Scouts

Transforming Our Volunteer Experience

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Tonight

- Why we're transforming volunteering

- What is changing

- How is this being delivered

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Why we're transforming volunteering

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We want to make volunteering with Scouts easier and more fun...

...so that we can attract more volunteers and so that our current volunteers will want to stay

Making volunteering easier and more fun is how we reach our North Star...

Recruit more volunteers and retain current ones

Consistently and safely deliver a great programme

More young people gaining skills for life

Throughout 2019 and 2020 we spoke to...

All volunteers invited to have their say
Over 5,000 so far

Members of the public

Volunteers who've left us

All UK nations

Those we want to welcome into scouting

British Scouting Overseas

Other volunteering organisations

Young People

Wide range of backgrounds and communities

Groups and sections

Volunteer managers

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What did we learn?

Leaders deeply enjoy volunteering

However, challenges to this still exist:

- Only 30% of potential volunteers want to give time regularly

- Current volunteers spend lots of time carrying out administrative tasks

- Some of our current processes, role structures and training doesn't support easier recruitment of new volunteers

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What's changing?

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We've identified three key areas for change:

Providing a warmer welcome for everyone

Delivering a more engaging learning experience

Simplifying how we volunteer together

All of which will be supported by easy-to-use digital tools

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Digital systems supporting this change

We're adopting a digital first, but not digital only, approach

- A joined-up experience through a single scouts.org.uk login

- Easy to use and mobile friendly

- Fewer steps and less administration

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How are we designing the changes?

- Volunteers leading alongside staff

- Volunteer Experience Group

- Digital membership testing group

- Early adopter cohort

A warmer welcome for everyone

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What have we learnt?

- Joining Scouts as a volunteer can feel daunting

- Appointments panels are more like a job interview

- The appointments process is time consuming

- We want more volunteers locally but need the support to make it happen

- We're often reliant on our existing networks to get new volunteers - parents, carers, ex-members and current volunteers...

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What's changing?

From	To
Appointments Panels	Welcome conversation where you volunteer
Volunteers feeling unsupported when joining	A buddy throughout your induction
Manual, time-consuming admin	New digital systems
Reliance on existing networks to recruit	Connect with popular apps and platforms

The Appointment Process

Disclosure check ✓

Internal check ✓

Welcome conversation ✓

Referencing ✓

Declarations ✓

Trustee eligibility check (Trustees only) ✓

Growing Roots learning ✓

Changing teams or roles

- A welcome conversation is not required, though it's important that a conversation has taken place about the role they are going to undertake

- A valid Disclosure must be in place and a Confidential enquiry will be carried out

- The volunteer may need to undertake additional learning relevant to the new team or role

Any questions on Welcome?

More engaging learning

What have we learnt?

- Our training scheme can feel overwhelming

- Some learning is hard to access and requires finding more time

- We don't have enough training advisers this delays validation which can be frustrating for the learner

- The average length of time someone volunteers is 2 years, but nearly every role must complete the Wood Badge which takes up to 3 years to complete

What's changing?

From	To
'Training' and Training teams	Personalised learning tailored to your role Learning built into our structures & digital systems
Time-consuming administration, managing multiple learners, compliance and validation	Existing skills recognised and sign off built in, no separate validation required New digital learning systems to support learners and reduce administration including easy to manage and report compliance
An off-putting digital learning experience	Digital first (but not digital only) approach, revitalised learning modules including bite sized learning, all in one place
Wood badge for almost every volunteer role	Wood badge is optional and available to all

Growing Roots

Growing Roots will become the new mandatory learning for our volunteers

Volunteers will have 6 months to complete their Growing Roots learning

Growing Roots will comprise of two parts:

