

TSA Data & Insights Team

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Scout Experience Survey 2022

Results Summary



Welcome

The Scout Experience Survey (SES) is an annual survey we conduct to understand the attitudes, thoughts and experiences of our membership. We invite adult volunteers, parents/carers of young people and young people over 10 to take part and share their feedback about Scouts.

The SES is a crucial method for us to measure the impact that Scouts has on people and the community, which helps us make better decisions about how we grow Scouts and provide more young people with Skills for Life.

Report Overview

- **Survey Participants Overview** (slides 4 - 7)
- **Satisfaction** (slides 8 - 9)
- **Youth Shaped** (slides 10 - 11)
- **Community Impact** (slides 12 - 13)
- **Youth Outcomes** (slides 14 - 15)
- **Volunteer Experience** (slides 16 - 22)
- **Youth Experience** (slides 23 - 27)
- **Cost of Scouts** (slides 28 - 30)

Who took part?

10,739 people took part in the survey:



8,582

Adult Volunteers*



1,336

Young People in Scouts
aged 10-17**

(404 age 10-12, 932 age 13-17***)



798

Parents/Carers of young
people in Scouts



23

Network Members****

* Survey sample represents 6.2% of total adult volunteer population from 2022 Census

** Survey sample represents 0.8% of youth population aged 10-17

*** 932 young people aged 13-17 took part in the survey, however only 594 answered outcome questions

**** Survey sample represents 0.3% of Network population from 2022 Census

Adult Volunteer Participants

| Role Type | No. Participants |
|---|------------------|
| Section Leader, Assistant Section Leader or Section Assistant | 4518 |
| Group Scout Leader | 983 |
| Executive Committees | 760 |
| District Commissioner | 201 |
| County/Area/Regional (Scotland) Commissioner | 48 |
| Country or UK role | 45 |
| Group Occasional Helper | 138 |
| Other | 1069 |
| Role not provided | 650 |



51% were Male, **48%** were Female, **10%** preferred not to disclose their gender



96% White, **< 1%** Black, **1%** Asian, **1%** Mixed, **< 1%** Other, **2%** Prefer not to say

ONS Census 2021: 82% White, 4% Black, 9% Asian, 3% Mixed, 2% Other,



33% No Religion, **61%** Christian, **< 1%** Buddhist, **< 1%** Hindu, **< 1%** Jewish, **< 1%** Muslim, **< 1%** Sikh, **1%** Other, **3%** Prefer not to say

ONS Census 2021: 37% No Religion, 46% Christian, < 1% Buddhist, 2% Hindu, < 1% Jewish, 7% Muslim, 1% Sikh, < 1% Other, 6% not answered



27% have a Disability, **70%** do not have a Disability, **3%** prefer not to disclose

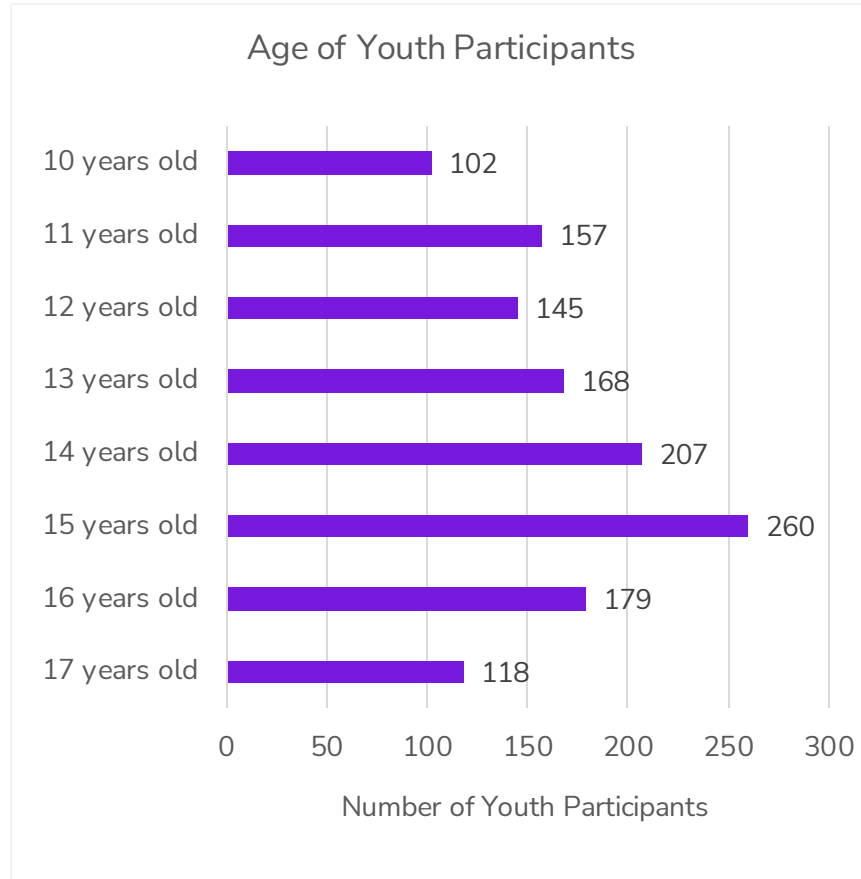
ONS Census 2021: 18% have a Disability, 82% do not have a Disability



88% Heterosexual or Straight, **3%** Gay or Lesbian, **3%** Bisexual, **1%** Self-describe, **6%** Prefer not to say

ONS Census 2021: 89% Heterosexual or Straight, 2% Gay or Lesbian, 1% Bisexual, < 1% All other sexual orientations, 7% Not answered

Youth Participants



53% were Male, **40%** were Female, **7%** other or preferred not to disclose their gender



93% White, **< 1%** Black, **2%** Asian, **4%** Mixed, **< 1%** Other, **1%** Prefer not to say

ONS Census 2021: **82%** White, **4%** Black, **9%** Asian, **3%** Mixed, **2%** Other,



67% No Religion, **27%** Christian, **< 1%** Buddhist, **1%** Hindu, **< 1%** Jewish, **1%** Muslim, **< 1%** Sikh, **1%** Other, **3%** Prefer not to say

ONS Census 2021: **37%** No Religion, **46%** Christian, **< 1%** Buddhist, **2%** Hindu, **< 1%** Jewish, **7%** Muslim, **1%** Sikh, **< 1%** Other, **6%** not answered



