

Plan for who presents what

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Scouts

**Transforming our Volunteer
Experience**



Purpose

To give an overview of the upcoming changes, covering;

- Why we're transforming volunteering
- What is changing?
 - A warmer welcome for everyone
 - More engaging learning
 - How we volunteer together
- How is this being delivered?



Why we're transforming volunteering

Why we're transforming volunteering

- Our Skills for Life strategy
- To provide more young people, and the ones we already have, with skills for life, we need more volunteers
- Every volunteer deserves to feel valued during their time with Scouts
- The world is changing, and volunteers want more flexibility in the time they give

Ultimately.....



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

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



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



**More young
people gaining
skills for life**

**Consistently and safely
deliver a great programme**

**Recruit more volunteers
and retain current ones**

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**

What did we learn?

Leaders deeply enjoy volunteering and providing young people with skills for life

However, challenges to this still exist:

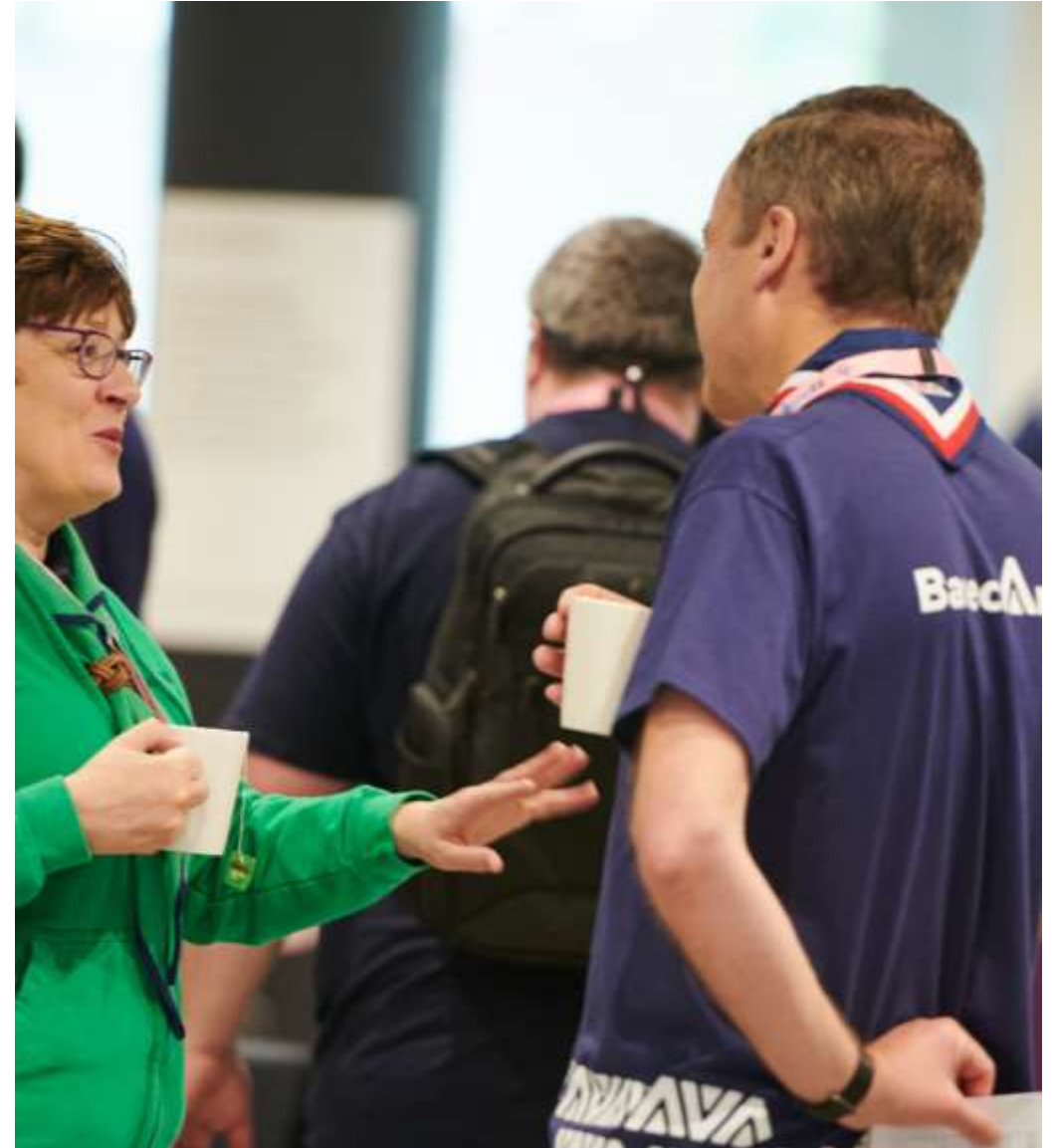
- Only 30% of potential volunteers want to give time regularly
- Current volunteers spend lots of time carrying out administrative tasks
- Some of our current processes, role structures and training doesn't support easier recruitment of new volunteers