- The learning a volunteer needs to get started

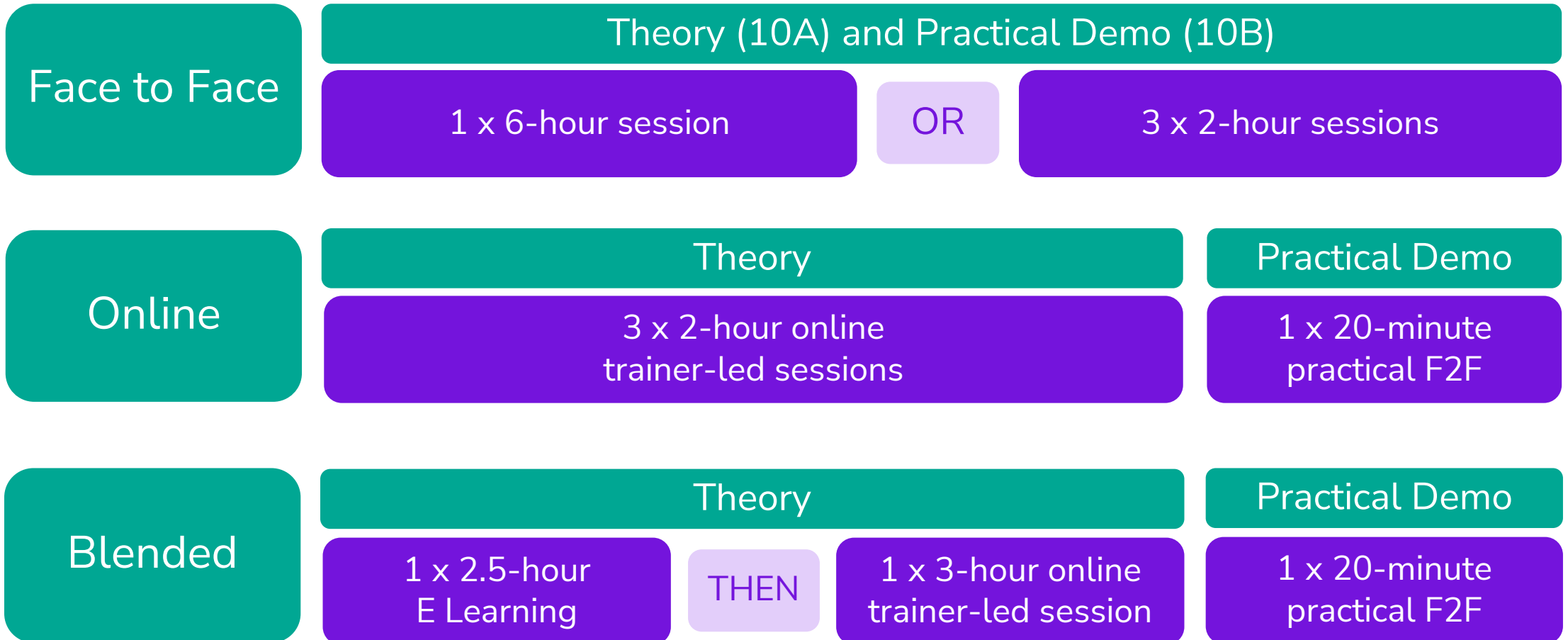- The learning a volunteers needs for their team and role

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Data Protection in Scouts

"Delivering a Great Programme"

Section Teams

First Response delivery models

First Response should continue to be delivered as per the current model. Who will need to complete this in the new learning model will be shared once agreed.

Face to Face	Theory (10A) and Practical Demo (10B)		
	1 x 6-hour session	OR	3 x 2-hour sessions

Online	Theory		Practical Demo
	3 x 2-hour online trainer-led sessions		1 x 20-minute practical F2F

Blended	Theory		Practical Demo
	1 x 2.5-hour E Learning	THEN 1 x 3-hour online trainer-led session	1 x 20-minute practical F2F

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Branching Out

Branching Out will form the learning you *can* take on beyond Growing Roots

It will be delivered through a variety of methods including digital, face-to-face and blended models

Some current training modules will keep running for a while, as we work to update or replace them and add more new content.

This suite of new learning will become available over the course of 2024-2025 and will be updated and added to on an ongoing basis after that

What might Branching Out look like?

Branching Out will allow for volunteers to shape their learning journey based on what is most beneficial to them or their team

This will encompass a variety of learning options such as;