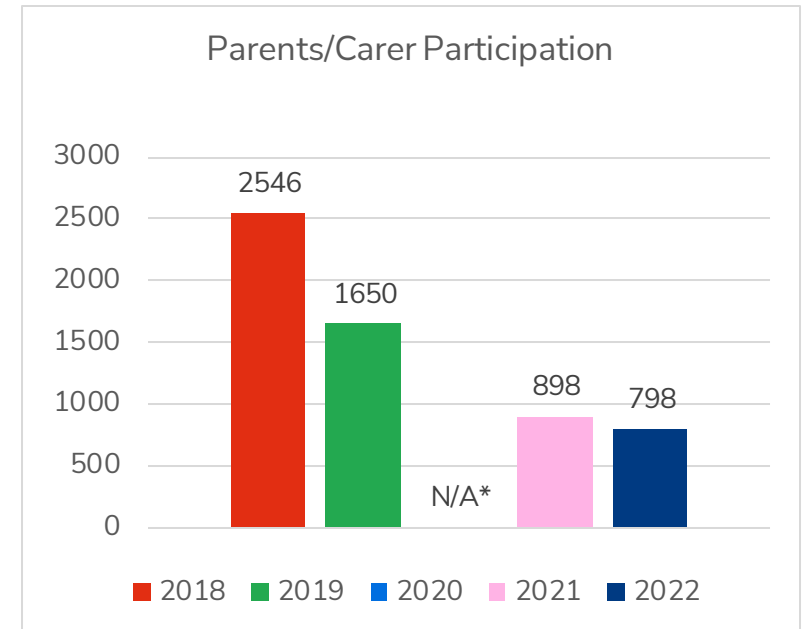
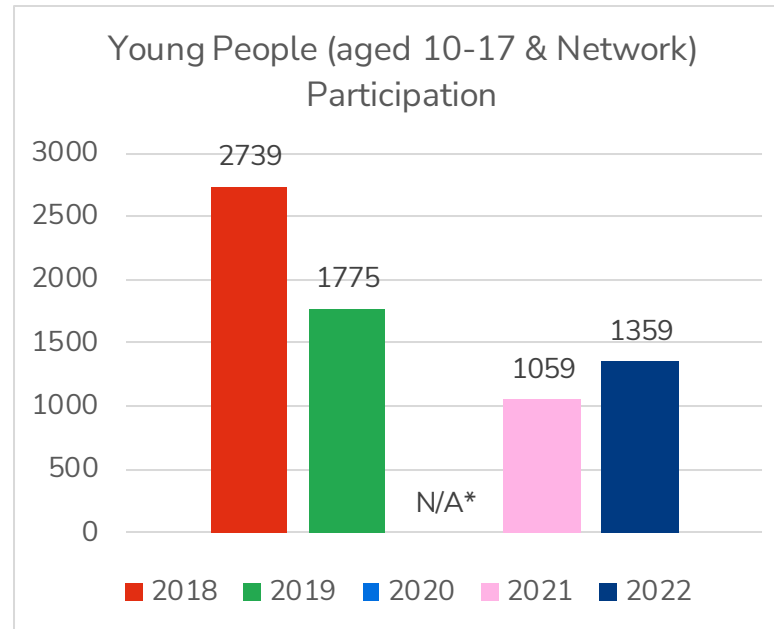
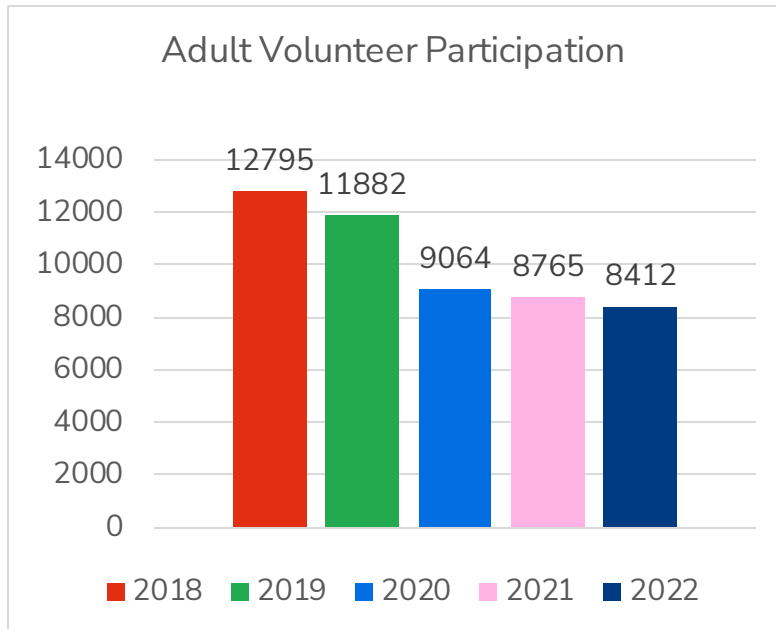
16% have a Disability, **77%** do not have a Disability, **7%** prefer not to disclose

ONS Census 2021: **18%** have a Disability, **82%** do not have a Disability

Survey engagement over time



Participation in the SES has declined each year since 2018 for parent and volunteer audiences. There is also lower participation for youth audiences compared with 2018, however compared with 2021 there was an increase in participation from young people. Because the survey is conducted with independent samples of participants each year, the results should be viewed as general trends rather than longitudinal results.



* In 2020 the survey was not administered to young people or parents/carers

Satisfaction

Scouts 

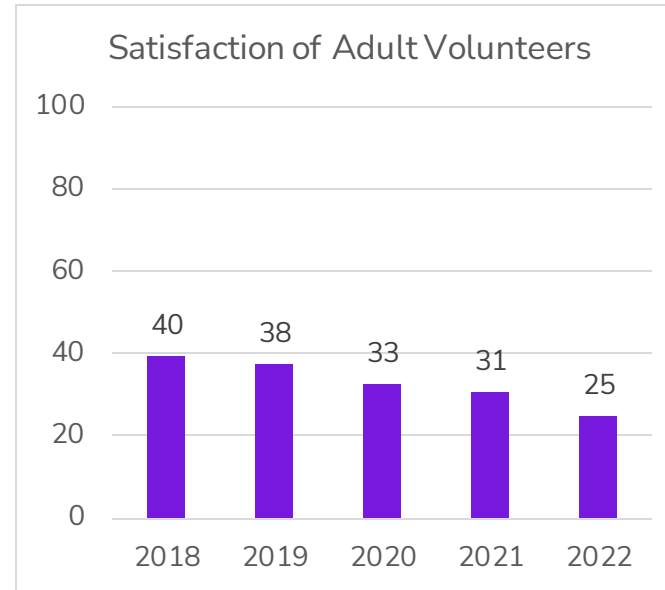
Satisfaction

Since 2018 there has been a slight decline in satisfaction amongst the adult volunteers and parents/carers surveyed.

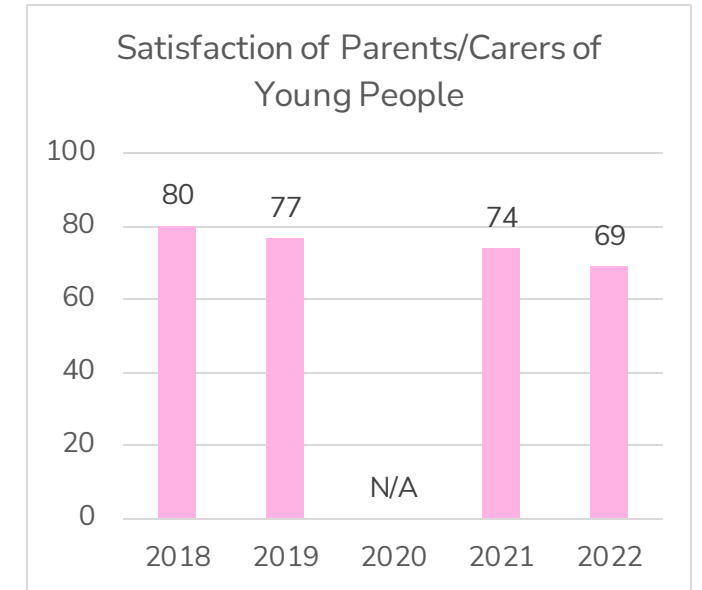
Satisfaction for the young people surveyed has remained mostly consistent over the years, with a slight increase for those aged 13-17 in 2022.

Results for volunteers and young people are considered "good", and for parents/carers considered "excellent".

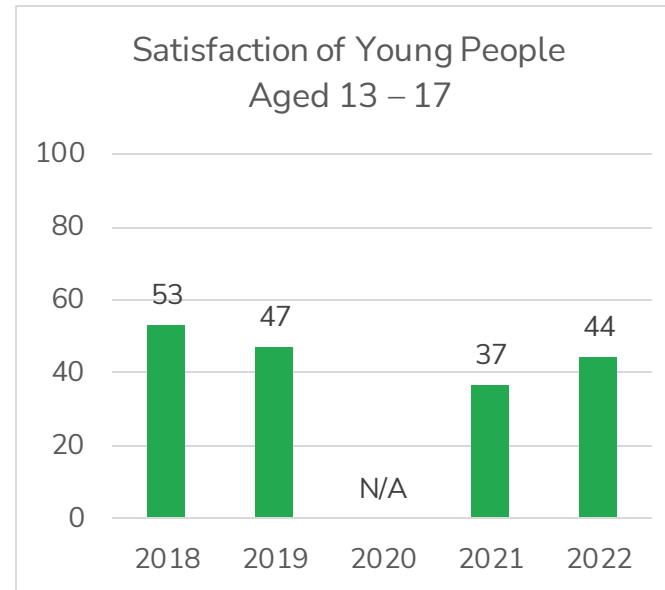
See questions RQ#19, RQ#20 from full reports for more detail



