

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

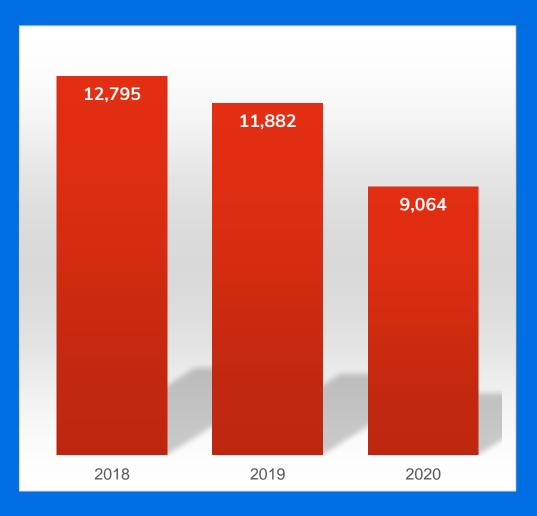
** Includes the following roles: occasional helper, executive committee members, district/county/area/regional commissioners, district/county/area/regional roles, country or UK roles Please note that a further 874 adult volunteers responded but did not tell us what role they performed



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)

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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)

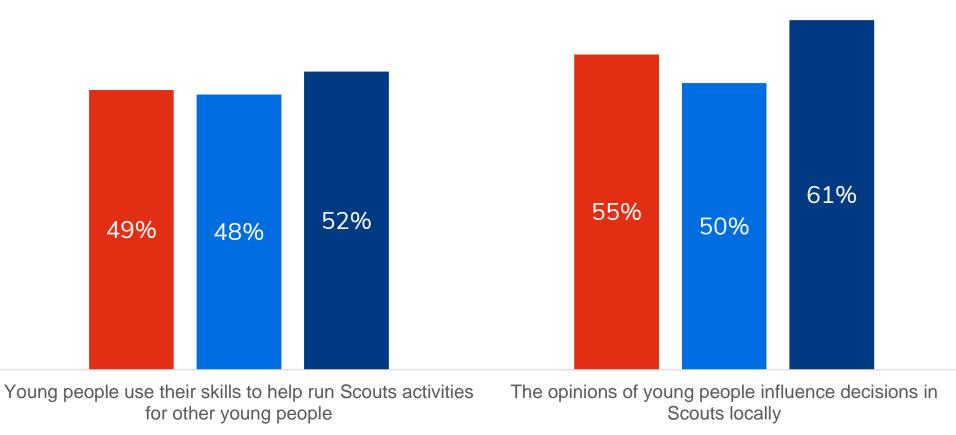
86% had never been entitled to free school meals, 9% had, 5% preferred not to say



Youth shaped

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





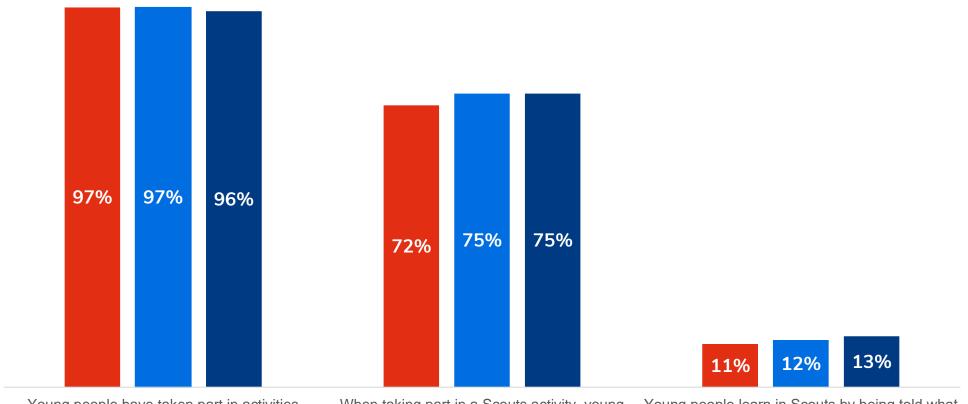
■2018 ■2019 ■2020



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



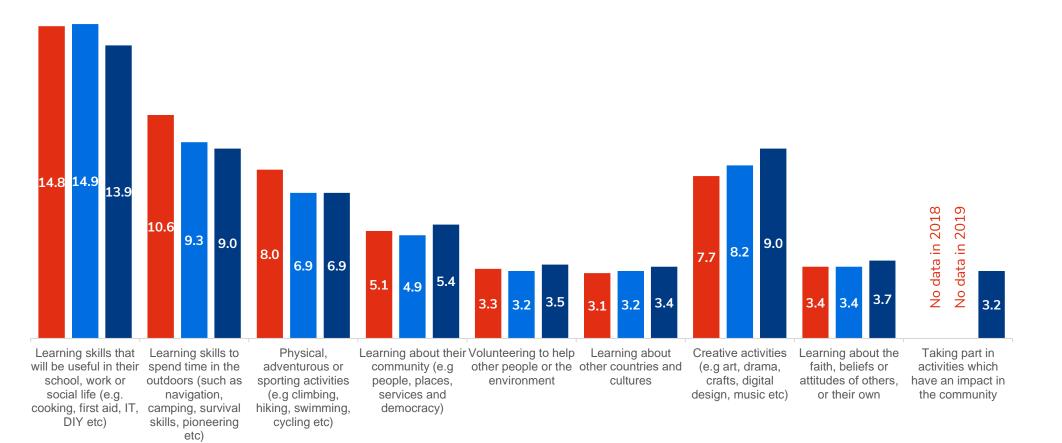


Young people have taken part in activities through Scouts that they had never tried before

