

# **The 2021 Scout Experience Survey – what you had to say**



## Welcome

In May 2021 we ran our fourth Scout Experience Survey. The survey welcomes all our adult members, parents/carers and young people over 10 to share their thoughts.

We realise this past year has been unlike any other we've ever faced. The COVID-19 pandemic has touched us all in so many different ways and we understand that it has been a challenging time for so many. Some Scouts groups were able to continue online, while others haven't.

Your answers help us show the impact Scouts makes, and to help us make better decisions about how we use our time and money.

## Methodology

- Data was collected through an online survey. The survey was launched on 26 May 2021 and closed 1 July 2021, which was extended to 14 July 2021.
- 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 under 10 or with no connection to Scouts – were removed.
- By asking similar questions to young people, parents/carers and Section Leaders, we could view different perspectives.
- Questions asked of young people (age 13-17 years) were sourced from published academic work that had been tested with this age group to make sure they were reliable and valid.

### Change compared with the 2020 and 2021 surveys

- In 2020 we only surveyed adult volunteers, not young people or parents/carers. For 2021 we ran the full survey again, asking questions of adult volunteers, young people and parents/carers.

# Who took part?

After we took out the duplicates, disqualified responses, those with no demographic data or those where there were no outcomes questions answered by young people, we were left with:



- 8,765 adult volunteers



- 898 parents / carers

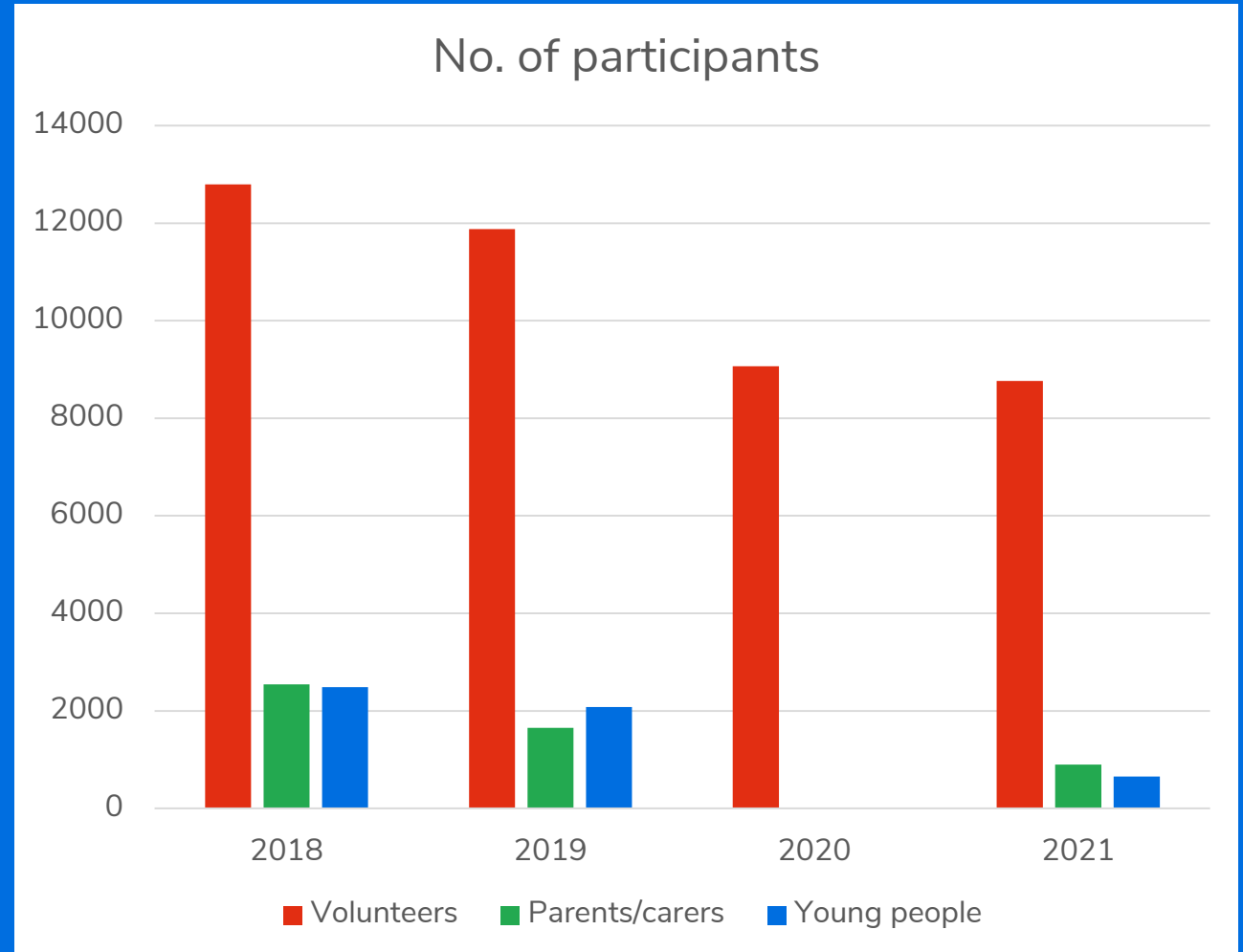


- 653 young people

## Participation

Overall numbers have been decreasing since 2018. The 2020 survey was launched just before the first lockdown in March 2020, which may have impacted on numbers.

The number of adult volunteers participating in 2021 was only down 3% from 2020. But young people and parents/carers was considerably down on 2019 numbers (-68% for young people and -45% for parents/carers)



## Our adult volunteers who responded...



**52%** male and **48%** female



**96%** white, **2%** black, Asian, mixed, or other ethnic groups

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



**62%** Christian, **32%** no religion, **2%** Buddhist, Hindu, Jewish, Muslim, Sikh, or other religions

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



**25%** had disabilities or health problems, **72%** had no disabilities or health problems

UK disability prevalence is **22%**



**89%** heterosexual or straight, **5%** were LGBT+, **6%** preferred not to say

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

## Young people who responded...



**59%** male and **37%** female (4% preferred to self-describe or not say)



**95%** white, **5%** black, Asian, mixed, or other ethnic groups



**62%** No religion, **32%** Christian, **2%** Buddhist, Hindu, Jewish, Muslim, Sikh, or other religions (4% preferred not to say)



**14%** had disabilities or health problems, **79%** had no disabilities or health problems (7% didn't know or preferred not to say)

# Outcomes for young people



The Scouts Theory of Change

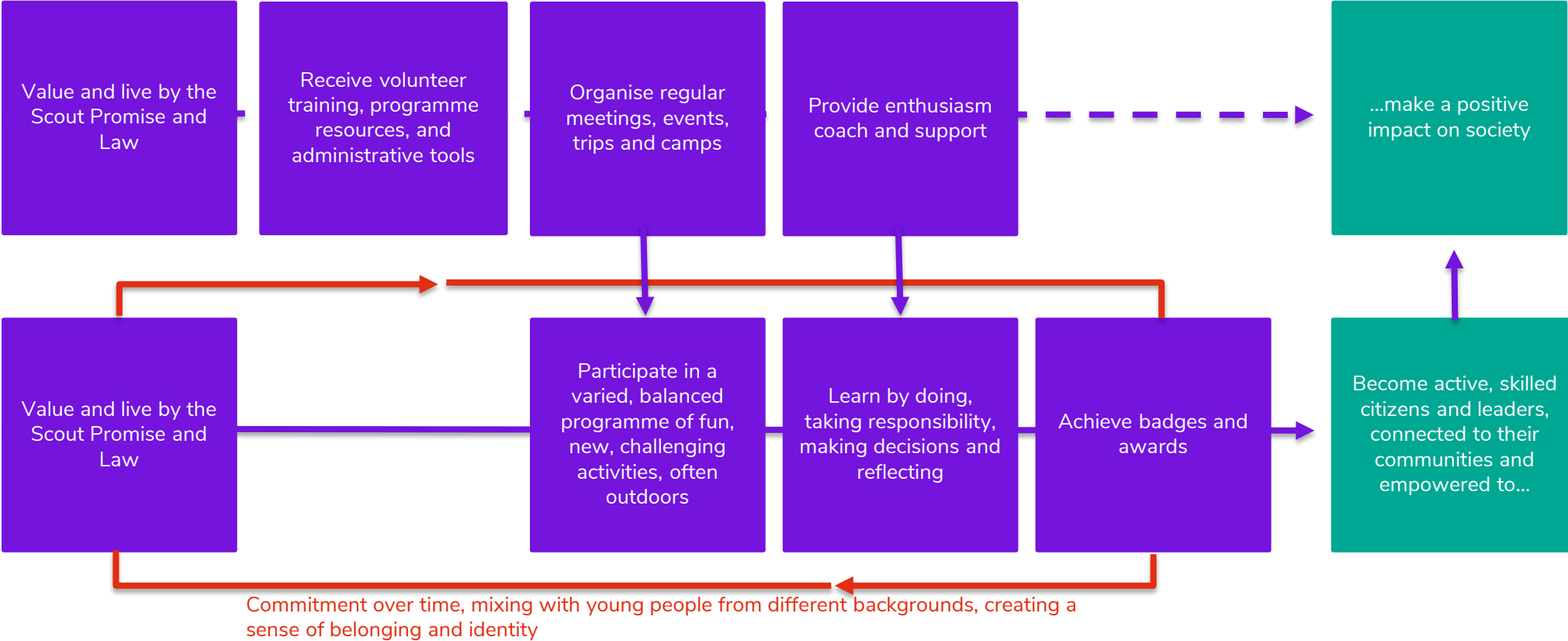


Our impact

Volunteer  
leaders

Join Scouting from all  
backgrounds

Young  
people



# The scales we used to measure the outcomes



Domain	Outcome	Scale used
Adventure	Value the outdoors more	Youth Outcome Battery: Affinity for Nature subscale (2nd Edition 2013, Detailed Format – Short Version)
	Amount physically active	Not a validated question but used in NCS evaluation and similar wording in other single item measures.
	More likely to try new things	Youth Outcome Battery: Interest in Exploration subscale (2nd Edition, 2013, Detailed Format)
	Have increased courage to take risks and tackle challenging activities	Reduced Courage Measure, Howard, M. C., & Alipour, K. K. (2014).
Skills for life	Problem solving confidence	Youth Outcome Battery: Problem Solving Confidence subscale (2nd Edition, 2013, Detailed Format)
	Independence	Youth Outcome Battery: Independence subscale (2nd Edition, 2013, Detailed Format)
	Can communicate effectively	Skills for Everyday Living (Communication questions from the SEL tool, NOT the full Communication tool) – Perkins and Haas, Human Research Services, The Pennsylvania State University
Wellbeing	Are happier	EPOCH: Happiness subscale
	Have enhanced personal wellbeing	Personal Well-Being (PWB) ONS4, Office for National Statistics
	Have increased perseverance and grit	Short Grit Scale, Duckworth, A. L., & Quinn, P. D. (2009). Development and validation of the Short Grit Scale (GRIT-S). Journal of personality assessment, 91(2), 166-174

Domain	Outcome	Scale used
Leadership	Show leadership by taking initiative and acting as a role model to help others make a positive difference	Civic Measurement Models: Leadership Efficacy subscale
	Are better at working in a team	Youth Civic and Character Measures Toolkit (YCCMT): Teamwork subscale
	Are more responsible and trustworthy	Positive Youth Development Index (PYDI): Character subscale
Citizenship	Are more likely to play an active role in their community	Positive Youth Development Index (PYDI): Contribution subscale
	Hours volunteering	Not a validated question but aligned to Step Up To Serve Youth Social Action wording
	Propensity to vote	Not a validated question but aligned to NCS Trust evaluations
	Are more likely to consider themselves local, national and international citizens	Not a validated question
Connectedness	Have more meaningful friendships and relationships	Positive Youth Development Index (PYDI): Connection subscale
	Care more about other people	Positive Youth Development Index (PYDI): Caring subscale
	Social competence	Social Competence Scale for Teenagers (SCST)
	Have more respect and trust for others, including those from backgrounds different to their own	World Values Survey - Social Trust
	Respect and trust for others	Uses an adapted "Feeling Thermometer" (Lolliot et al, Measures of Intergroup Contact, 2014, Measures of Personality and Social Psychological Constructs, Chapter 23, Page 675-676) and has been used by NCS Trust

# Differences in reporting on Theory of Change for 2021



In past years the Scout Experience Survey has compared Scouts with a group of non-Scouts across the Theory of Change outcomes. But for 2021, we didn't use a comparison group. This was because during 2020/21 the way Scouts was delivered changed for everyone, moving to online, or a mix of online and in-person (when restrictions allowed) or in some cases, not at all.

A comparison between Scouts and non-Scouts relies on a consistent service provision within Scouts to enable meaningful narratives about the impact of Scouts. Since that consistency was not present in 2020/21, **the 2021 survey compared the findings with those from the 2019 survey** (the last time we surveyed young people).

This comparison can provide insight into what effect the pandemic may have had on Scouts activities and the young people in Scouts, and ultimately what type of support Scouts may want to focus on to support its young people following the pandemic.

Do more. Share more. Be more.

## Adventure

No significant difference between 2019 and 2021

Scouts in 2021 are just as likely to:

- Be physically active
- Value the outdoors
- Take risks and try challenging activities
- Try new things

As they were in 2019.







## Skills for Life

**No significant difference between 2019 and 2021**

Scouts in 2021 are just as likely to:

- Have enhanced problem solving skills
- Be independent
- Communicate effectively

As they were in 2019.



**Do more. Share more. Be more.**

## **Wellbeing**

**Scouts are less happy, resilient and confident than they were in 2019**

The pandemic has taken its toll on the mental wellbeing of our young people, as illustrated by survey findings:

- 11% decrease in happiness
- 7% decrease on feeling worthwhile
- 8% decrease on life satisfaction
- 8% decrease in perseverance and grit
- 4% decrease in confidence and self-esteem





## Leadership

**No significant difference between 2019 and 2021**

Scouts in 2021 are just as likely to:

- Have increased teamwork skills
- Be responsible and trustworthy
- Show leadership by taking initiative and acting as a role model to help others make a positive difference

As they were in 2019.



**Do more. Share more. Be more.**

## **Citizenship**

**Scouts are less likely to consider themselves good citizens than they did in 2019**

There were far less opportunities for Scouts to be involved in the local, national and international community due to the pandemic, which is reflected in the 2021 results which show a:

- 10% decrease in responsibility to people in their local community
- 8% decrease in responsibility to people in their national community
- 8% decrease in responsibility to people in their International community
- 41% decrease in playing an active role in their community (volunteering)





## Connectedness

**No significant difference between 2019 and 2021**

Scouts in 2021 are just as likely to:

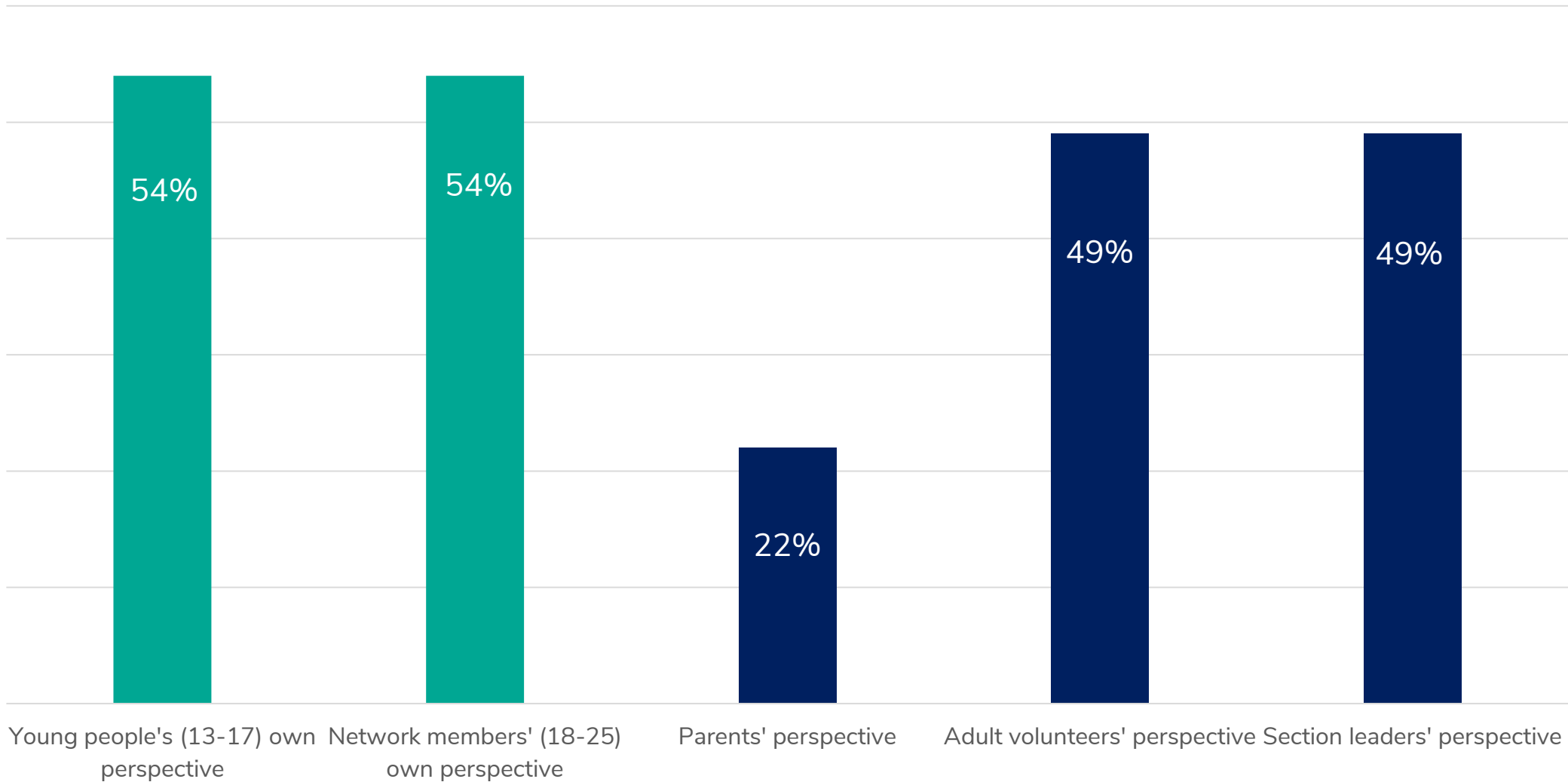
- Have meaningful friendships and relationships
- Care about other people
- Have respect and trust for others, including those from backgrounds different to their own

As they were in 2019.