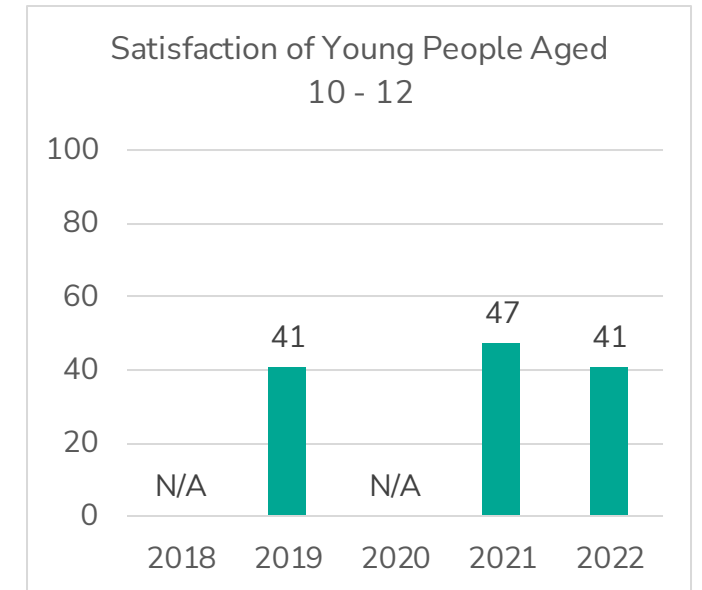
Sample sizes: n = 6,966 adult volunteers



Sample sizes: n = 626 parents/carers



Sample sizes: n = 536 young people aged 13-17



Sample sizes: n = 302 young people aged 10-12

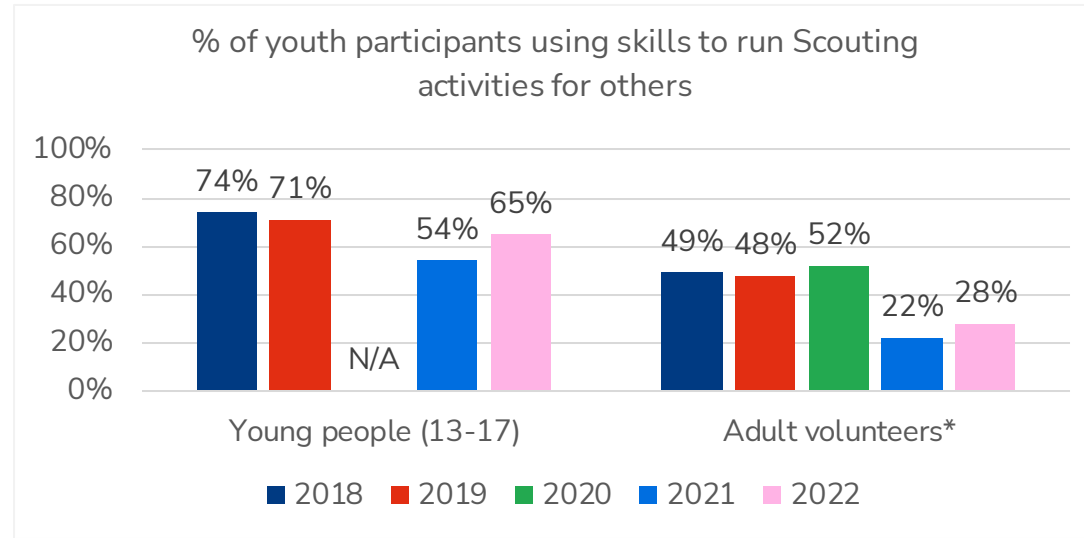
Youth Shaped

Scouts 

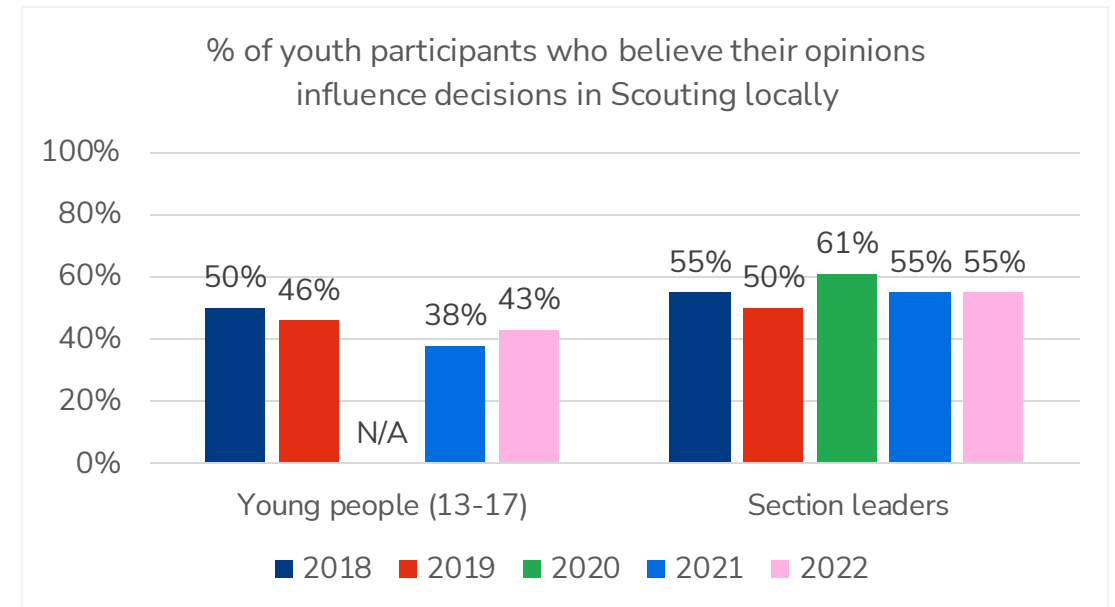
Youth Shaped

In 2022, the young people (n = 587) and volunteers (n = 3,980) surveyed report an increase in young people using their skills to run activities compared to 2021, however this has declined since 2018.

Around half of the volunteers and young people surveyed report that young peoples' decisions influence what happen locally. For both young people and volunteers these results have remained similar since 2018.



Sample sizes: n = 587 young people aged 13 – 17, n = 3,980 adult volunteers



Sample sizes: n = 587 young people aged 13 – 17, n = 3,978 section leaders

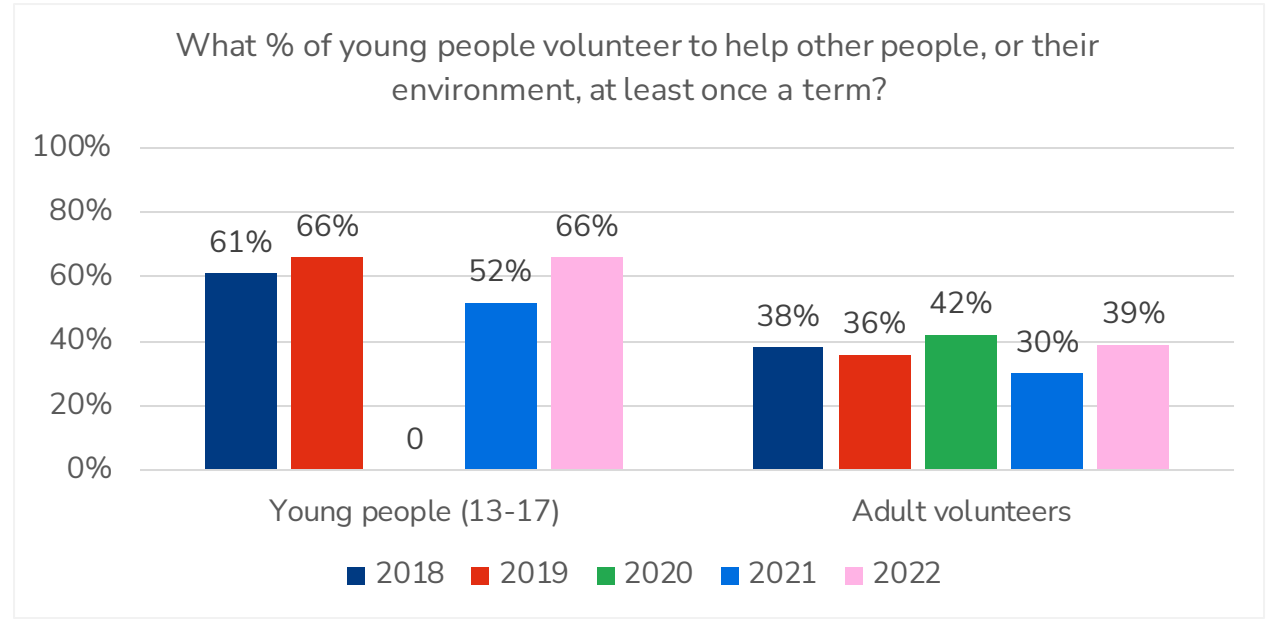
Community Impact



Community Impact

In 2022 there has been an increase in young people (n = 593) and volunteers (n = 4,000) reporting that young people are volunteering in their community.