When taking part in a Scouts activity, young people make choices about what they do and take responsibility for how it goes Young people learn in Scouts by being told what to do rather than trying things for themselves

■2018 ■2019 ■2020

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



■2018 ■2019 ■2020



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

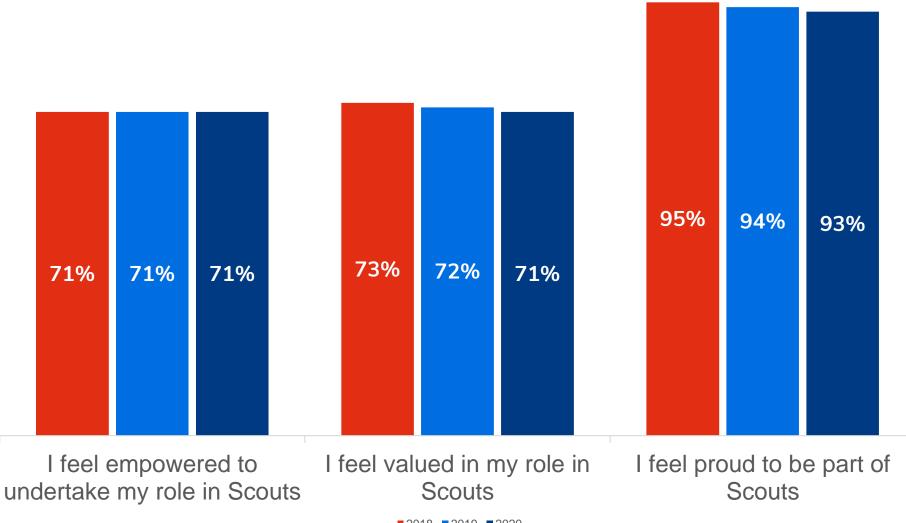






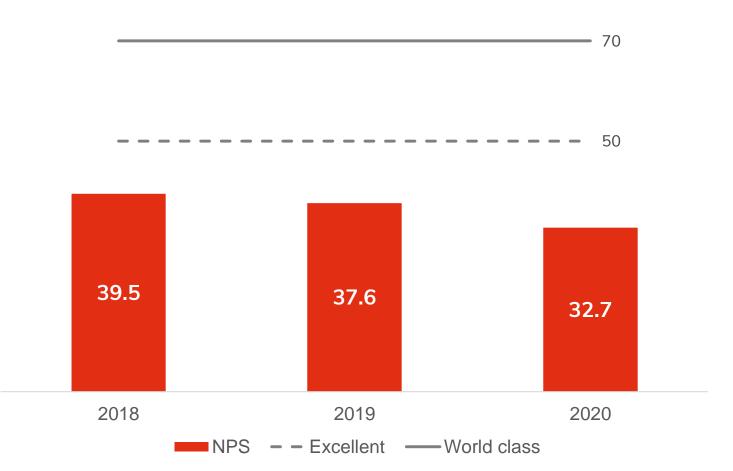
Adult volunteer satisfaction





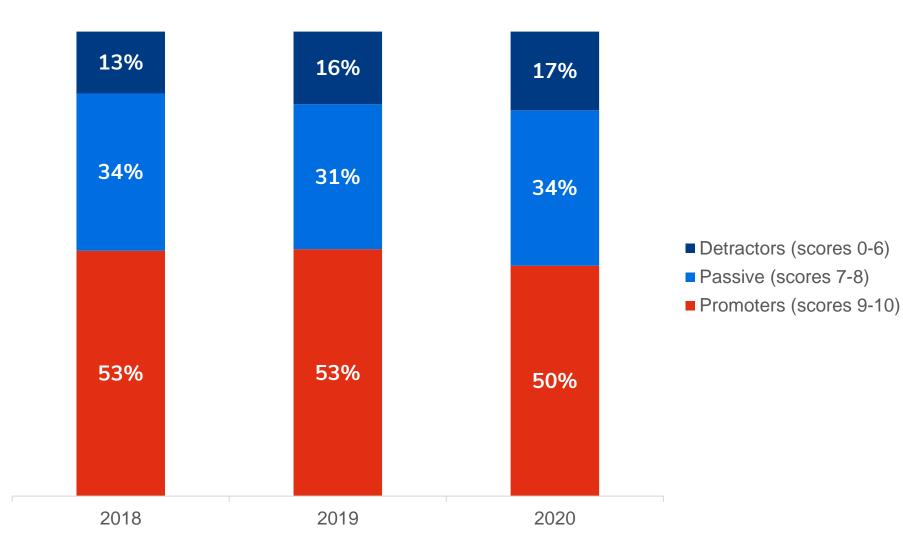
Would volunteers recommend volunteering in Scouts to a friend? (Net Promoter Score)





