

**The 2020 Scout
Experience Survey –
what you had to say**



Welcome

In March 2020 we ran our third Scout Experience Survey. The survey welcomes all our adult members to share their thoughts.

It helps us understand a little more about your experience of volunteering in Scouts

The survey results inform our programmes of work and improve the support we provide to members.

Key findings



- Overall satisfaction with volunteering remains good, though there has been a 7 point decrease in the Net Promoter Score since 2018
- Enjoyment from volunteering is a key theme affecting both volunteers intending to continue and (the lack of enjoyment) deciding to stop
- Improvements have been seen in the indicators around training and resources being available to help volunteers
- Volunteers remain hugely committed to Scouts, volunteering for longer periods and more frequently than the wider volunteering population
- Volunteers remain dissatisfied with resources provided by HQ as well as the online tools (the Scouts website, the programme planning tool and Compass), although the Net Promoter Score for HQ resources has improved by 12 points since 2018
- There have been steady improvements on all of the indicators of communications quality and frequency since 2018

Methodology

- Data was collected through an online survey. The survey was launched on 27th February 2020
- The survey was closed on 1st June 2020. Most respondents (91%) replied before face to face Scouting was suspended on 17th March 2020
- All analyses checked whether there was any impact on the responses given before and after face to face Scouting was suspended
- Postcodes helped show us if respondents lived in rural or urban areas, and where they ranked on the Index of Multiple Deprivation (IMD).
- Duplicate responses and disqualified respondents – those with no connection to Scouts – were removed.

Change compared with the 2018 and 2019 surveys

- This time we did not invite young people and their parents/carers to take part in the survey. We were planning to do some in-depth qualitative research with young people instead but the pandemic altered our plans.

Who took part?

After we took out the duplicates, disqualified responses or those who did not say we were left with responses from **9,064** adult volunteers



5,060 section leaders*



891 Group Scout Leaders



2,231 other volunteer roles**

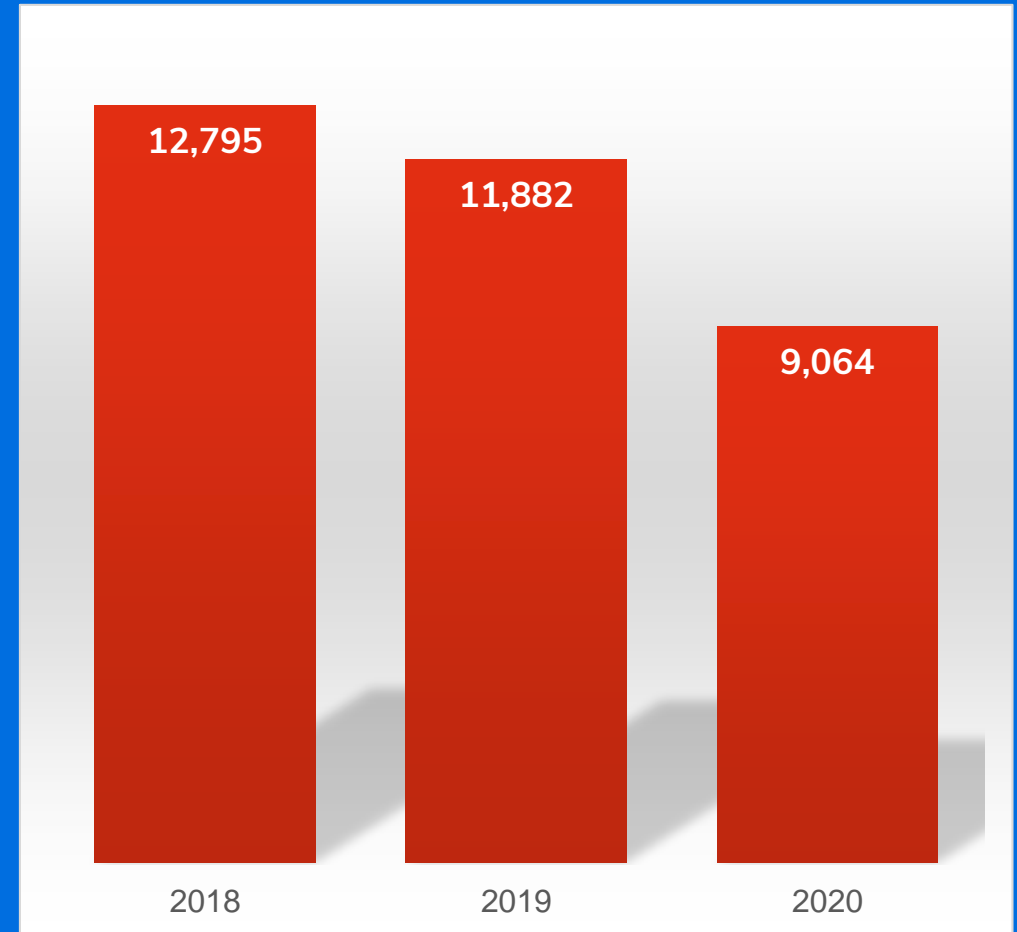
* Includes Beaver / Cub / Scout / Explorer section leaders, assistant section leaders or section assistants

** Includes the following roles: occasional helper, executive committee members, district/county/area/regional commissioners, district/county/area/regional roles, country or UK roles
Please note that a further 874 adult volunteers responded but did not tell us what role they performed

Adult volunteer participation

In 2020 the survey was launched just before the pandemic caused face to face Scouts to be suspended.

There were a lot of messages going out to volunteers at that time from headquarters. Reminders to ask members to take part in the survey were much reduced compared with previous years.



Our adult volunteers who responded...



53% male and **46%** female, **1%** preferred not to say



96% white, **2%** black, Asian, mixed, or other ethnic groups, **3%** preferred not to say

86% white, **14%** black, Asian, mixed, or other ethnic groups (England & Wales population)



61% Christian, **32%** no religion, **2%** Buddhist, Hindu, Jewish, Muslim, Sikh, or other religions, **4%** preferred not to say

59% Christian, **25%** no religion, **8%** Buddhist, Hindu, Jewish, Muslim, Sikh, or other religions (England & Wales population)



24% had disabilities or health problems, **72%** had no disabilities or health problems, **4%** preferred not to say

UK disability prevalence is **22%**



88% heterosexual or straight, **5%** were LGBT+, **7%** preferred not to say

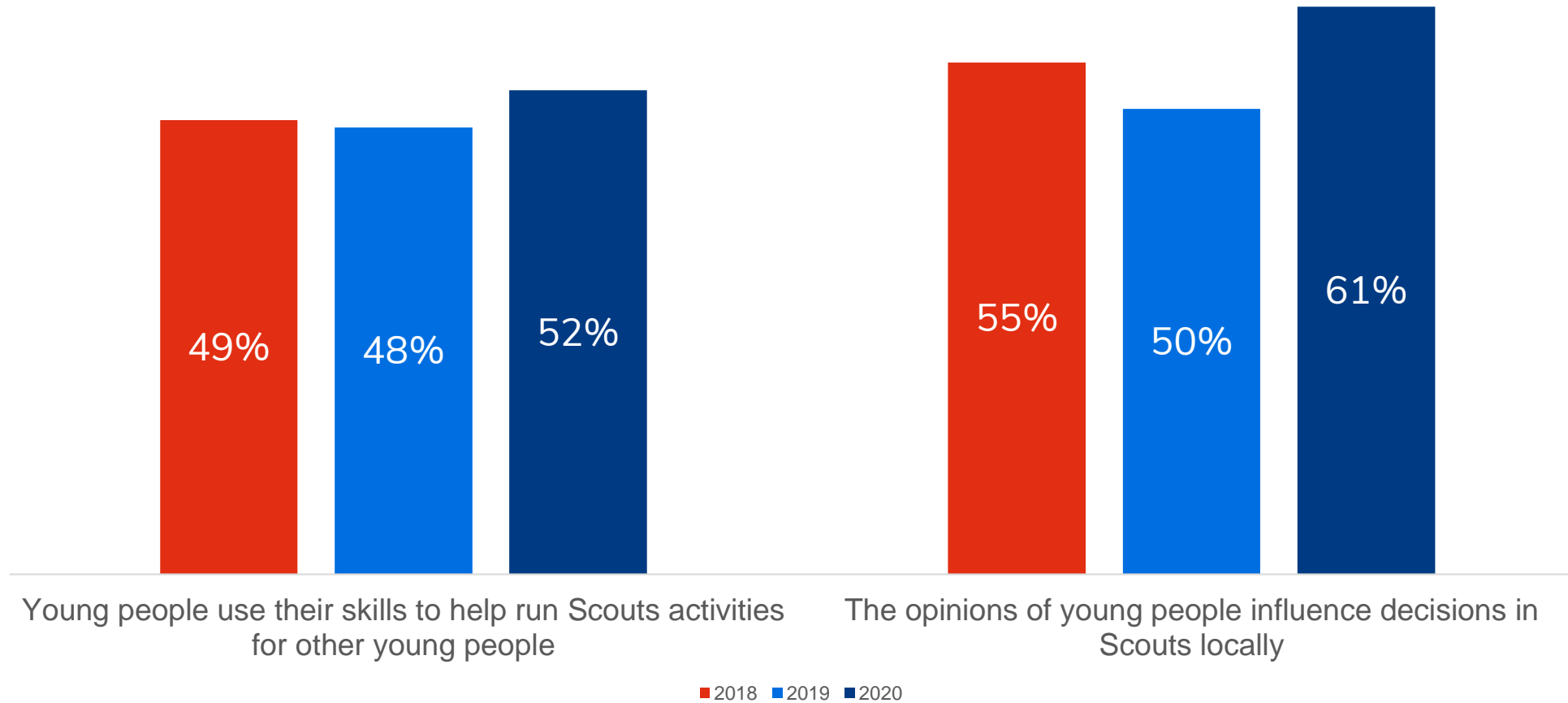
93% heterosexual or straight, **2%** LGBT+, **5%** prefer not to say (UK population)



86% had never been entitled to free school meals, **9%** had, **5%** preferred not to say

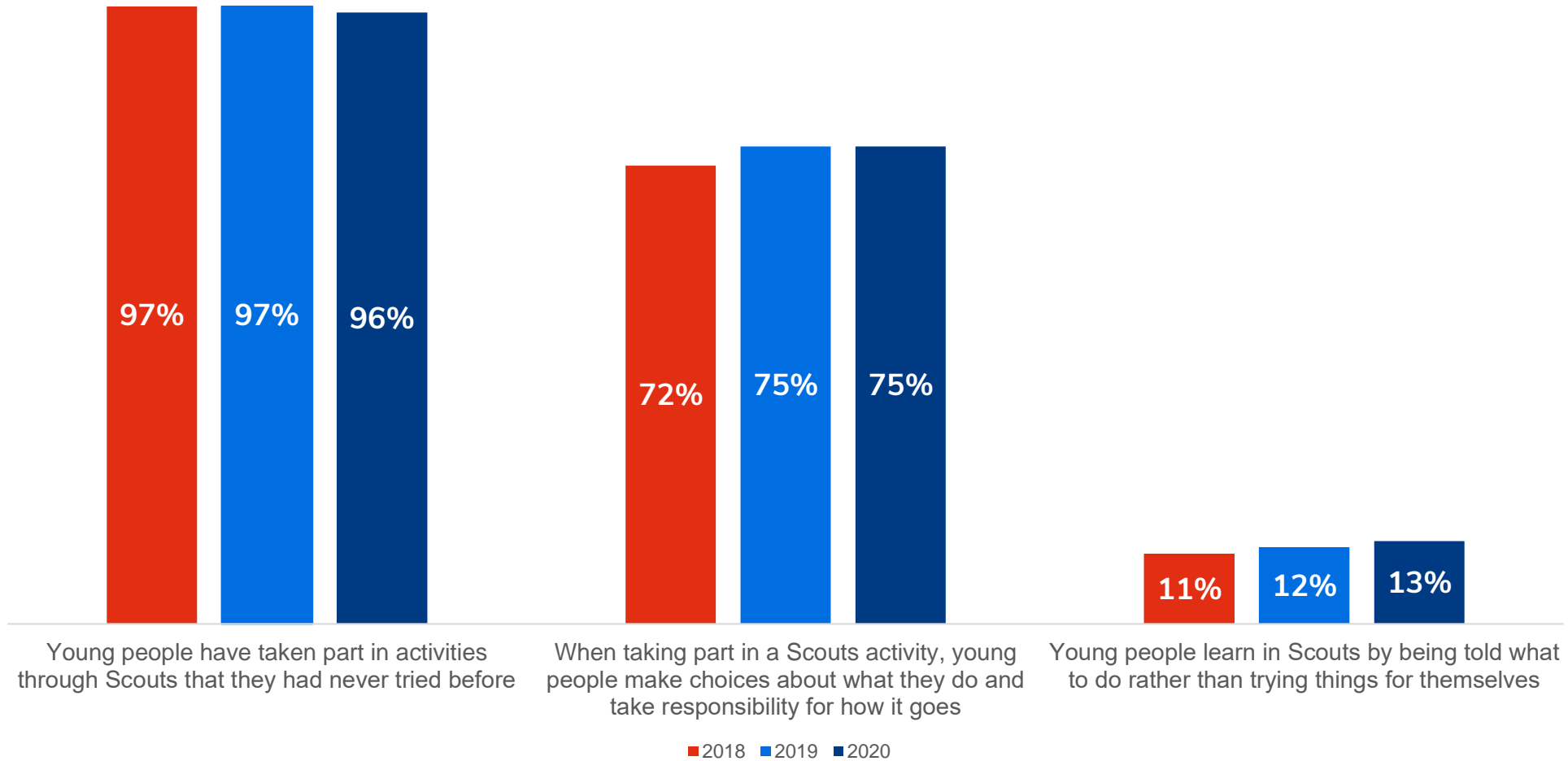
Youth shaped

Youth shaped: % of section leaders who agree that young people use their skills to help run Scouts activities and influence decisions locally

