Volunteer Experience Slides and Speaking Points

Slide	Speaking points
Introduction	
	• Welcome to this session on transforming our volunteer experience.
	• So, what we will cover in this session and what should expect to know by the end? 1) Why we're transforming volunteering and why now 2) The three changes we'll make together over the next 12 months 3) How you can prepare with your teams
Why we're transforming volunteering and why now	
	• *Ground it – lots already good atm, but not for everyone.* • This is one of the biggest changes to the way we volunteer in Scouting for about 50 years, once in a generation change • We're really excited about it – but realise change can be challenging. That's why we need to do it together.

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Trying to get the balance right between the balance of change we know we need to make whilst making sure It's manageable for everyone to deliver
Tie this into things people are saying every day – “We want more volunteers”,
SO, we want to make volunteering at Scouts easier and more fun...

...so that we can attract more volunteers, and our current volunteers want to stay
PEOPLE are at the heart of what we do, and the changes we need to make.
It’s about how they feel – and making sure they feel valued

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Young people are at the heart of everything we do in Scouts
We want to enable more young people to gain skills for life
to do that, we need to recruit more volunteers to help deliver great programmes
and retain those we have by making sure you have

the skills you need to deliver great programme,
feel supported and valued,
and everyone can volunteer in ways that suit them

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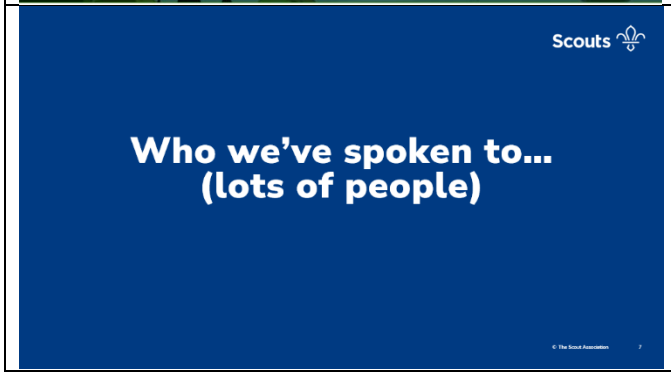
<td> 
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On any great journey, there’s a start
Starting at Summit 17 – this was the start of you and the rest of the movement telling us that these were the changes you wanted.
We took that and spoke to lots of people since 2018 about what this meant for them and how we could make it better
COVID/ pandemic impact and pause – acknowledge this (we restarted work in the background in early 2021.)

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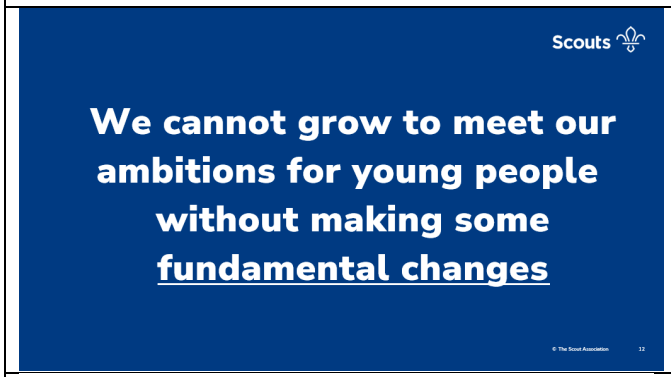
- We have consulted widely - both inside and outside of Scouts.
- What we are presenting represents everyone's views, everyone has had a chance to have their say.
- We know we need to talk to more people than just ourselves if we want to grow in new areas.
- So we have gone out to the public and other volunteer organisations and asked them to help us attract more people.
- Other organisations looks to Scouts as leading in the sector – we have a choice. We can stand still; or we can make a choice here to continue to move forwards, to get better and modernise.