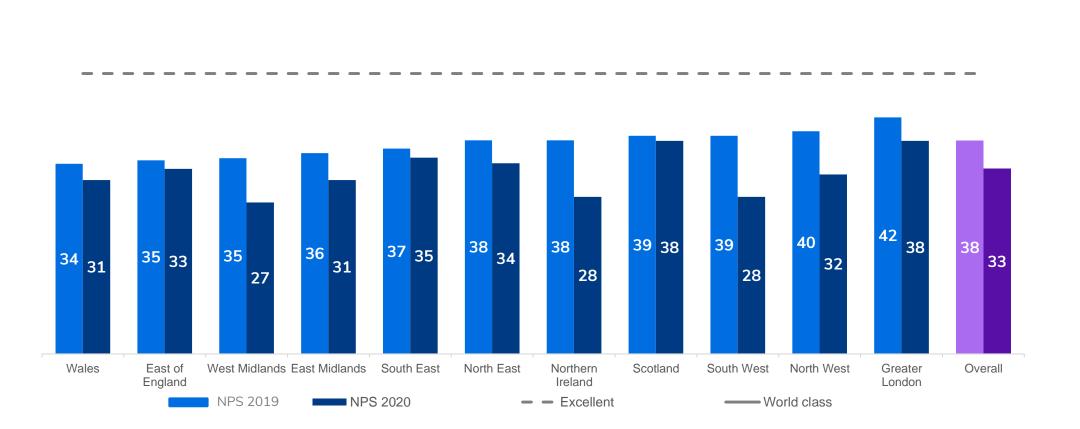
Would volunteers recommend volunteering in Scouts to a friend? : How the Net Promoter Score is made up





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







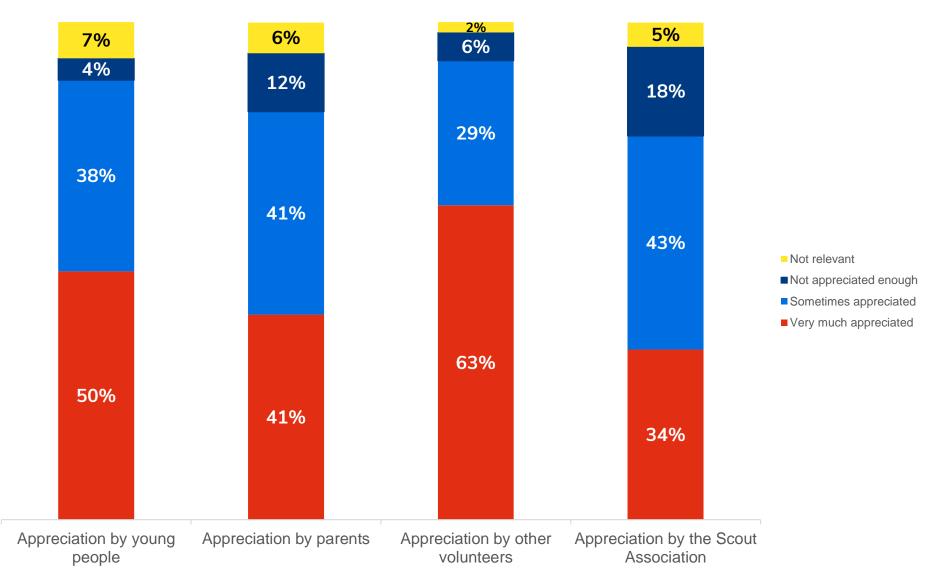
They have opportunities to reflect on their role with their line manager	45%	45%	10%
Their line manager keeps them up-to-date	63%	18%	19%
They feel supported by line manager	66%	17%	17%
They are in regular contact with their line manager	70%	<mark>13%</mark>	17%
Strongly agree or agree	nor disagree Strongly of	disagree or disagree	