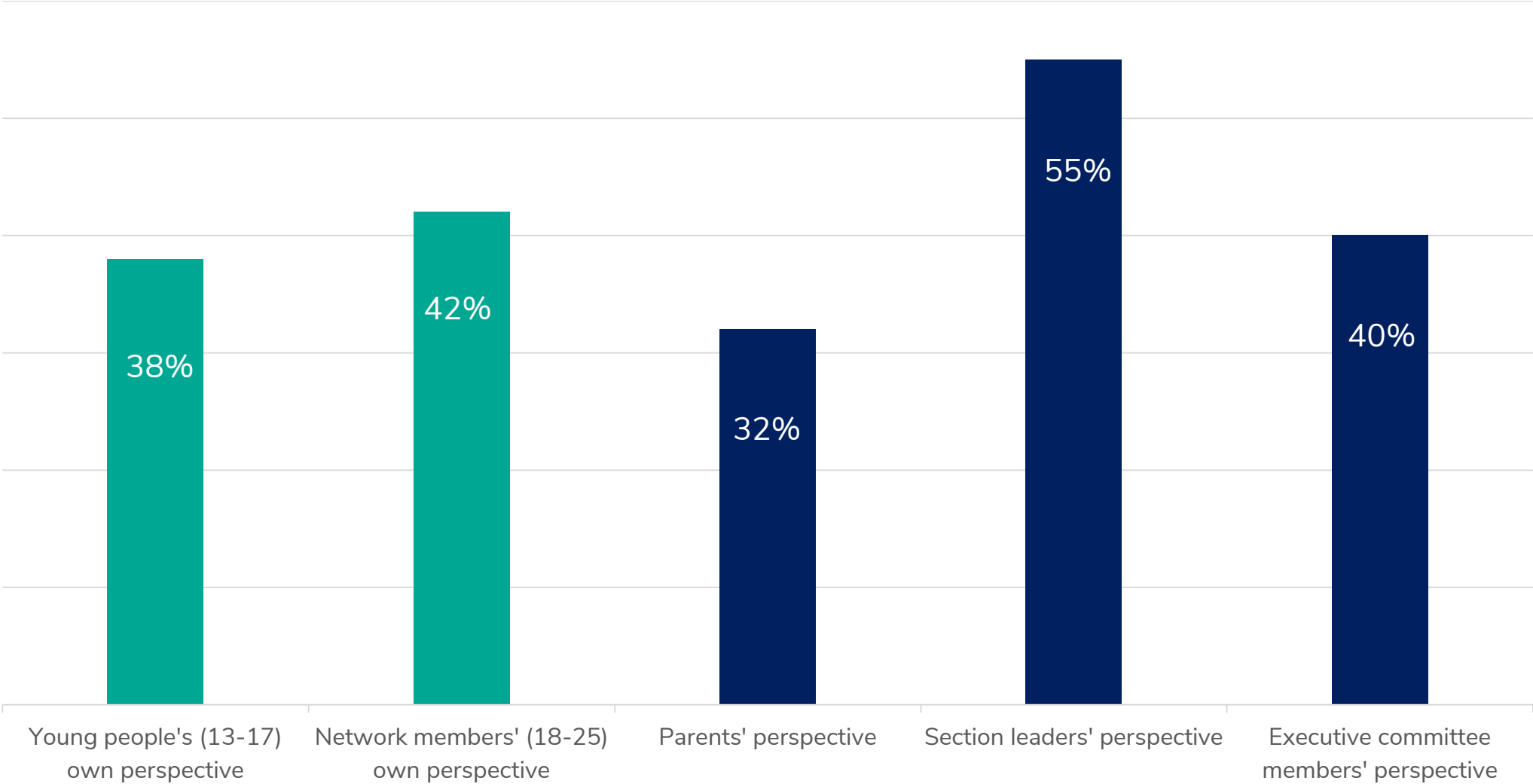
**Youth shaped**

**Youth shaped: % of people who agree that young people use their skills to help run Scouts activities for other young people**



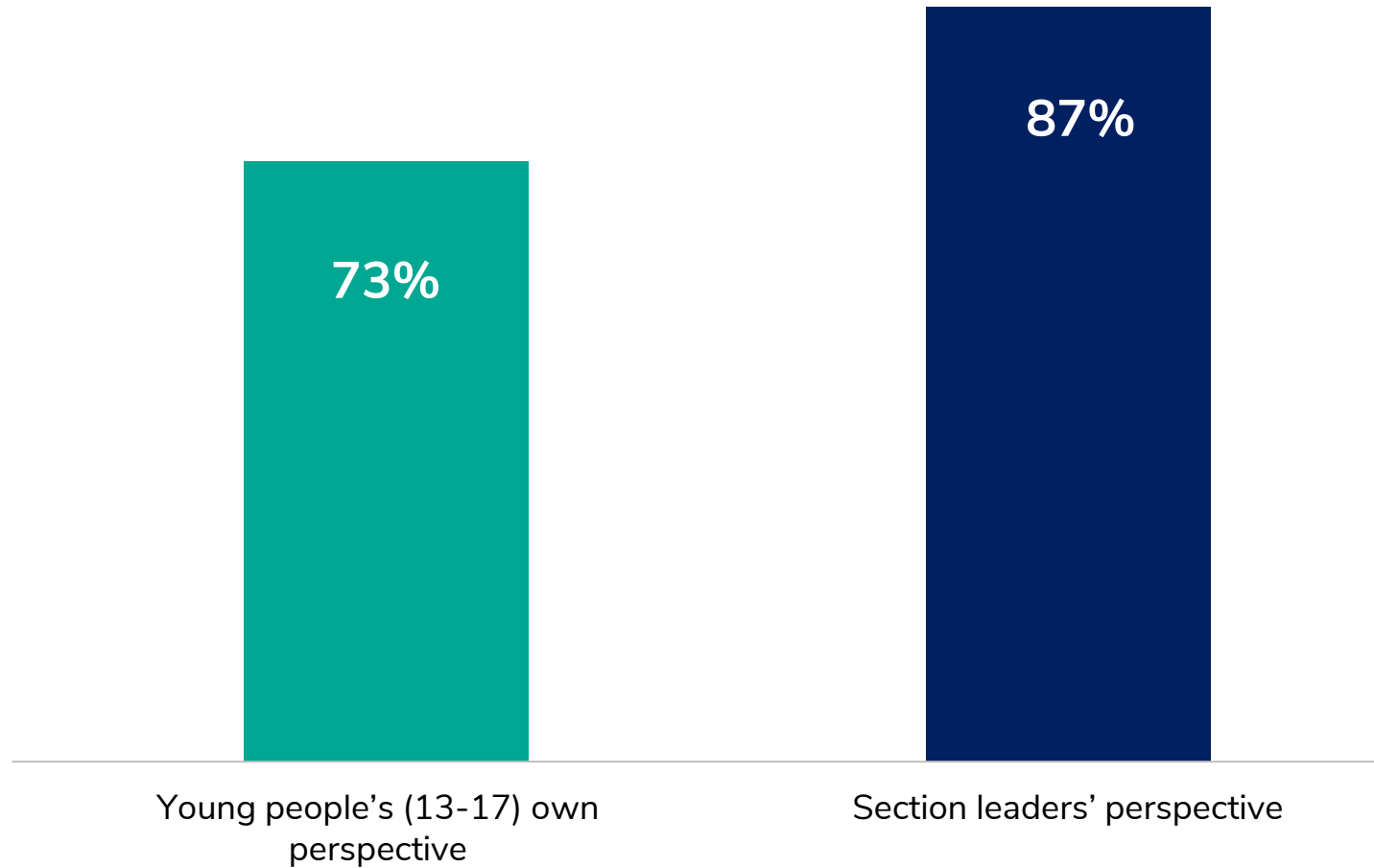
Source: Scout Experience Survey 2021. Sample sizes 405 young people, 24 Network members, 698 parents, 4087 adult volunteers, 4086 section leaders

**Youth shaped: % of people who agree that young people's opinions influence decisions in Scouts locally**

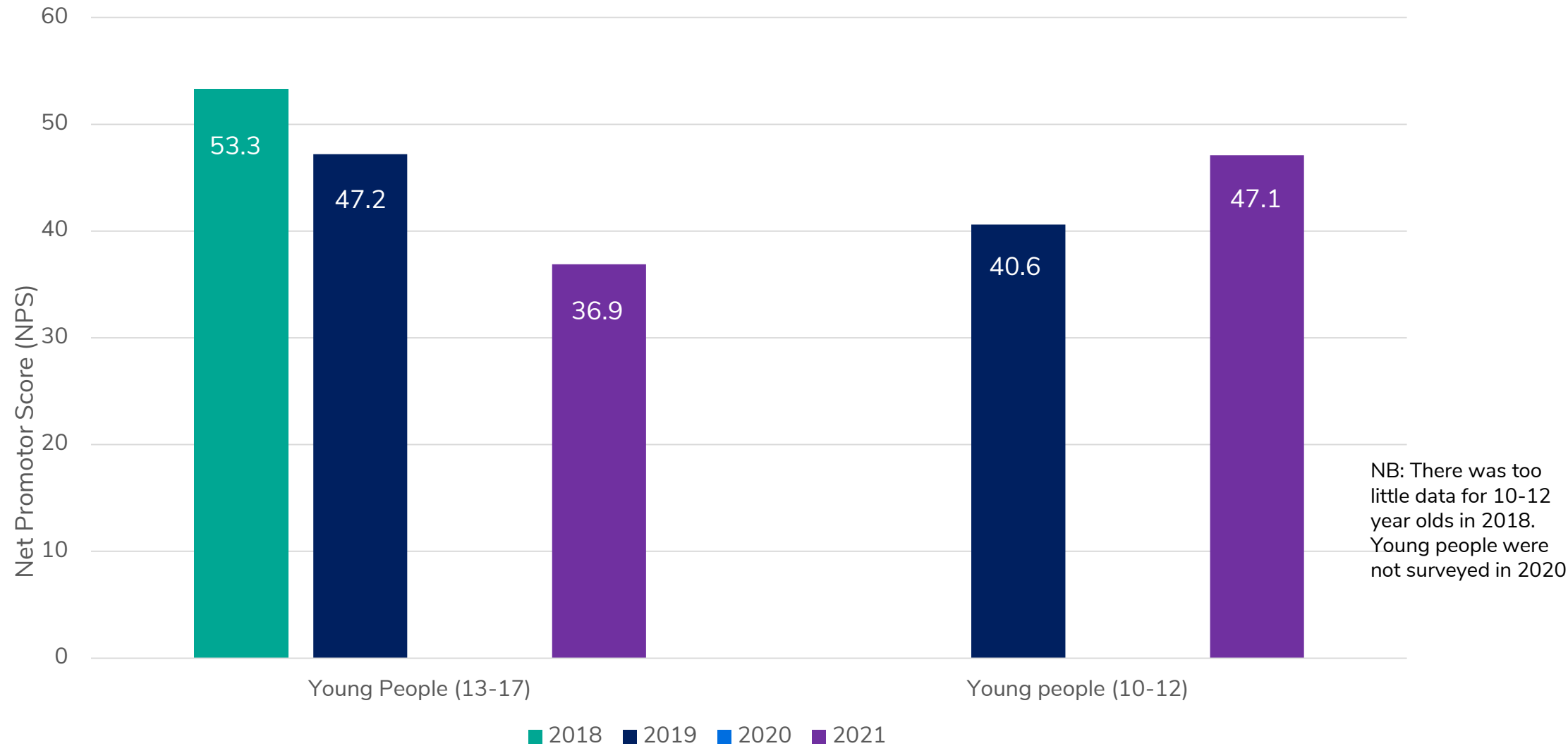


Source: Scout Experience Survey 2021. Sample sizes 404 young people, 24 Network members, 695 parents, 4085 section leaders 696 executive committee members

**Youth shaped: Extent to which young people come together with other young people once a term or more often to decide what activities they want to take part in**



# Young people's enjoyment of Scouts overall (Net Promoter Score)



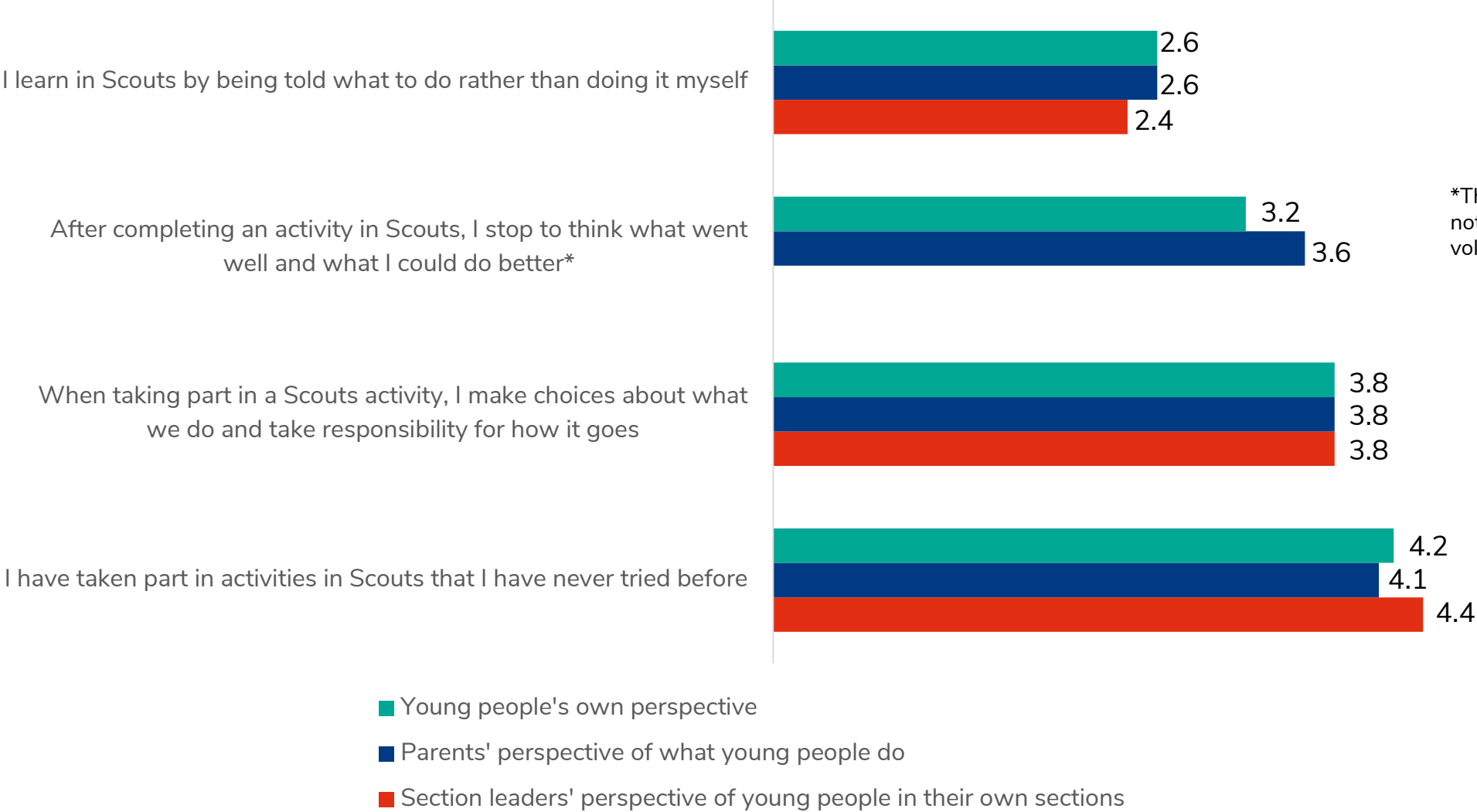
Source: Scout Experience Survey 2021. Sample size: 360 13–17-year-old young people in Scouts, 272 10–12-year-old young people in Scouts