There is a large discrepancy between the results of the young people and volunteers surveyed, however both audiences' views follow the same trend over the years.



| Year | Young people (13-17) | Adult volunteers |
|------|----------------------|------------------|
| 2018 | 16 times per year | 3 times per year |
| 2019 | 22 times per year | 3 times per year |
| 2020 | Not measured | 4 times per year |
| 2021 | 13 times per year | 3 times per year |
| 2022 | 20 times per year | 3 times per year |

Sample sizes: n = 593 young people aged 13 – 17, n = 4,000 adult volunteers

Youth Outcomes

(Theory of Change)



Youth Outcomes

594 young people who completed the survey answered questions about outcomes relating to Wellbeing, Adventure, Skills for Life, Wellbeing, Leadership, Citizenship and Connectedness.

Compared with 2021, there have been significant increases in young people reporting to be happy, have increased perseverance & grit, and contributing to their community.

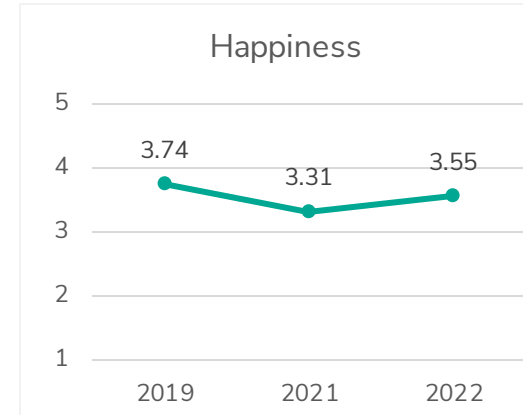
There has, however, been a significant drop in young peoples' problem solving skills in 2022 compared with 2021.

There were no other statistically significant changes in youth outcomes compared with 2021.

Happiness

+ 6%

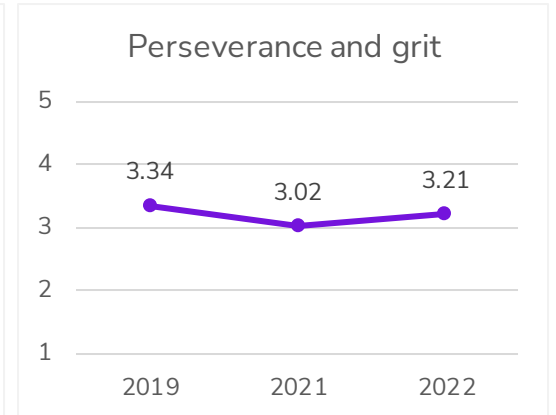
Since 2021



Perseverance

+ 5%

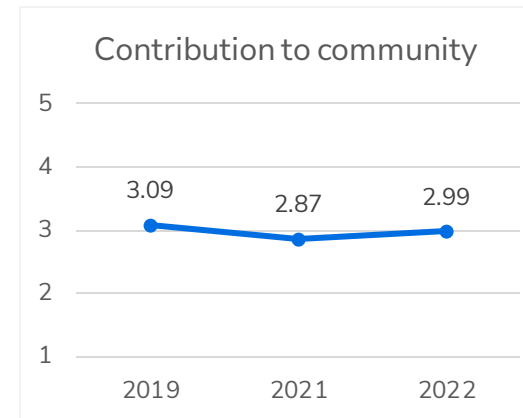
Since 2021



Community

+ 4%

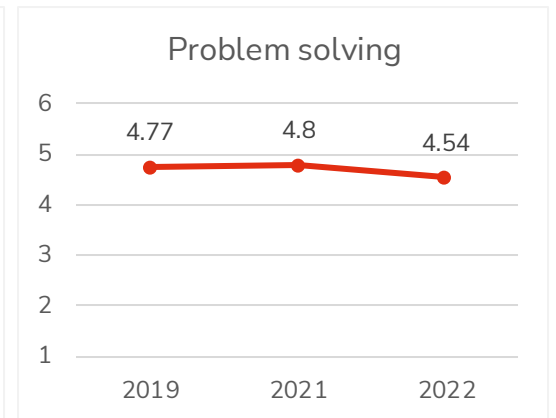
Since 2021



Problem Solving

- 5%

Since 2021



Sample sizes: n = 594 young people aged 10 – 17

Volunteer Experience



Volunteer Continuation

The majority of volunteers surveyed (n = 6,815) report they are likely to continue volunteering with Scouts over the coming year.

The top reasons given for wanting to continue are that they enjoy volunteering, it feels like they're making a difference, and it gives them a sense of achievement.



89%

of volunteers intend to continue volunteering with Scouts over the next year
(based on 6,815 responses)



62%

of volunteers want to continue because they enjoy the experience
(based on 5,538 responses)



60%

of volunteers want to continue because they feel they are making a difference
(based on 5,538 responses)

Volunteers Leaving

6% of the volunteers surveyed report that they are unlikely to continue volunteering over the next year.

The top reasons these volunteers (n = 158) give for wanting to leave were feeling stressed, not having enough time, not enjoying the experience, being unhappy with the management of volunteering, and how other volunteers behave/treat each other.

Volunteer participants (n = 7,746) reported spending an average of 16 hours per month volunteering. This is double the amount found by the NCVO Time Well Spent survey conducted with other charities.

6%

volunteers plan to stop volunteering with Scouts in the next 12 months

(based on 6,815 responses)

15%

decrease in volunteer satisfaction since 2018

(based on 6,966 responses)

x2

hours volunteered by volunteers in Scouts compared with NCVO

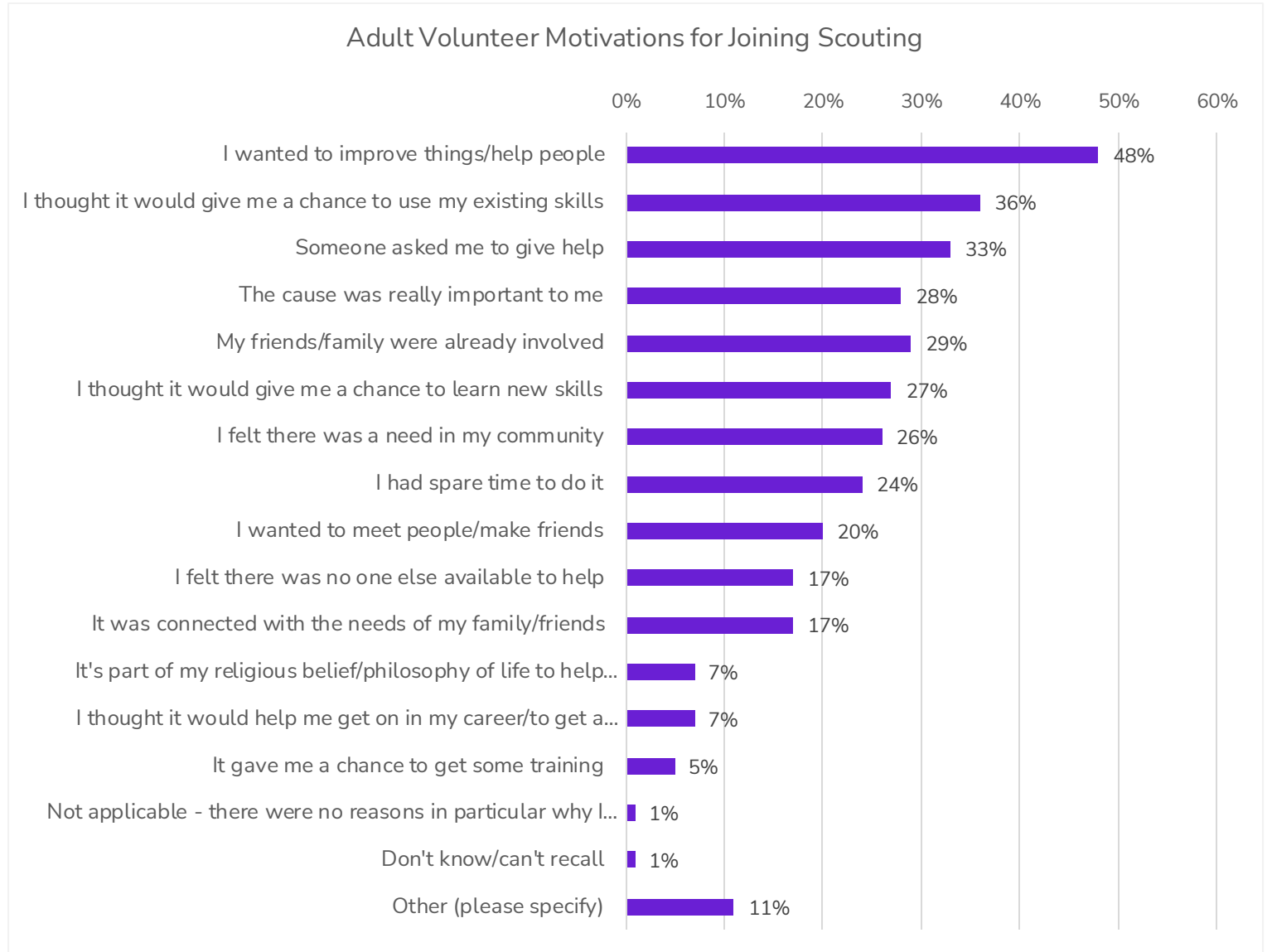
(based on 7,746 responses)

