If they can get the Disclosure application submitted prior to the 7 days completing, that will avoid the need for suspension.

Q: If you are holding a Family camp does everyone attending need a DBS check or only those staying overnight? [Grahame Polley]

A: Only those staying overnight, or if they could have unsupervised access to young people. See

<http://members.scouts.org.uk/supportresources/4020/occasional-helpers-and-section-assistants-faqs?cat=268,271,279,595&moduleID=10>

Q: How many more mistakes is Compass going to make? [Kathleen Bainbridge-Keith]

A: None, we hope – but it is only as good as the quality of the data that is input to Compass. If you think that a ‘mistake’ has been made in regard to an individual, please call the Information Centre at the next available opportunity.

Q: What happens if the first commissioner in the hierarchy is on holiday [Kerie Wallace]

A: After 7 days it will automatically go to the next Commissioner in the hierarchy.

Q: if someone has a District and a County Role, who will suspend [Kerie Wallace]

A: The email system will send an email to the District Commissioner if the adult’s role at a District Level requires a disclosure.

Q: I've received e-mail alerts telling me that DCs have suspended people for DBS expiry, but no Alert message in Compass itself. Is that working properly? [David Stokes]

A: Yes. The request comes via email rather than Compass alert. This avoids things being stuck waiting for people who may not log-in regularly.

Q: As a result of an email I suspended 6 members which proved to be false information. [Kathleen Bainbridge-Keith]

A: An email went out apologising for the error, and it was further explained on the webinars. We are sorry for the confusion caused. If someone has been wrongly suspended, then the suspension can be undone by the DC/CC. In the majority of these cases, in fact the persons should have been suspended but the suspension was a few days early.

Q: If an authorising commissioner is for example on holiday how does the request for authorisation get escalated? [Ian Hill]

A: After 7 days it will automatically go to the next Commissioner in the hierarchy.

Q: Will the CE check problem be sorted soon? [Ian Carpenter]

A: The work on Compass is in hand to make improvements in the CE process so that it no longer needs to wait until the end of the appointment process. We will send emails advising when things change.

Q: Records show application withdrawn x 2 and then ID check - this is a system error as all expired DBS checks show exactly same actions [John Batchelor]

A: This sounds like a specific issues, can you please contact the Information Centre with the membership number for further advice.

Q: Do the Scout association allow DBS checks from sister organisations? I.e. Brownies or Guides? Or does it have to be from TSA only...? [Mark Alderwick]

A: It must be done through TSA. Disclosures are not transferrable.

Q: 30 days of new appointment?? [Alan Whale]

A: No. 30 days from expiry of previous Disclosure. Or, for a new adult, 30 days from when their record is added to Compass.

Q: Can you clarify if you are including GSL as the first commissioner [Dominic Afriat]

A: The ‘first commissioner’ will depend on the role but it is never the GSL. Please refer to the table in Chapter 15 of POR.

Q: Email to new volunteer 30! day reminder needs to be more thankful of their volunteering than for existing son of to put them off [Brett Carrier]

A: Thank you for your feedback, we will collate this with other feedback provided during the introduction of this process and we will review once the whole process has been launched.

Q: When does the 30 day period start? If we backdate a joining and start date, such as Exec members to the Group AGM, we seem to jump straight to the 7 day warning. [Chris Adams]

A: See the FAQ on the Compass Support site. For new members the 30 days (60 days where a paper application is required) starts on the date that the member is added to Compass. The 30 (or 60) days does not start from the “start date” of the role, because it is possible to enter role start dates either in the past or in the future, and to use this date would mean that some people would miss the reminder e-mails. People added to Compass will receive an e-mail (copied to their line-manager and Appointment Secretary) to remind them that they have 30 (or 60) days in which to submit a disclosure request.

Q: If you have a DBS in and waiting for it to be sent back. It's nearly the end of the 30 days will they still be suspended? [Gary Jukes]

A: If the DBS is already submitted then there is no question of suspension being required. Notifications to suspend will only be sent for people who are 30 or more days without a Disclosure AND their Disclosure application has not been submitted.