# Young people's experience in Scouts

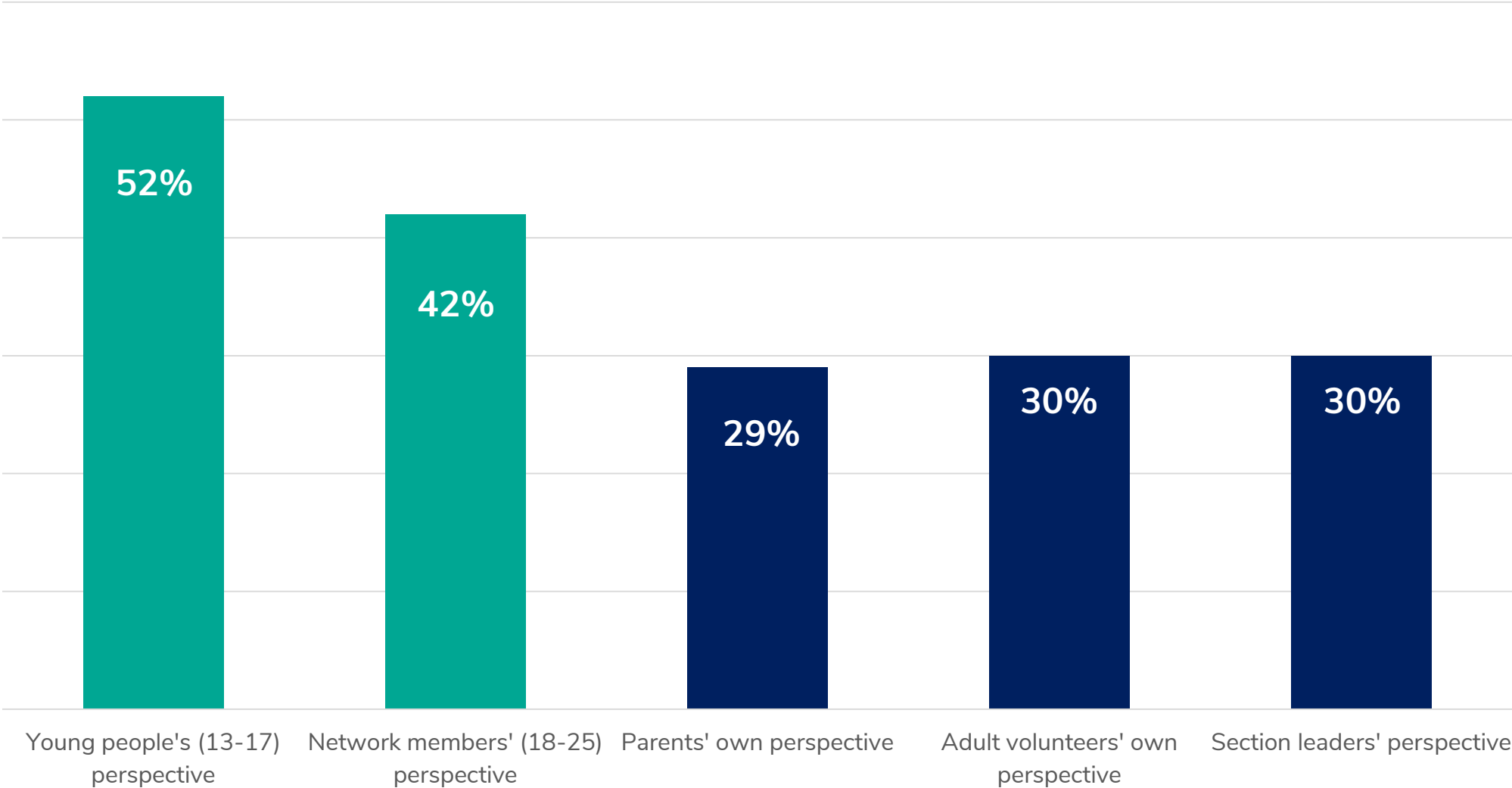
- **76%** of young people (aged 13-17 years) have taken part in Scouts on a weekly basis in the past 12 months
- They report having taken part in online meetings an average of **36** times in the past year
- They participated in an average of **14** activities away from their normal meeting place in the past 12 months
- **33%** say they spend more than half their time in Scouts outside
- Young people report learning skills that will be useful in school, work, or social life on average 17 times per year.



The extent to which young people learn by doing, reflect on activities, make choices and take responsibility and take part in new activities

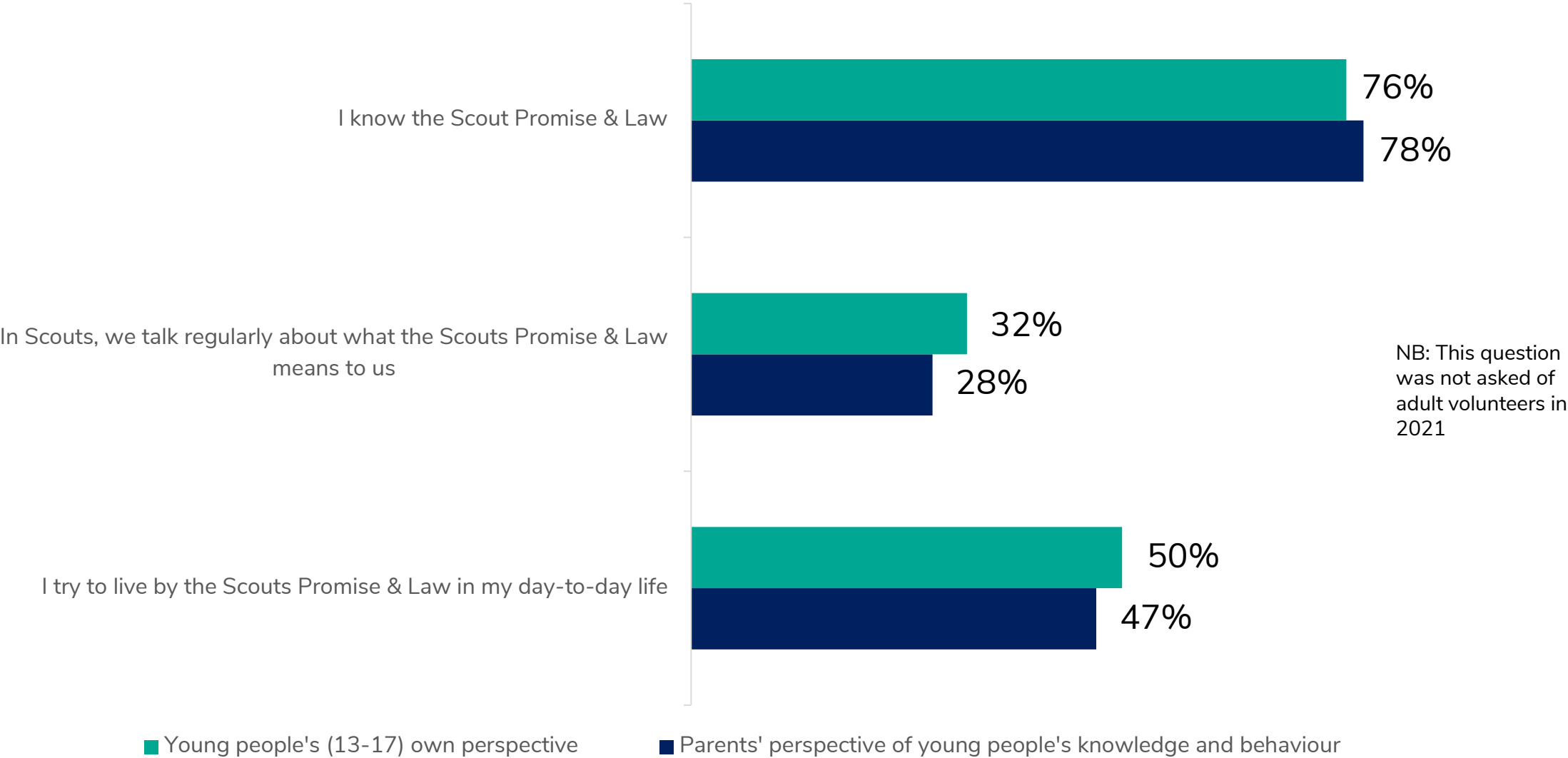


Community impact: % of young people in Scouts who take part in volunteering at least once a term to help other people or the environment



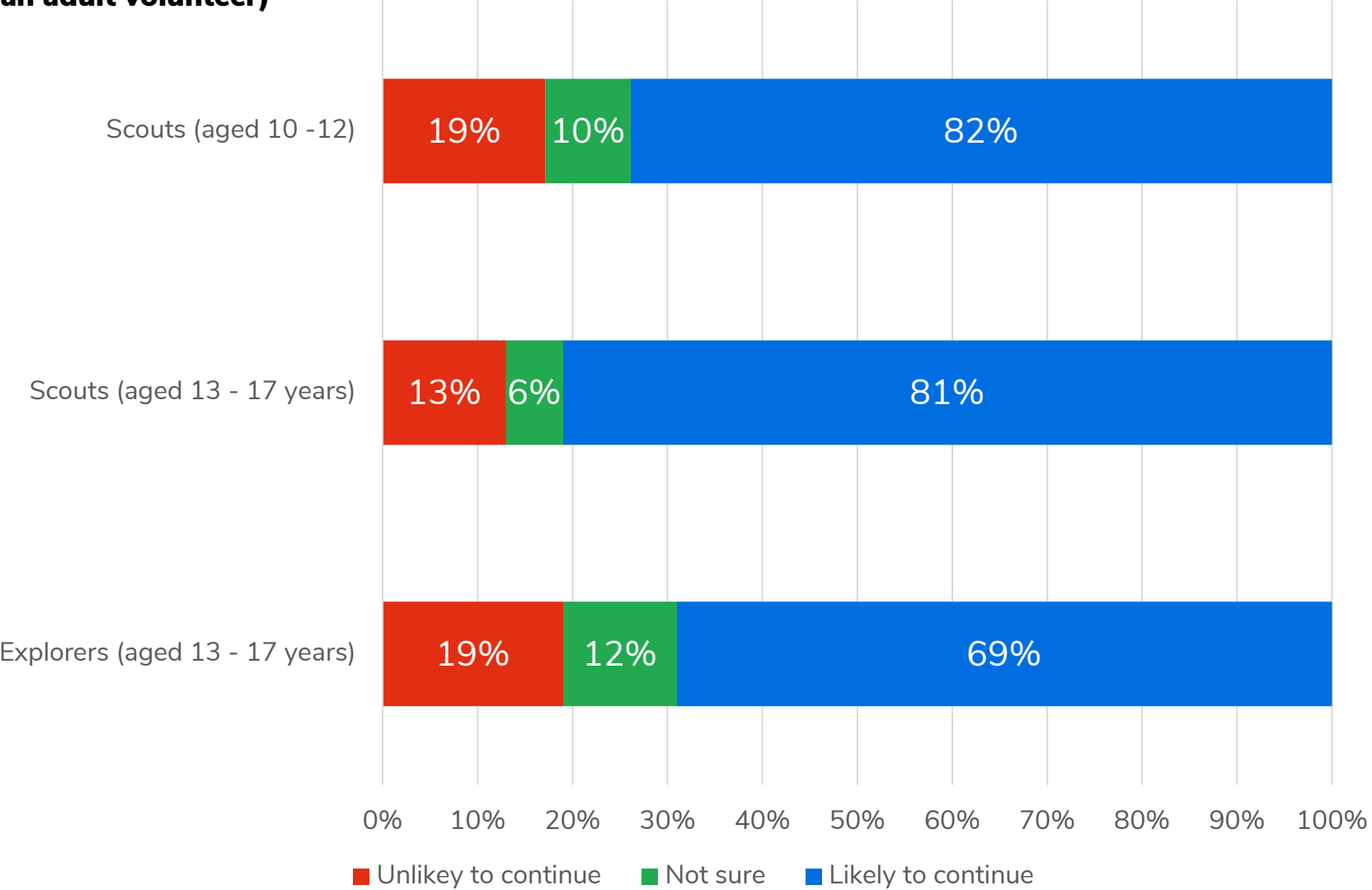
Source: Scout Experience Survey 2021. Sample sizes 405 young people, 24 Network members, 620 parents, 4114 adult volunteers, 4110 section leaders

Knowing and living by the Scout Promise and Law



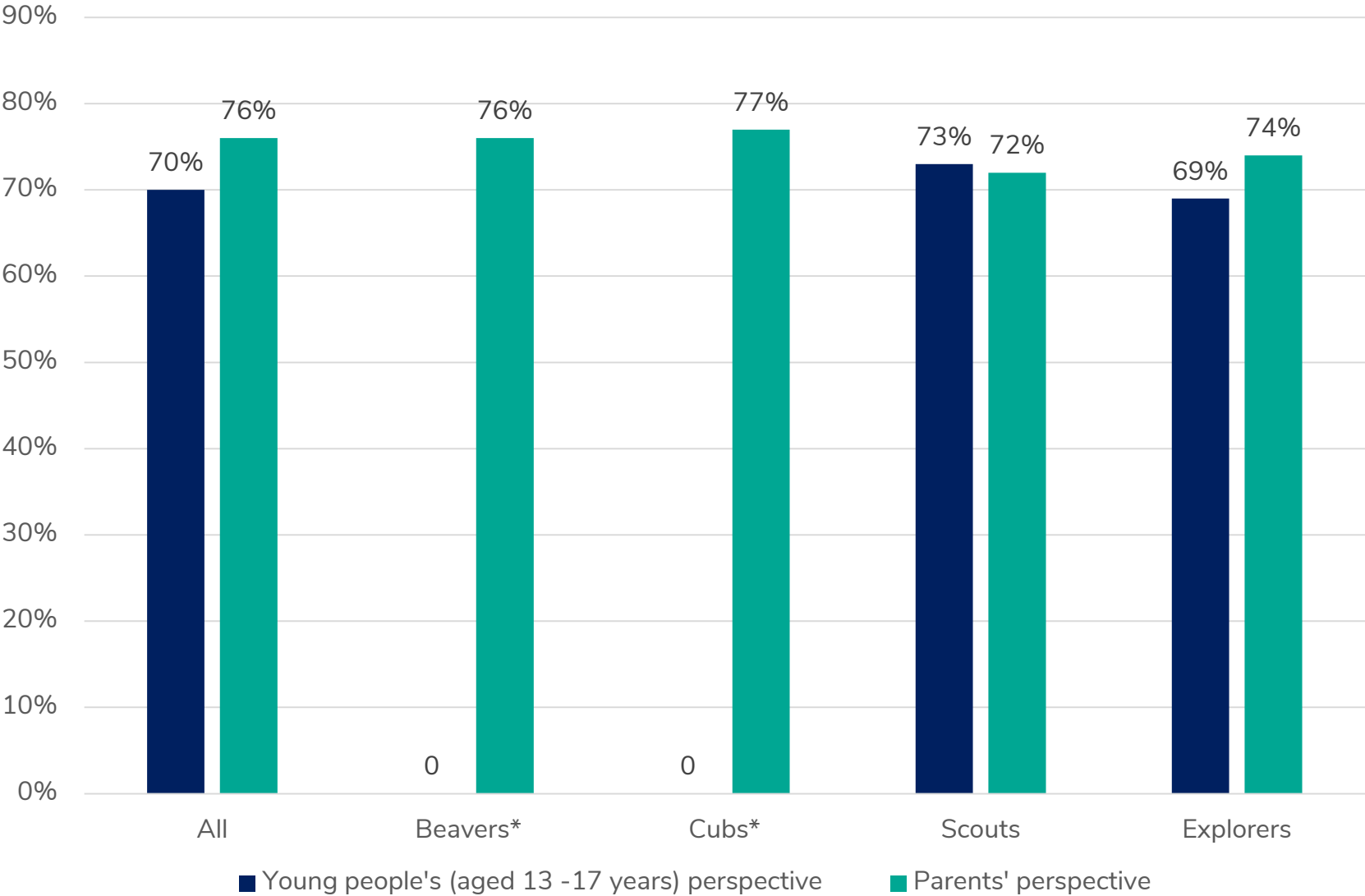
# Satisfaction

How likely young people say they are to continue to the next section in Scouts (or become an adult volunteer)



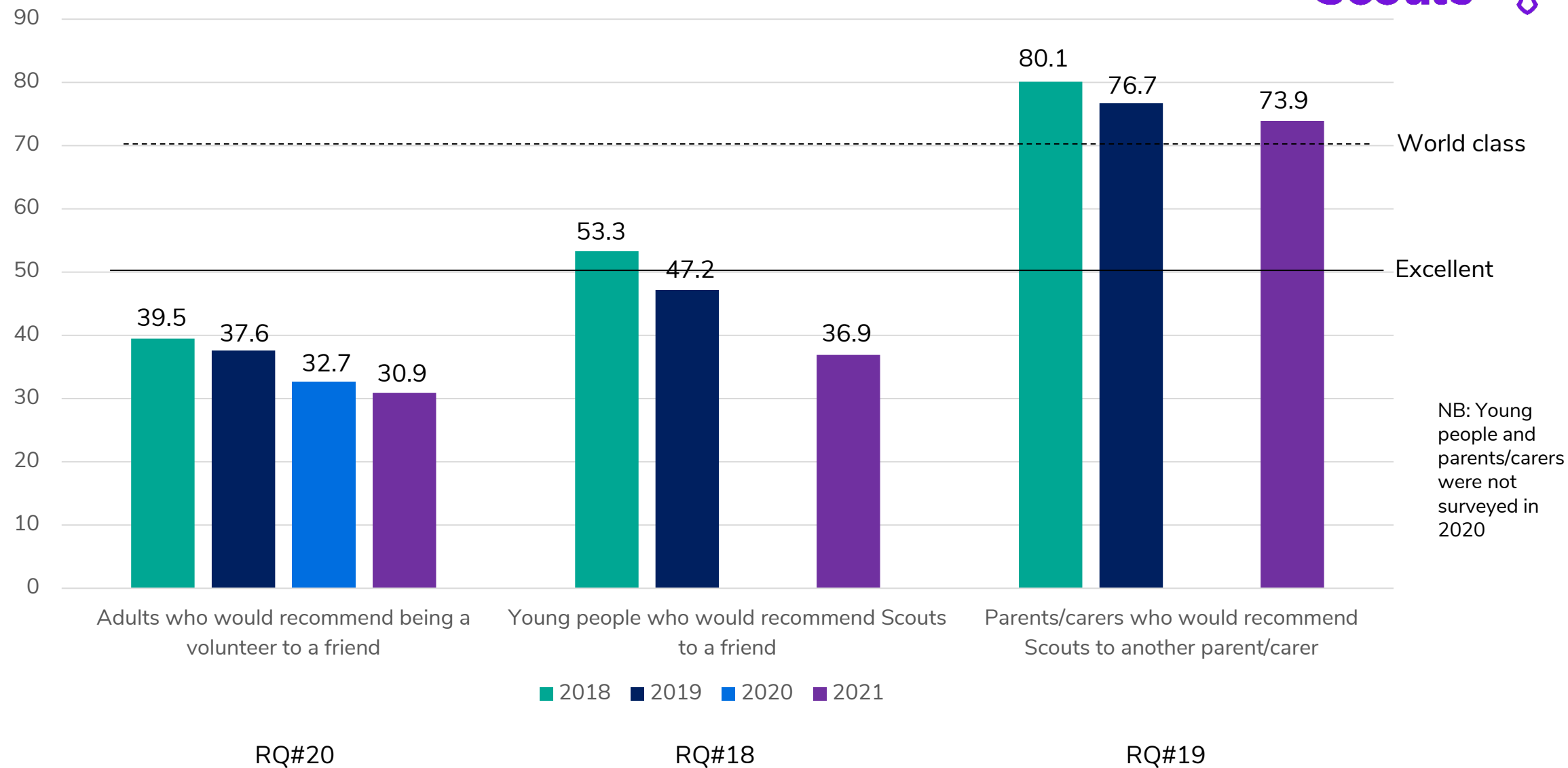
Source: Scout Experience Survey 2021. Sample sizes 272 Scouts (aged 10-12 years) 82 Scouts (in age range 13-17 years), 252 Explorers (in age range 13-17 years)