(Focus here is what is going on inside the Scouts)

- We're starting from a strong place - Overwhelmingly, leaders deeply enjoy volunteering for Scouts. Loads of great stuff happening
- But:
  - Everyone wants more volunteers, but some feel helpless and unable to recruit
  - New recruits often overwhelmed and 'scared off'
  - The quality and quantity of support received by volunteers is a lottery
  - Many volunteers feel unappreciated and isolated
  - More could be offered to support volunteers wanting to take a break or rejoin after common life changes
  - Local politics are a big concern and means every group runs differently
  - How they are treated by other adults is the biggest reason people currently stop volunteering with Scouts. So we have to address it.

- **Outside of scouts, the world is changing and so is volunteering. People have less time and want more flexibility.**
- The majority of people are looking for ways to volunteer other than "once a week at this time'.
- This is one of the biggest things we need to address - *at the moment what we are offering as a volunteer experience is unattractive to 70% of potential volunteers.*
- As well as recruitment it's also about retention – and providing an amazing experience so volunteers want to stay with us

	• We currently loose approx 30,000 volunteers every year. So that means recruiting 30,000 more to stand still. Some of that is natural, but we think there are some of those we could keep. Long standing volunteers can feel isolated too so how can we make things flexible for them as well
	• So it's not just about finding more volunteers. We need to think about HOW people want to get involved too • We need more ad hoc volunteering where people can 'help out' rather than sign up for 5 years… • This means we aren't going to grow and keep growing without making some fundamental changes • We need to consider how different communities volunteer - and want to volunteer (e.g. pandemic, community based volunteering.) This is the only way we will diversify our volunteer base.

	• To do this, we need to change our culture, share the workload, and make Scouts easier to understand and navigate.
	• We need to build a culture that is:
	  ○ A welcoming and inclusive culture for everyone
	  ○ Providing consistent, quality support for all. We need to make volunteering feel less like work
	  ○ Digitally enabled, so more time can be spent working directly with young people
	  ○ Has clearer roles, both to us and those looking to join
	  ○ Build stronger teams (with less pressure on individuals)
	  ○ Encourages a learning culture, where we keep improving
	
	• The biggest change that will have the most impact is to the local culture, so that a volunteer on a Wednesday night has a consistently brilliant experience.

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As part of our Skills for Life strategy, one of our key aims is to improve the volunteer experience at Scouts, so that we can attract and retain more volunteers.
Volunteers said we need more, well trained, better supported and motivated adult volunteers and young people, from diverse backgrounds.
80,000 young people want to join Scouts but can’t. We’ve never needed volunteers more
Post pandemic – we have lost both volunteers and young people and these changes will aid our recovery. Furthermore, young people have struggled with mental health and we have the opportunity to change lives AND we need to reach new communities that we aren’t yet in
We want to make sure our volunteers feel valued for everything that they do and most of all, we want them to enjoy their experience at Scouts.

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<td>The 3 changes we’ll make together over the next 12 months</td>
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Focusing on 3 key areas to start with

A warmer welcome for all - focusses on transforming adult recruitment (both attraction and joining.) This is fundamental to helping us grow and diversify
Positive volunteering everyday is about making sure our volunteers continue to love what they do with, and new volunteers find us easy to understand and get involved. At the heart of this is changing our volunteer roles.
And we are making changes to ensure that we provide more engaging learning, which feels relevant, personalised and easy to access.

All of this needs to be supported by easy to use digital tools that help make life simpler and reduce time spent on admin.