- Digital Skills

- Permits & Adventurous Activities

- Practical Scouting Skills

- Team Leadership

- And much more...
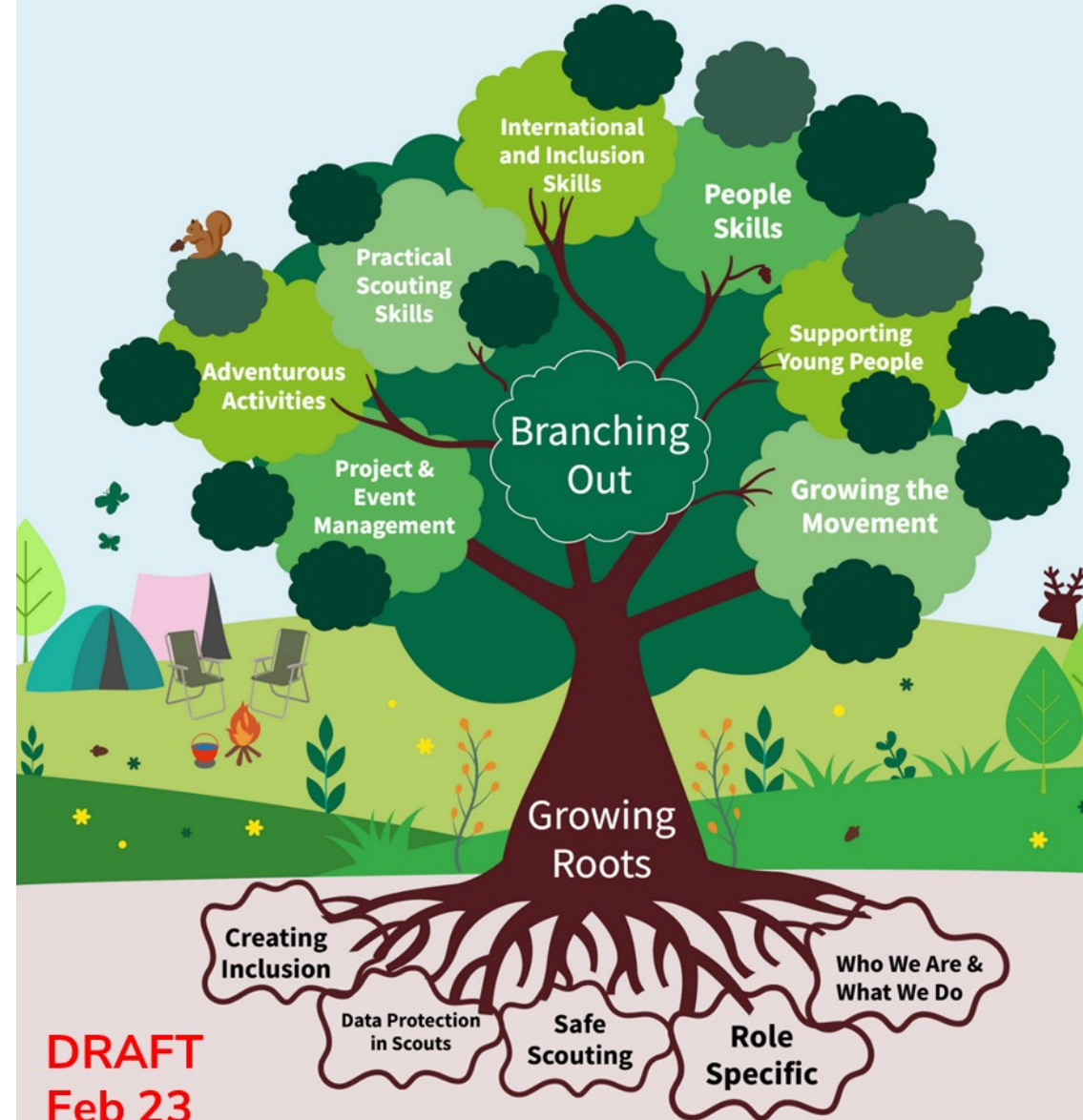
Manager & Supporter Training

Beyond the learning in Growing Roots, manager and supporter training will also become optional

For those that choose to complete this it will continue to be delivered in its current form

These will be reviewed and refreshed or replaced along with the other remaining modules to form part of the Branching Out learning

This will take place over the next 18-24 months, with the updated learning being released during 2025

Changing the Wood Badge

As part of improving the learning experience we'll be moving to an optional Wood Badge

Every volunteer will be able to decide what learning will be most beneficial to them to earn their Wood Badge and whether they want to do a Wood Badge at all

You won't be required to repeat any learning when you change teams or roles

The Wood Badge changes will come in two stages:

- A transitional Wood Badge while the current modules are reviewed

- A new Wood Badge launched during 2025

More information will be shared about what this looks like later in 2023

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# Any questions on Learning?

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Exec Committees to Trustee Boards

What's changing?

To bring our current structure in line with the good practice guidance set out by the Charity Commission there are currently two key areas of change

- **Name**
Executive Committees will be renamed Trustee Boards, members of which will be renamed Trustees

- **Purpose**
Trustee Boards will have a clearer purpose statement, to fit with the focus on governance