% of people who feel that section leaders are delivering amazing experiences



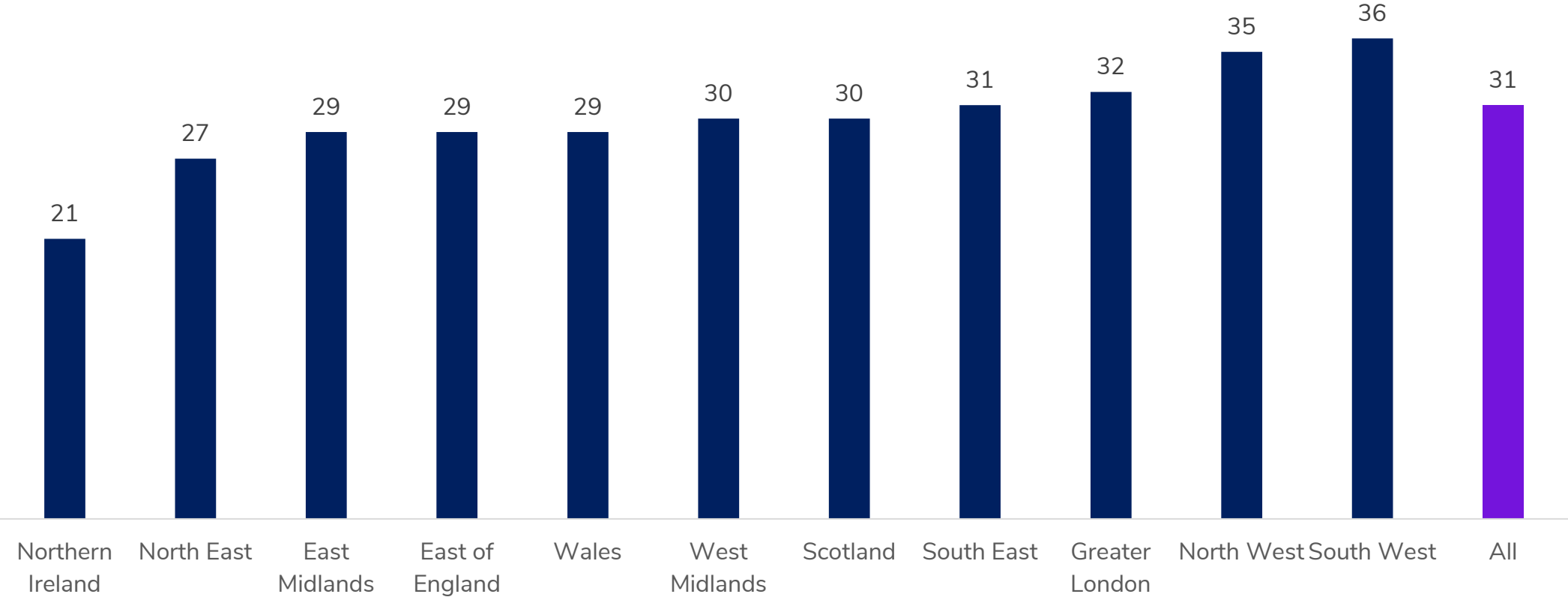
\*Beavers and Cubs are not asked this question.

Is Scouts recommended? (Net Promoter Scores)



Source: Scout Experience Surveys 2018, 2019, 2020 and 2021. Sample sizes in 2018 = 9,601 adult volunteers, 2,268 young people, 2,048 parents. 2019 = 9,375 adult volunteers, 1,485 young people, 1,327 parents. 2020 = 7102 adult volunteers. 2021 = 7003 adult volunteers, 360 young people, 681 parents

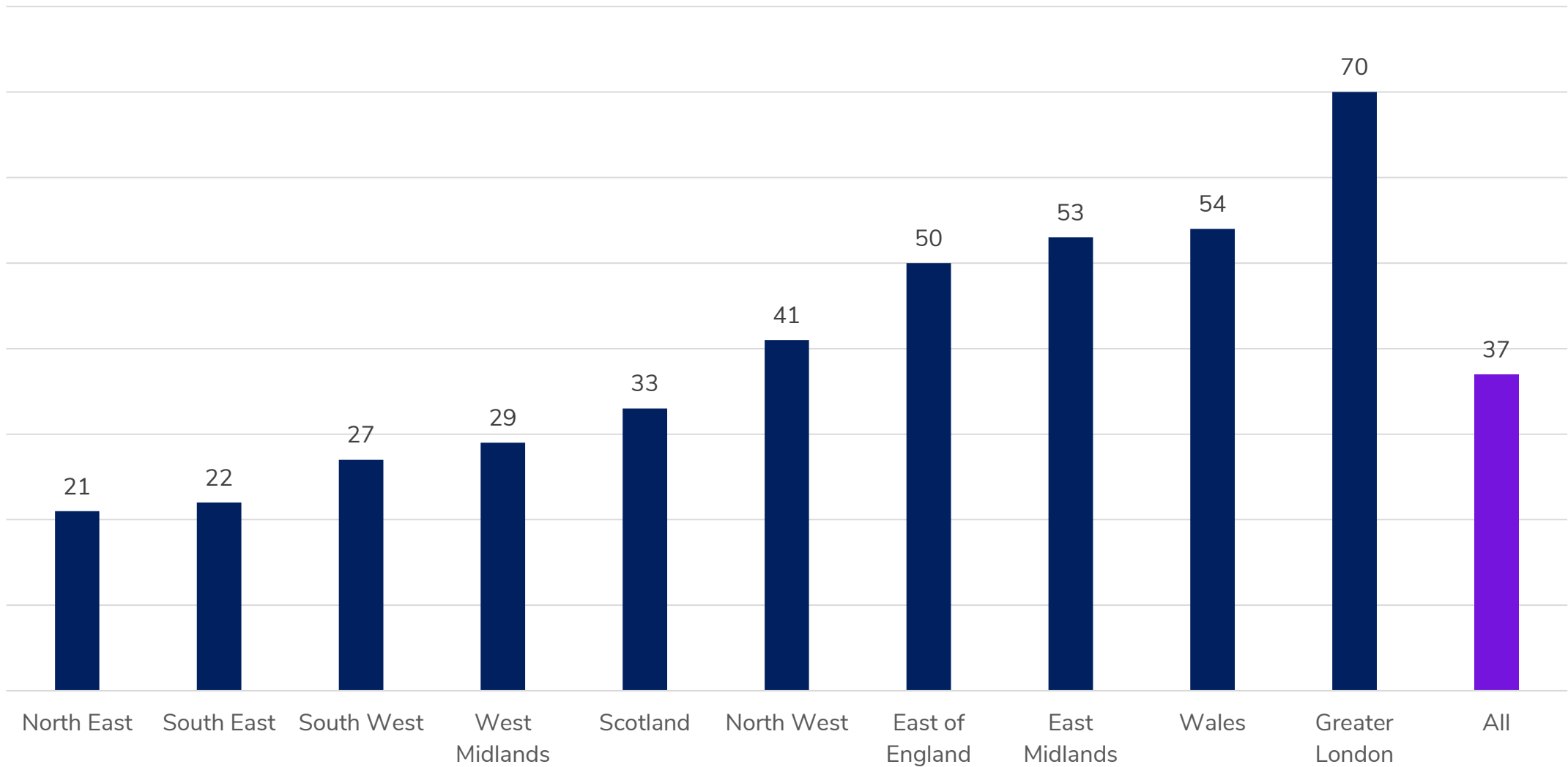
How likely are adult volunteers to recommend being a volunteer in Scouts to a friend? (Net Promoter Score by region / country)



Source: Scout Experience Survey 2021. Sample sizes 7003 adult volunteers. See geographic breakdown for individual numbers



How likely are young people to recommend Scouts to a friend? (Net Promoter Score by region / country)



Source: Scout Experience Survey 2021. Sample sizes 360 young people. See geographic breakdown for individual numbers. Apart from South East and South West, all other regions had less than 50 respondents, so results are not reliable. RQ#19

# **Experience of adult volunteers**

Our adult volunteers have been  
volunteering on average for **12** years

They volunteer for **16** hours a month  
(twice as much as the wider  
volunteering population\*)

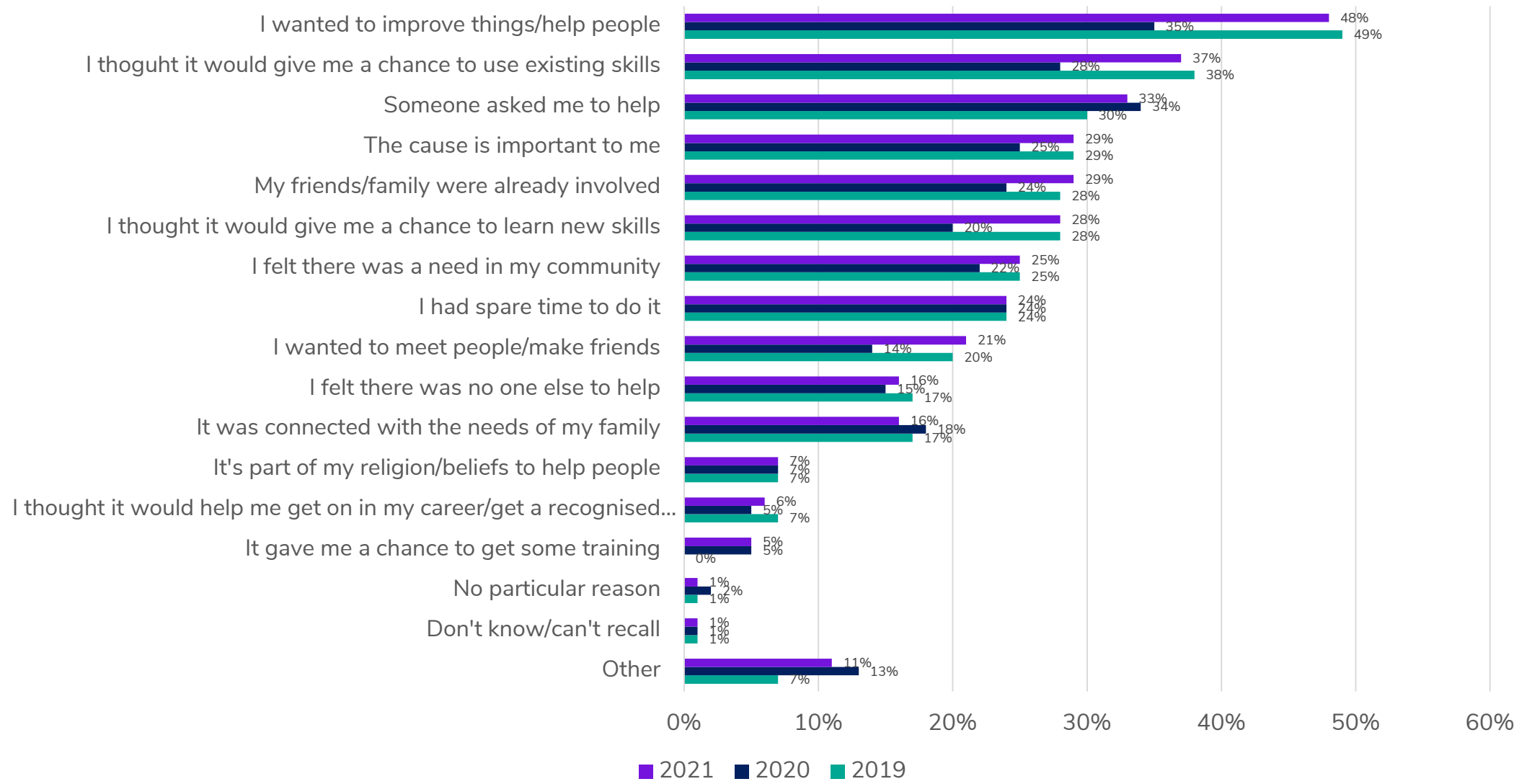
**79%** of them volunteer at least once  
a week (double the amount of the  
wider volunteering population)

**59%** took part in Scouts as a young  
person

... and of those who could have done,  
**60%** completed the Young Leaders'  
scheme while taking part in Scouts as  
a young person

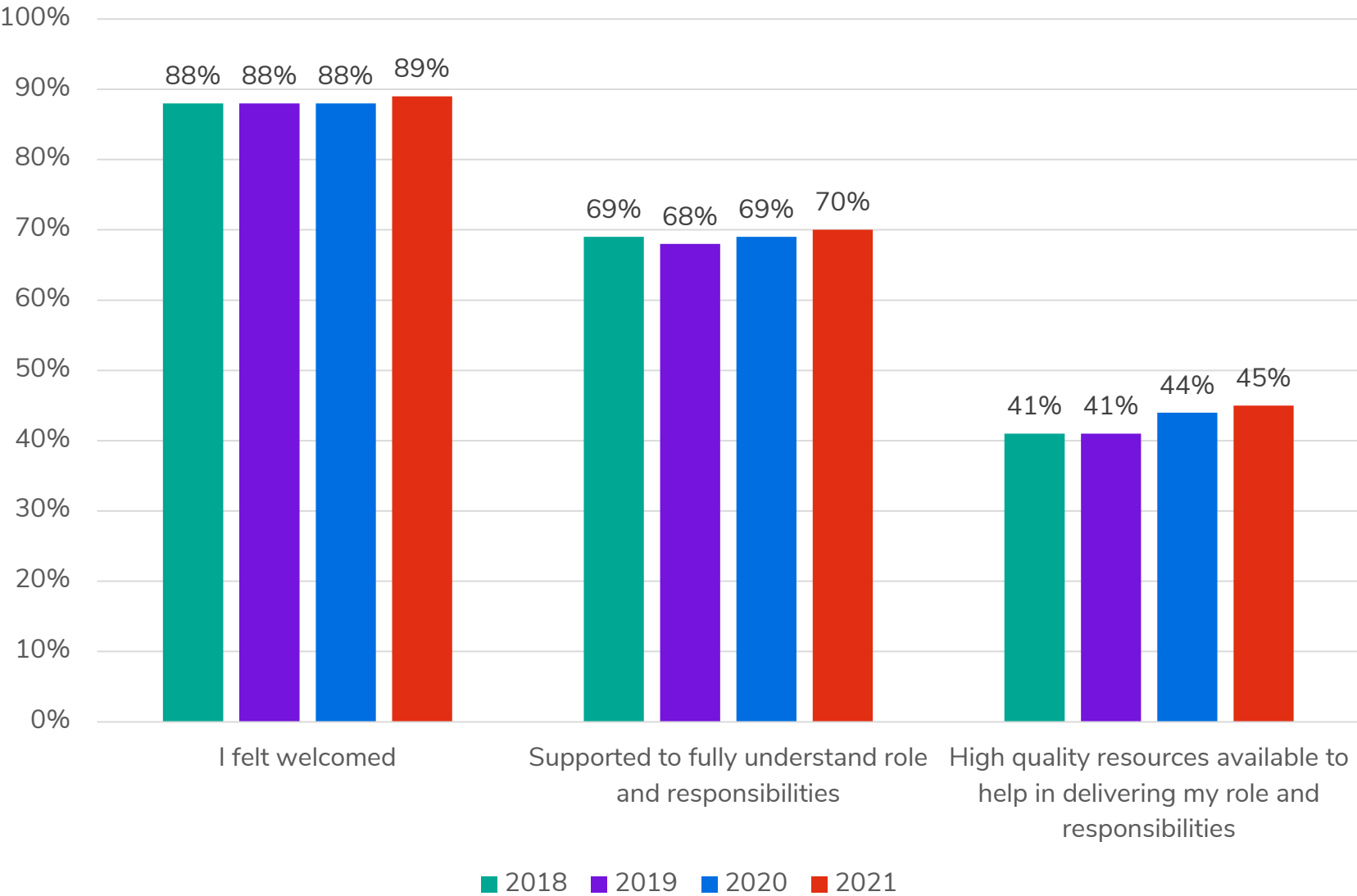
\* [NCVO 'Time Well Spent' 2019](#)