Many people use digital tools to help them in so many areas of their everyday life, from talking to their friends and networks, to doing their weekly shop
We want to make sure we equip volunteers with digital tools to help with their Scouting experience

This isn't everything.
It is the foundations we need in place to make the changes we need to our culture.
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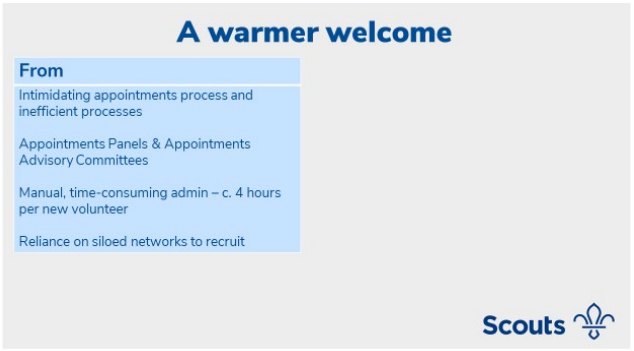
	This is our focus for the next 12 months. LET'S NOW DIG INTO what this will look like
 	• **We want our welcome to be...** warmer, inclusive, transparent and personalised. • It will be led by the new volunteer, and with less admin for everyone. • Let's look at a quote about how it feels to join us now... At the moment: • We know that joining us can feel daunting. We have an intimidating appointments process which can put people off and is time consuming for those supporting it locally, with inefficient tools and processes. • We also know we are reliant on our existing networks for new volunteers – parents, ex-members, ex-volunteers – and often our current volunteers! • And we know we want more volunteers and that people need help with doing this.
	This quote shows how we want a volunteer to feel about our Welcome... So, we're going to: • Replace the appointments process with a new welcome process • This includes removing Appointment Panels meaning we'll also no longer need AACs.

- Instead, a new volunteer will have a welcome conversation with someone in the place they volunteer. This will be with someone from the Group AND the District. Still safe – but less intimidating
- This will enable quality conversations and make opportunities more visible. Demistify Scouts and remove jargon.
- We'll build on our strengths – using our passionate people to reach out and to welcome those that join
- This will include using new volunteer development teams in Districts and Counties to lead in supporting our welcome, and dealing with challenges when they arise
- This will be underpinned by new digital recruitment tools to support new volunteers and those recruiting them. For example, automating reference checks.
- A joining process that is supported by digital tools and a supportive team will make things quicker and easier for everyone.
- As the new welcome will be led by the new volunteer, it will be easier for them to track and understand where they are in their journey.
- And the aim is to try and reduce admin time for someone inducting a new volunteer from 4 hours to around 1.
- We'll work together to make sure that a new volunteer has a buddy through their induction – helping people to feel supported from the start and know where to get help.

As volunteers, it's also really important that we have the skills and knowledge we need to deliver great programmes to young people.

This means that learning needs to be useful, easy to access and track and a good use of time for everyone.

So what does it feel like to do our current training? (READ QUOTE)

At the moment:

- Our training scheme can often feel **overwhelming** for new volunteers,
- with so much to do and often **not a clear idea of where to start**.
- It can be **hard to access** learning
- With our current digital learning often hard to find, varied in quality and hard to dip in and out;
- and local courses can be really varied too - some are absolutely brilliant but we know this isn't the same across the board
- and it can often be hard for volunteers to find **more time to attend**.
- It's also hard to find **enough Training Advisers** to support learners,
- which means that **validation is often delayed** and can be **frustrating** for the learner
- At the moment nearly every volunteer role has to undertake a **wood badge** – this can take up to **3 years** to complete, when we know the average length of time someone volunteers with us is **2 years**...

- As you've told us, supporting the **administration of learning takes a lot of time**;
- with tracking and chasing learning **compliance** is really time consuming.

SO, how do we want it to feel?
READ QUOTE

So we're going to move from **training to learning**.

- This means **recognising that lots of things we do** in Scouts are part of our learning – not just what we do on a training course.
- This should all count and be **recognised**.
- We'll **make it clear what you need to learn**
- and **celebrate** when you achieve things

To do this, we're **redesigning our current adult training scheme**.

- This means we will
    - introduce **new core learning for everyone**, replacing Getting Started. This will covering the basics we need to get going.
    - There'll also be some essential learning **specific for your role and team**
    - Core learning will have **assessment built in,** so you can track and assess as you go (and there's no need for validation)
    - There will also be more **optional learning** that you can access when you need it
    - and **the Wood Badge will move to being optional and open to all,** with new content.
    - This is part of making learning less about chasing and more about what you need to know, when you need it.