| Reasons for adult volunteers leaving | Responses (n = 158) |
|---|---------------------|
| I was unhappy with the way my volunteering was managed or organised | 32% |
| I was unhappy with the way I was treated by other volunteers | 22% |
| I didn't enjoy or stopped enjoying the experience | 21% |
| I had less time because my circumstances changed (home, work, study, moving away, travel etc.) | 21% |
| I was unhappy with the way other volunteers behaved | 21% |
| It caused me too much stress | 19% |

Volunteer Recruitment

The top ways volunteers (n = 7,755) report that they found out about Scouts was that their child takes part in Scouts (37%), or they took part in Scouts as a young person (34%).

The top motivations volunteers surveyed (n = 7,68) give for joining Scouts were that they want improve things/help people, to use their existing skills, or that someone asked them for help.



Sample sizes: 7,682 adult volunteers

Joining Experience

Most volunteers surveyed report that they felt welcomed and supported in their role when they first joined Scouts.

Since 2018, participating volunteers have reported similar levels of feeling welcomed and supported when they first began their role with Scouts.

87%

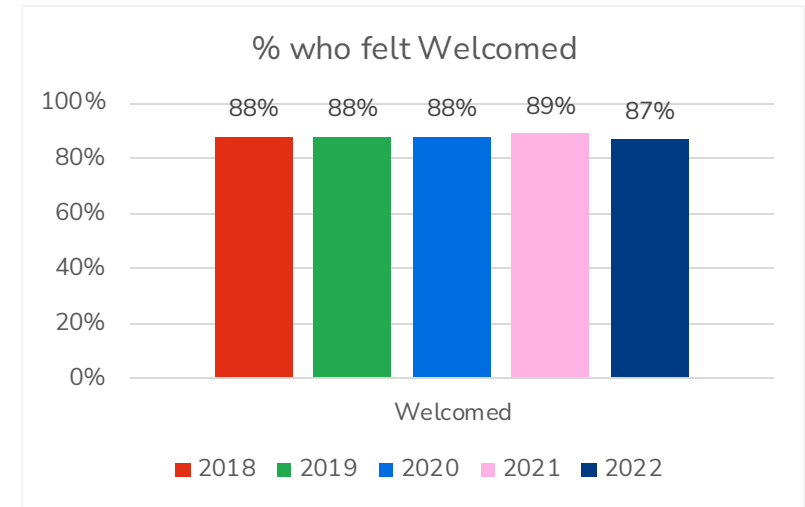
of volunteers **felt welcomed** when they first joined (n = 6,976)

68%

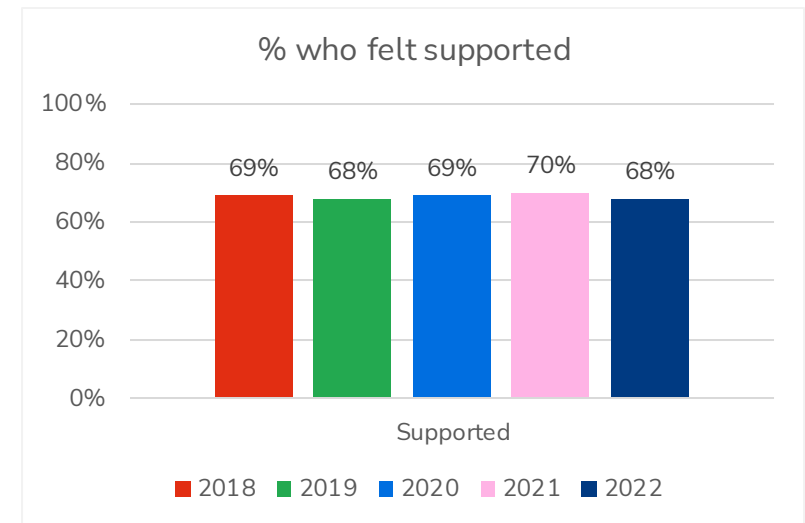
of volunteers **felt supported** when they first joined (n = 6,975)

22%

of volunteers **do not feel appreciated** enough by TSA (n = 6,962)



Sample sizes: n = 6,976 adult volunteers



Sample sizes: n = 6,975 adult volunteers

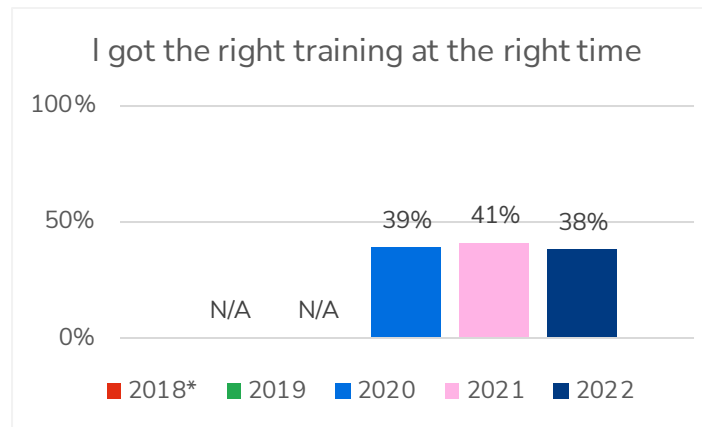
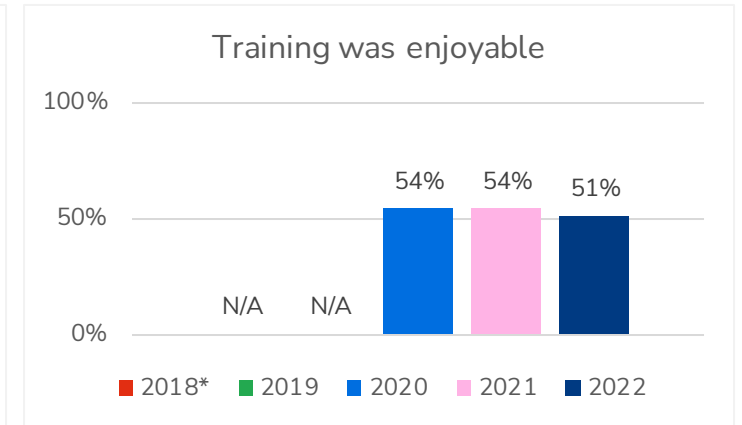
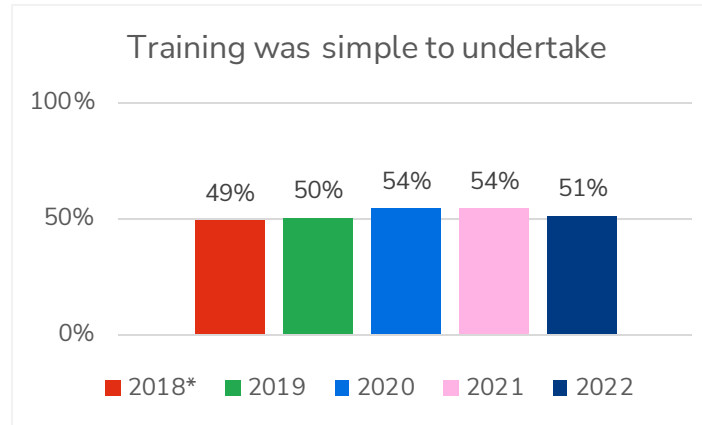
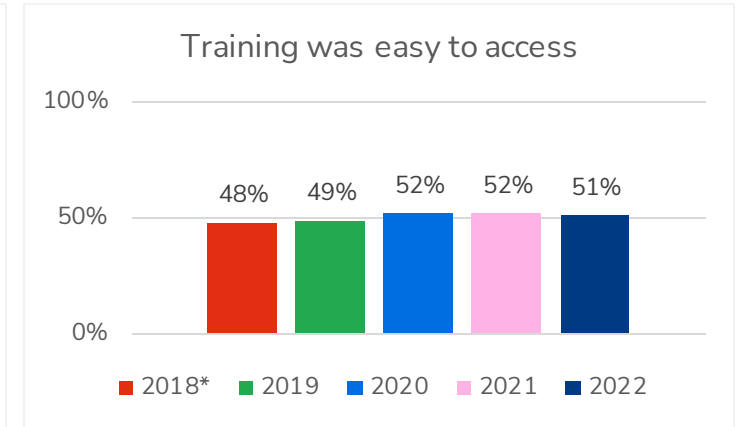
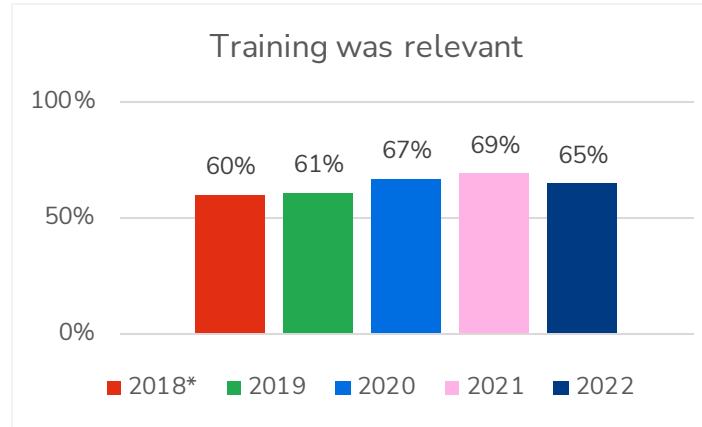
Training Experience