RQ#70

The extent to which adult volunteers feel appreciated

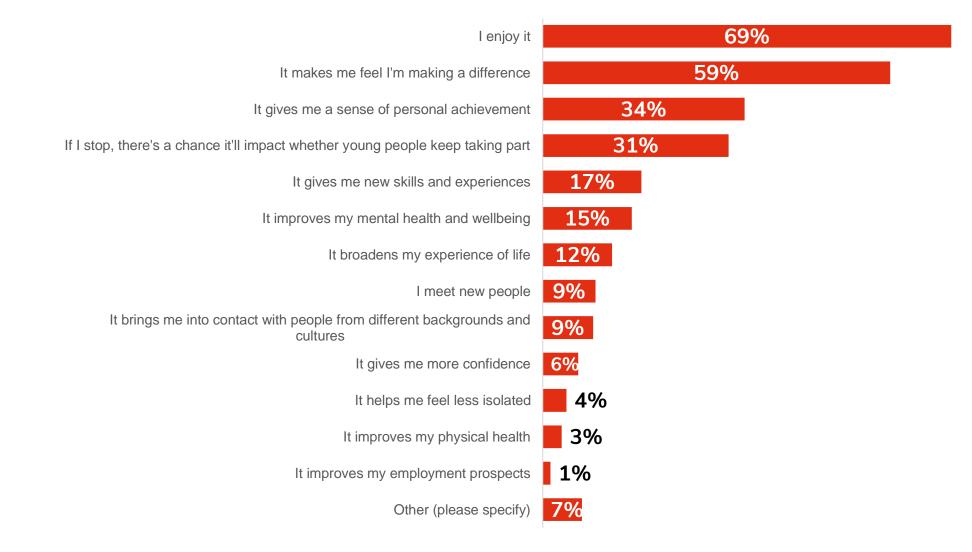


RQ#80





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

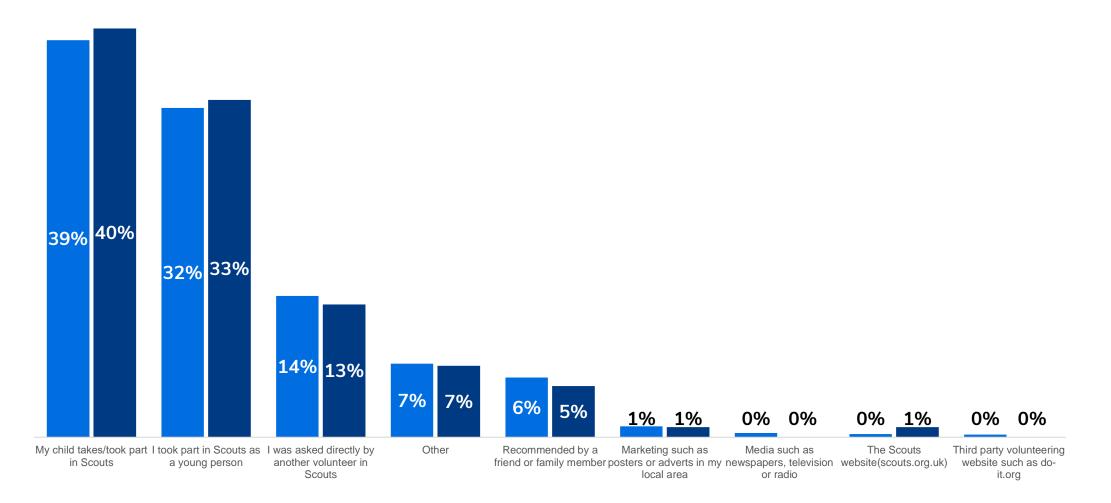
Source: Scout Experience Surveys 2019 & 2020. Sample sizes 5,534 in 2019 and 4,300 in 2020



Starting out on the volunteer journey

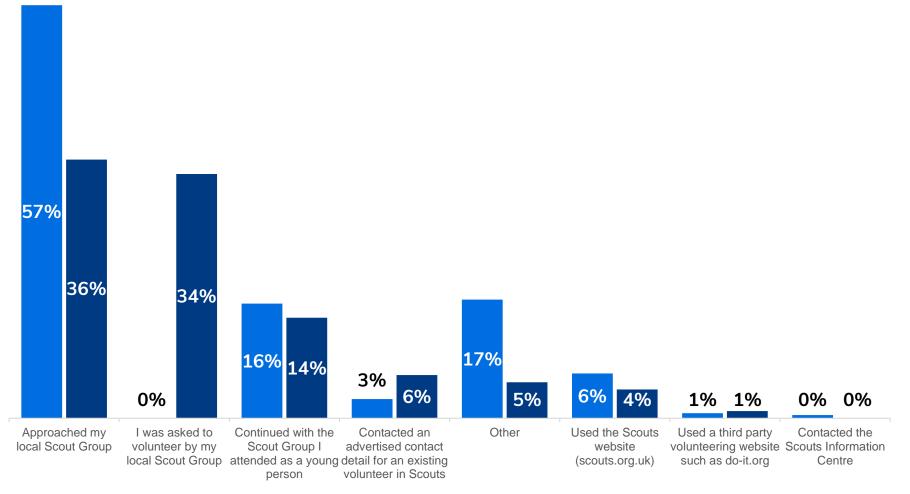
How adult volunteers found the opportunity to join Scouts