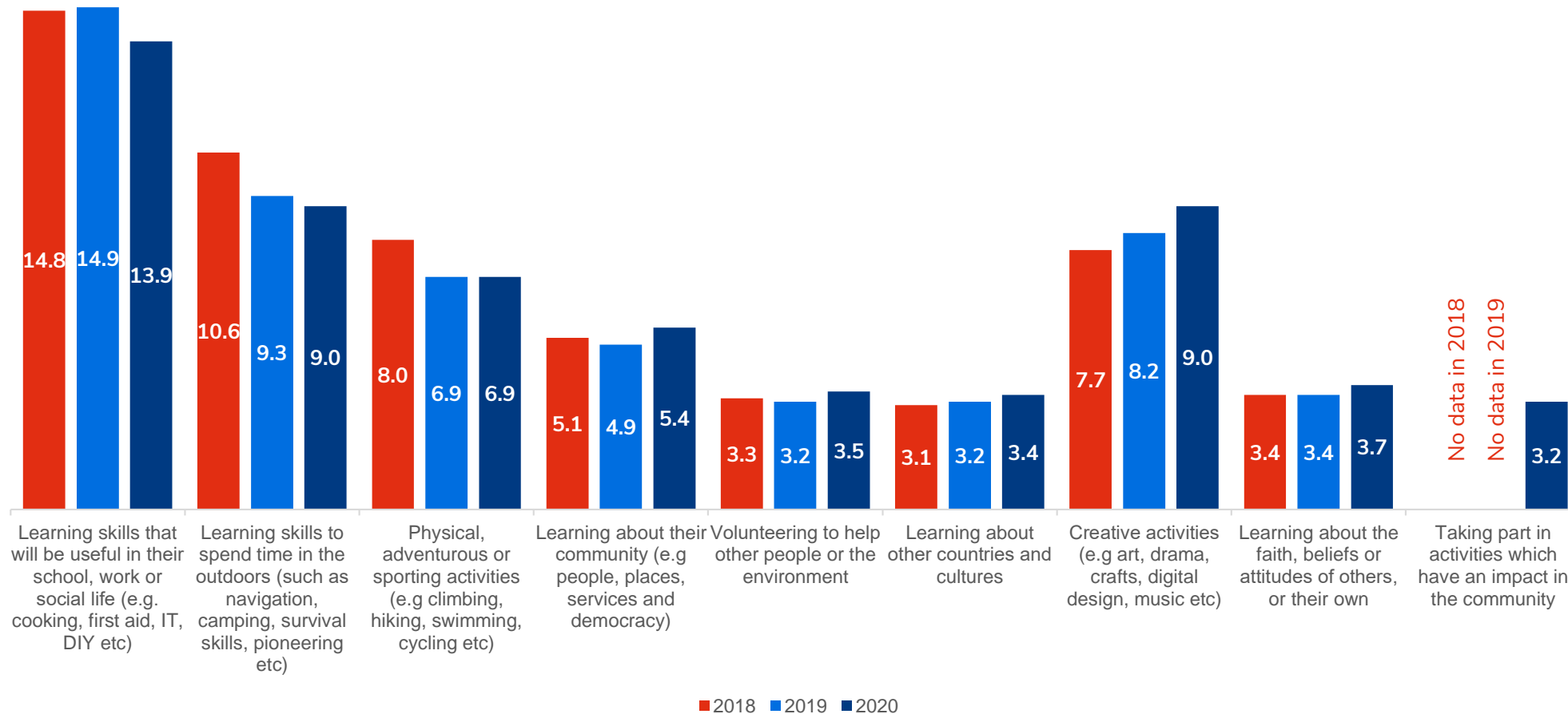


What young people do in Scouts

The extent to which section leaders agree that young people learn by doing, make choices and take responsibility and take part in new activities



Average number of times a year young people take part in these activities



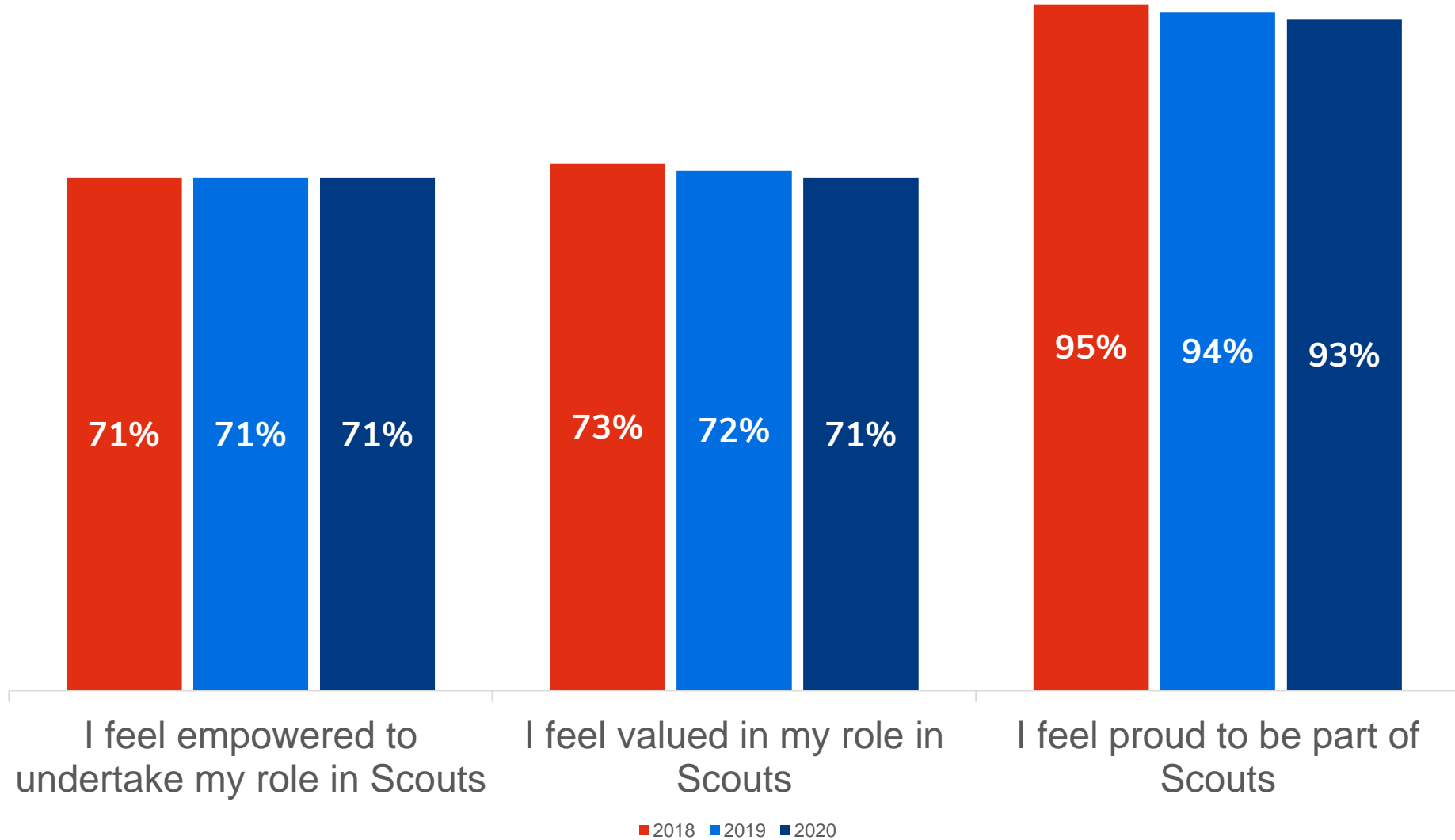
Source: Scout Experience Surveys 2018-2020. Sample sizes 5,796 in 2018, 5,572 in 2019 and 4,501 in 2020

Section leaders' estimate of how much it costs a young person to take part in Scouting