- To support this, we'll move to learning that is **digital led but no digital only**
    - For some things, like sharing **practical skills**, we know that we need to **bring people together for**.

	○ And we know it's really important to **learn from each other** and have time to connect and build support **networks** – which people really value. ○ But we also know that for the **core learning you need to get going**, ○ It needs to be **easy to access whenever and wherever** a volunteer wants ○ To do this, the **new digital tools will support learning** ○ This means all learning will be in one place, and easy to find. ○ We will of course make sure that everyone can **access learning**, whatever their access needs. And we'll make sure you have the support in place to do that. ○ It also means we can build **simpler reporting and management** – with everything in the same place. ○ This will make it easier to **track and monitor learning** - including learning **compliance** and other key data. • As part of this, we'll also change **how we support learning**: • Lots of the current **administrative burden will be replaced** by the digital tool • And we want to **focus volunteer time** on giving a **better experience** of learning • including more help with how to access it and support in making sure it is **accessible** to everyone • **This means that training teams in their current form will change**. • In the future, it will be simple for team leaders and volunteer development teams to take on. • We know that learning is **big.** • And **all learning won't change at once – this will take some time**. • We will introduce the new **digital tools** and change **core learning** first in a years' time. This will replace getting started. • Then other changes will follow over the **next couple of years**. ○ *2024 = wider learning and wood badge changes;* ○ *2025 = specific learning for mangers and trustees* • This means there will be a **period of transition**.

	• During this, we'll repurpose our current wood badge learning to support volunteers. • We'll make sure there is **clear support and guidance** so we can do this together.
	Volunteering should feel positive to everyone, everywhere, everyday. This is about what we do, how we interact and how we treat each other. This will involve making changes to how we volunteer to make sure it is manageable and reflects the time people want to give. Let's look at a quote about how it feels to volunteer with us now...
	At the moment: • We have too many roles, which can be unmanageable, fixed and too often feel like work. • They can be hard to understand and expectations when someone joins or changes role are often unclear. They can put people off from joining. We have all heard people say "I couldn't do what you do". • We have a small number of people (some in the room) with lots of responsibility (and stress) placed on them. This can often make volunteering tip into feeling like work.

Let's look at how we want a volunteers to feel everyday…

So what we're going to do is:

- Move to team based volunteering. Teams allow people to share skills and delegate, whilst allowing for individual interests, abilities and flexibility as well as avoiding duplication.
- Team help us in being able to flex and offer different levels of commitment and time to suit different needs.
- Every team will have a: clear purpose; clear outcomes; and a mixture of tasks for the whole team. Teams will be able to choose who takes on which tasks.
- Every team has a Team leader, which could be shared, and team members. The numbers in each team will vary.
- Some named roles will be retained, where these serve a clear purpose and make it easier to identify the person and share information, for example a Chair or Treasurer.
- We already know from local success stories that people achieve more in teams.
- For example, at the moment in a Section we have Section Leaders, Assistant Section Leaders, Section Assistants, Occasional Helpers, Young Leaders….
- This can, and does, feel really confusing to volunteers and often creates lots of overlap of effort or duplication of responsibilities.
- Instead, we will move to a Section Team, with a Section Team Leader and a number of Section Leaders and Young Leaders.

	• It will also include changing the Commissioner role title. This is part of re-imagining leadership roles and making them more attractive and easier to share. • We need what we call our roles to be more understandable both to those inside and outside of Scouts, so that people understand what we do and want to join us. • Options are being explored at the moment for alternatives to the Commissioners title, we have been listening to people inside and outside of Scouts on this topic. • The two options that are strongest contenders based on feedback so far are Team Leader and Volunteer Lead, although we're also continuing to consider other options. • The conversation about what we replace these role titles with will continue after Basecamp and we definitely want to hear from you on it. Keep an eye out on how to do so. • We want to create a clear Culture of volunteering, making our commitment clear from the start and holding ourselves and others to it. • We need to ensure we treat each other well, enable people to bring different skills and to have fun! We need to avoid burn out and volunteering with the Scouts should feel manageable. • This should all lead to the delivery of great programme for our young people.
	One of the things that has stopped us from being able to make some of the changes we need to our volunteer experience in the past has been the constraints of our current membership system.