■2019 ■2020





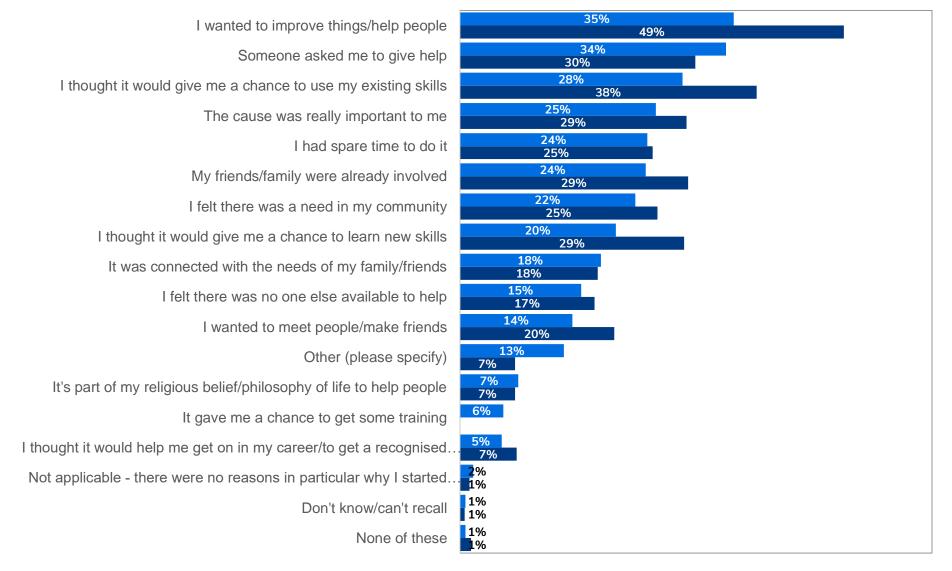
■2019 ■2020

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

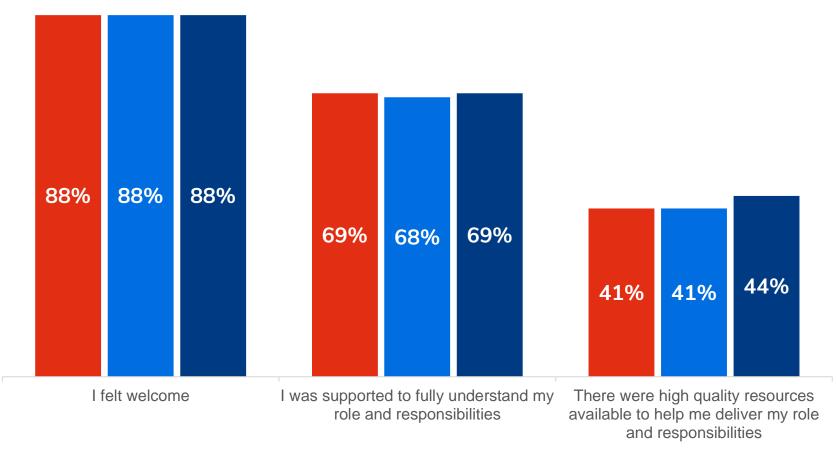
Scouts $\hat{\nabla}$

Motivations for starting to volunteer with Scouts



■2020 ■2019

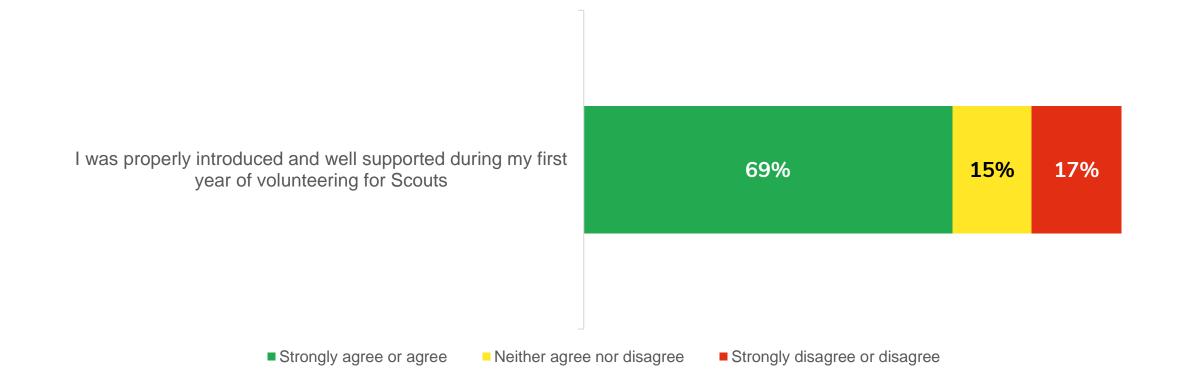




■2018 ■2019 ■2020

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







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

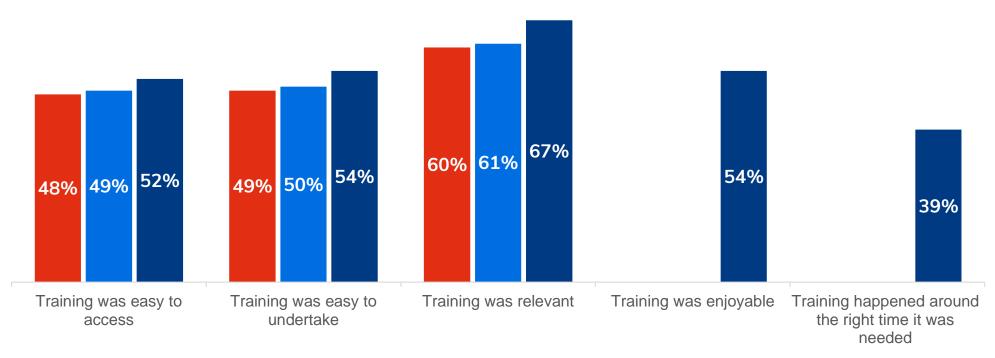
* NCVO 'Time Well Spent' 2019



Training

Adult volunteers' experience of training <u>when they first became a</u> <u>volunteer</u>

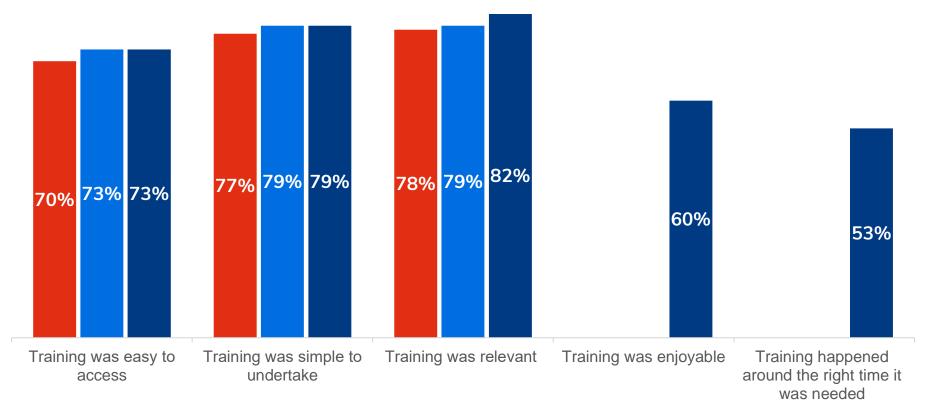




■2018 ■2019 ■2020

Adult volunteers' experience of training <u>undertaken in the last 12</u> <u>months</u>