Motivations for starting to volunteer with Scouts



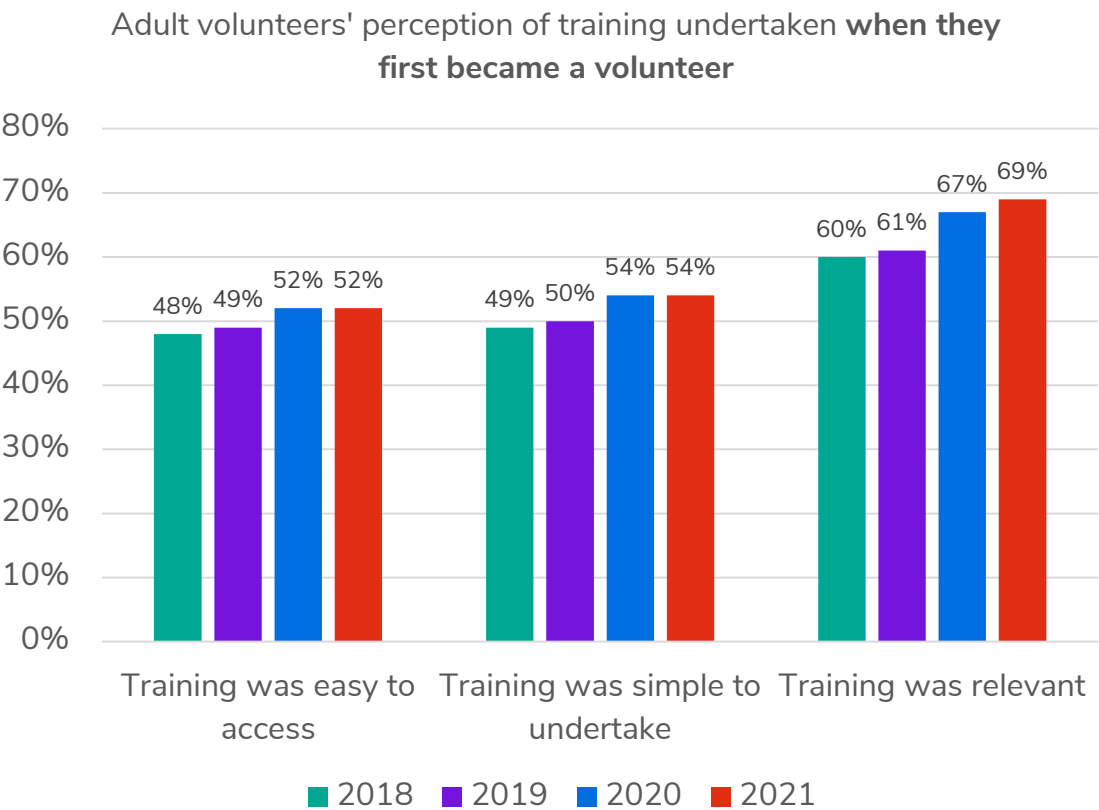
Source: Scout Experience Survey 2021. Sample sizes consisted of 7987 adult volunteers in 2021, 8134 in 2020, 10,673 in 2019,

Experience of adult volunteers when they first started volunteering

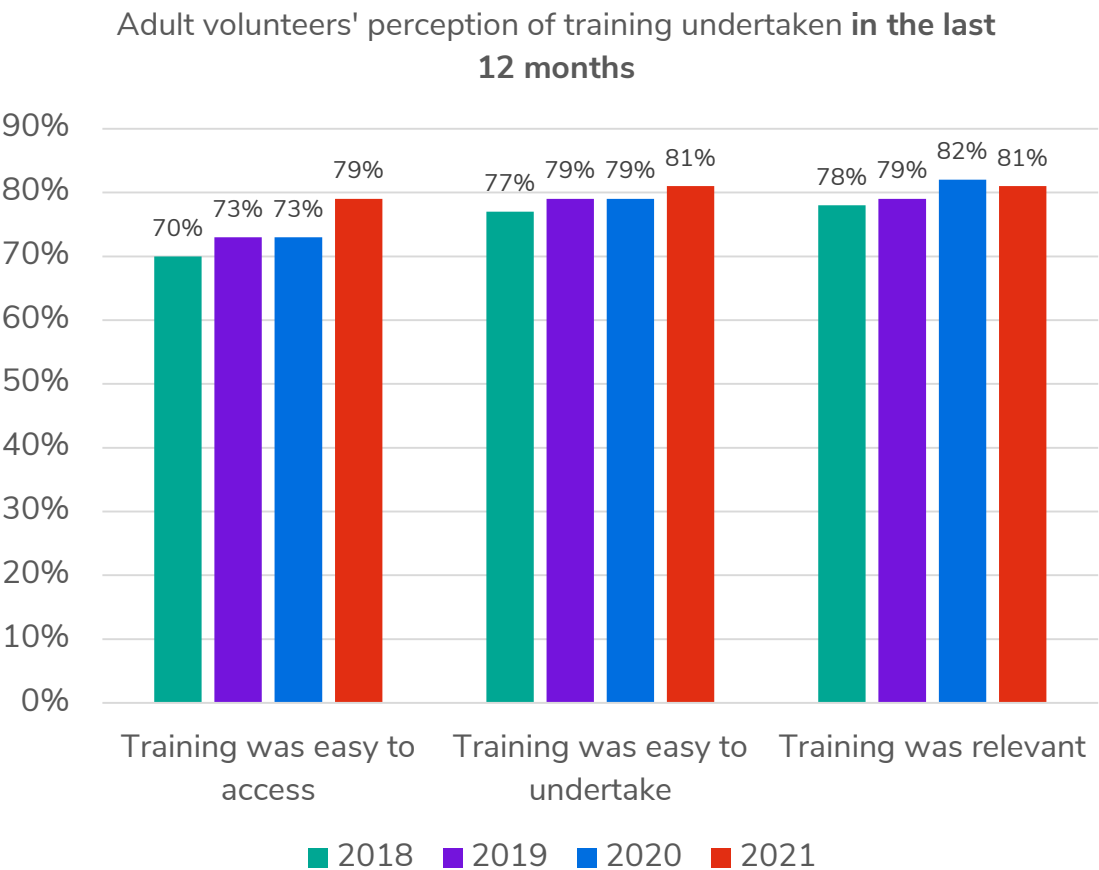


Source: Scout Experience Surveys 2021: Sample sizes consisted of 7025 adult volunteers in 2021, 7145 in 2020, 9398 in 2019, and 9683 in 2018.

Adult volunteers' experience of training



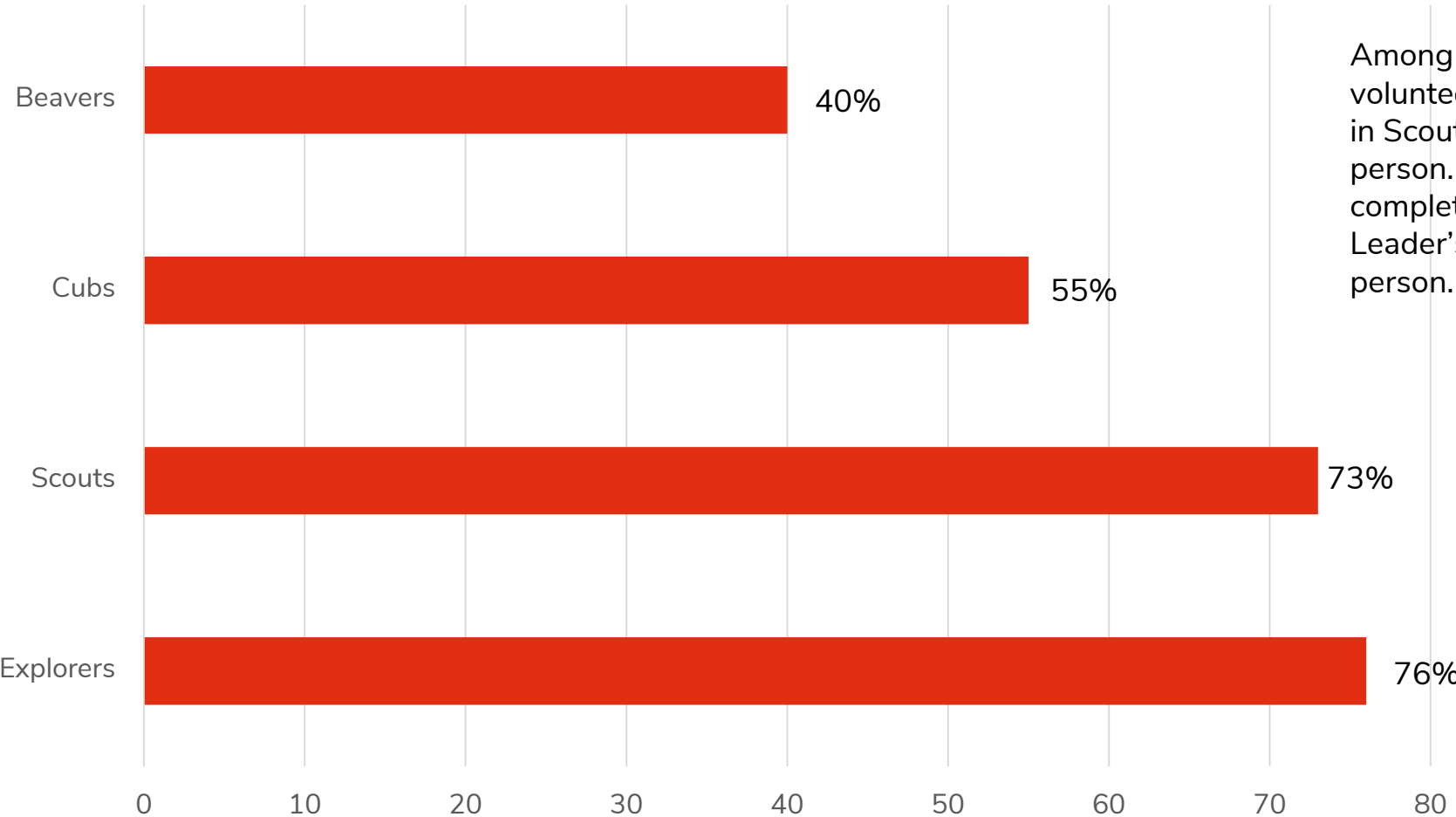
RQ#12



RQ#12a

Source: Scout Experience Survey 2021. Sample sizes consisted of 7023 adult volunteers in 2021, 7149 in 2020, 9385 in 2019, and 9613 in 2018.

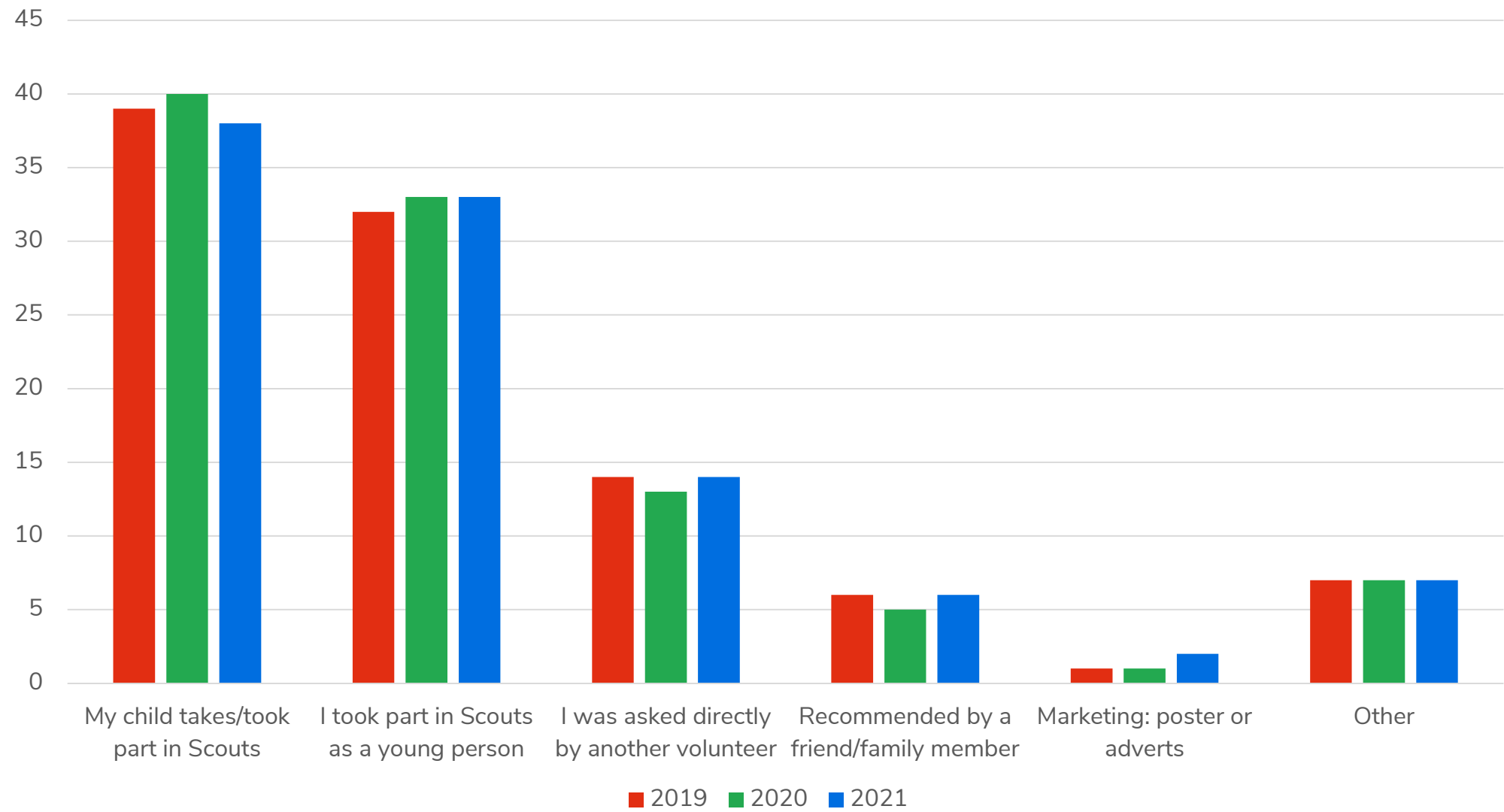
Proportion of volunteers who took part in Scouts as young people



Among the surveyed adult volunteers, 59% took part in Scouts as a young person. Among these, 60% completed the Young Leader’s scheme as a young person.

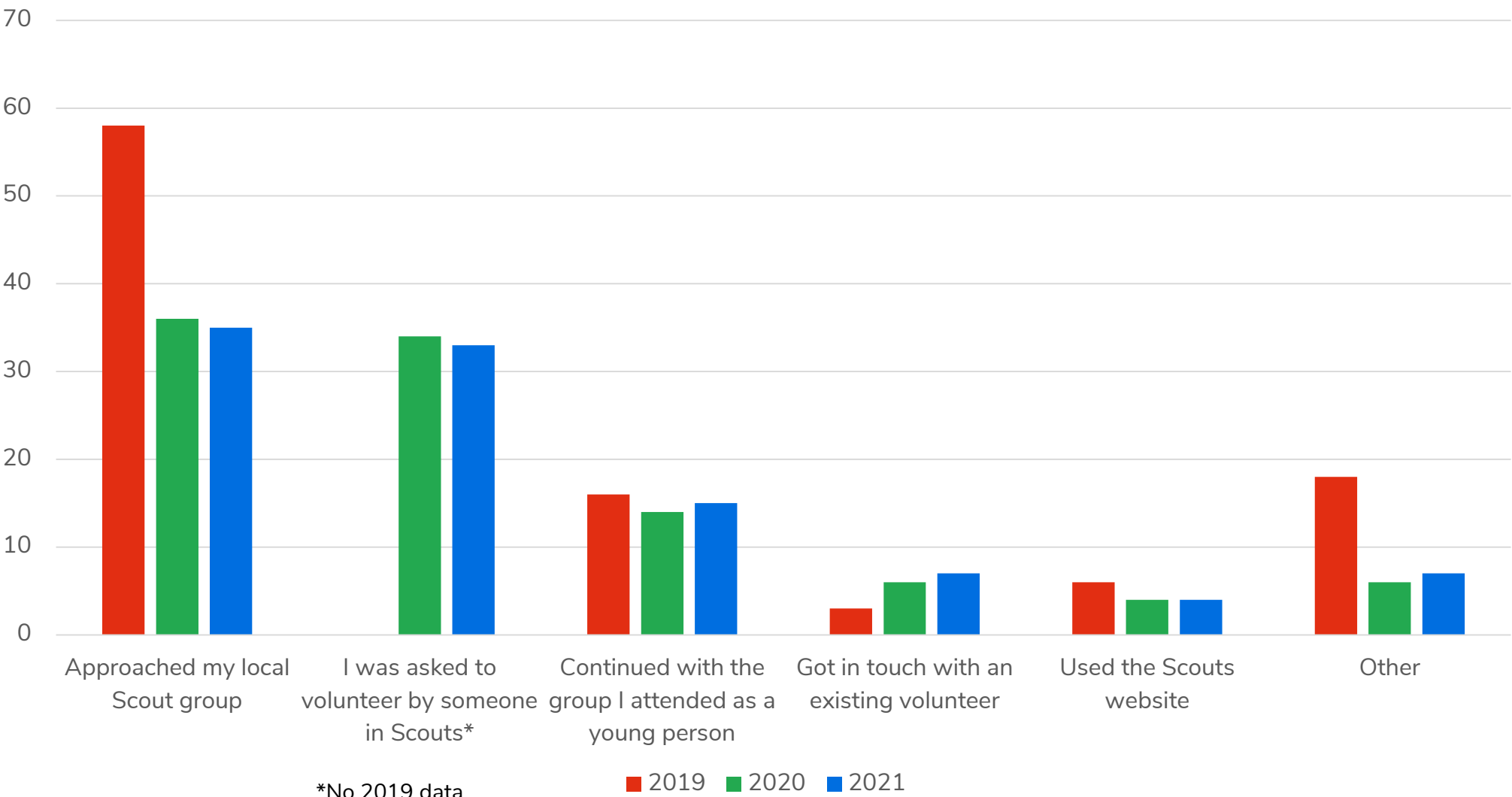
Percentage of volunteers in deliverer roles who took part in Scouts as a young person, by section