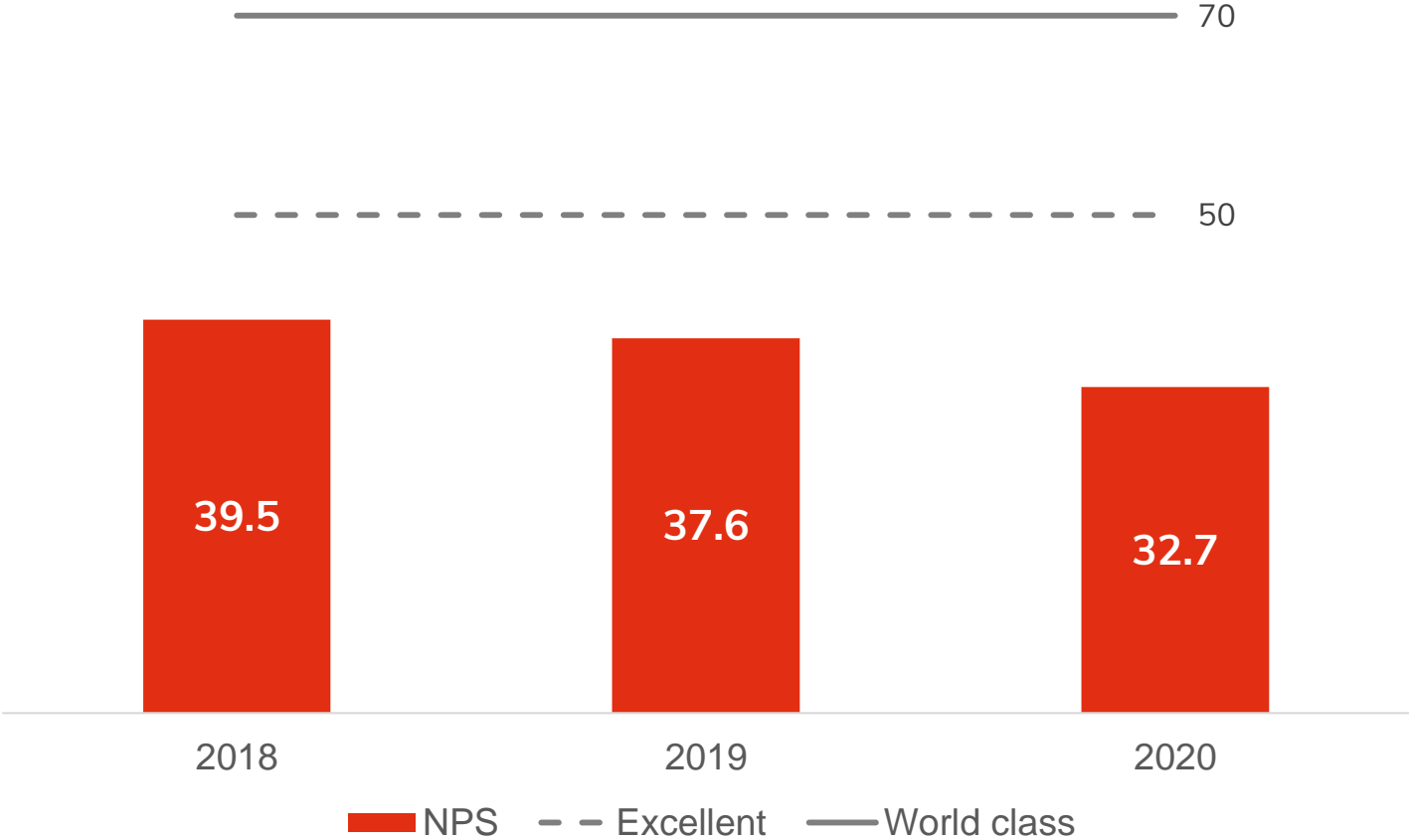


Adult volunteer satisfaction

What our adult volunteers feel

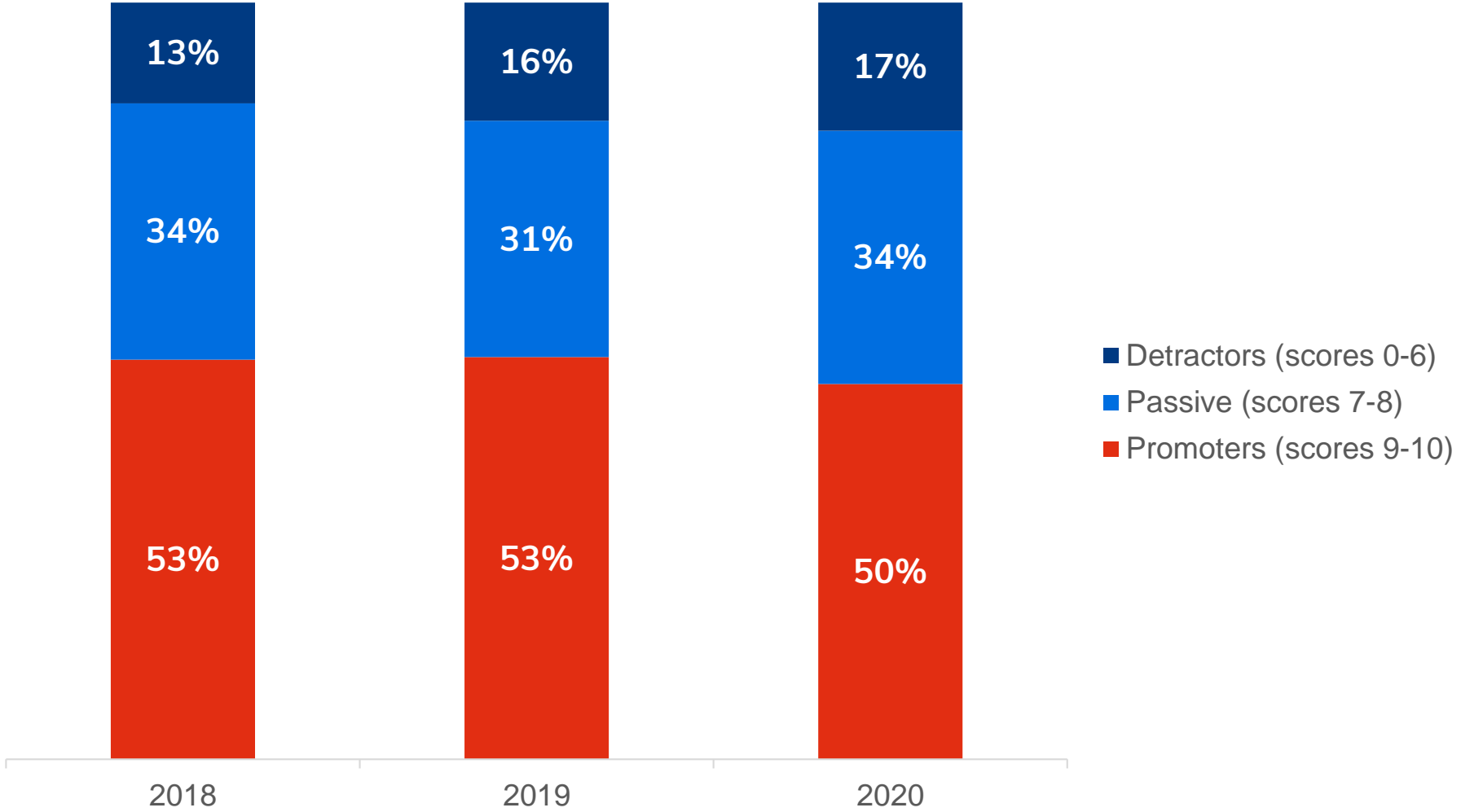


Would volunteers recommend volunteering in Scouts to a friend? (Net Promoter Score)



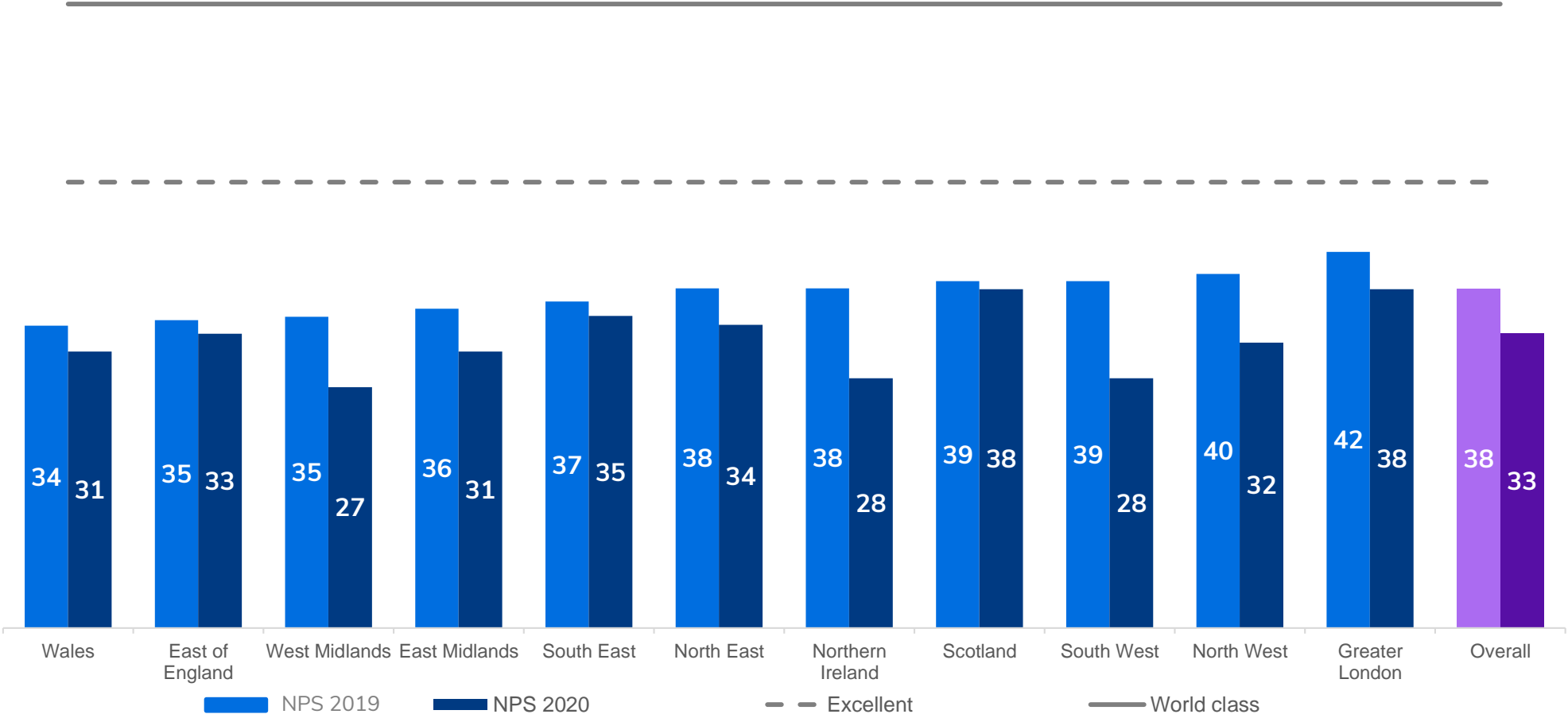
Source: Scout Experience Surveys 2018 and 2019. Sample sizes in 2018 = 9,601, in 2019 = 9,375 and in 2020 = 7,102

Would volunteers recommend volunteering in Scouts to a friend? : How the Net Promoter Score is made up



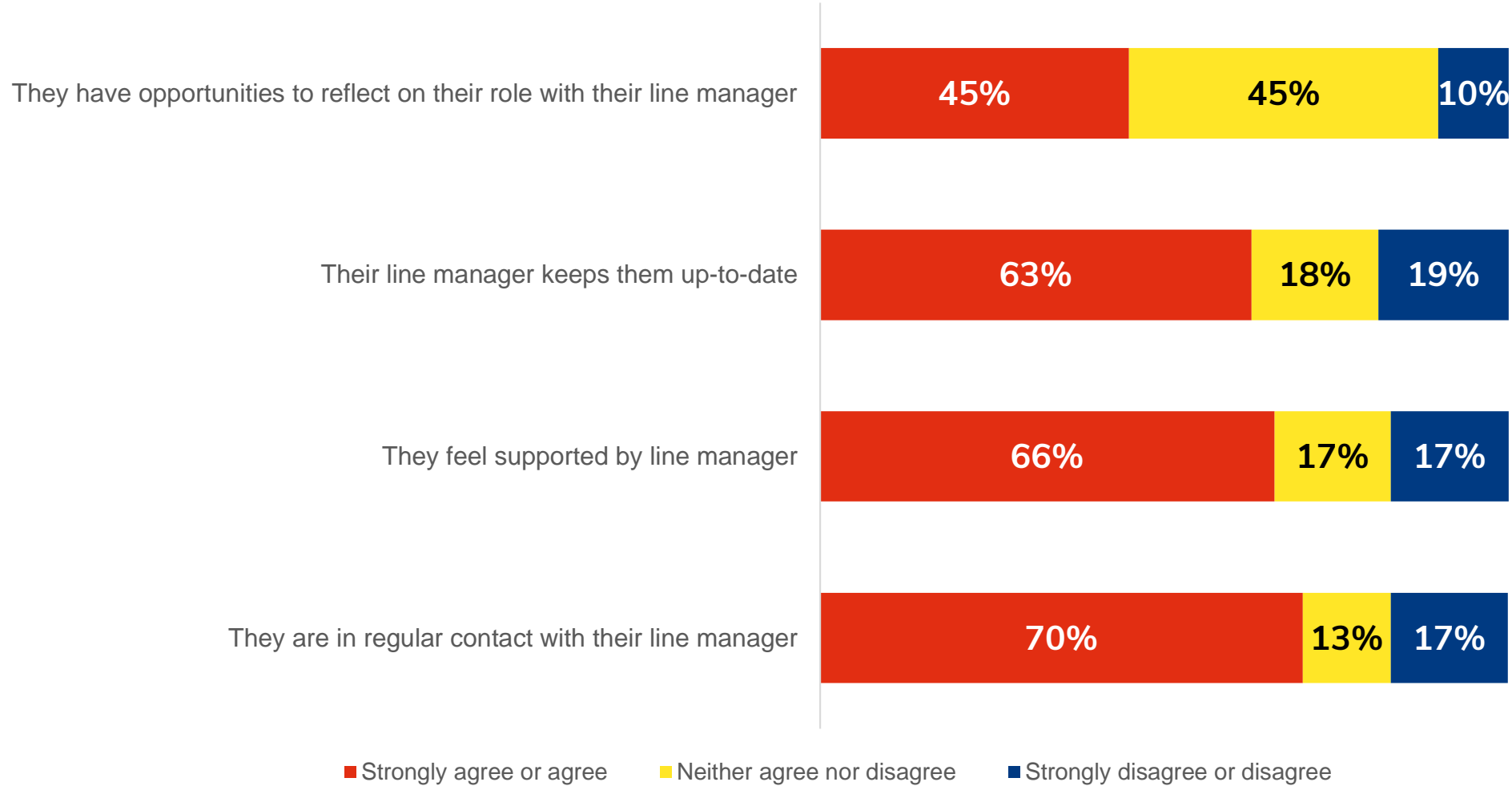
Source: Scout Experience Surveys 2018 and 2019. Sample sizes in 2018 = 9,601, in 2019 = 9,375 and in 2020 = 7,102

How likely are adult volunteers to recommend being a volunteer in Scouts to a friend? (Net Promoter Score by region / country)

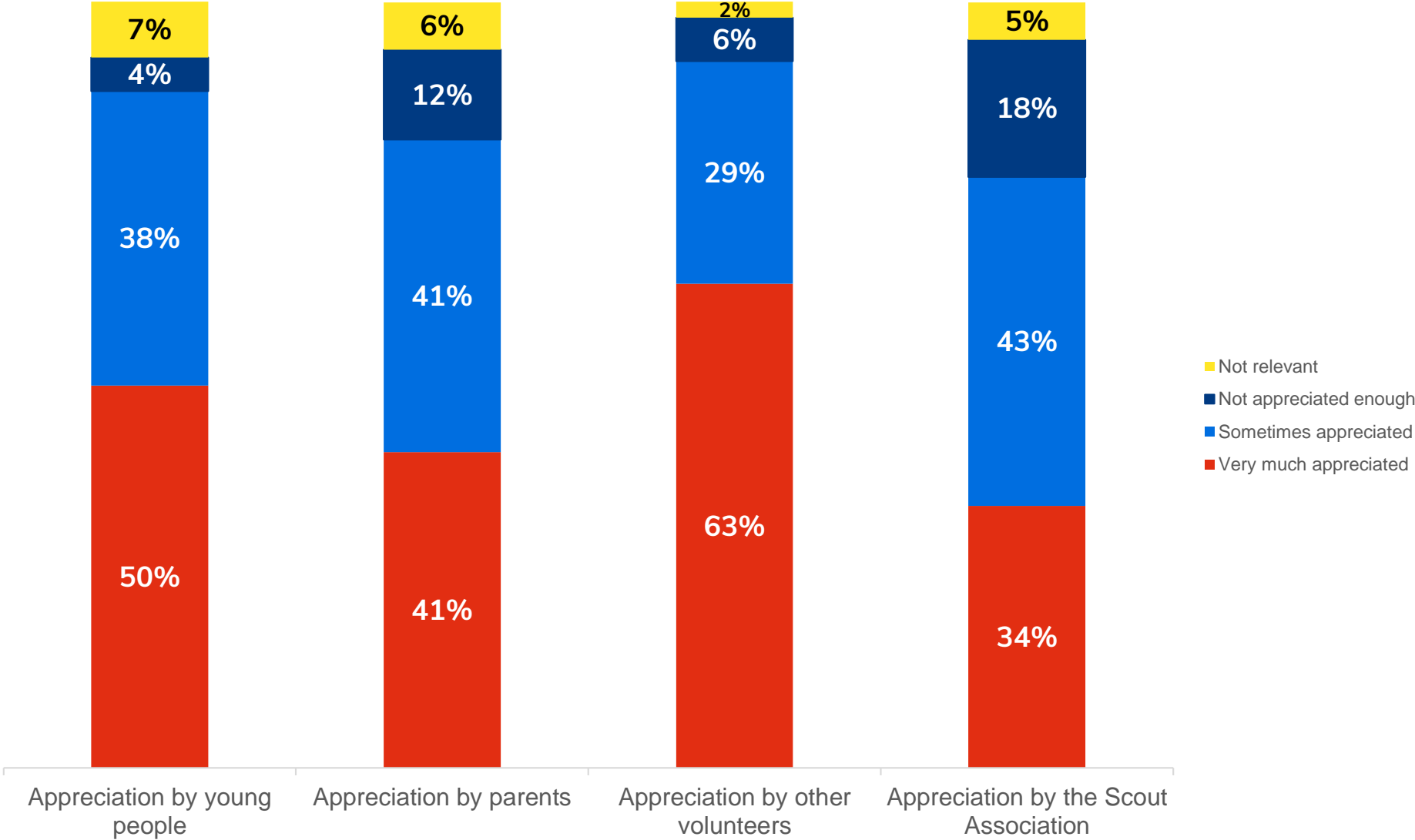


Source: Scout Experience Surveys 2019 and 2020. Sample size = 9,375 in 2019 and 7,102 in 2020