How are we designing the changes?

Ensuring these changes practically support our volunteers is extremely important. To that end we have:

- Volunteers leading alongside staff on each area of change
- A volunteer experience group, open to all our volunteers, to help shape the changes
- The digital membership testing group, open to all our volunteers, to help test and shape our digital tools
- An early adopter cohort of 10 different areas across the UK who will go first with the changes and help to shape the resources and support available



Listening to our volunteers, young people and more 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



A warmer welcome for everyone

Changing from:

- Joining us can feel daunting for new volunteers
- Appointments panels that can feel like a job interview
- Time consuming processes and inefficient tools
- Reliance on existing networks to recruit new volunteers
- Volunteers feeling unsupported when joining





Changing to:

- Welcome conversation, where you volunteer with someone from the Group and someone from the District
- A buddy throughout your induction
- Volunteers being provided with the information, key knowledge and skills required to ensure they can be successful in their role
- New recruitment tools
- New digital systems which:
 - Reduce administration
 - Have self-service and automated referencing
 - Empower new volunteers

More engaging learning

Changing from:

- 'Training' and Training teams
- Training scheme that can feel overwhelming for new volunteers
- Learning which is hard to access and time consuming
- Lack of training advisers to support learners
- Time-consuming administration
- An off-putting digital learning experience
- A compulsory wood badge for every role



Changing to:

- Personalised learning when you need it, tailored to your role
- Support and management of learning built into our structures and digital systems
- 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
- Digital first (but not digital only) approach, revitalised learning modules including bite sized learning, all in one place
- Wood badge is optional and available to all



Growing Roots – The new mandatory training for new volunteers

Within 6 months, Volunteers complete all of these...

Data Protection in Scouts

- Gathering data
- Storing & sharing data
- Data breaches & deleting data

What we do & How we do it

- Purpose and values
- Working with others
- Running our programme (The basics)

Creating Inclusion

- Self-awareness
- Creating inclusive spaces
- Supporting specific needs
- Challenging bias and discrimination

Safe Scouting

- E-Safety
- Assessing and Managing risk
- Incidents - respond and report
- Mental Health Awareness
- Safeguarding

Plus one of these...

“Delivering a Great Programme”

Section Teams

- How to work with parents/guardians
- How to actively involve young people
- Running our programme (In practice)

“Leading Scout Volunteers”

Team Leaders, Lead Volunteers

- Teamwork, inclusion and conflict from a management perspective
- Suspensions, sanctions and difficult conversations

“Being a Trustee in Scouts”

Trustees

- Charity regulator processes
- Insurance, legal responsibilities (Inc. GDPR), equality impact assessments
- Trustee Responsibilities



Branching Out

... the learning you can take on beyond Growing Roots. Delivered through a variety of methods including digital, face-to-face and blended models.

Manager & Supporter Training

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

When

No changes to current courses yet
Will be reviewed and refreshed over next 2 years

Changing the Wood Badge

The Wood Badge will become optional

Volunteers can decide if they want to complete a Wood Badge and what learning will be most beneficial to them

No requirement 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 (Branching out)
- A new Wood Badge launched during 2025



Simplifying how we volunteer together

Changing from:

- Over 400 different roles, that 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 joining
- A small number of people/roles with lots of responsibility and stress placed on them
- Systems which are inefficient and time consuming to use





Changing to:

- Volunteers working in teams, on tasks with a clear purpose
- Clearer roles with titles that people inside and outside Scouting understand
- Structures and teams which allow for individuals to contribute in a way that matches their skills, interests and availability
- A new membership system, including easier and improved management of
 - Volunteer Roles
 - Permits
 - Awards
 - Nights Away Notifications
 - Additional features added over time



Changing our Role Titles

We're changing many of our role titles within Scouts to:

- Make our roles clearer
- Make it easier to share tasks as a team
- Support recruitment of new volunteers

We'll be introducing **Team Leader** and **Team Member** role titles as part of this

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

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...