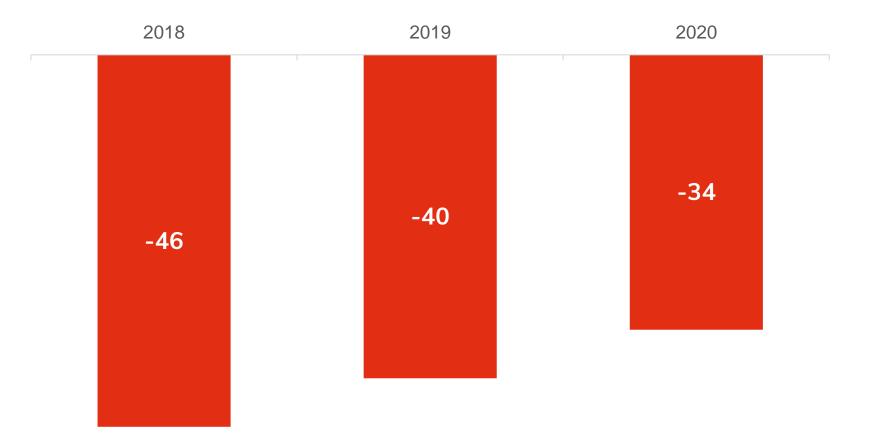
■2018 ■2019 ■2020



Experience of HQ services

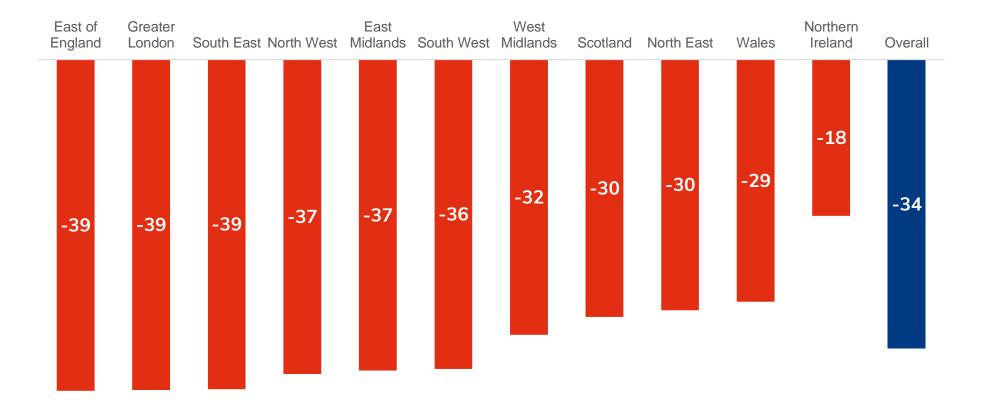
Net Promoter Score: Section leaders who would recommend resources provided by HQ to another volunteer





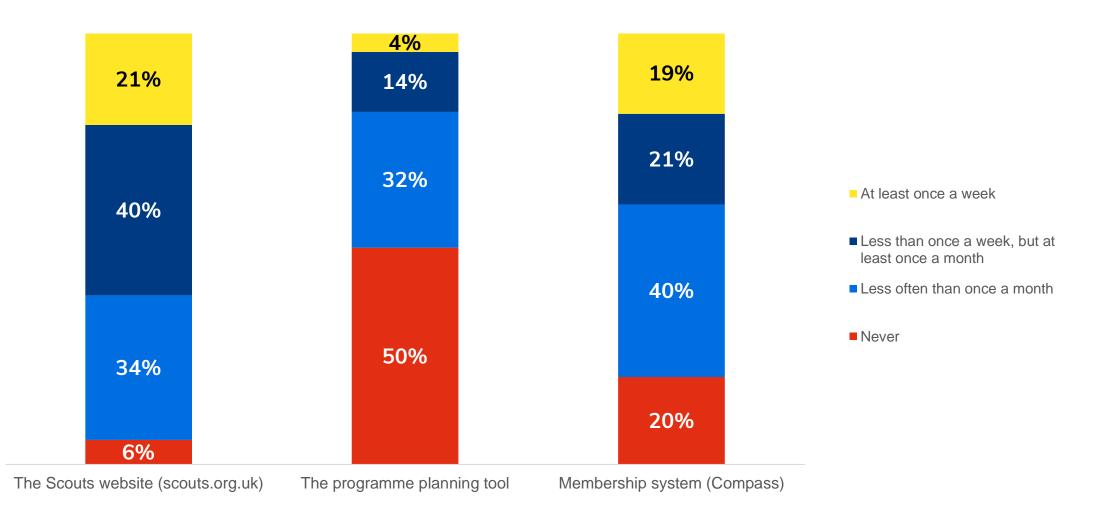


Net Promoter Score: Section leaders who would recommend resources provided by HQ to another volunteer