How adult volunteers rate their line manager

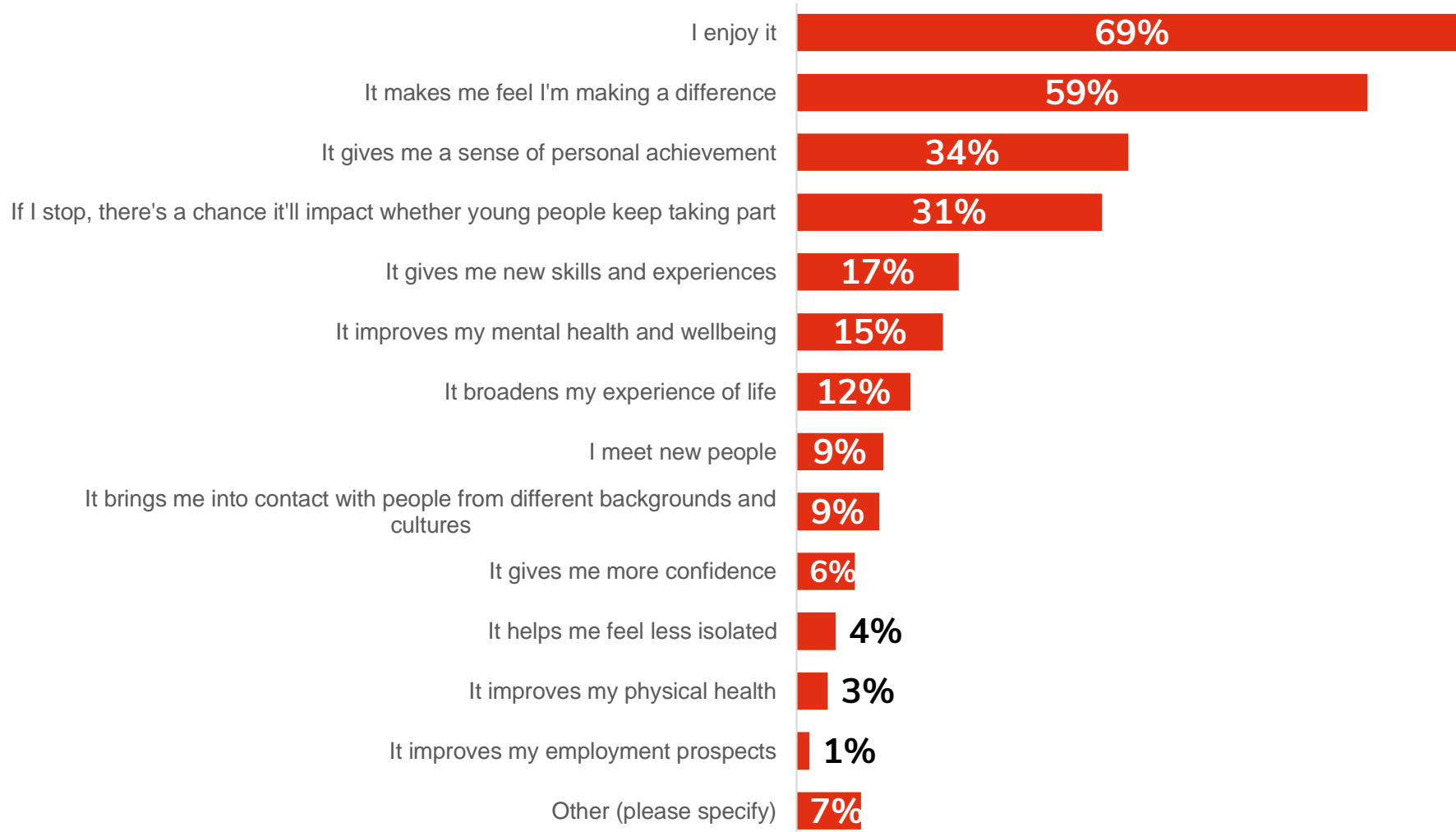


The extent to which adult volunteers feel appreciated



Source: Scout Experience Survey 2020 Sample size is around 7,095 depending on the question

Reasons volunteers give for being very likely to continue volunteering over the next 12 months



How much money do adult volunteers think they spent to undertake their role with Scouts over the past 12 months*?

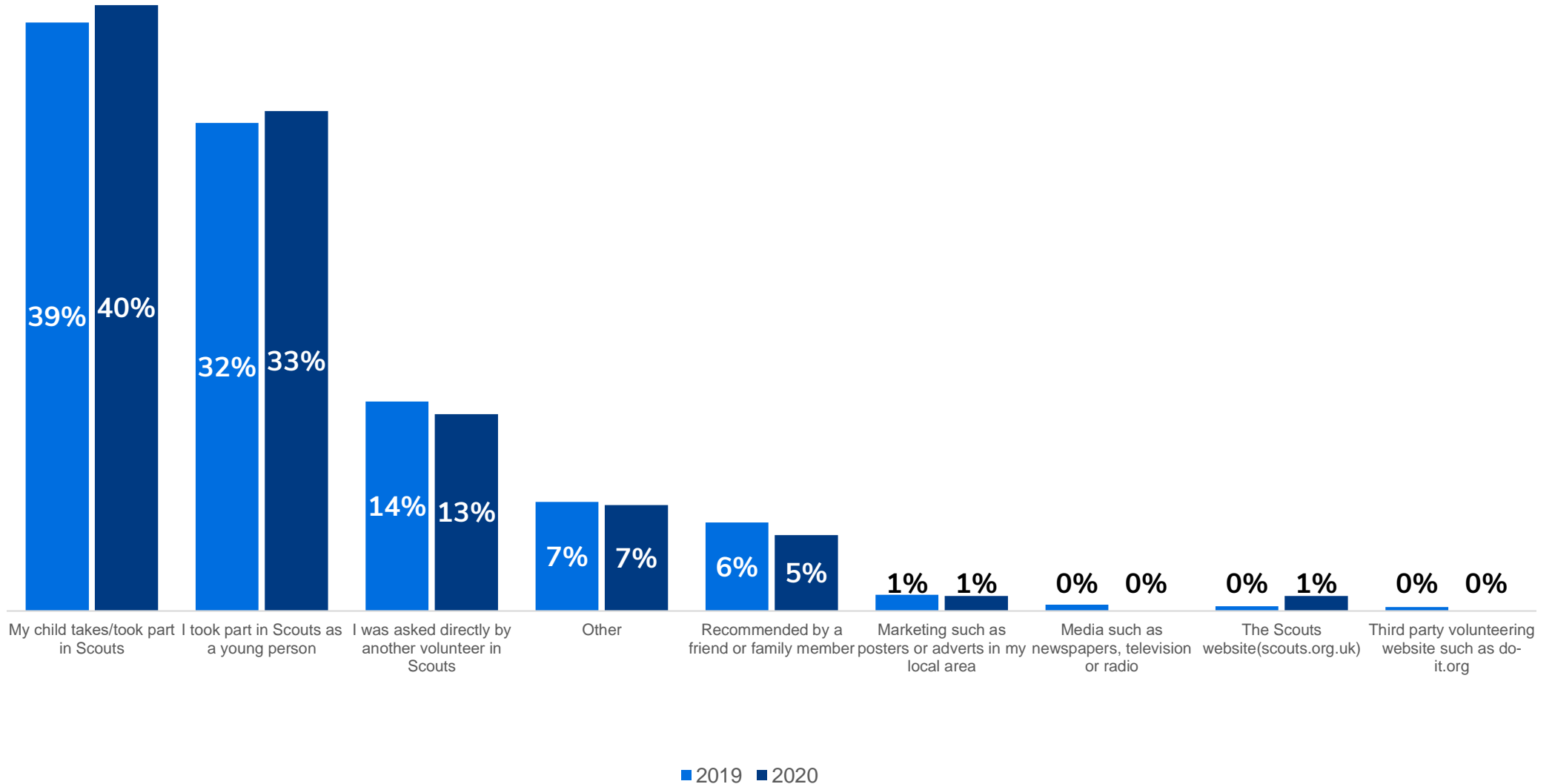


*Participants were asked to only count expenses which were not reimbursed

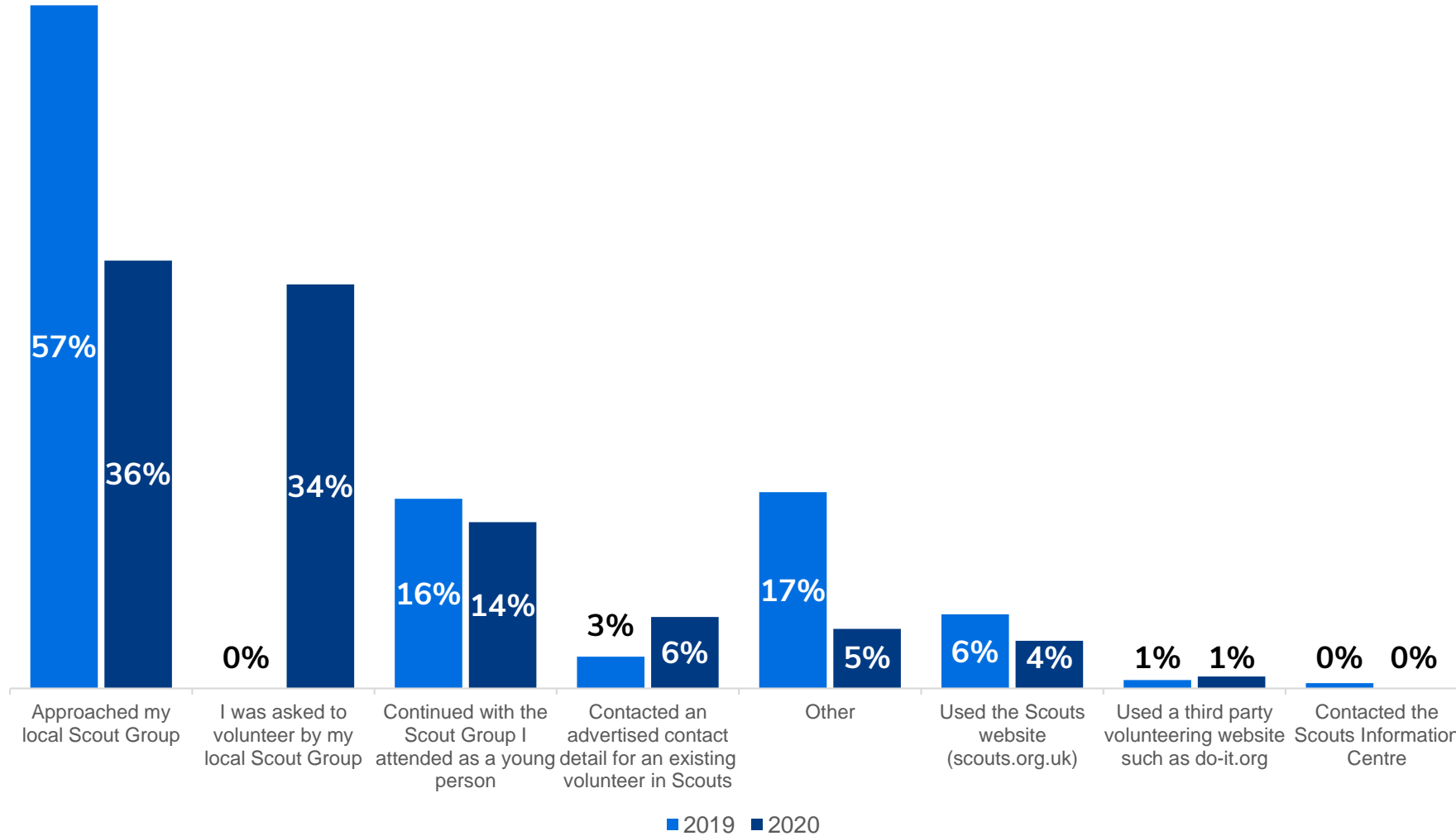
Source: Scout Experience Surveys 2019 & 2020. Sample sizes 5,534 in 2019 and 4,300 in 2020

