Groop: Online Group Management System
Frequently Asked Questions (August 2019)

1. General questions

Why has the system been introduced?

Woodcraft Folk have introduced the system to help with various admin and reporting tasks. The system should make it easier for local groups to manage data securely. It will also make it easier, as a whole organisation, to have oversight of who is engaged and the range of activities going on.

Over the last 18 months many volunteers have expressed concern and sought advice on data management - this system is GDPR compliant and will make it easier for volunteers to share relevant data.

What does it do?

The cloud based system has the following functionality:

- Maintaining a register of group participants (contact details, health/medical and support needs, Doctors details, emergency contacts, demographic information)
- Collect details of families on a waiting list
- Distributes notifications and alerts
- Create a group register
- Hold a group diary
- Event bookings
- Taking payments

In addition the system also has a resource library, enabling easy access to policies, guidance and other useful material.

Will it replace Woodcraft Folk's current member database?

Yes, by 1st January 2020 we will no longer be using Civi. All group and adult member details, including new member sign-up/renewals will be done through Groop.

Will it replace Woodcraft Folk's current event sign up system?

Yes.. Individuals and groups of individuals will be able to sign up to local, regional, national and international events. Please see event management questions below.

What reports can the system produce?

The system can generate a number of reports, including:

- Attendance registers
- Lists of dietary requirements for your KP
- Lists of additional needs
- List of emergency contacts
- Demographic statistics

You can also choose individual fields (columns of data) to produce bespoke reports as desired.

Is the data secure?

Groop is a trusted organisation who believe that "Your data is precious."

Groop are dedicated to spreading community spirit, not data! They don't use targeted marketing or third-party advertising on the platform.

The platform is hosted by UKCloud – a highly secure, UK sovereign cloud storage service, accredited with all appropriate ISO accreditations, including ISO 27001.

Where can I read more information about Groop?

Woodcraft Folk have set up an information page dedicated to groop, please view www.woodcraft.org.uk/groop or you could visit the developers website https://groop.com/

Will local groups need to pay to use Groop?

No, the system is being managed through Folk Office who have entered into a contract with the system developer.

Will we still need to complete a paper registration form at the end of the year?

No

Will there be standard questions?

Yes, a standard set of fields/questions will be created for child registration and volunteer membership.

Can we add additional questions?

Yes, you might find this useful especially when organising event.

2. Administrators

How do individual groups access their data?

Each registered group will be asked to nominate an administrator.

How many administrators can each group have?

Each group can have up to 150 administrators. Folk Office recommends that every group has at least two (ideally more) administrators.

Who can access what data?

Every individual on the system will be allocated a role, that role will dictate what data they have access to. For example:

Engagement with the group	Role on the system	Data access
Group Contact	Administrator	Their own data, data of volunteers linked to their group and the data of participants associated with their group.
Group leader	Volunteer	Their own data, but access to group rota and register.
Group helper (occasional)	Volunteer	Their own data with access to group rota.
Parent/carer	Parent	Access to their personal data and to those children and young people associated to them. They can add themselves and their children to groups and events
Child under 13 years	Participant	No access
Young person over 13 years	Participant	Access to their personal data, can add themselves to an event or group

Can local administrators change the 'roles' of different users?

Yes they can. Any individual who has their 'role' changed will get a notification from the system.

Can individuals edit their own data?

Yes.

Every system user (adult member, parent/carer) will have their own username and password. As with any online profile, they can log-in and amend their data at any time.

3. Registering families/individuals

How do families register?

Families can be invited to register by email, which will include a unique url inviting them to join a specific group e.g. Leicester Green Tree Elfins.

Does it have the functionality for families to register as individual young people not affiliated to a group i.e. to access events at centres?

Yes, technically the system will create an online group for them.

There will also be online groups for Friends of the Folk and other individuals not directly linked to a local group.

4. Event management

What events can we use the system for?

The system can manage camps, picnics, taster sessions and any type of event you wish to create. It works similar to a calendar - you give the event a title, start and finish time. You can then decide if it is public or private - if private invitations can only be sent to individuals already registered to your group.

Will event invitations be sent directly to families?

Event organisers can choose who to send event invitations to e.g. Group Contacts or individual families.

For example, events open to families (without the need of a supervising leader) such as a family picnic in the park can be sent directly to families. Those events which require adult supervision, such as Venturer Camp, will be mailed directly to adults volunteering in Venturer groups.

5. Financial management

Can you pay through Groop?

Groop accepts debit and credit card payments.

It is also possible to log into the system to record cash payments, Direct Debit and other contributions.

If someone pays through Groop, where does the money go?

For each group and event set up on the system they will have an allocated bank account, which could be your group or District account.

For those families who can't afford to pay event fees how will the system work?

The system is being set up to encourage voluntary donations. For each activity we can list a suggested donation, but it will be possible for individuals to amend that amount - including to zero. For those events which require a minimum amount, event organisers will be able to set this figure as well as the suggested donation amount.

What should we do with families who already pay by Direct Debit?

They can continue to pay by Direct Debit, Treasurers will need to log in to Groop to confirm payment has been made when they reconcile the bank statement. Groop will be able to generate financial reports for Treasurers making this process easier - listing who has paid, how much they have paid and what they have paid for.

However, you may wish to encourage individuals to set up payment through Groop to reduce the administrative burden on your Treasurer.

Will we still need to submit our financial returns to Folk Office at the end of the year?

Yes, as the system does not record grant income or expenditure.

There are a team of volunteers currently working to develop a new online system for financial recording - watch this space.

Does it support Gift Aid?

Yes, it will collect Gift Aid declarations and generate reports to demonstrate a history of contributions.

As described earlier contributions will be suggested donations, with individuals able to amend totals.

If you have additional questions or would like support using the Groop system please contact info@woodcraft.org.uk