How adult volunteers found the opportunity to join Scouts



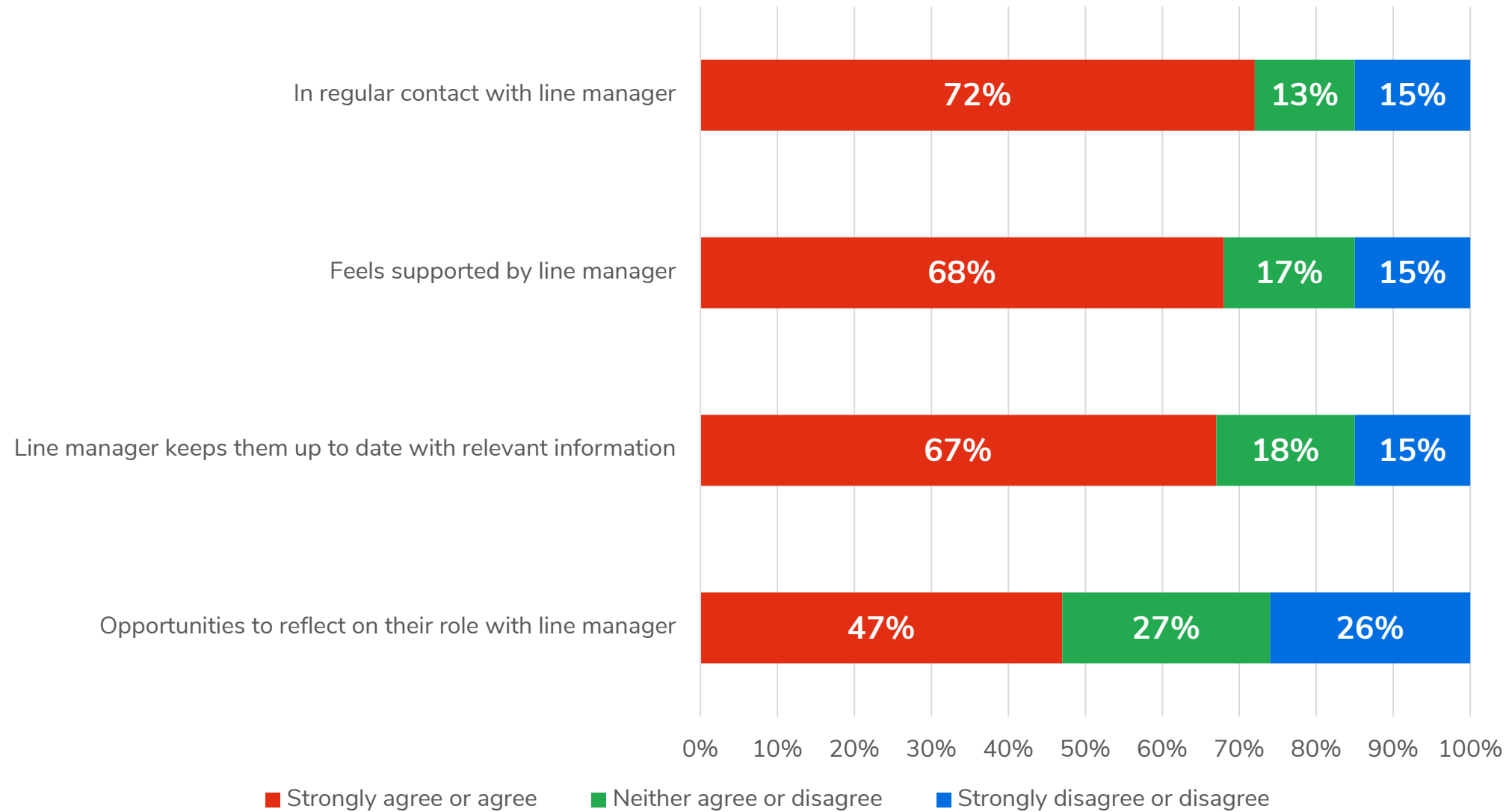


How adult volunteers got in touch to volunteer

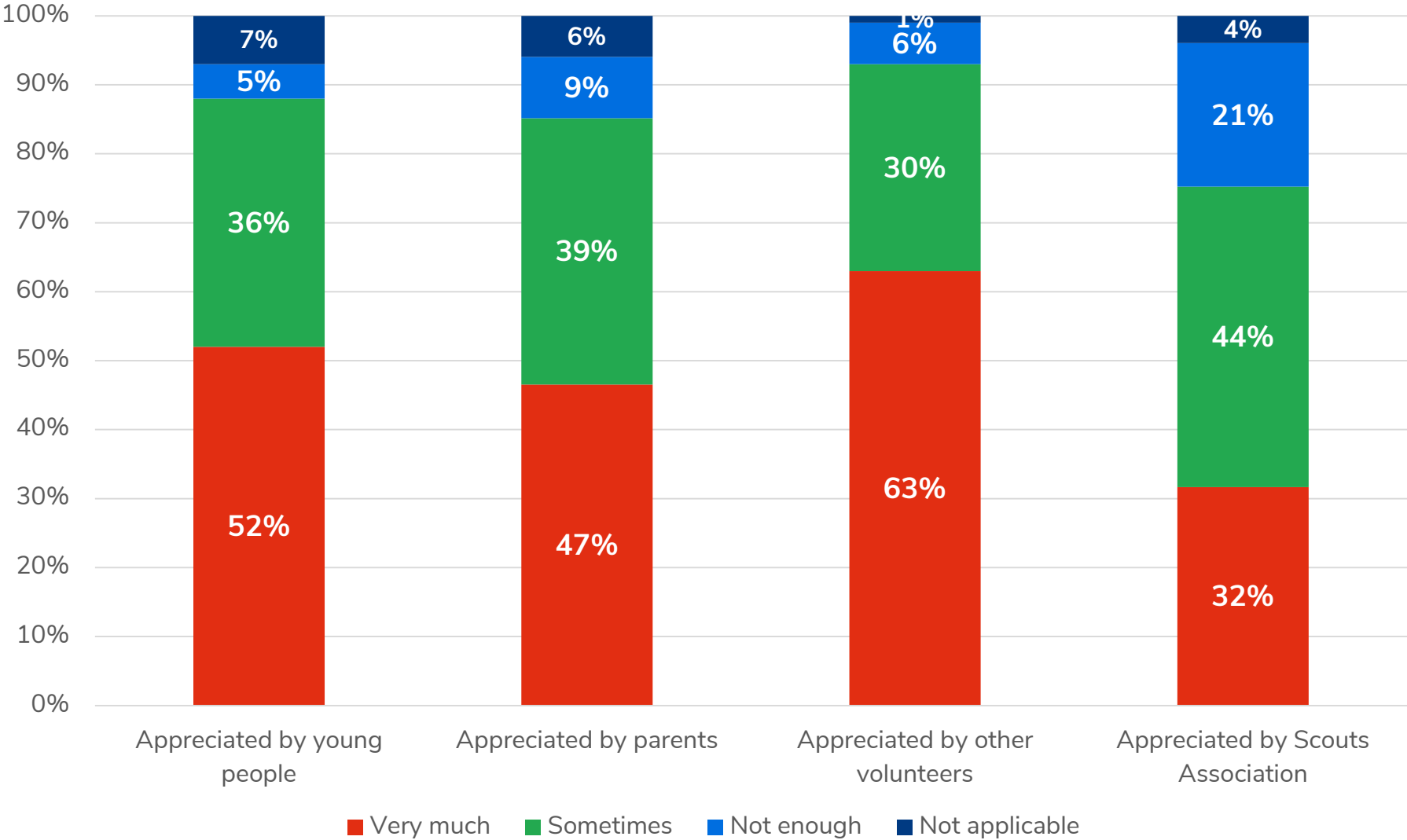


\*No 2019 data available

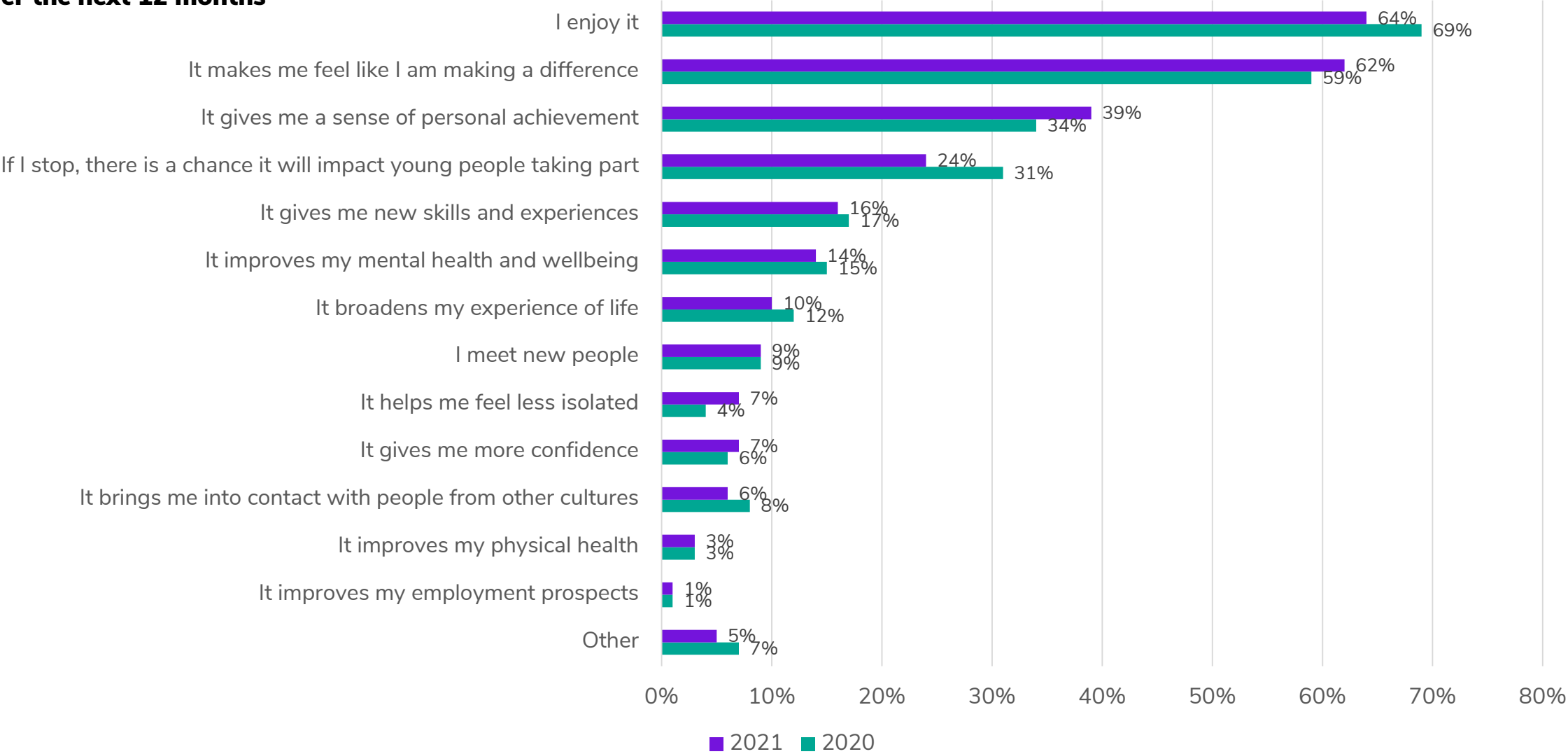
How adult volunteers rate their line manager



The extent to which adult volunteers feel appreciated



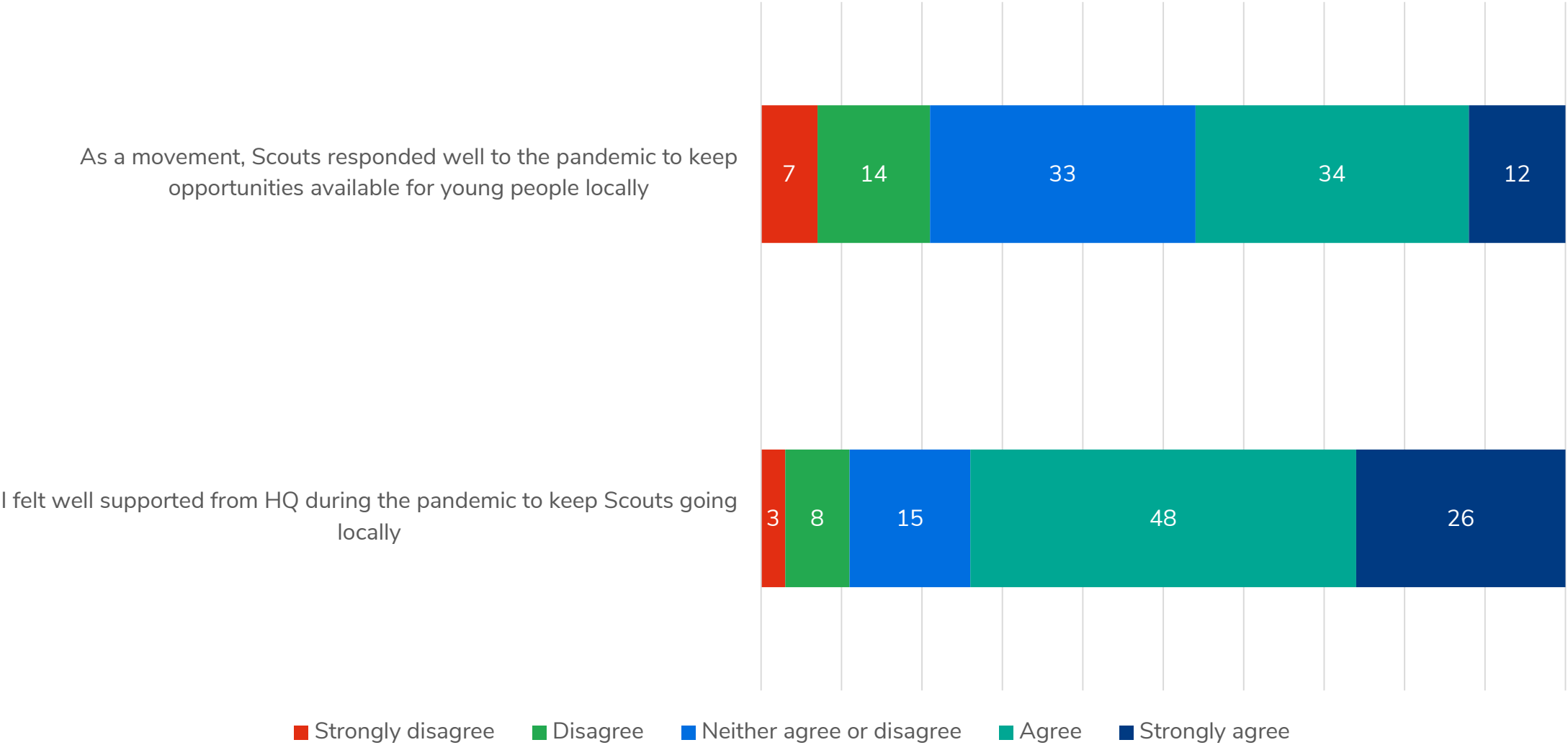
Reasons volunteers give for being very likely to continue volunteering over the next 12 months



**28%** of the parents and carers who took part in the survey told us that they would be likely to volunteer but **just under half** of all the parents and carers said they had never been asked.

# Scouts response to the Covid pandemic

How well did Scouts respond to the challenges of the Covid pandemic?