Name
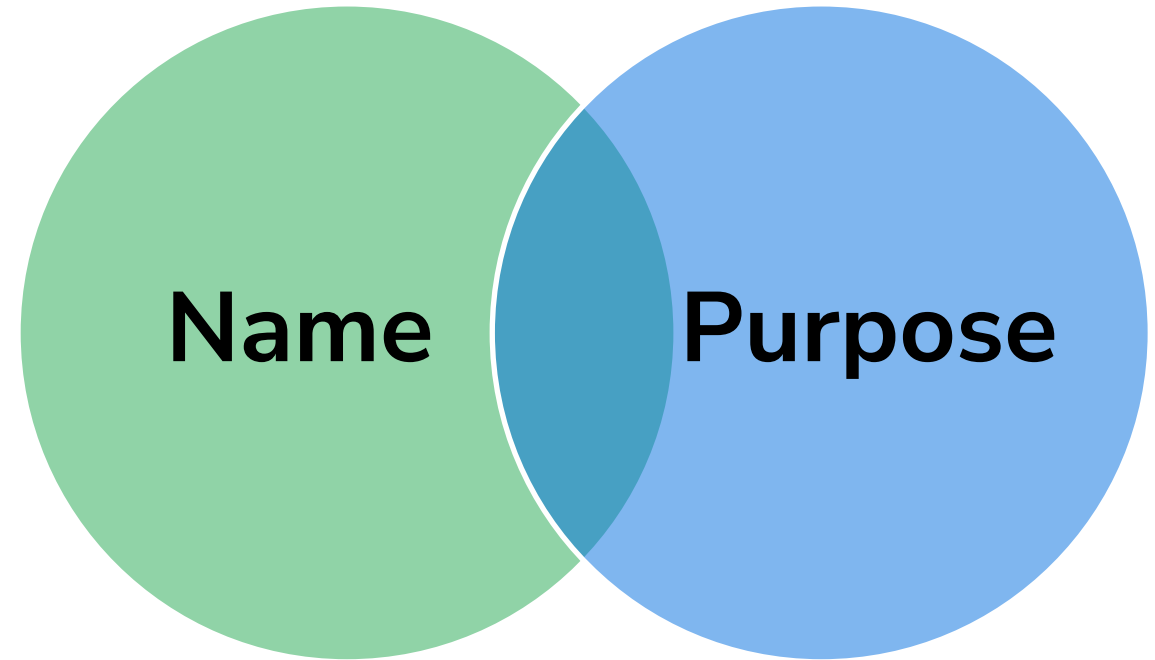
Purpose

The purpose of Trustee Boards

What will this look like in practice?

Trustees will focus on governance - ensuring the Group

- is meeting the charity's objectives
- is complying with POR
- is complying with the law

This will mean that 'operational' tasks such as repairing the hut, cutting grass, fundraising and similar are managed through the Group Leadership Team

These operational tasks can be carried out by people who are also Trustees, however, they will be managed under the relevant team rather than in their Trustee role.

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Any questions on Trustees?

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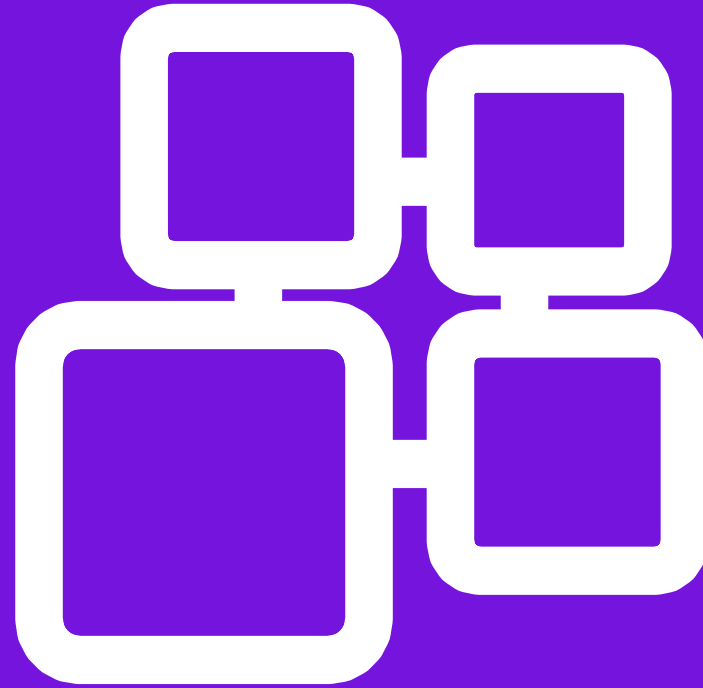
Our Volunteer Journey

What have we learnt?

In our research with volunteers, we have learnt that:

- We have too many roles, these are often fixed and can feel like work

- New volunteers find it hard to understand the expectations of different roles which can put them off

- We have a small number of people/roles with lots of responsibility and stress placed on them

- The digital systems which manage volunteers are inefficient and time consuming to use

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30% of all leadership roles are vacant

53% of District Commissioner and manager roles

27% of Group Scout Leader roles

45% said their workload was 'difficult' or 'really difficult'

What's changing?