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<td>So one of the things we are doing to underpin the wider changes we'll talk through next is to introduce a new membership system to replace the things we currently do through Compass, and give us other new tools to support things like welcome and learning.

Our new membership system will provide
• A joined-up experience through a single scouts.org.uk login
• Specialist functionality for Welcome, Membership and Learning
• Easy to use and mobile friendly
• Fewer steps and less administration

How we're getting there
• Hundreds of volunteers are helping to test (thank you!)
• Essentials from day one. More features added over time</td>
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<td>How you can prepare with your teams</td>
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<td>When will these things change and start to be introduced?</td>
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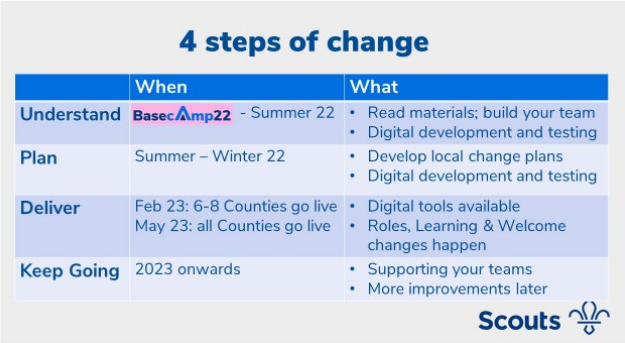
<td> 
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<td>For the vast majority, we're not expecting anything to change for the next year; and there'll be plenty of planning and support to help you to prepare.

To help us all in making it happen, we can split the change into 4 phases: Understand, Plan, Deliver and Keep Going

Right now we're in the 'understand' phase. Focus on getting to understand the changes that you will be invovled in and building the team you need to help support this locally.

In the summer we'll move into 'Plan'. Time to start developing your change plans locally (with tools and support) and talking to people about what will be coming and what this will mean for them. We'll be developing the digital systems and tools and testing these out with groups of volunteers.

From early 2023 we'll move to delivery – but this will be in two phases, recognising that we need to try things out first to make sure we've got them right, as well as give enough time for everyone to be ready locally. We'll work with 10% of counties/areas/regions to be in this pilot group in Feb, and then everyone else in May.

After that it's about keeping going – supporting your teams on the ground where they need it, and providing feedback so we can make continuous improvements. We'll start to work on other areas to improve, like continuing to update learning and looking at other tools to improve our ongoing volunteer experience like reviews, awards and other support.</td>
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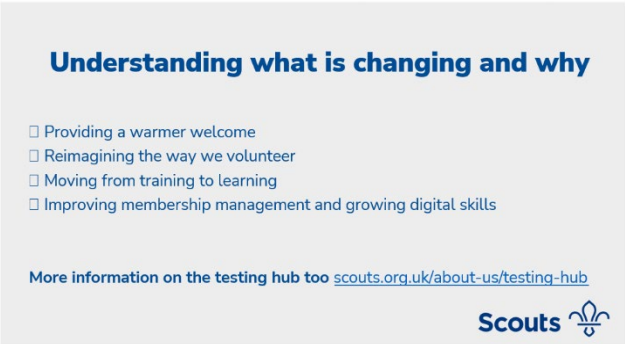
<td> 
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<td>Take time to digest and understand what will be changing.

And keep doing what you're doing now (KEY.) Don't stop providing great support to volunteers and young people

You can also find out more and feedback on the testing hub.</td>
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