Q: when will you get your systems right, so you don't waste and frustrate DCs? [Stuart Hogge]

A: Apart from the test error two weeks ago, for which we have apologised, are there other issues that you are concerned about? If so, please advise us with details so that we can understand what has gone wrong.

Q: why is a new volunteer only 30 days. Should we delay adding to compass until we are sure the adult wishes to stay on and we can arrange a date to perform id checks? 30 days where internet access is not available at point of meeting is not long [Peter Willingham]

A: See the FAQ on the Compass Support site. For new members the 30 days (60 days where a paper application is required) starts on the date that the member is added to Compass. Best is to add people to Compass and complete their DBS application at the same time. People added to Compass where the DBS application is not completed at the same time will receive an e-mail (copied to their line-manager and Appointment Secretary) to remind them that they have 30 (or 60) days in which to submit a disclosure request.

Q: When does this action to suspend take effect from? [John Batchelor]

A: From the date that the approving Commissioner approves the suspension on Compass

Q: will it be 30 days from date of data entry, and not start date (some roles are back-dated) ?? [Stuart Hogge]

A: Yes – see the FAQ on the Compass Support site. For new members the 30 days (60 days where a paper application is required) starts on the date that the member is added to Compass. The 30 (or 60) days does not start from the “start date” of the role, because it is possible to enter role start dates either in the past or in the future, and to use this date would mean that some people would miss the reminder e-mails. People added to Compass will receive an e-mail (copied to their line-manager and Appointment Secretary) to remind them that they have 30 (or 60) days in which to submit a disclosure request.

Q: When is this change starting [John Batchelor]

A: It has already started!

Q: What happens if relevant commissioner is on holiday? [Ian Carpenter]

A: After 7 days it will automatically go to the next Commissioner in the hierarchy.

Q: If we have 1 week to act, what if the DC is away on holiday/at camp and not around for a week ?[Stuart Hogge]

A: After 7 days it will automatically go to the next Commissioner in the hierarchy.

Q: This does not take account of parents [Brett Carrier]

A: Only parents who are undertaking regulated activity on an occasional basis need a Disclosure. See <http://members.scouts.org.uk/supportresources/4020/occasional-helpers-and-section-assistants-faqs?cat=268,271,279,595&moduleID=10>

Q: In the erroneous email yesterday, i had three new members to suspend who had 30-days expired since added to Compass. I am DC in Scotland. Although we will call yesterday a 'test', can you reassure that for Scotland, such emails won't be sent until 60-days expired? Has this been tested for Scottish members? [Terry O'Neill]

A: The emails to the first Commissioner will be sent 60 days after joining or expiry in Scotland and BSO. Please accept our apologies for the email sent out in error and for the confusion caused.

Q: Does that mean Region in Scotland goes to Chief Commissioner? [Leonard Jamieson]

A: Yes, after the Region Commissioner the next Commissioner in Scotland is the Chief Commissioner.

Q: How is a DBS check done if the Member is suspended (i assume they are removed from being visible in Compass while they are suspended) [Richard Ward]

A: Correct, though DCs, CCs, etc. can see suspended persons by using Advanced Search and selecting Suspended Roles.

Q: how do we know that they are automatically reinstated? do we get an alert? [Andy Keats]

A: Commissioners and Appointment Secretaries will be sent an email.

Q: How do we process a new disclosure application for a suspended member? [PETER VICTORY]

A: You will be able to process a disclosure in the normal way (either via Atlantic Data in Eng/Wales, via ANI in Northern Ireland or via the Paper forms in Scotland and BSO)

Q: Can this information to be circulated to all GSL's so that they are aware of this, they seem to think sometimes that it is the District commissioners that are making up these things. [Jackie Tulloch]

A: This information (including the PowerPoint presentation used in the webinars) is available on the Compass Support site. See <https://compasssupport.scouts.org.uk/?p=63452>