From	To
Individual, inflexible and fixed roles	Volunteers working in teams, on tasks with a clear purpose
Unclear expectations for volunteers	Clearer roles with titles understood inside & outside Scouts
A small number of people/roles with lots of responsibility and stress	Improved team structures with clearer responsibilities, new digital systems to reduce administration
Ineffective and time-consuming digital systems for volunteers	New digital easy-to-use systems to support volunteers and volunteer managers
Volunteering can feel like work	Structures and teams which allow for individuals to contribute in a way that matches their skills, interests and availability

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Our Volunteering Culture

Our Volunteering Culture

Our Values describe Scouting at its best, while Our Volunteering Culture is how we make our best a daily reality. It sets out:

- What to expect from UK Scouts

- What is expected as a volunteer

- What we'll work together to do

It guides and reminds us of our goal, both as a movement and as a volunteer team: to help more young people gain Skills for Life

It's there to help our volunteers thrive from the moment they join, giving them clear expectations and a shared understanding of what it really means to be a volunteer in Scouts

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Our Volunteering Culture

Most of our volunteers will already be role modelling the behaviour described in Our Volunteering Culture

However, it's important that we always need to address when we, and those around us, don't get things quite right. We do this even when it would be easier to ignore problems

As role models and champions for our values, when we challenge behaviour that doesn't align with what we believe, we're actively creating Our Volunteering Culture

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Changing our role titles

Changing our Role Titles

We currently have over 400 role titles, which makes our structure difficult to understand

We're simplifying our role structures and role titles

We'll be introducing **Team Leader** and **Team Member** role titles

These titles will replace many of our current roles such as Section Assistant and Assistant Section Leader and more, along with our Deputy and Assistant roles

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Introducing Lead Volunteers

The 'Commissioner' and 'Group Scout Leader' titles will change across Scouts

GSLs along with District, County, Area, Region (and so on) Commissioners will be called Lead Volunteers

Youth Commissioners will be called Youth Leads

These changes are about how we organise ourselves and our teams, but you're still...

A Scout Leader, Beaver Leader, Skip, Owl, Badger, Akela, Raksha...

That isn't changing!

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Adopting a team-based approach

How volunteers work in teams

		Hannah — Team Leader	Tom — Team Member	Mita — Team Member	Jamal — Team Member	Arnold — Team Member	Jess — Helper
Tasks for the Whole team	Task 1 Whole team	✓	✓	✓	✓	✓	✓
	Task 2 Whole team	✓	✓	✓	✓	✓	✓
	Task 3 Whole team	✓	✓	✓	✓	✓	✓
Allocated tasks	Task 4 Allocated	✓		✓			
	Task 5 Allocated					✓	
	Task 6 Allocated		✓	✓			
	Task 7 Allocated				✓		
	Task 8 Allocated					✓	
	Task 9 Allocated						✓