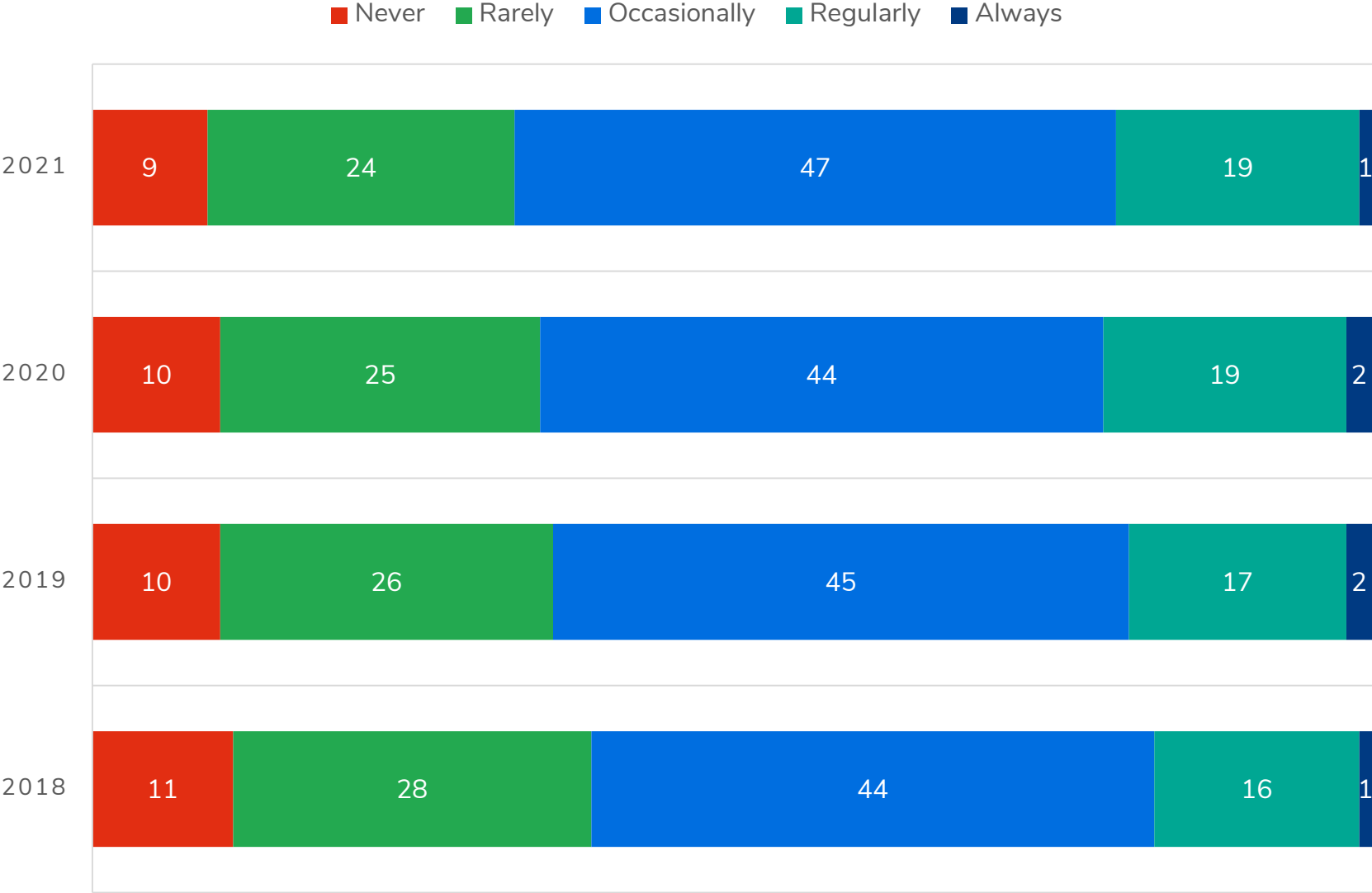


Strongly disagree   Disagree   Neither agree or disagree   Agree   Strongly agree

# Experience of HQ services

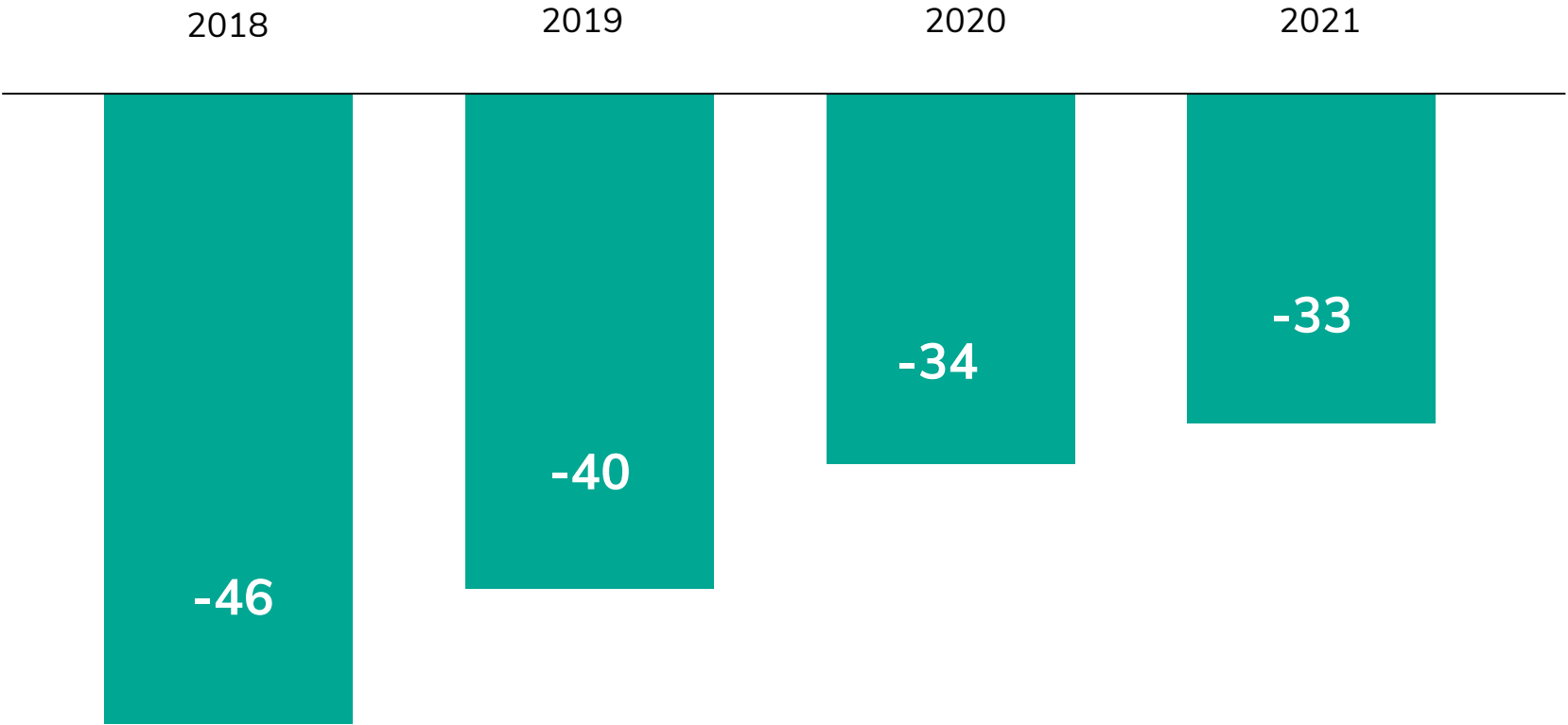


Frequency (%) of section leaders using resources provided by HQ



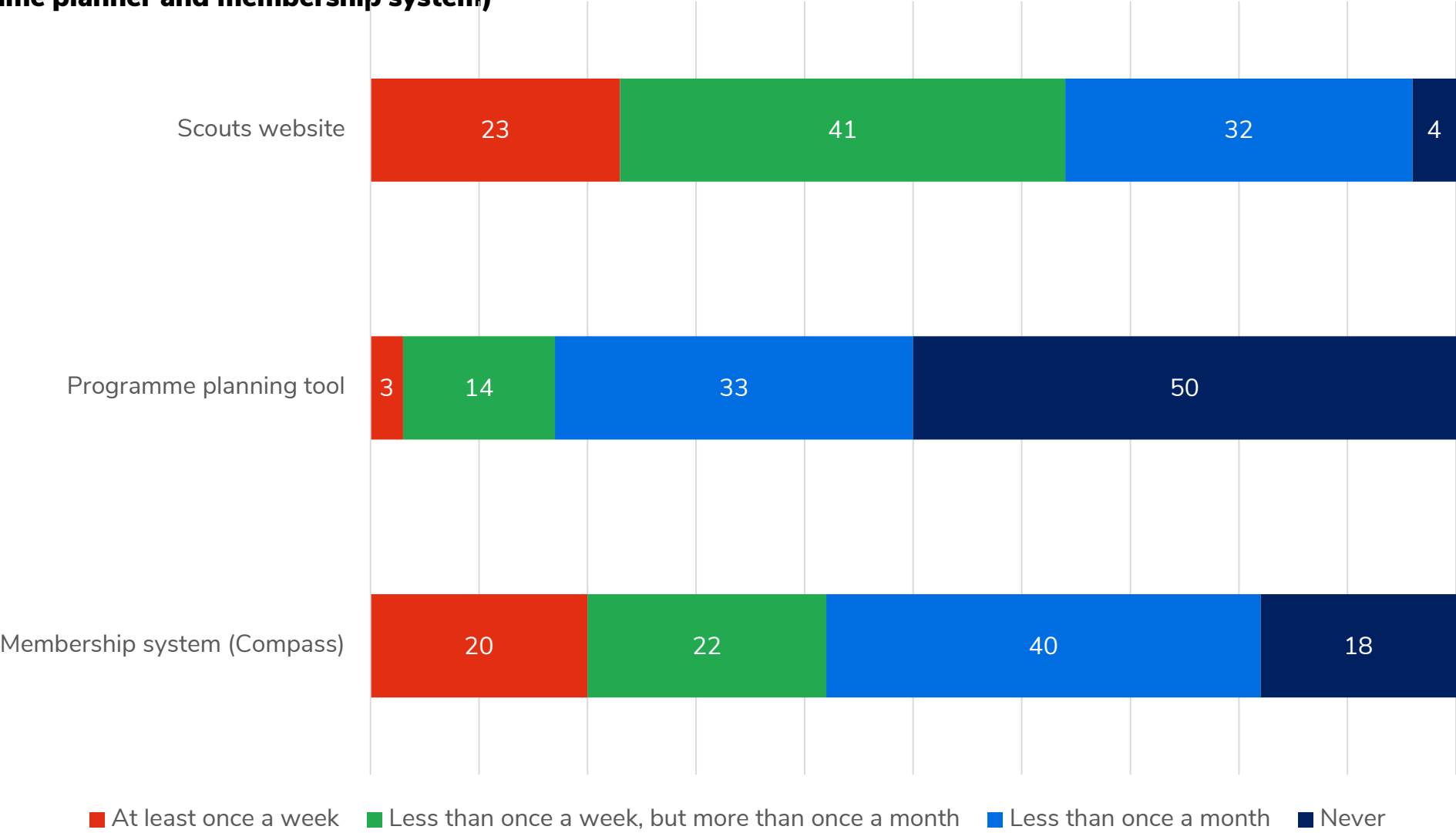
Source: Scout Experience Surveys 2018, 2019, 2020 and 2021. Sample sizes consisted of 4092 section leaders in 2021, 4485 in 2020, 5563 in 2019, and 5836 in 2018.

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



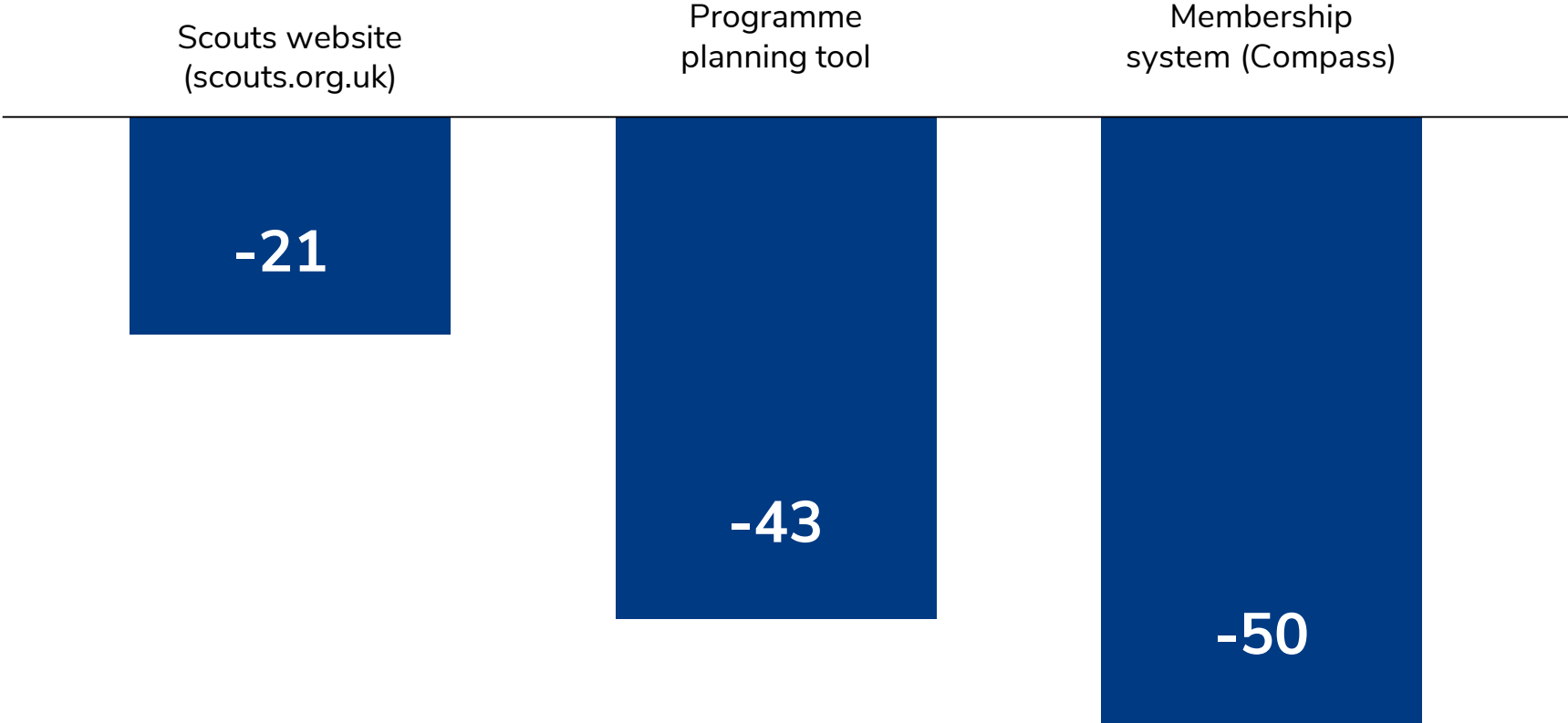
Source: Scout Experience Surveys 2018, 2019, 2020, 2021. Sample sizes = 3714 section leaders in 2021, 4012 in 2020, 4957 in 2019, and 5182 in 2018.

Frequency (%) of section leaders using online tools (website, programme planner and membership system)



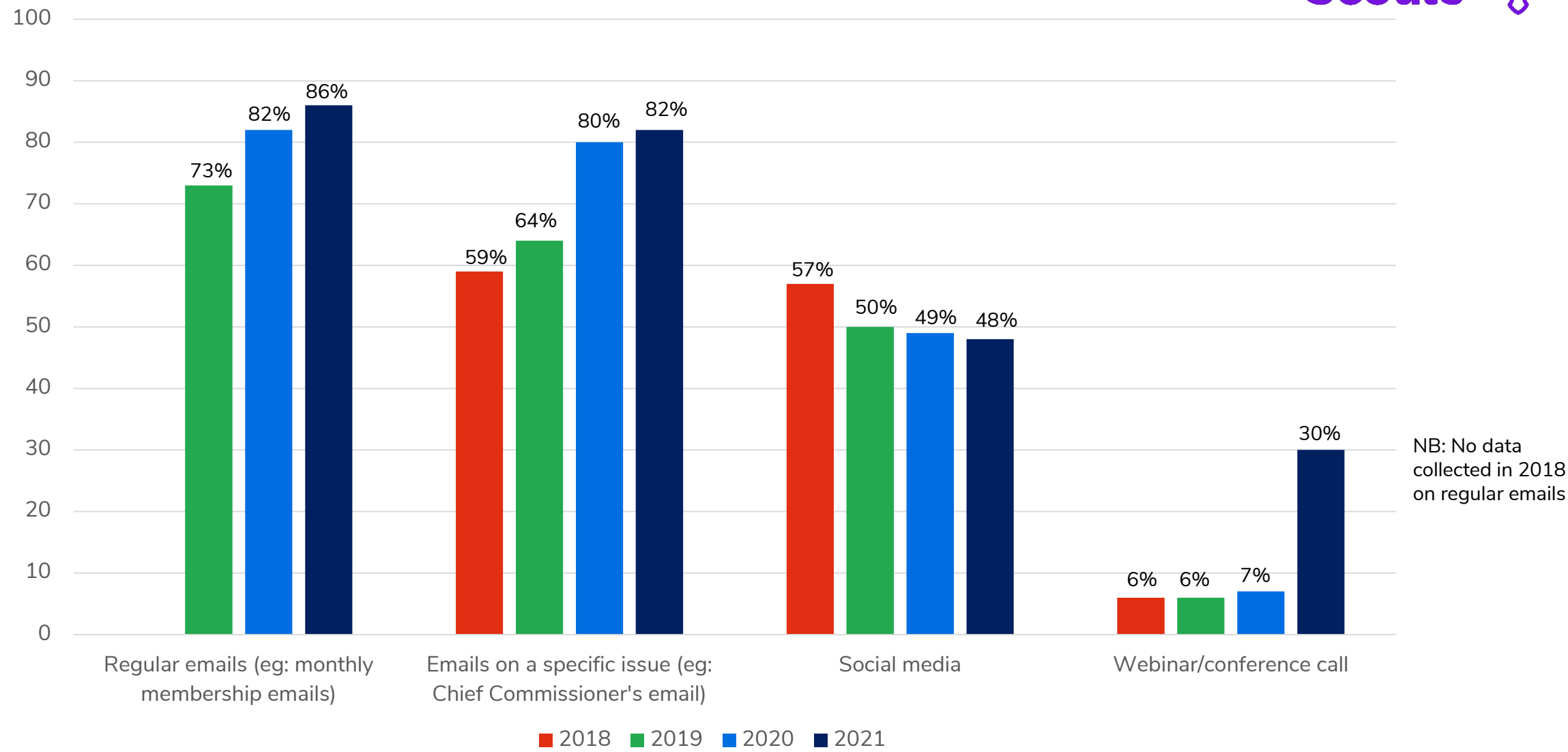
Source: Scout Experience Surveys 2018, 2019, 2020 and 2021. Sample sizes consisted of 4092 section leaders in 2021, 4485 in 2020, 5563 in 2019, and 5836 in 2018.