Use of online tools





Source: Scout Experience Survey 2020. Sample sizes 6,934 (the Scouts website), 6,894 (the programme planning tool), 6,920 (the membership system, Compass)

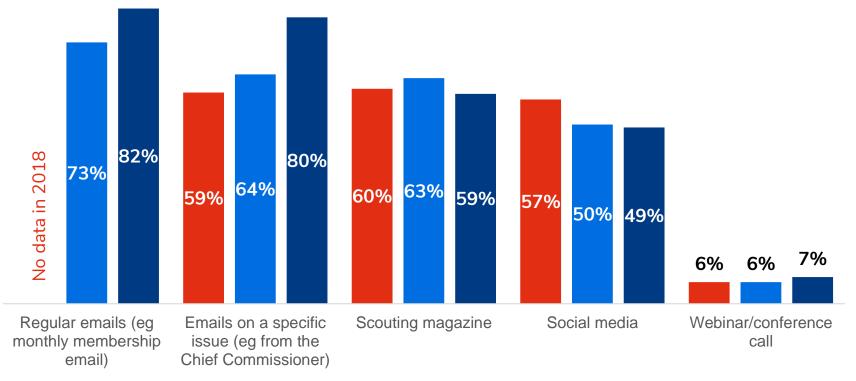
Net Promoter Score: Adult volunteers who would recommend Scouts' online tools to another volunteer





Source: Scout Experience Survey 2020. Sample sizes 6,493 (the Scouts website), 3,361 (the programme planning tool), 5,469 (the membership system, Compass)

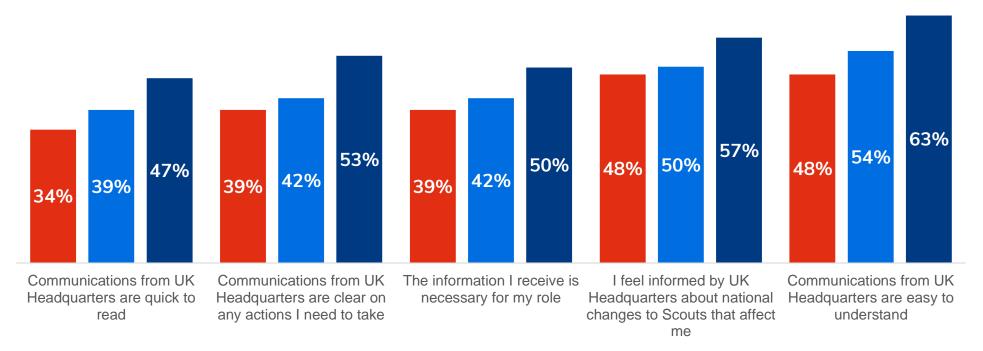




■2018 ■2019 ■2020

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





■ 2018 ■ 2019 ■ 2020



Why volunteers leave



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

. 30%	I had less time because my circumstances changed (home, work,
29%	I was unhappy with the way my volunteering was managed or organised
25%	I didn't enjoy or stopped enjoying the experience
18%	I was unhappy with the way I was treated by other volunteers
16%	I wanted to have more time to do other things (hobbies, family, other
16%	I was unhappy with the way other volunteers behaved
16%	It caused me too much stress
10%	I felt I had done my bit (e.g. it's someone else's turn to get involved)
7%	My children left Scouts or moved on to another section
6%	Due to health reasons
5%	Due to age reasons
3%	It was too expensive
3%	The Group or section closed or meeting time changed
2%	I didn't get on with the other volunteers
2%	Scouts isn't relevant to me anymore
1%	My family/partner didn't want me to be involved any more
19%	Other (please specify)

30%



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

38%	I'm unhappy with the way my volunteering is managed or organised
34%	It's causing me too much stress
33%	I haven't enjoyed or I've stopped enjoying the experience
20%	I'm unhappy with the way I'm being treated by other volunteers
19%	I feel I have done my bit (e.g. it's someone else's turn to get involved)
18%	I am going to have less time because my circumstances are changing.
17%	I'm unhappy with the way other volunteers behave
11%	I want to have more time to do other things (hobbies, family, other.
5%	My children are leaving Scouts or moving on to another section
3%	Scouts isn't relevant to me anymore
2%	Due to age reasons
2%	My family/partner didn't want me to be involved any more
1%	Due to health reasons
1%	The Group or section is closing or the meeting time is changing
1%	I don't get on with the other volunteers
1%	It's too expensive
22%	Other (please specify)