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Section Structure
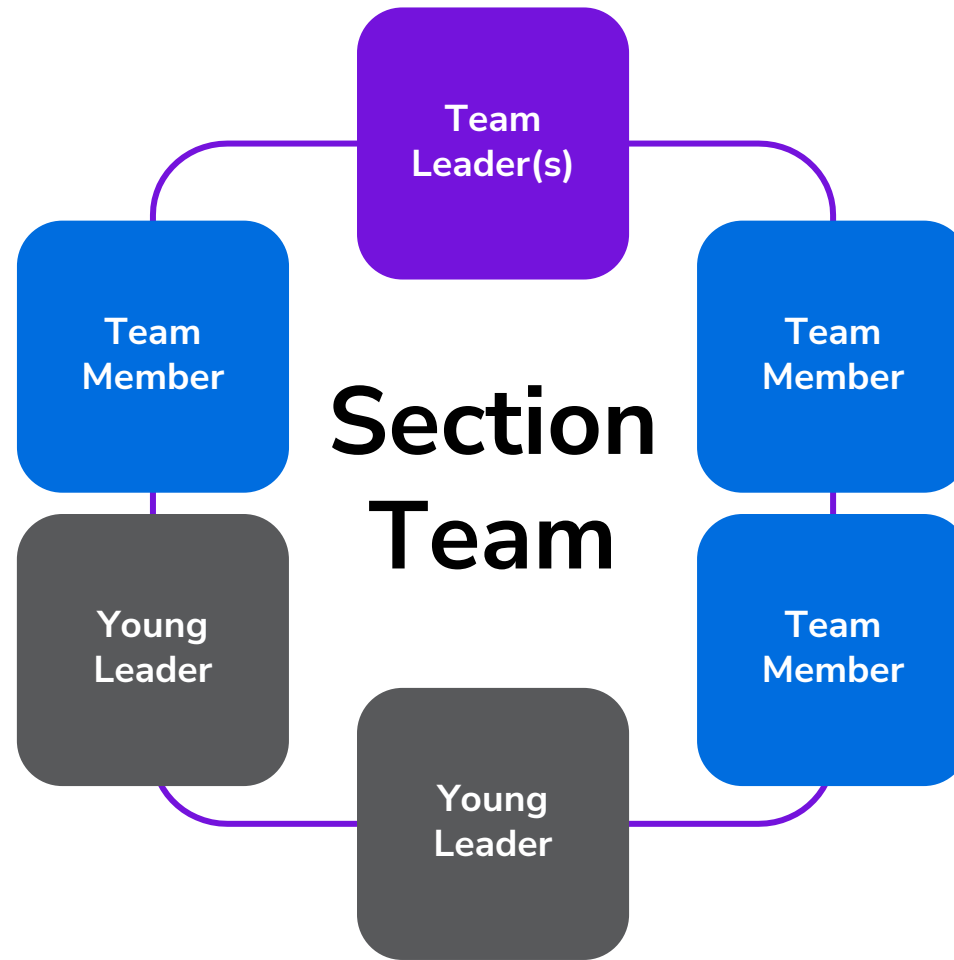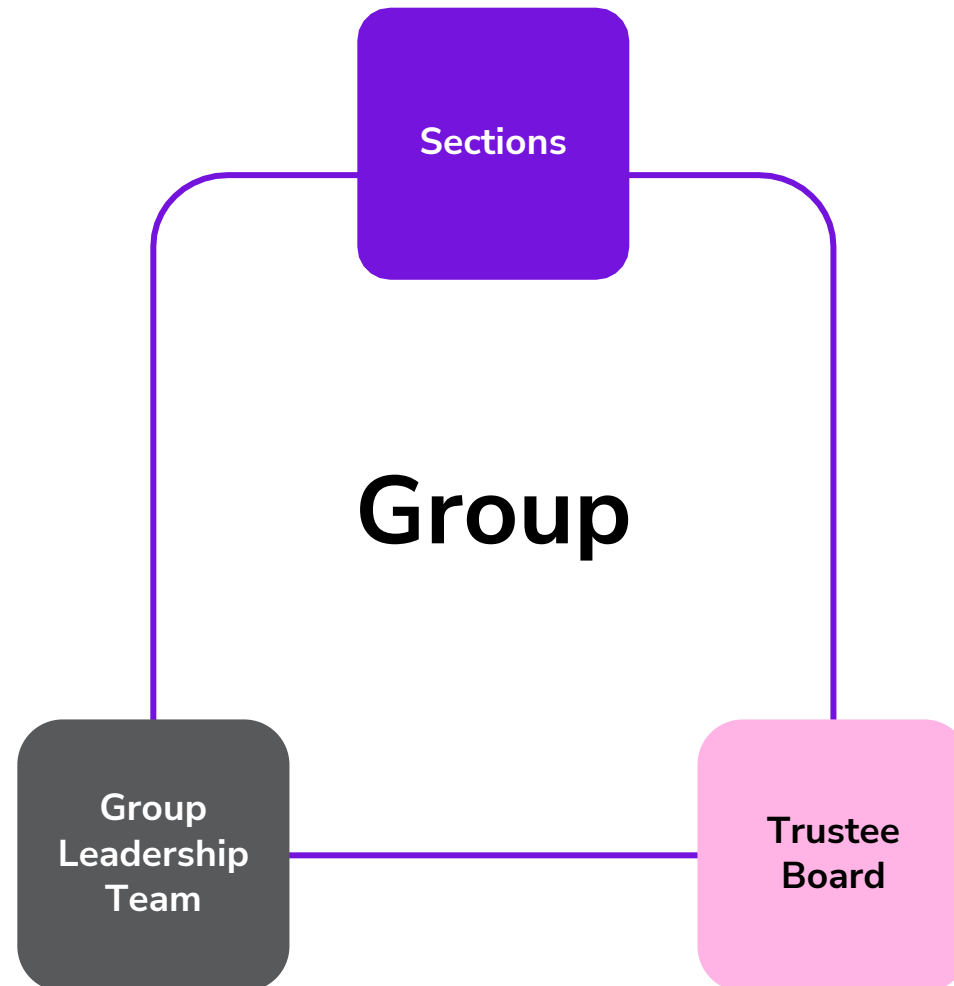
Team Leader(s)