Starting out on the volunteer journey

How adult volunteers found the opportunity to join Scouts



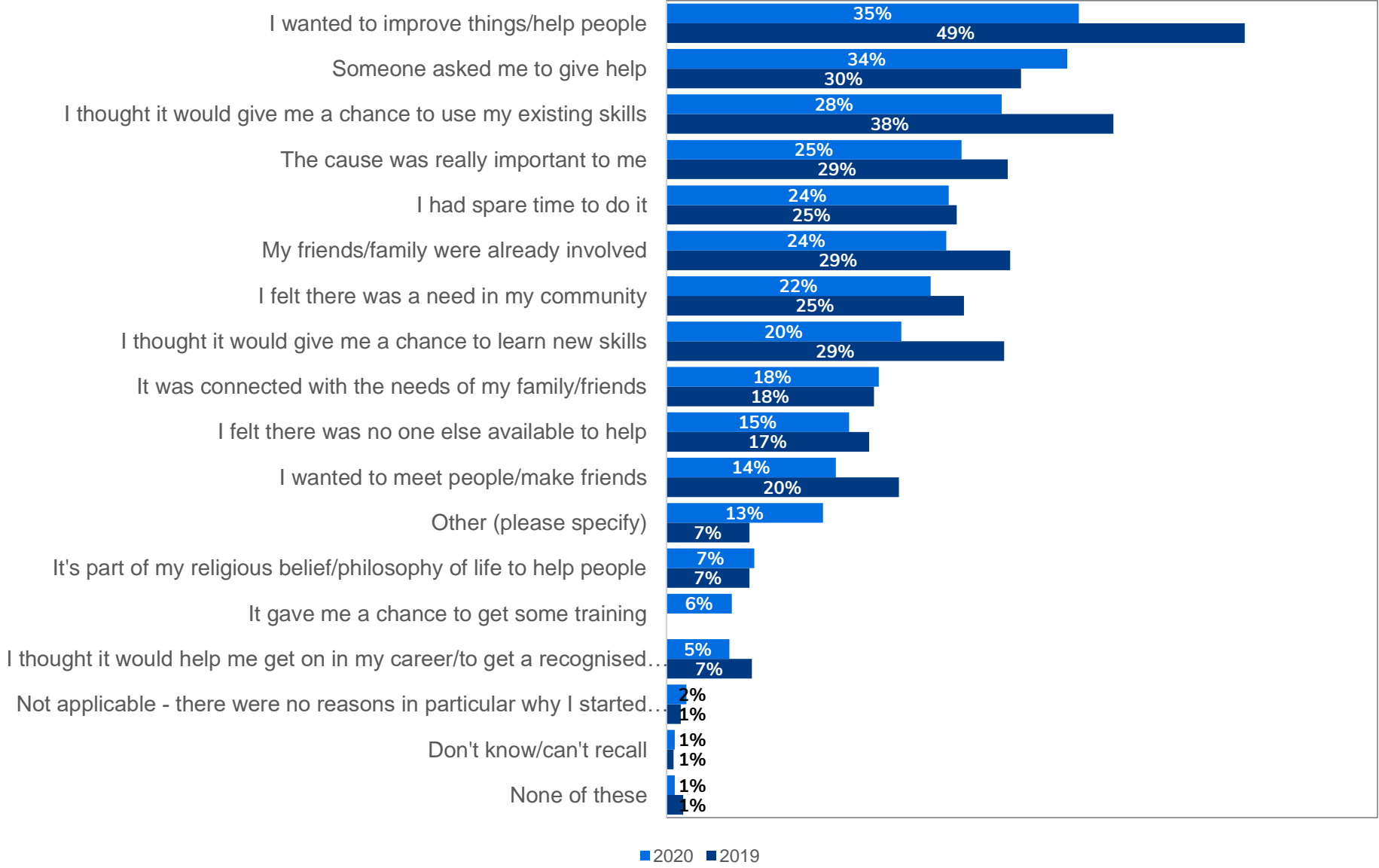
How adult volunteers got in touch to volunteer



Note the new category added in the 2020 survey due to feedback in 2019 'I was asked to volunteer by my local Scout group'

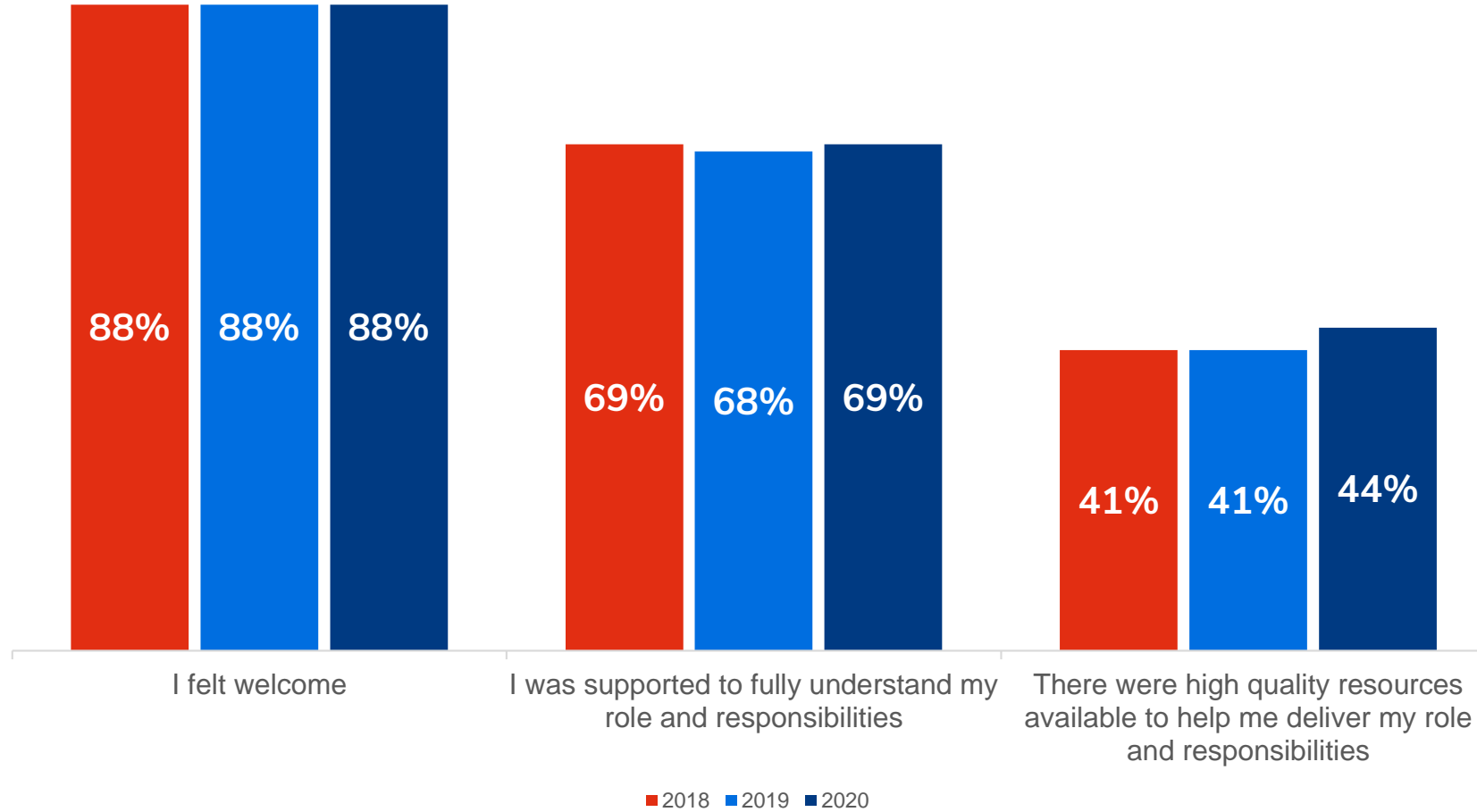
Source: Scout Experience Survey 2019 and 2020. Sample size in 2019 = 2,011 and in 2020 = 2,020

Motivations for starting to volunteer with Scouts



Source: Scout Experience Survey 2019 & 2020. Sample size in 2019 = 10,673 and in 2020 = 8,134

Experience of adult volunteers when they first started volunteering

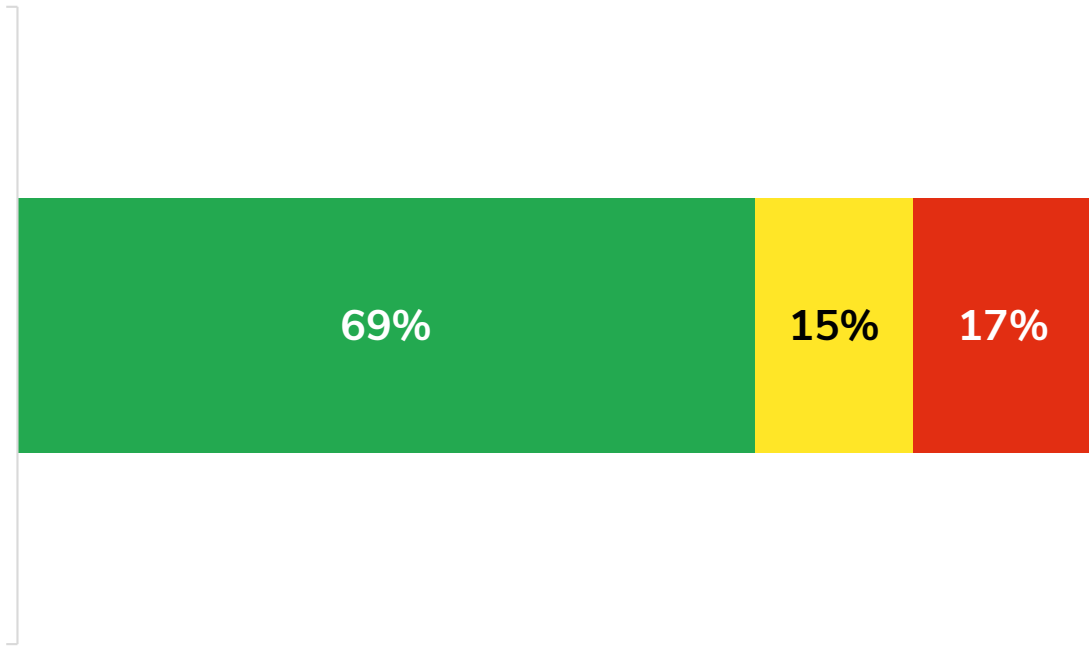


Source: Scout Experience Surveys 2018 to 2020. Sample size in 2018 = 9,682, in 2019 = 9,398 and in 2020 = 7,145

Views of those who joined Scouts as a volunteer in the past three years (2017 to 2019)



I was properly introduced and well supported during my first year of volunteering for Scouts



■ Strongly agree or agree ■ Neither agree nor disagree ■ Strongly disagree or disagree

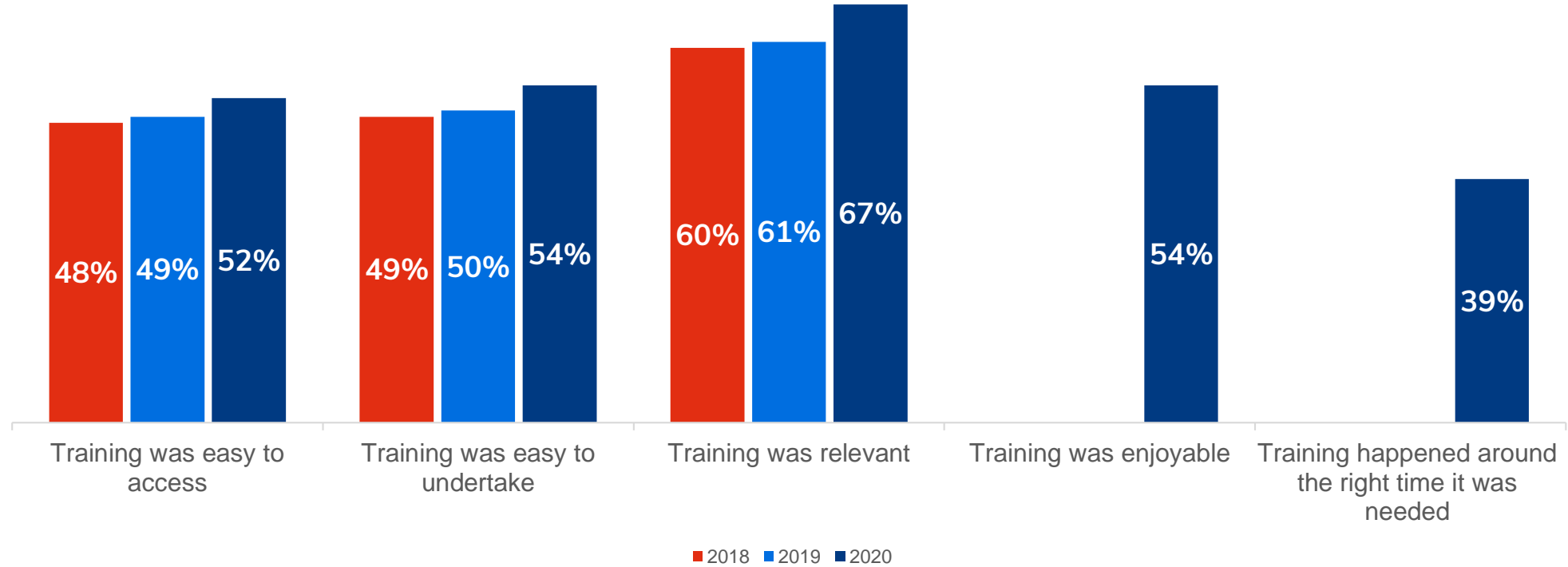
Time spent volunteering

- Our adult volunteers have been volunteering on average for **9** years
- They volunteer for **15** hours a month (almost twice as much as the wider volunteering population*)
- **86%** of them volunteer at least once a week (double the amount of the wider volunteering population)
- **59%** took part in Scouts as a young person
- ... and of those who could have done, **58%** completed the Young Leaders' scheme while taking part in Scouts as a young person

* [NCVO 'Time Well Spent' 2019](#)