Almost two thirds of volunteers who participated agree that the training they have received at Scouts has been relevant to their role.

Just over half of volunteer participants agree that training was easy to access, simple to undertake and enjoyable.

Out of all training questions, volunteer participants were least likely to feel that they got the right training at the right time (38%).

These results have remained consistent since the survey begun in 2018.



Sample sizes (2022)

- Training was relevant: 6,974 adult volunteers
- Training was easy to access: 6,976 adult volunteers
- Training was simple to undertake: 6,976 adult volunteers
- Training was enjoyable: 6,975 adult volunteers
- Right training at the right time: 6,976 adult volunteers

HQ Resources

Over the years, participating volunteers report very low satisfaction with the website, Compass, Programme Planning Tool, and HQ programme resources.

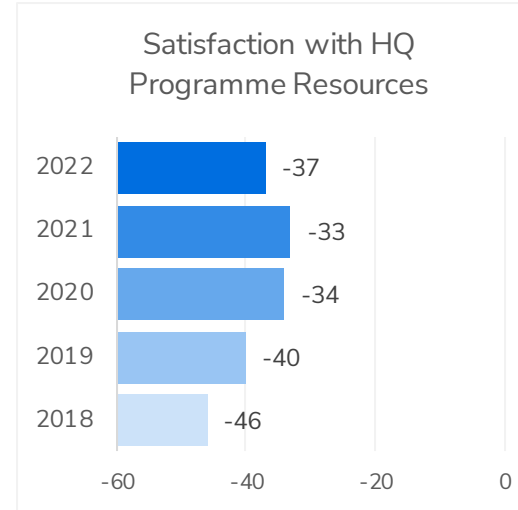
Compared with 2018, there is slightly higher satisfaction with the website and programme resources, however these are both considered below average by volunteers.

Despite this, a high proportion of participating volunteers reported to use HQ resources least occasionally.

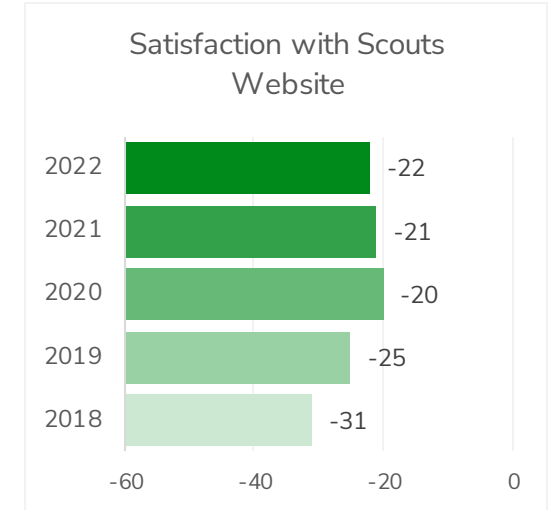
95%
of volunteers use the **Scouts website**
(n = 6,821)

83%
of volunteers use **Compass**
(n = 6,821)

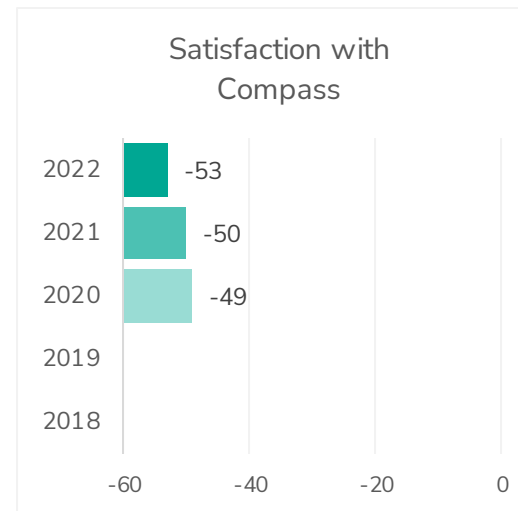
64%
of volunteers use the **Programme Planning Tool**
(n = 6,821)