Introducing Lead Volunteers

Our leadership roles can be the hardest to recruit for, in part due to their high levels of workload and perception both internally and externally

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

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

Youth Commissioners will be called Youth Leads



Adopting a team-based approach

Team-based Approach

In the future we will volunteer in teams

The key principles for this approach are:

- We volunteer **flexibly** as part of a team with a shared purpose
- Our teams and titles are **easier to understand** and more appealing to new volunteers
- Teams agree how to **share tasks** between them, and this can change over time





Team Descriptions

Every team description will have:

- **Purpose** - To explain what the team is for and how it plays a part towards our vision
- **Who's in the team** - To explain who is in the team and what they're called
- **Tasks for the whole team** - Are things which everyone in the team will be involved with
- **Allocated tasks** - Are things which are things which can be shared out between members of the team



Lead Volunteers & Team Leaders

Each team will have at least one Team Leader or Lead Volunteer

They work with Team Members to share tasks out and make sure the team runs smoothly, they are not responsible for doing all the tasks themselves

There may be multiple Lead Volunteers or Team Leaders in a team

They are responsible for;

- Creating a positive team environment
- Helping volunteer find what they need
- Attracting and welcoming new volunteers into their teams as needed
- Reflecting and Reviewing with the team



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

Accreditations

Permission to do a specific task, will be called an 'accreditation' in the new systems.

Volunteers may need to complete training or hold a qualification to be given an accreditation.

For Example:

- Adventurous Activity Assessor
- Night Away Approver
- Trainer
- Welcome Conversation volunteer
- And more!



Team-based volunteering in a Scout Group

Group Structure

Group Leadership Team - Lead Volunteer, Team Members, Section Team Leaders

The Group Leadership Team helps volunteers across all Sections to work well together and feel motivated. They make sure the Group is respected and supported in their local community.

Trustee Board - Chair, Treasurer, Trustees

Trustees make sure the charity is well-managed, risks are assessed and mitigated, buildings and equipment are in good working order, and everyone follows legal requirements and Policy, Organisation and Rules (POR)

Section Team(s) - Team Leader, Team Members, Young Leaders

The Section Team plans, delivers, and runs high-quality programmes safely. They make sure all young people can take part in the programme and gain skills for life. They also help young people work towards their Top Awards.

Team-based volunteering in a Scout District

District Structure

Lead Volunteer, Team Members, District Team

District Leadership Team - Leaders, Group Lead Volunteers

Leads and inspires volunteers to give young people great experiences and skills for life. They make sure the teams in their District are organised, have enough volunteers, and can deliver a great programme.

Trustee Board - Chair, Treasurer, Trustees

Trustees make sure the charity is well-managed, risks are assessed and mitigated, buildings and equipment are in good working order, and everyone follows legal requirements and Policy, Organisation and Rules (POR)

14-24 Team – Team Leader, Team Members, Section Team Leaders

Helps all volunteers in Explorer (including Young Leaders) and Network Sections. They help section teams plan and deliver great programmes for young people

District Structure

Volunteering Development Team - Team Leader, Team Members

Makes sure all volunteers in their District have a positive and enjoyable volunteering experience. They make it easy for people to join and learn new skills.

Programme Team - Team Leader, Team Members

Helps every section in the District run a safe, enjoyable and high-quality programme. To help do this, they bring Section Team volunteers together with activity experts.

Support Team - Team Leader, Team Members

Provides the tools and resources to help Scouts run smoothly

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



Our Volunteering Culture: Being at our best





Go-Live Timeline

- Will start using the new digital tools, processes and structures from end of April 2024
- Please update Compass information by March (exact dates to be confirmed)

Being prepared

- Are your details correct on compass?
- Do you have a unique personal email address on compass?
- Is your training/validation up-to-date?
- Do you know how your role maps to the new structure and which team you will be part of?