Training

Adult volunteers' experience of training when they first became a volunteer

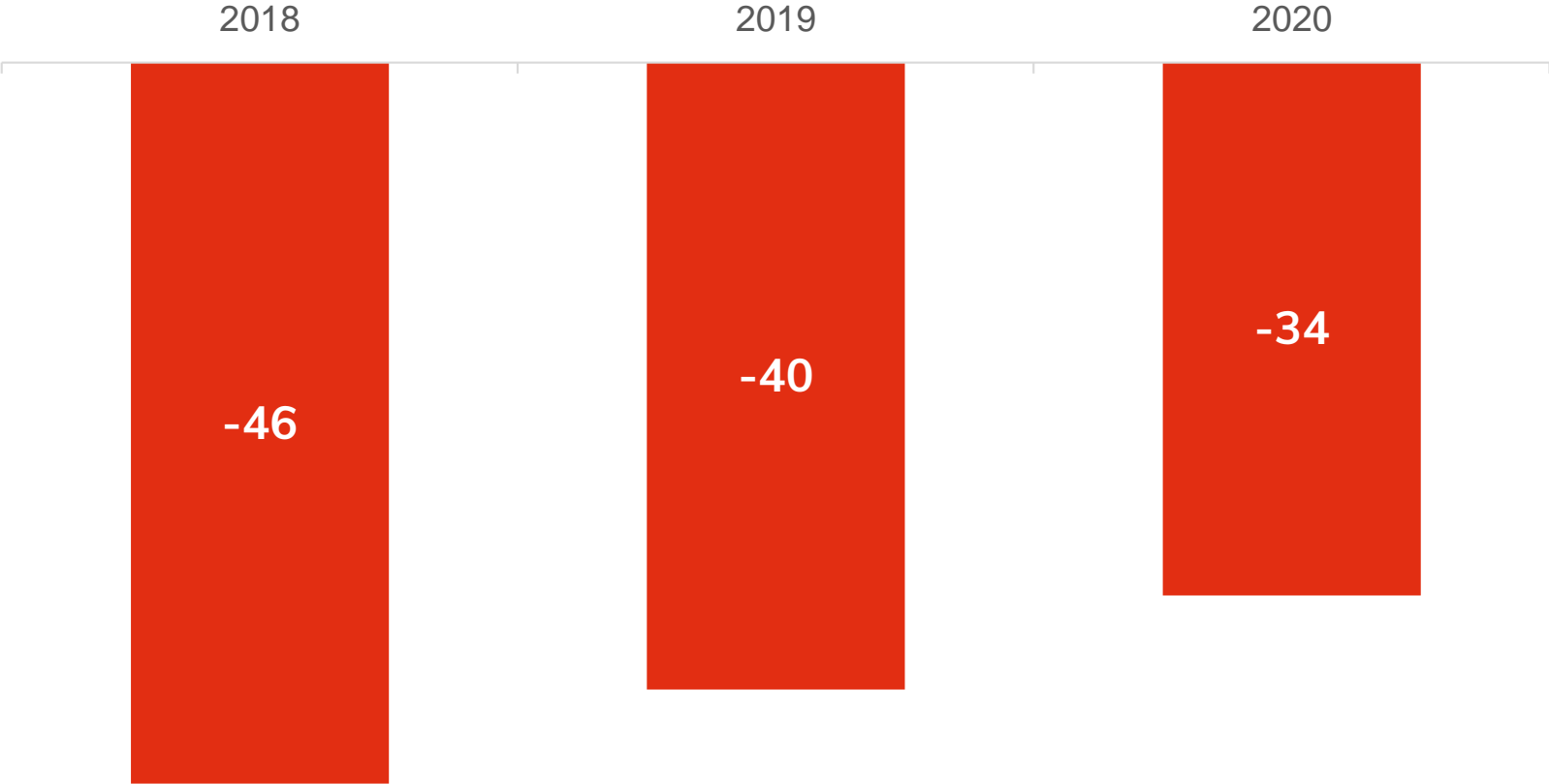


Adult volunteers' experience of training undertaken in the last 12 months



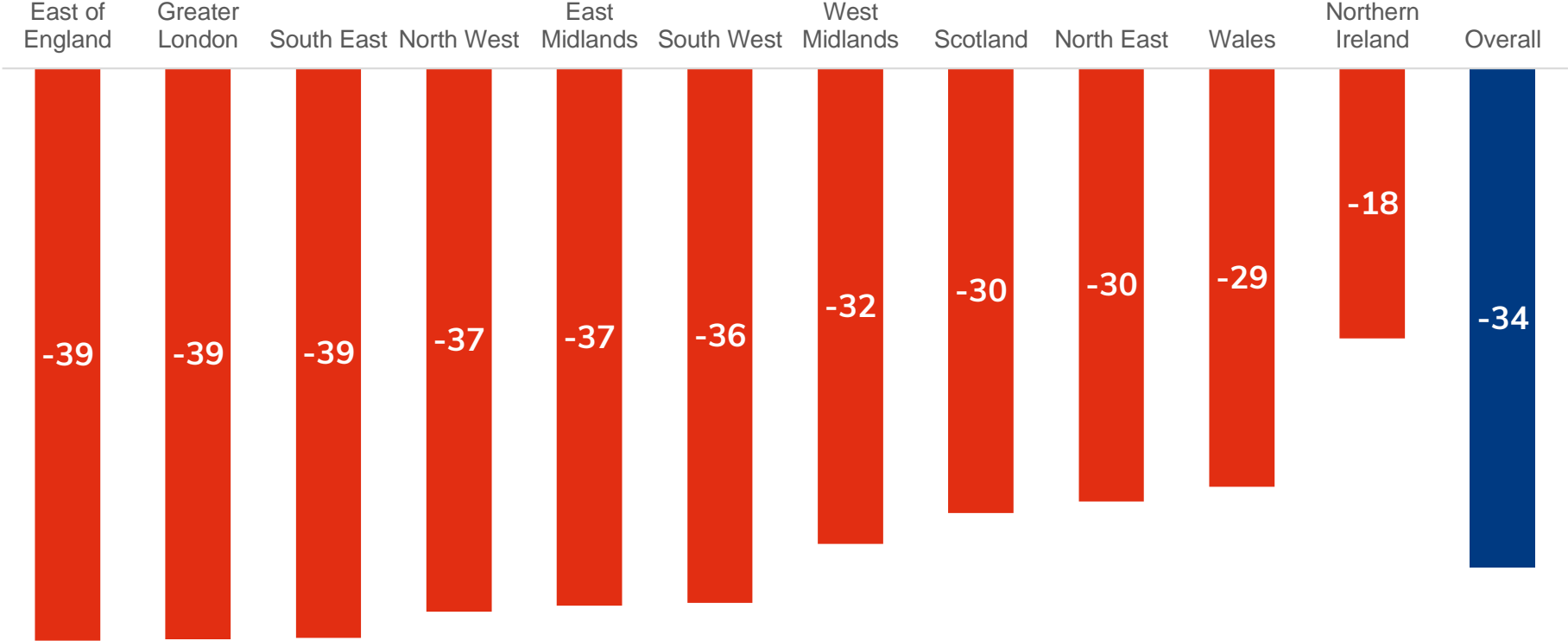
Experience of HQ services

Net Promoter Score: Section leaders who would recommend resources provided by HQ to another volunteer



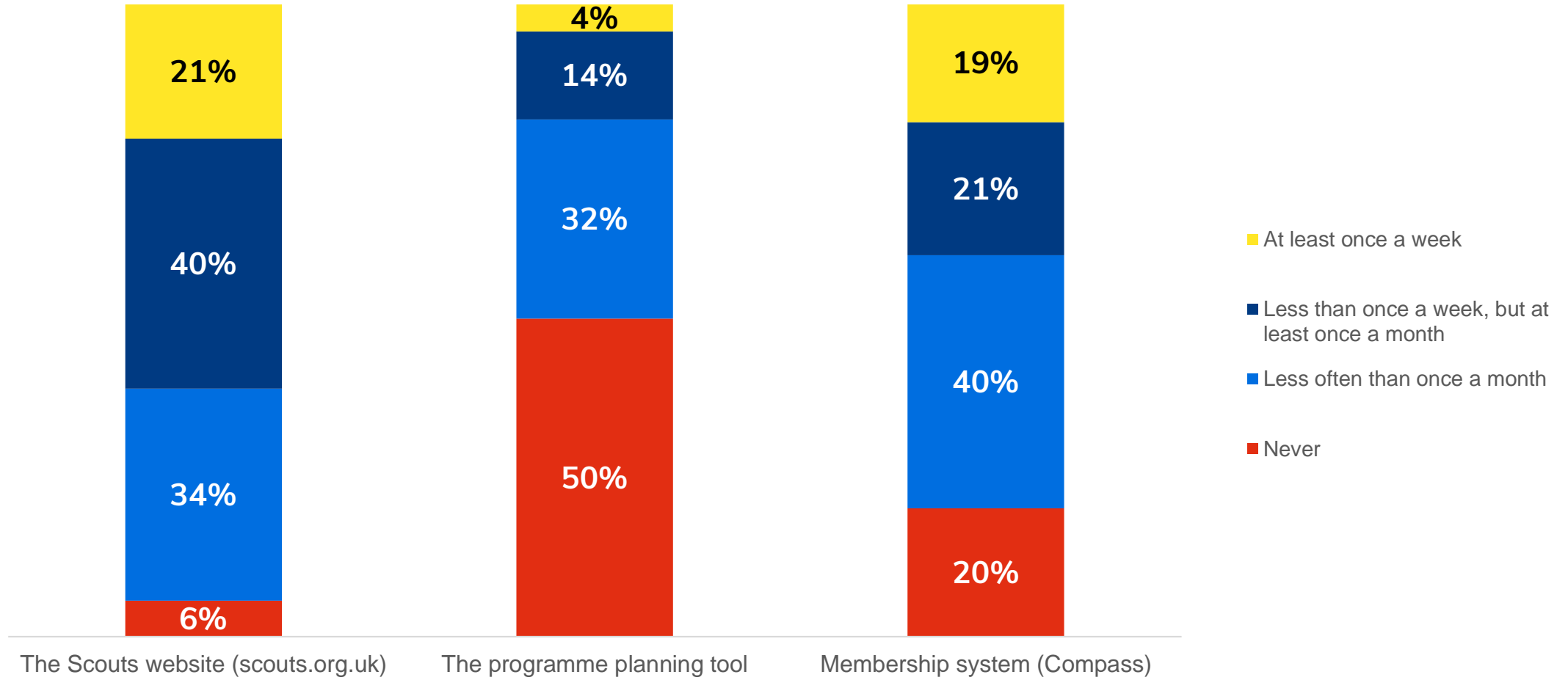
Source: Scout Experience Surveys 2018 to 2020. Sample size in 2018 = 5,182, in 2019 = 4,957 and in 2020 = 4,012

Net Promoter Score: Section leaders who would recommend resources provided by HQ to another volunteer