**Net Promoter Score: Adult volunteers who would recommend Scouts' digital services to another volunteer**



Source: Scout Experience Surveys 2021. Sample sizes for the Scouts website consisted of 6537 adult volunteers, for the programme planning tool 3368 adult volunteers and for the membership system of 5577 adult volunteers

HQ communications read very or fairly often by volunteers



Source: Scout Experience Surveys 2018 to 2021. Sample size in 2018 = 9,396, in 2019 = 9,212, in 2020 = 7,045 and 6920 in 2021

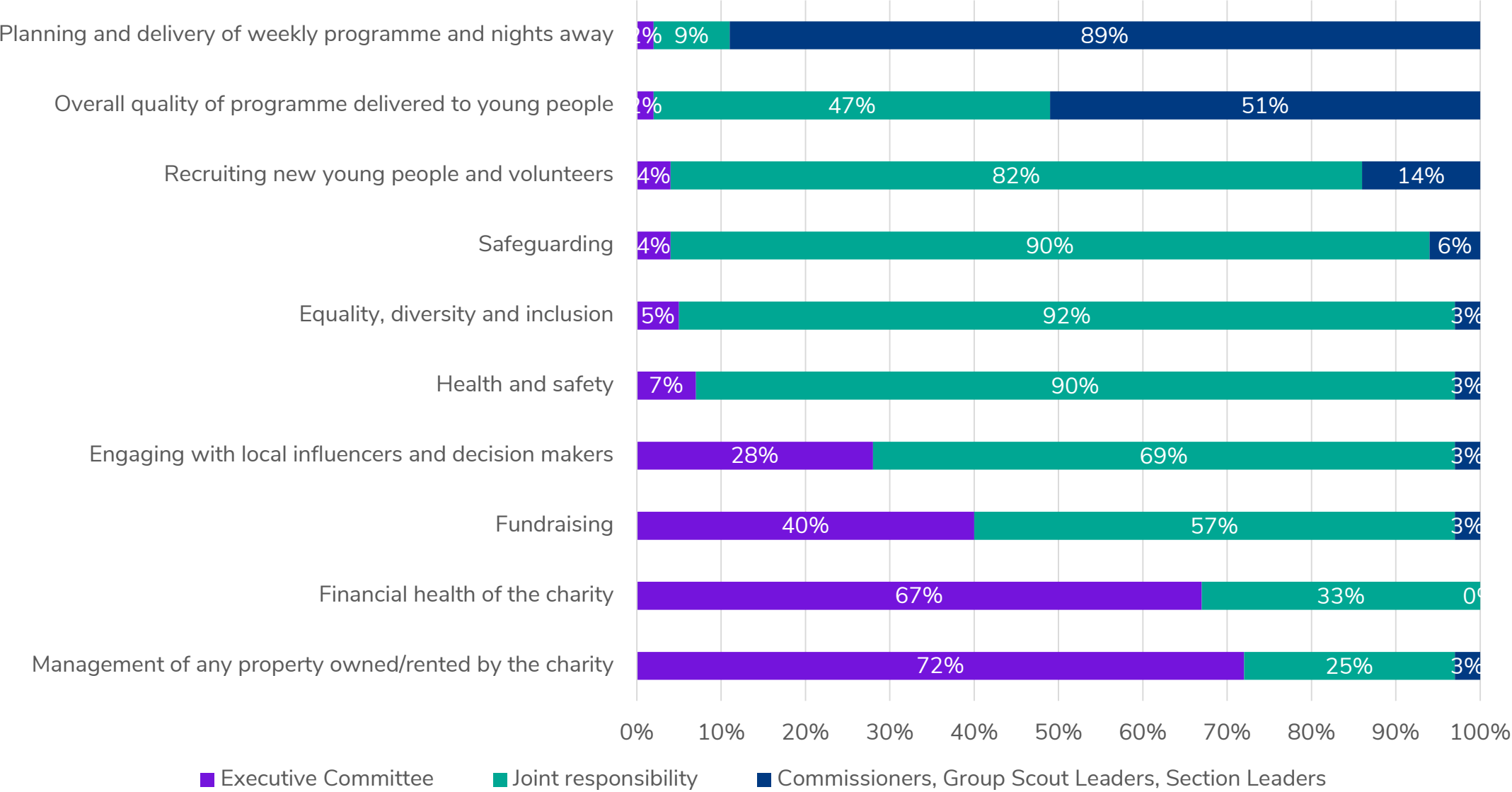
# Governance

**77%** of Executive Committees meet at least once a quarter and another **13%** meet at least once a month.

**93%** 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.

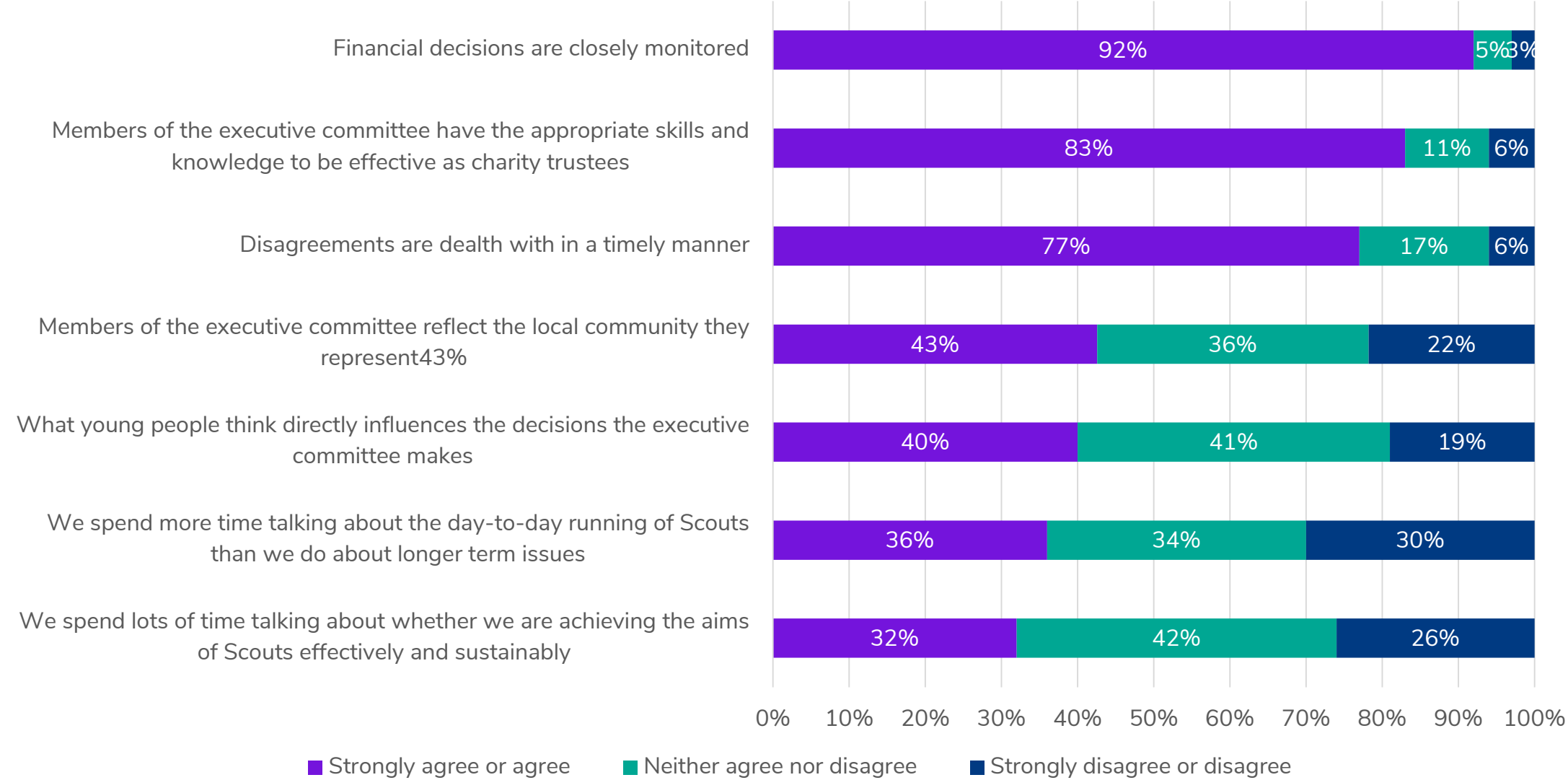
Only **78%** agree that they have had suitable training to perform their role.

Executive Committee members' perception of where responsibility lies

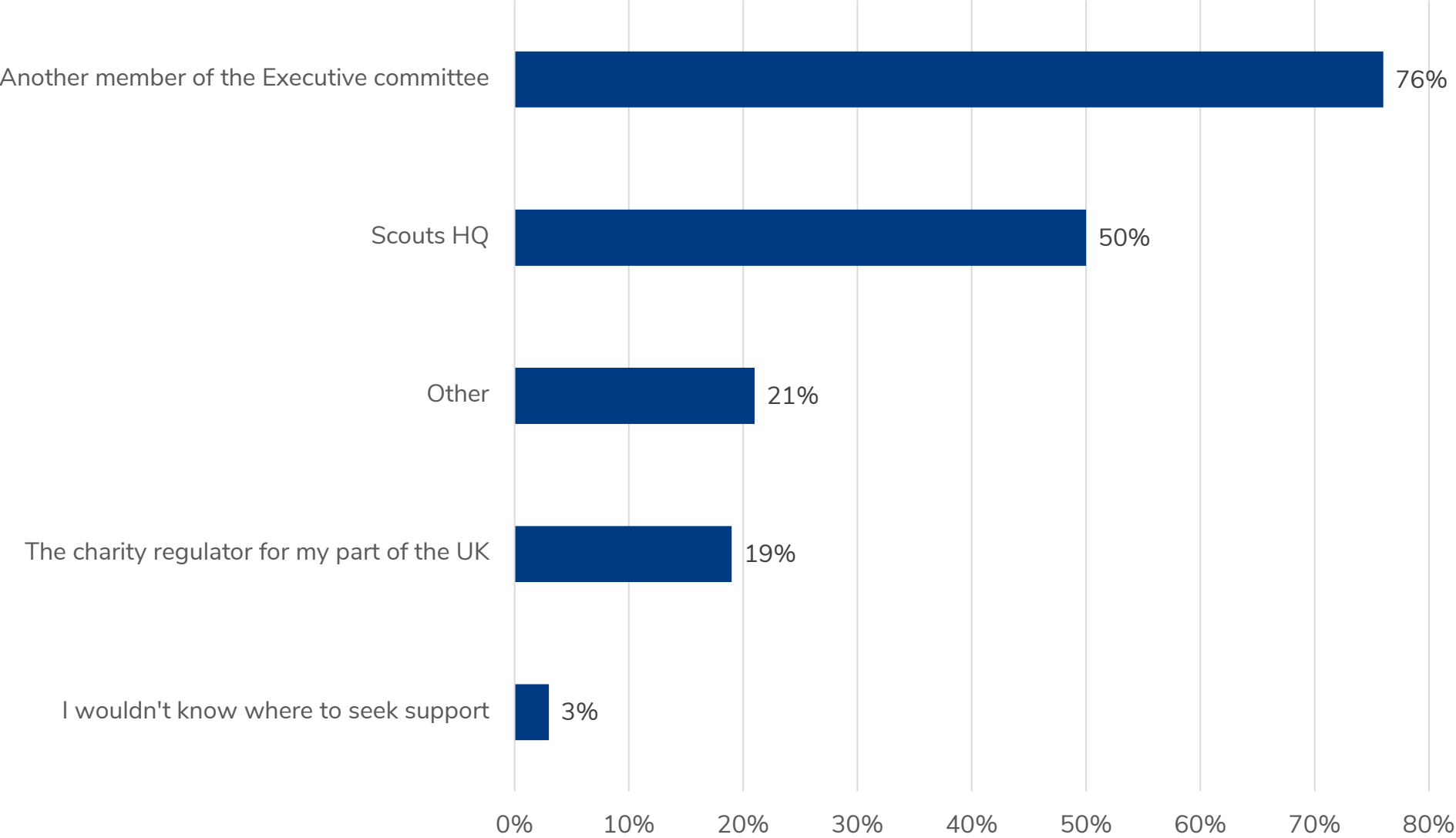




How Executive Committees are run



Sources of support used by Executive Committee members

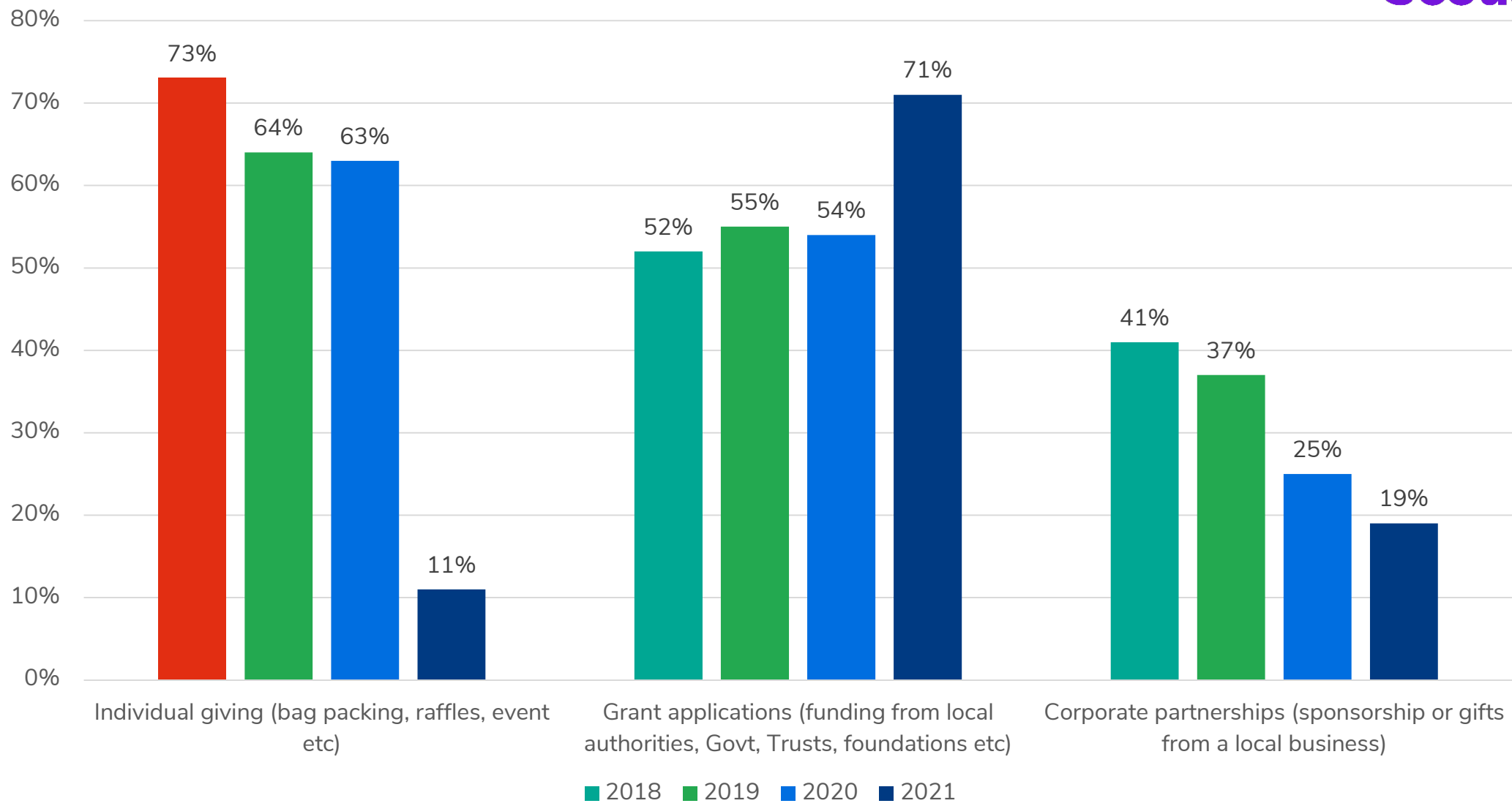


Places Scouts is delivered in were recorded as

- **54%** owned property
- **21%** rented properties
- **25%** using a property owned by someone else free of charge or for minimal payment

**37%** of places were reported as high quality, **44%** satisfactory and **19%** low quality

Fundraising activities in the previous 12 months



Source: Scout Experience Surveys 2018-2021. Sample sizes = 193 in 2018, 219 in 2019, 153 in 2020 and 167 in 2021 Executive Committee treasurers only

And finally...



Look out for the next **Scout Experience Survey**  
in April 2022 and get involved!

More responses = better analysis = better support.

We look forward to hearing your thoughts.

Any questions?

Please contact [Katy.Pearson@scouts.org.uk](mailto:Katy.Pearson@scouts.org.uk)