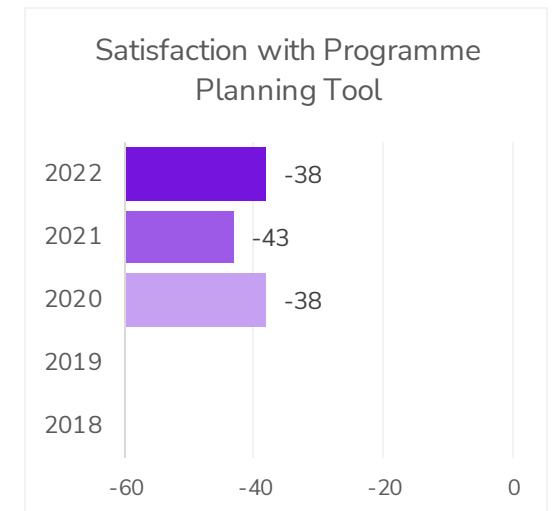
Sample sizes: 3,571 adult volunteers



Sample sizes: 6,430 adult volunteers



Sample sizes: 5,626 adult volunteers



Sample sizes: 4,284 adult volunteers

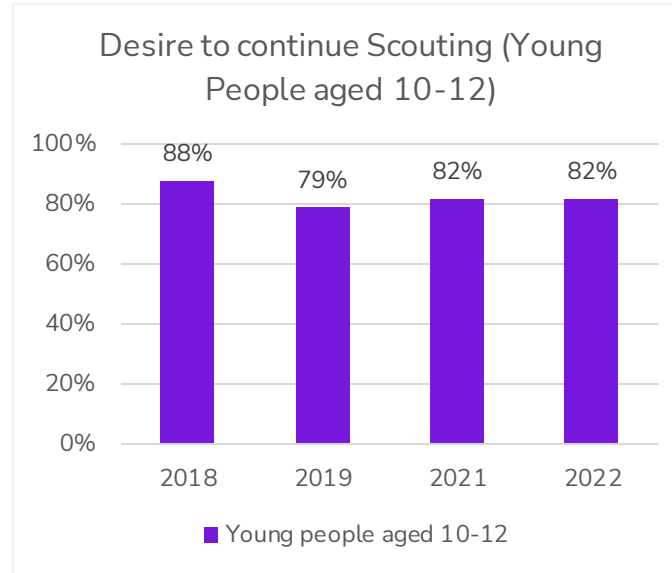
Youth Experience



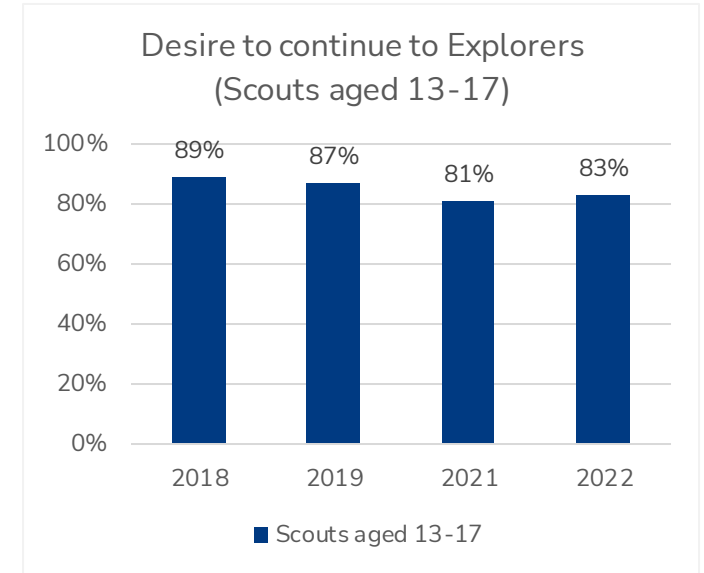
Continuing Scouts

A high proportion of participating young people and parents report they want to continue Scouts to the next section.

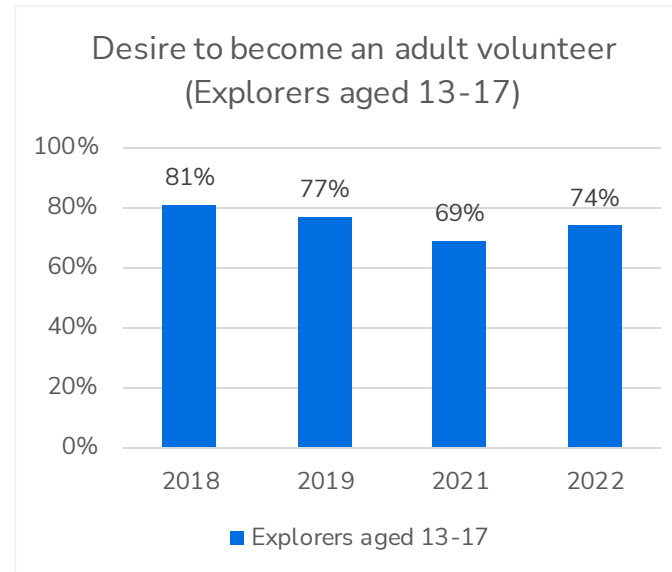
Out of all age groups surveyed, Explorers were least likely to want to continue to become a volunteer, however agreement was still high (74%).



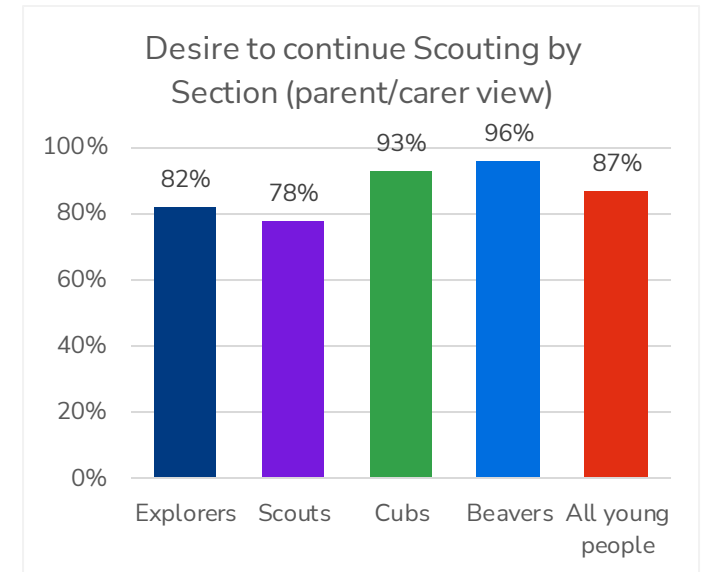
Sample sizes (2022): n = 299 young people aged 10-12



Sample sizes (2022): n = 129 Scouts aged 13-17



Sample sizes (2022): n = 389 Explorers aged 13-17



Sample sizes: n = 601 parents/carers

Leaving Scouts

The proportion of young people surveyed who want to leave Scouts is relatively low, however the desire to leave Scouts appears to increase with age.

Of the young people who report they'd like to leave Scouts (n = 21) the top reasons for leaving were that they were too busy, didn't like the activities, other young people, or volunteers.

9%

Young people aged 10 – 12 do not want to continue Scouts (based on 299 responses)

12%

Young people aged 13 – 17 do not want to continue Scouts (based on 129 responses)

17%

Explorers do not want to continue to become an adult volunteer (based on 389 responses)

| Reasons for young people leaving Scouts | Parents (n = 29) | Young People (n = 21) |
|--|------------------|-----------------------|
| They became old enough to move into an older section, but didn't want to | 17% | 29% |
| They didn't like the Scout Leaders | 7% | 10% |
| They didn't like the other young people | 7% | 5% |
| They didn't enjoy the activities | 7% | 5% |
| They were too busy | 3% | 5% |

Impact of Scouts

Most young people surveyed report that they've developed skills through Scouts that will be useful to them in the future, and that they've tried activities through Scouts they haven't tried before.

However, 71% of young people surveyed feel they could be more challenged in their Scouts activities.



94%

of young people report they have **developed skills** which will be useful to them in the future because of Scouting (518 young people aged 13-17)



88%

of young people have **tried activities they haven't tried before** in Scouts (585 young people aged 13-17)



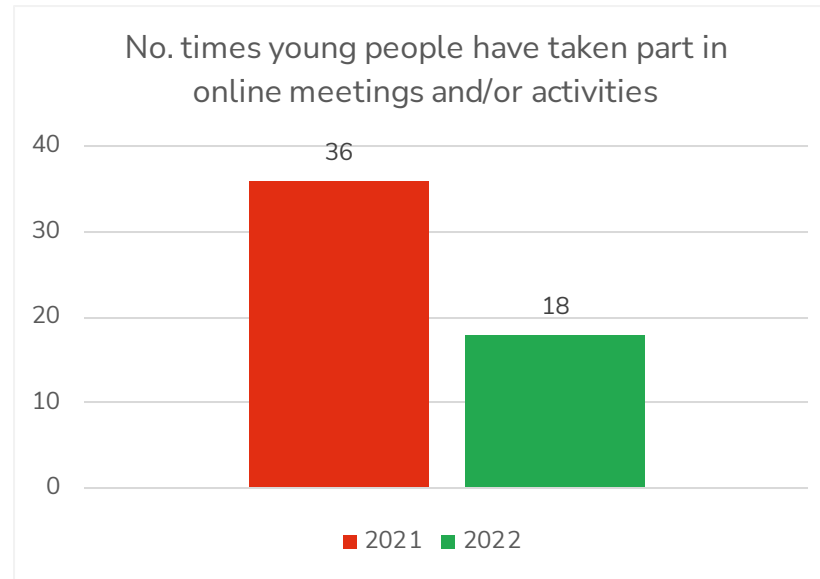
71%

of young people feel they **could be challenged more** in Scouts activities (585 young people aged 13-17)