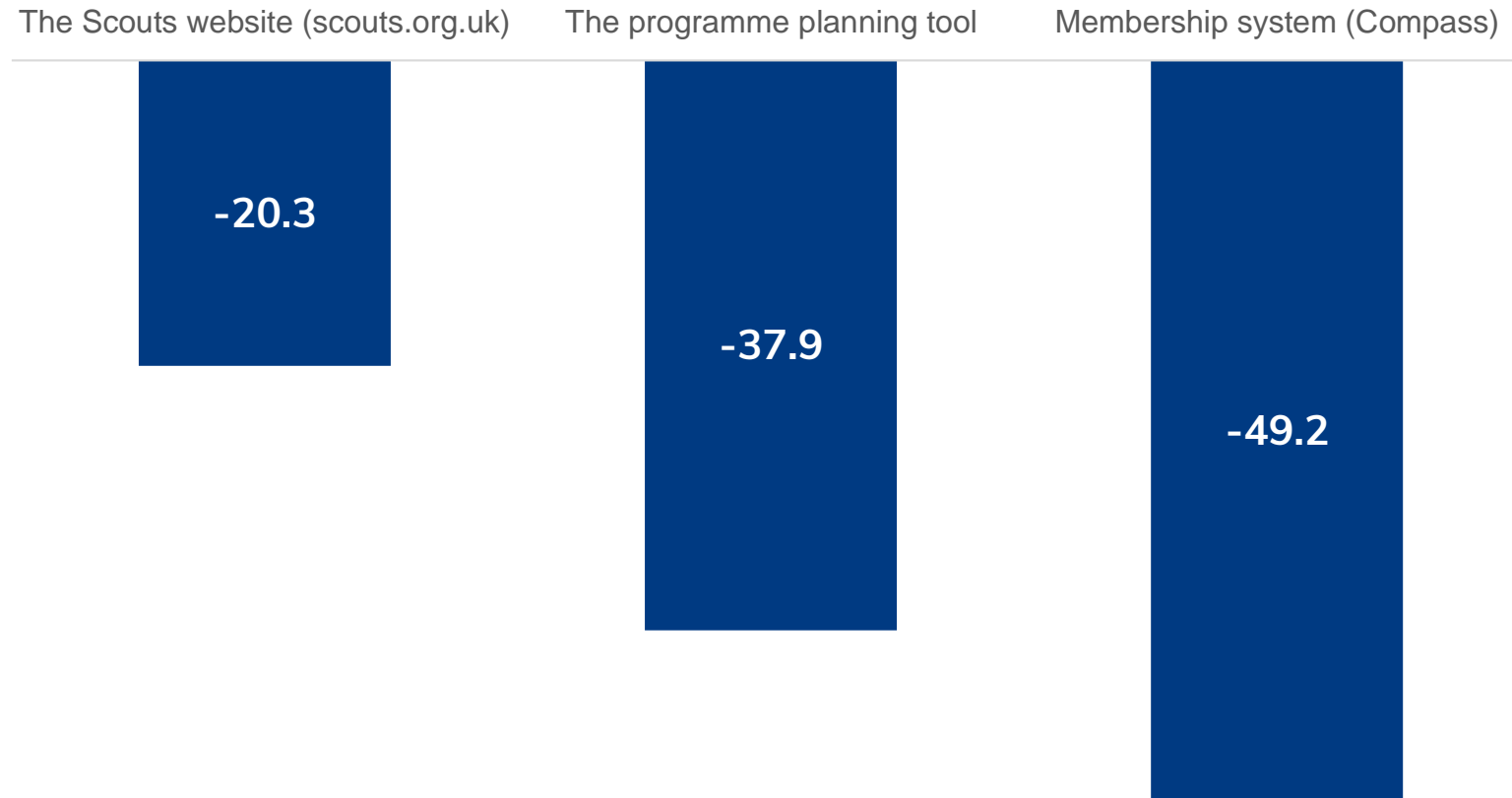


Source: Scout Experience Survey 2020. Sample size = 4,012

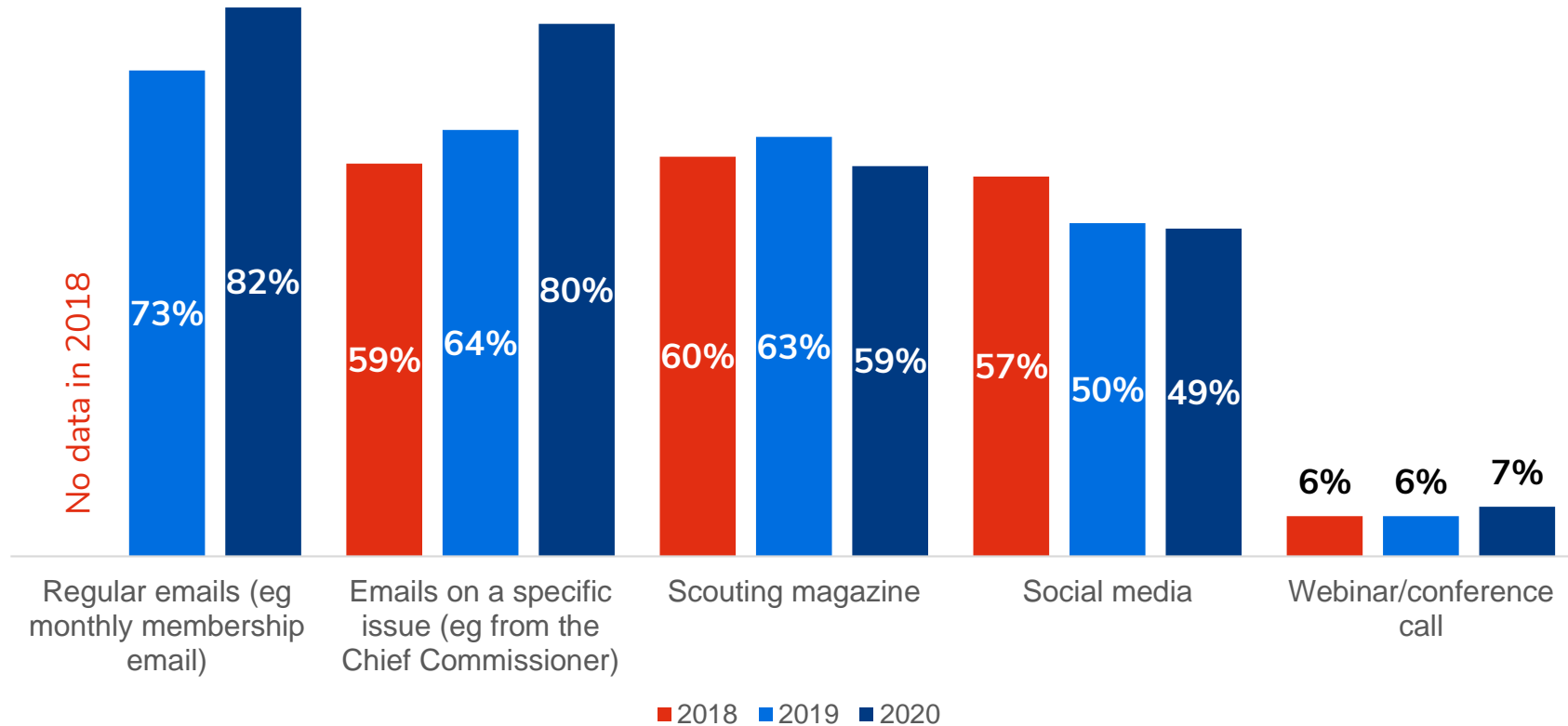
Use of online tools



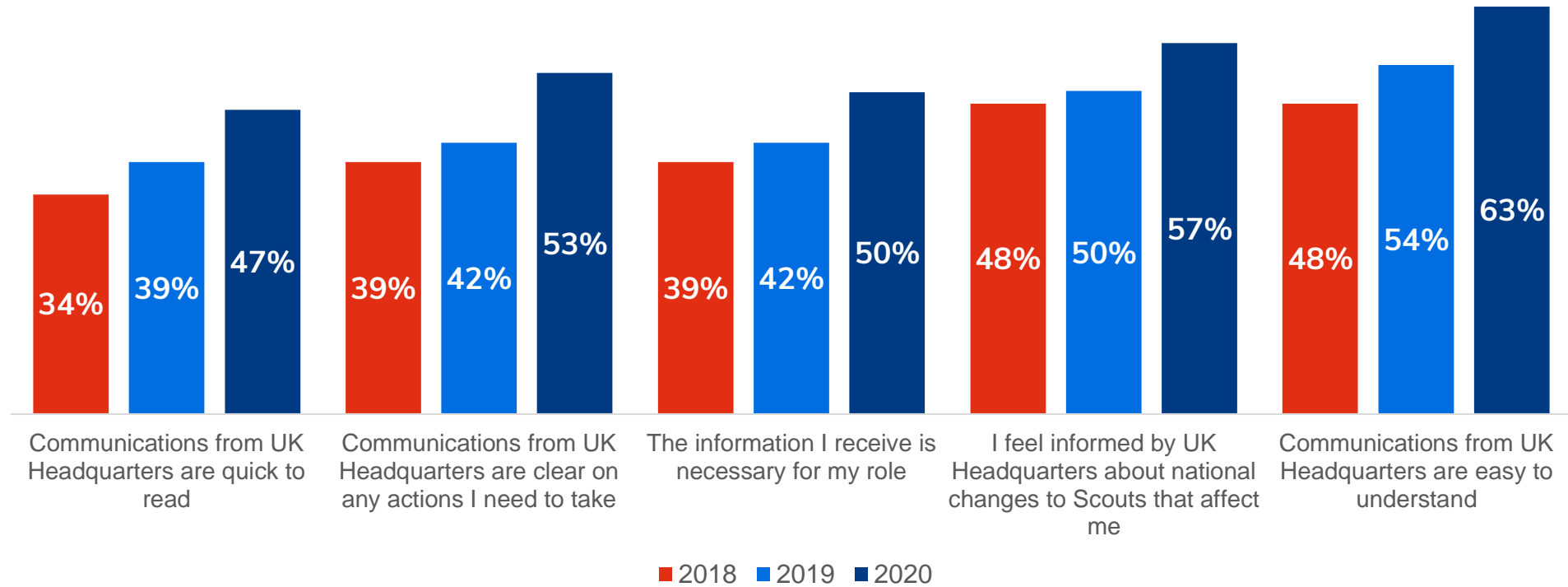
Net Promoter Score: Adult volunteers who would recommend Scouts' online tools to another volunteer



HQ communications read very or fairly often by volunteers

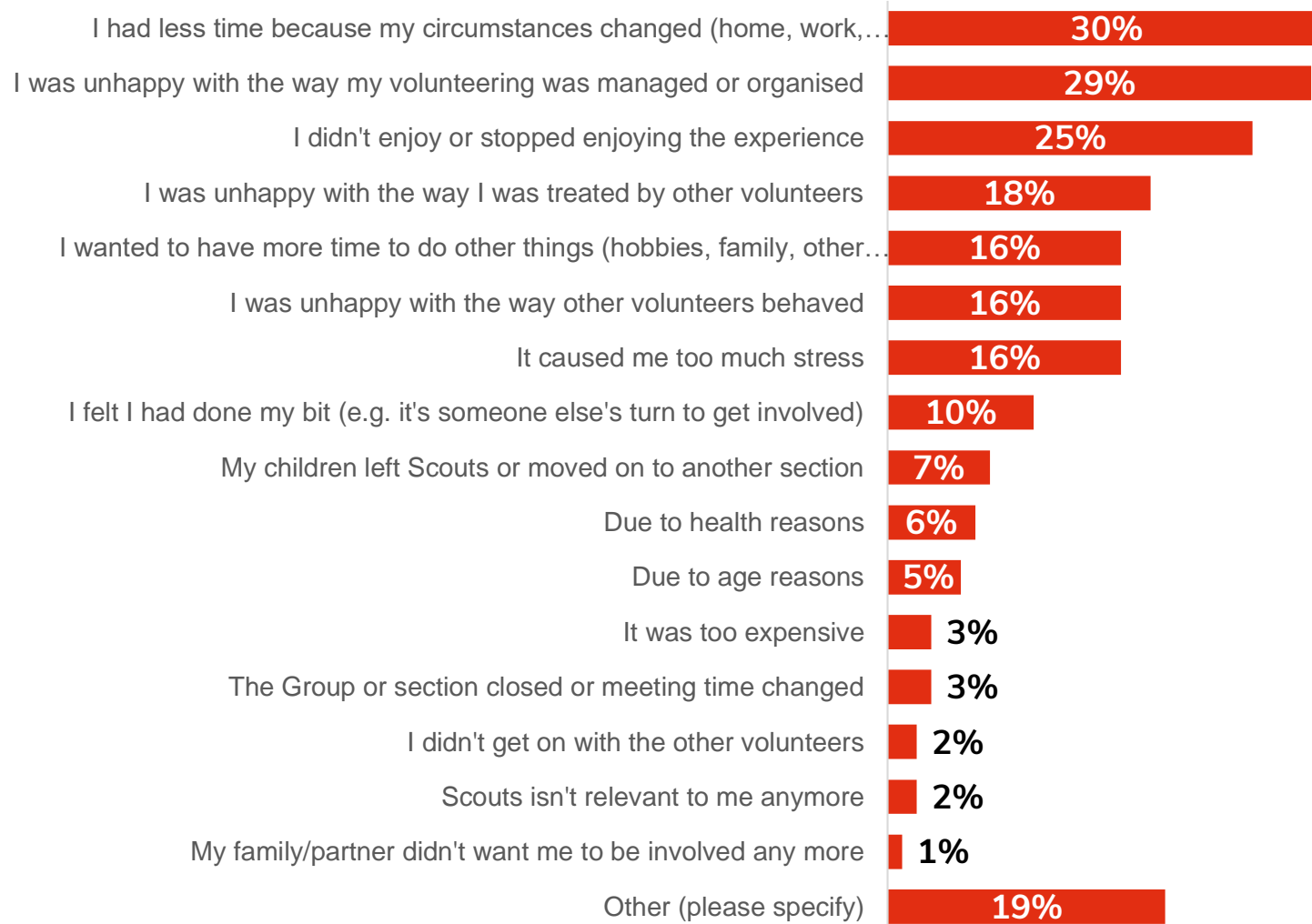


How volunteers feel about communications from HQ (% agreement with these statements)



Why volunteers leave

Of the volunteers who had stopped volunteering in the past 12 months, these are the reasons they gave for leaving



Of the volunteers who say they are highly likely to stop volunteering in the coming 12 months, these are the reasons they give



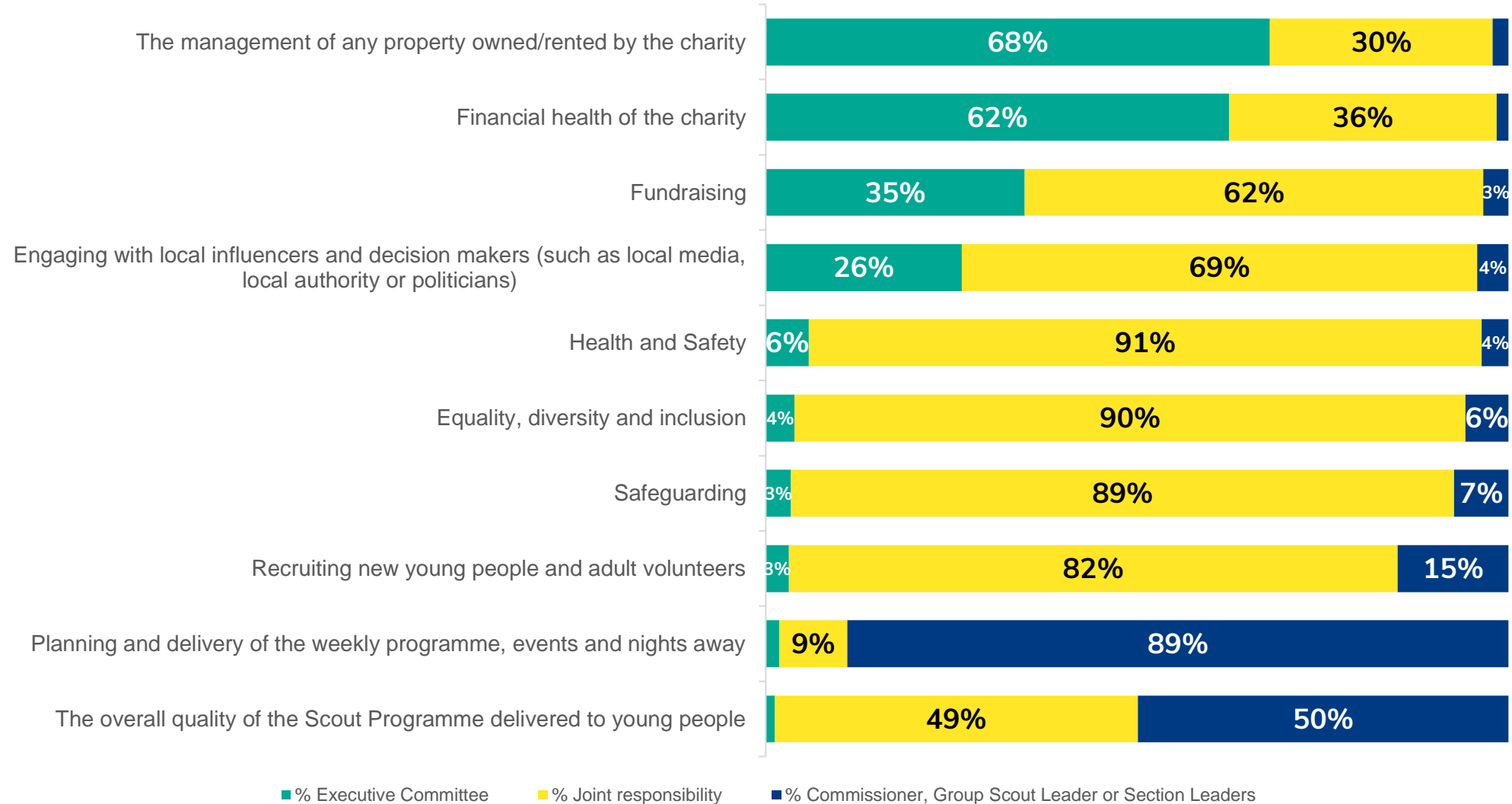
Governance

82% of Executive Committees meet at least once a quarter and another **10%** meet at least once a month.