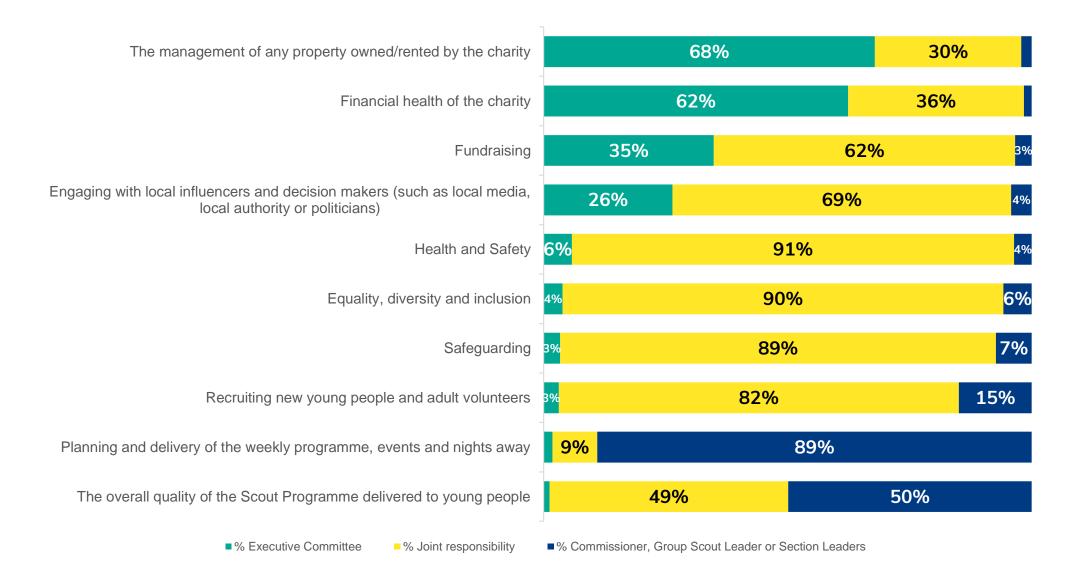
82% of Executive Committees meet at least once a quarter and another 10% meet at least once a month.

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



<mark>6%</mark>5%

7%

7%

32%

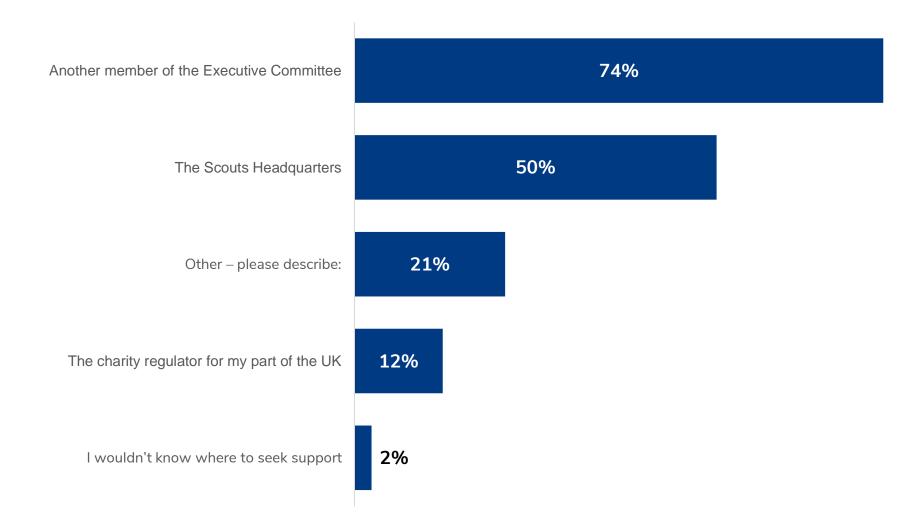
Financial decisions and performance are closely monitored 89% Members of the Executive Committee have the appropriate skills and knowledge 77% to be effective charity trustees 75% Disagreements are dealt with in a timely and effective manner Members of the Executive Committee reflect the diversity of the local community 46% they represent (ie in terms of ethnicity, wealth, disability, gender, sexuality, religion or belief) What young people think directly influences the decisions the Executive 39% Committee makes We spend lots of time talking about whether we're achieving the aims of Scouts 34% effectively and sustainably We spend more time talking about the day-to-day management of Groups than 29% 39% strategic, longer-term issues

> % neither agree or disagree ■% agree ■% disagree

17% 18% 35% 19% 42% 19% 39% 27%

Sources of support used by Executive Committee members





Source: Scout Experience Survey 2020. Sample size = 673



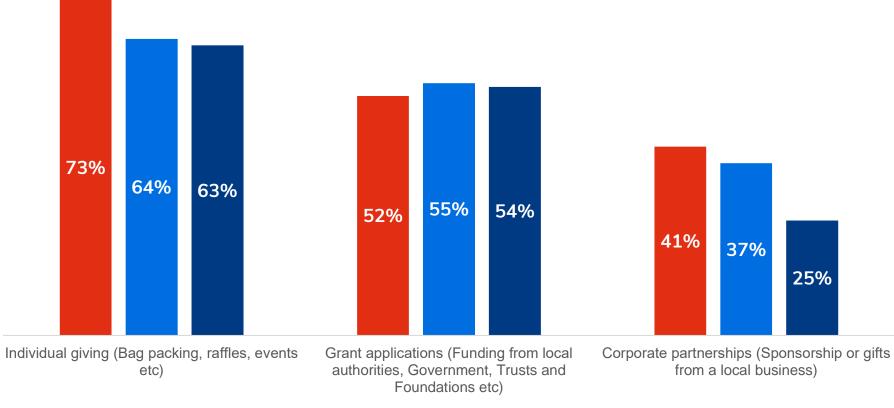
Places Scouts is delivered in were recorded as

- **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





■2018 ■2019 ■2020

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.