Team Member

Team Member

Team Member

Young Leader

Young Leader

Section Team

Full details are in each Team Description

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Group Structure

Sections

Group

Group Leadership Team

Trustee Board

Full details are in each Team Description

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District Structure

Young Leaders

Explorers

Trustee Board

Leadership Team

14 - 24 Team

Network

Volunteering Development Team

District

Groups

Programme Team

Support Team

Full details are in each Team Description

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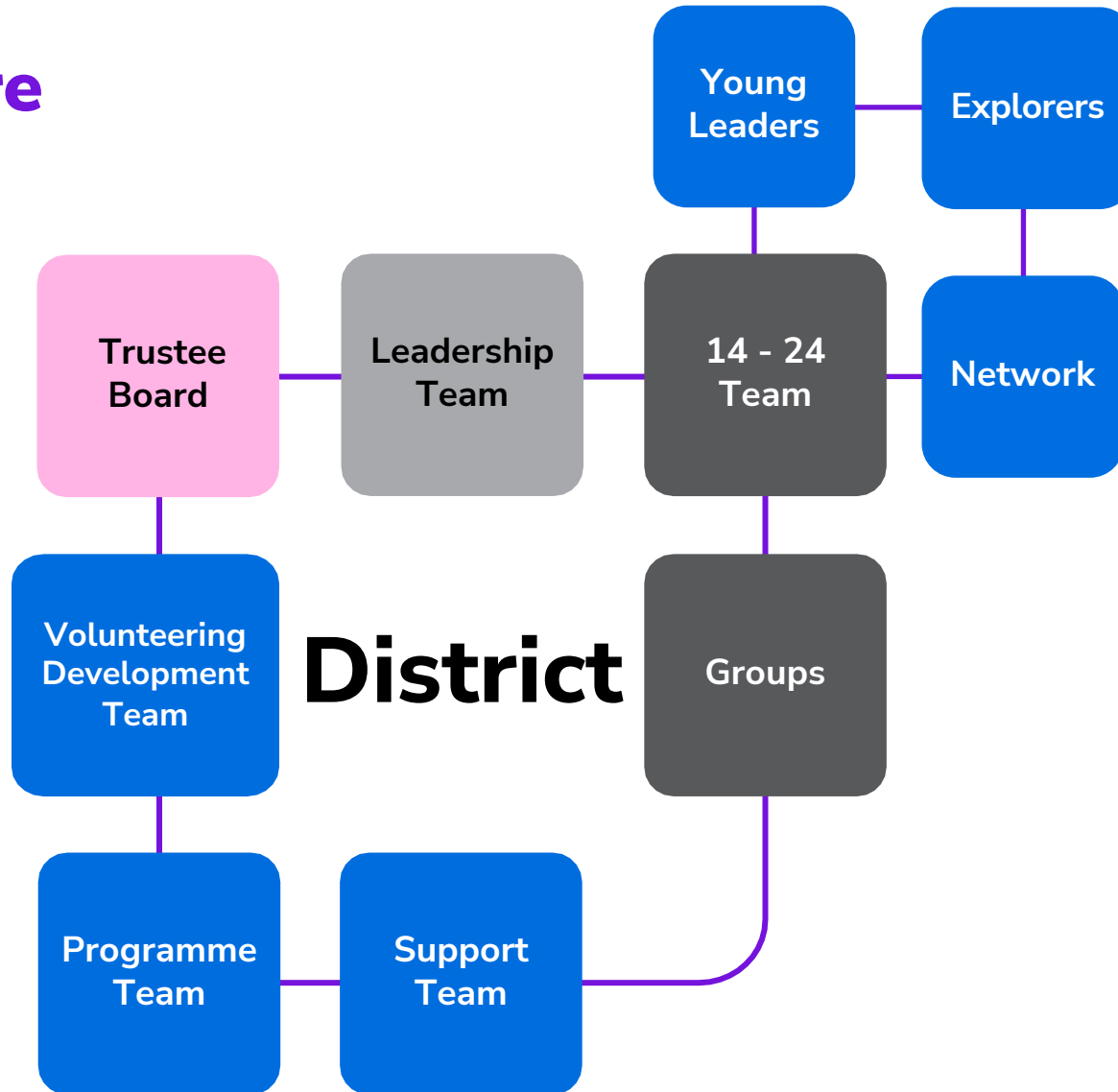
Exercise – who does what

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Sub-teams

Sub-teams are being introduced to help organise our volunteers and will sit within another team

Each sub-team will have a specific area of focus within the overall scope of the larger team

We can use sub-teams to:
- Increase a sense of identity and belonging within volunteers
- Make better use of volunteers' time and resources
- Help make it clearer what people do, and what they're responsible for

For example, setting up a Hillwalking or Climbing Team within the Programme Team

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Accreditations

Sometimes, a person needs to be given permission to do a specific task, this is called and 'accreditation'

Accreditations will be introduced along with the new digital systems

For Example:
- A task that needs to be done with someone with specific skills or qualifications - A Kayak or Archery permit assessor
- A task where someone needs to find and contact a specific person - The HQ Awards Team knowing who to post awards to

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Accreditations

Volunteers will need to meet the right criteria to receive an accreditation, for example:

- Holding a certain qualification

- Completed specific learning

- Be in a particular role

Specific accreditations will be:
- Adventurous Activity Assessor
- Night Away Assessor
- First Response Trainer
- Manager of Activity Permit Scheme
- And more!