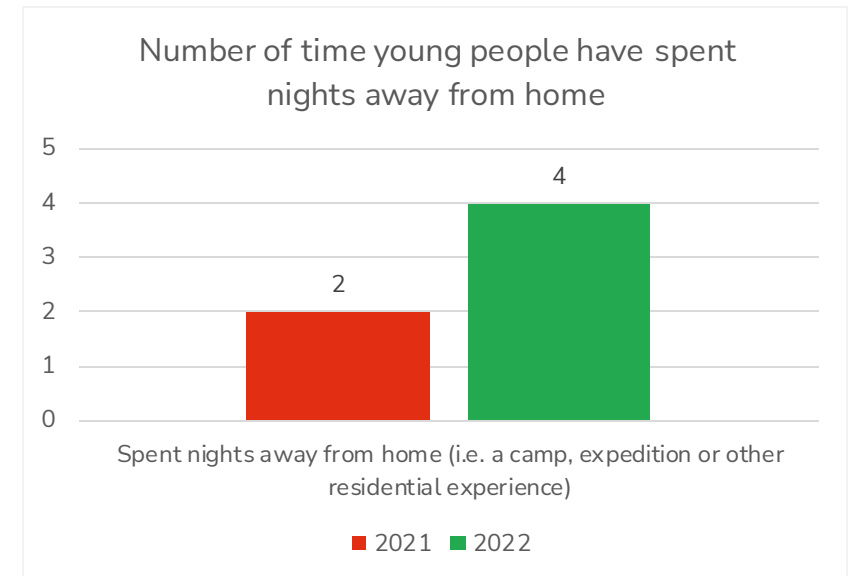
Programme

In 2022, the number of times young people (n = 592) report that they have taken part in Scouts online has halved since 2021.

The amount of times young people (n = 592) report that they spend nights away (e.g. on camps or expeditions) have doubled since 2021.



Sample sizes (2022): n = 592 young people aged 13-17



Sample sizes (2022): n = 592 young people aged 13-17

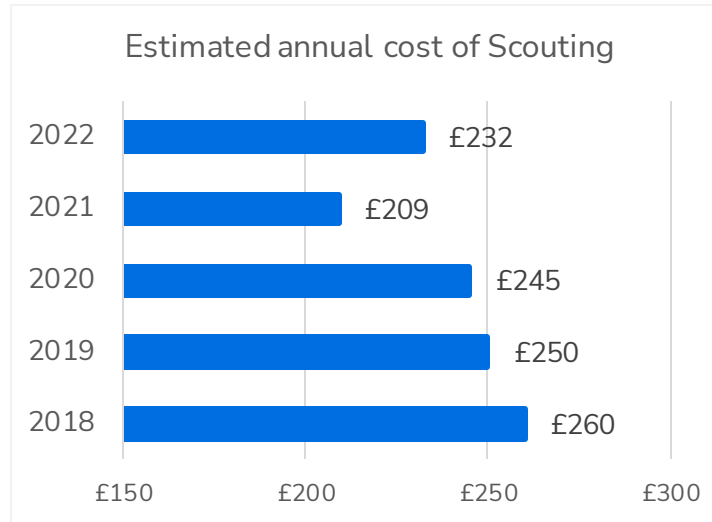
Cost of Scouts



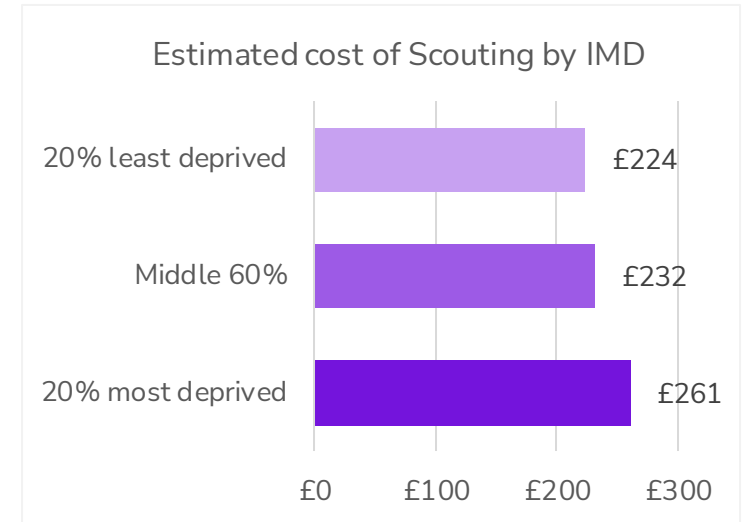
Cost of Scouts

According to volunteers (n = 3,981), the annual cost of Scouts for one young person to take part has decreased since 2018, however has increased since 2021.

Scouts is perceived as more expensive by volunteers in the most deprived areas in the IMD and less expensive in the least deprived areas.



Sample sizes: n = 3,981 adult volunteers

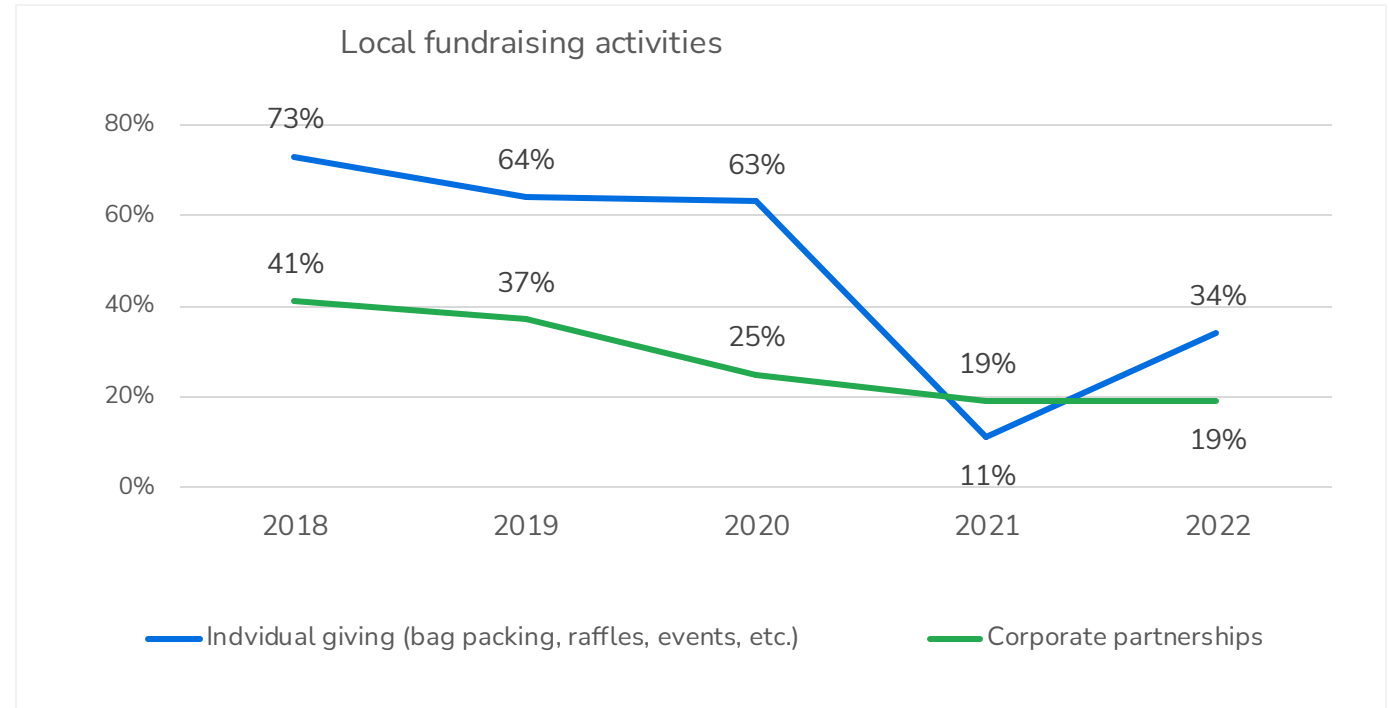


Sample sizes:
n = 354 adult volunteers in 20% most deprived areas
n = 2,280 adult volunteers in middle 60% IMD
n = 1,301 adult volunteers in 20% most affluent areas

Fundraising

Participating Group Treasurers (n = 157) report a decline in fundraising activities, with a 39% drop in Individual Giving and a 22% drop in Corporate Partnerships. This continues a downward trend in reported fundraising since 2018.

Participating volunteers also report low engagement with other community organisations like local media, local authorities or national politicians.



Sample sizes: 157 Group Executive Committee Treasurers



Scouts