



Welcome to the latest update on Project Streamline - please circulate this newsletter as widely as possible via County Executive Committees. This newsletter is also available at www.girlguiding.org.uk/streamline

What's happening now?

A group of volunteers and staff has spent much of August with our system suppliers, IRIS (the new name for CS Group), shaping the look of the new membership database. A further group of volunteers met in Edinburgh on 22nd - 23rd September to validate the work on the database that has been completed so far and to ensure that the ways of working will meet our needs. The **Technology** workstream has been working on the detailed arrangements for moving records from the current AMD, Trefoil Partnership and GASR County databases into the new database during 2008/09 as part of the County roll-out plans.

The **Training and Support** group has been working on the roll-out and training plans. **Pioneers** in a number of Country/Regions have held 'Introduction Days' to provide teams from each County with more information about the project.

The **Communications** group has been gathering votes for the name of the new database system on the Streamline webpages. In total there were 676 votes. The favourite name will be launched in January 2007, after having been confirmed by the **Streamline Management Group**.

County roll-out plans

The Chairman of the Streamline Management Group, Della Salway, will be meeting with the Chief Commissioners during October to discuss the outline plans for the rollout, and more detail will follow later this year.

Volunteer Support Network

Most Counties now have a County Membership Support Coordinator in 'post'.

The role of the County Membership Support Coordinators will be to coordinate the activities of the Streamline trainers and Key Users in the local area and to ensure that they have the resources required to carry out their role successfully.

Ideally, the County Membership Support Coordinator will be a person who:

- Has good organisational skills
- Understands how local areas work in guiding
- Has good interpersonal and negotiating skills

Each County's needs are different, so Counties are developing a role description to reflect those needs. The role will be ongoing following the introduction of the new membership database.

If you are interested in getting involved in Project Streamline within your County, please speak to your County Commissioner or County Membership Support Coordinator.

Frequently asked questions

The following are some frequently asked questions and answers:

What benefit will there be for me?

The benefits will vary according to your role in guiding but it will allow you to use the information you have to create reports and forms, to email all the members in your team or parents and produce mailing labels. You will be able to keep your information in one secure place, rather than in a folder, on your home computer hard drive, disk or USB key!

Will I still have to fill in so many forms?

By 2010, most Leaders and other volunteers will see a significant reduction in the number of forms that are completed. Most information currently collected on a form can be immediately added or amended on the new membership database and you will no longer need to fill out the same details over and over again.

Isn't this more work for volunteers?

No. The new membership database will hold information that should already be held. The difference will be that it's a 'one stop shop' - as a member changes section or moves to a new area, their record easily moves with them, meaning less work for all. The new ways of working will save many hours of volunteer time spent on administration, creating more personal or guiding time. Ultimately, more time will be available for

guiding with the girls and young women in the unit rather than being bogged down with paperwork.

How secure will it be?

The system will be far more secure than our current record keeping systems, whether paper or electronic. Whilst many Leaders do keep their information electronically, home and work computers may have limited security settings. Even when the record or files are deleted from a computer, "experts" may still find and use these files. The website will begin with https: and the 's' means secure site - just like banking sites. As with other secure sites, it will only be accessed by a password and the actual database will be held in a secure location.

Who will have access to the system?

All adult members will be able to access their own details via a secure login. Further access will be governed by the role(s) you undertake in guiding and the level at which you undertake a role. For example, a Unit Leader will only be allowed to view and amend the data appropriate to her role and unit. She may be able to view some other data, for example the information currently in a County Directory. The full details regarding access rights are currently being defined.

Will I be able to amend other people's records?

You will only be able to amend the record(s) to which you have been granted amend rights.

Will those accessing the website need to have undertaken a disclosure check?

Access to certain records will be based on the role held and whether checks have been completed. Further details will be available soon.

What training will be available?

The Training & Support group will be holding training weekends during 2008/09 to help Counties to prepare for the changes. Further and ongoing trainings will also be developed. Locally, areas will provide support to individuals to help them develop their computer skills, which of course would then be transferable. There will also be online training available, as well as a demo site so that people can keep their knowledge up-to-date.

Will there be a helpline / user manual?

Yes. The initial point of contact will always be your local Key Users and Streamline trainers within each County but there will also be support

available at every level which is easily accessible to all, including an 0800 helpdesk phone number. Manuals will be in an easy to read format.

Can the Streamline trainer role be completed as a job share?

Girlguiding UK encourages 'job shares' and this should be handled in the same way any other job share is within the organisation. For example, someone with training experience could team up with someone familiar with computers.

Are there any data protection issues?

The system complies far better to the requirements of the Data Protection Act than many existing arrangements, with additional safeguards regarding security of information and who can access it. Those accessing records will need to continue to hold any paper records securely - for example a mail-merged letter - and ensure copies are shredded when no longer required.

How do non-users pass information to Key Users and vice versa?

Paper forms will be available for those without access to the system. The current forms are likely to be changed so that the online versions and paper copies work together. Leaders not using the system will need to agree with their Key User how they pass on the information.

What arrangements have been made for Leaders in other countries?

The Project Team are working with the BGIFC Commissioner and the Adviser for the Branch Associations to ensure that the system meets the needs of members who currently guide overseas.

Answers to further FAQs are available on the Project Streamline website. Thank you to the Streamline Pioneers for collating these FAQs.

If you would like to know more about any aspect of Project Streamline, please visit our web pages. If you have a specific query that is not answered here, please contact the Streamline team

Project Streamline Contact details

email: projectstreamline@girlguiding.org.uk

website: www.girlguiding.org.uk/streamline

phone: 020 7834 6242

address: Membership Support Services, 17-19 Buckingham Palace Road, London, SW1W 0PT