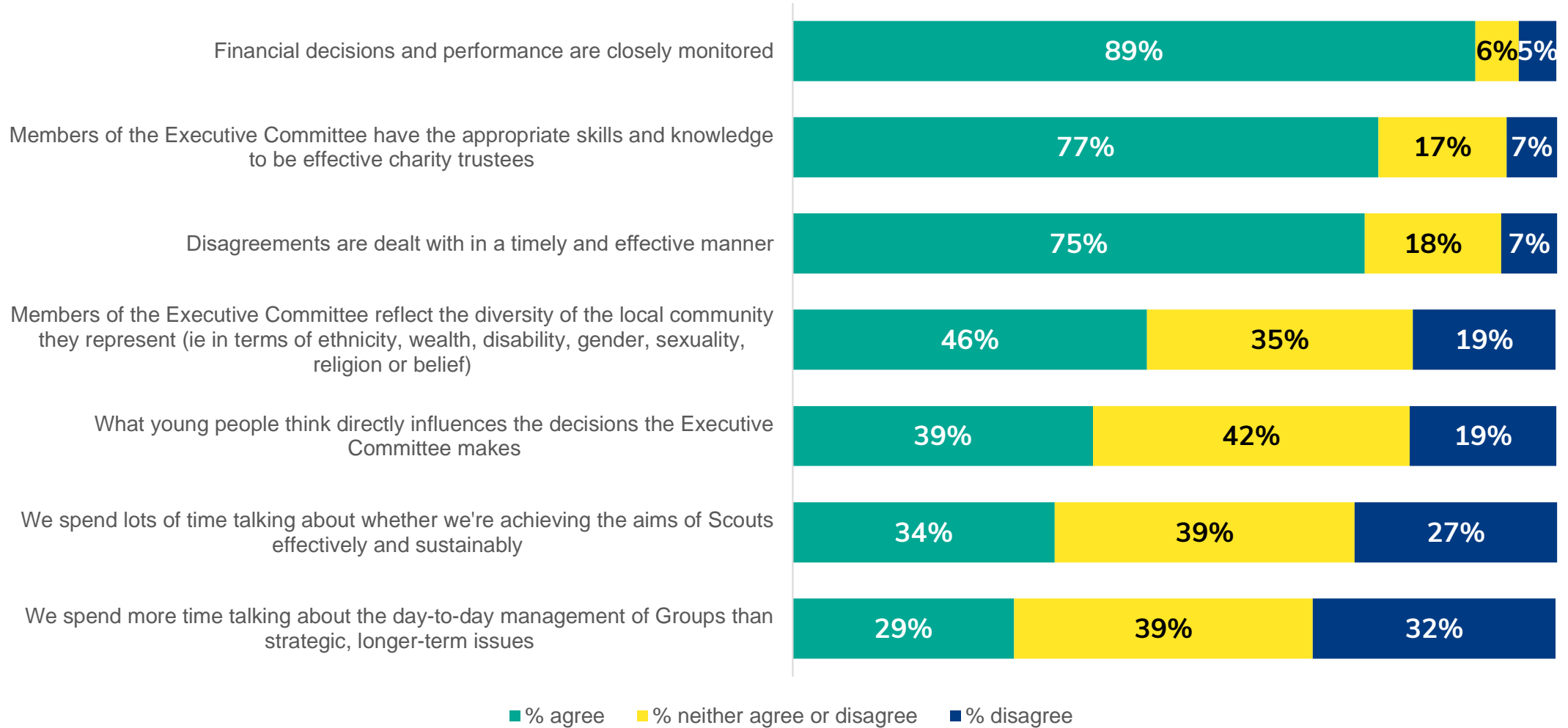
91% of Executive Committee members said they understand their role and legal responsibilities as a trustee of a charity and **88%** are able to constructively challenge opinions that they do not agree with.

Only **70%** agree that they have had suitable training to perform their role.

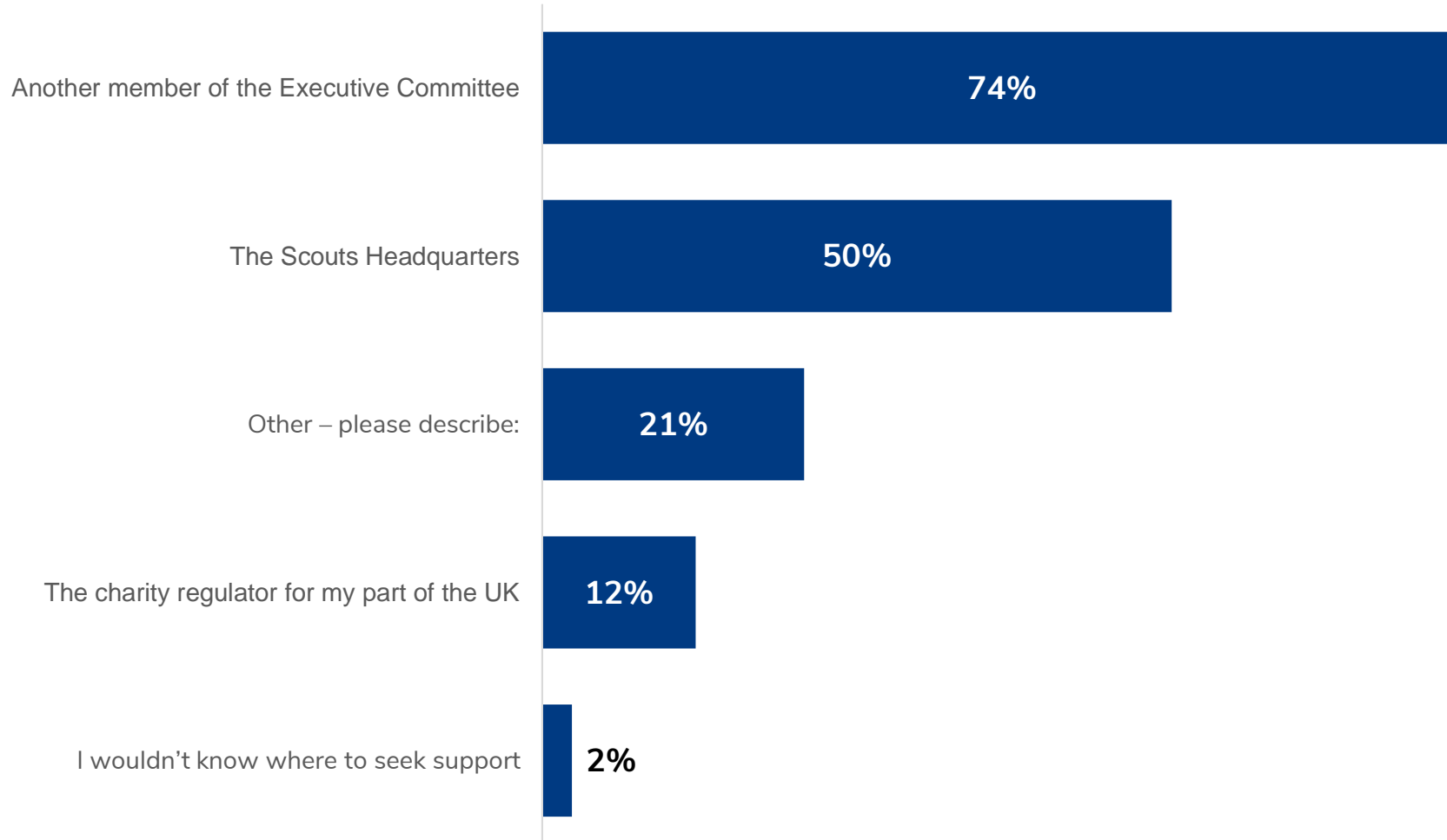
Executive Committee members' perception of where responsibility lies



How Executive Committees are run



Sources of support used by Executive Committee members

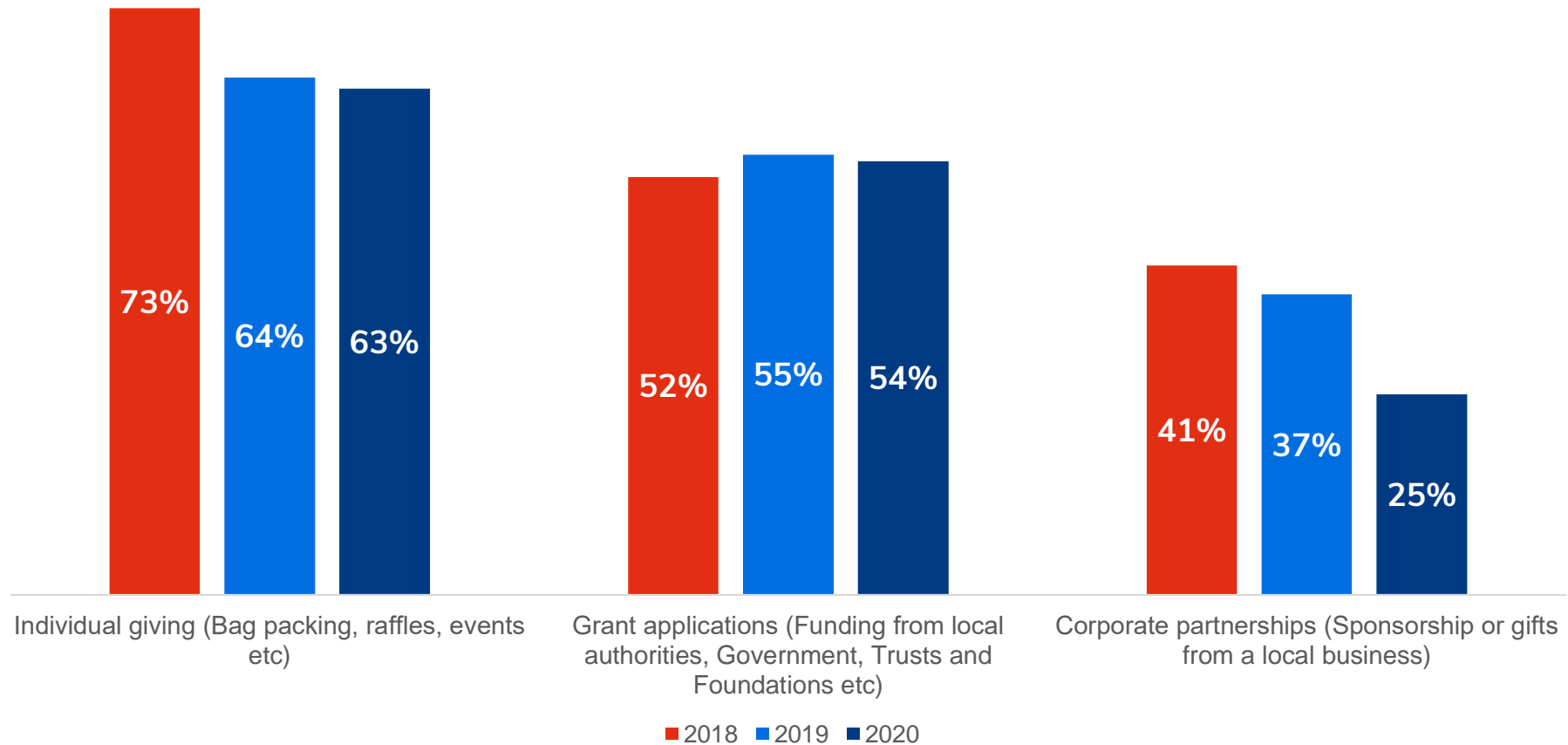


Places Scouting is delivered in were recorded as

- **54%** owned property
- **20%** rented properties
- **27%** using a property owned by someone else free of charge or for minimal payment

32% of places were reported as high quality, **47%** satisfactory and **21%** low quality

Fundraising activities in the previous 12 months



And finally...



Look out for the next **Scout Experience Survey**
in 2021 and get involved!

More responses = better analysis = better support.

We look forward to hearing your thoughts.