These will all come alongside the launch of the digital systems

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Any questions on Volunteer Journey?

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How is this being delivered?

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Leading change locally

- Each local County/Area/Region (Scotland) has appointed a Transformation Lead

- Transformation Leads will be working with Area and District teams in your area to translate the 'big picture' plans and helping to make these work in your local area

- 10 Counties/Areas/Regions (Scotland) have been chosen as Early Adopter areas, these areas will go-live with the changes early to ensure that the transition for everyone is as smooth as possible
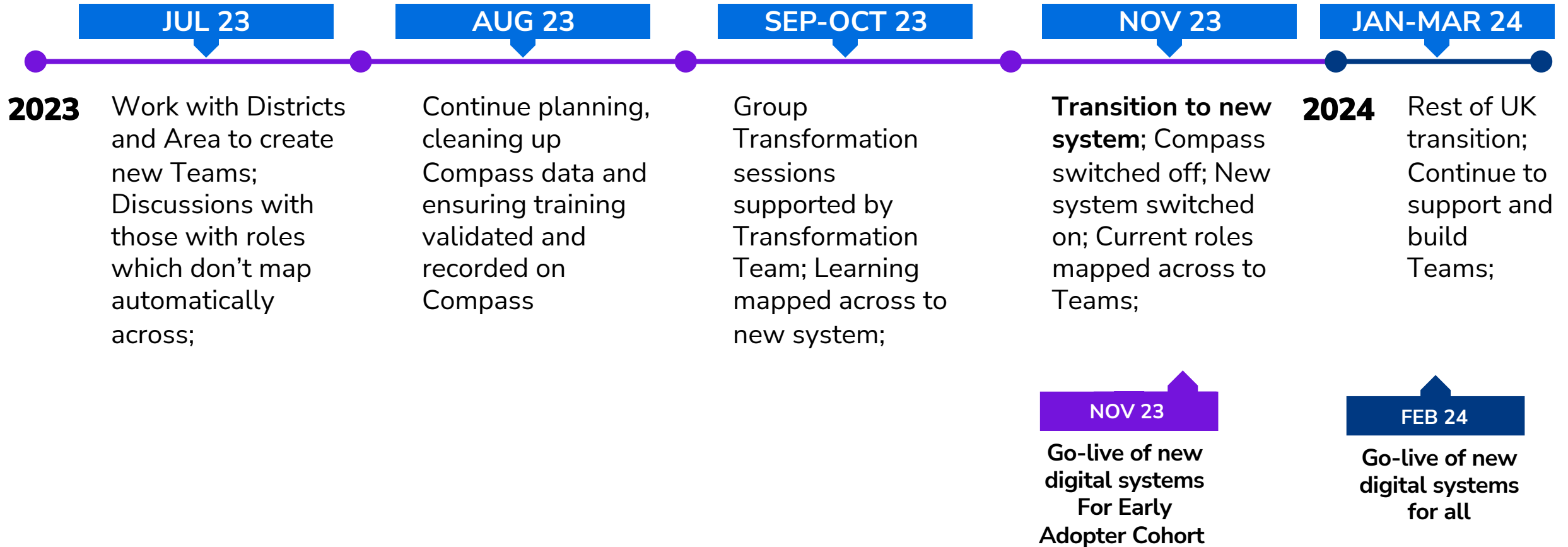
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Leading Change Locally

- The changes will come in an iterative way, building on each other to improve our Volunteer Experience

- There will be a period of adjustment for everyone – Some changes might be more relevant to your role than others

- Embedding the changes to the way we do things, and the use of new digital systems will take time

Timeline

JUL 23	AUG 23	SEP-OCT 23	NOV 23	JAN-MAR 24

2023 — Work with Districts and Area to create new Teams; Discussions with those with roles which don't map automatically across;

Continue planning, cleaning up Compass data and ensuring training validated and recorded on Compass

Group Transformation sessions supported by Transformation Team; Learning mapped across to new system;

Transition to new system; Compass switched off; New system switched on; Current roles mapped across to Teams;

2024 — Rest of UK transition; Continue to support and build Teams;

NOV 23

Go-live of new digital systems For Early Adopter Cohort

FEB 24

Go-live of new digital systems for all

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Any final questions?
transform@clwydscouts.org.uk

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Thank you!