

**The 2019 Scout  
Experience Survey –  
what you had to say**



## Welcome

In March 2019 we ran our second Scout Experience Survey. The survey welcomes all our adult members, parents/carers and young people over 10 to share their thoughts.

It helps us understand a little more about your experience of being in Scouts, whether you're a young person or a volunteer.

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

# Methodology

## How we collected the data

- Data was collected through an online survey using SurveyGizmo.
- The survey invited all adult members to take part.
- We let you know about it:
  - in our monthly email on 5 March
  - in a single topic email sent on 14 March
- We sent line managers (Group Scout Leaders, District Commissioners, County Commissioners, Regional and Country Commissioners) another email reminder on 19 March.
- We asked section leaders to share the link to the survey with parents/carers and young people aged 10 and over (Scouts and Explorers).
- At the end of March, we called District Explorer Scout Commissioners asking them to encourage Explorer Leaders/Explorers to take part.
- The survey closed on 26 April.
- There was a prize draw to incentivise participation with two individual prizes (a Go-Pro camera and £500 Scout Stores vouchers).
- Richmond District won £1,000 worth of Scout Stores vouchers for the biggest number of responses overall, and Haslemere District for the biggest number of responses as a proportion of the size of the district membership.

## How we got the data ready to analyse

- By looking at the postcodes of those who responded, we could work out whether the person lived in a rural or urban place. We could also see where postcodes ranked on the Index of Multiple Deprivation (IMD), which is a government study of deprived areas in English local councils.
- We removed disqualified participants – those under 10 or with no connection to Scouts.
- We also took out duplicate responses

## Methodology: different perspectives

- Several of the questions were asked of young people, parents/carers and Section Leaders so that the responses given can be triangulated from these different perspectives.

## What were young people asked?

- The survey sets out to measure how our programme engages young people and supports their personal development. We also want to see whether it's empowering them to make a positive contribution to society.
- We asked 13–17 year olds questions to find out their perception of how much they're gaining when it comes to adventure, skills for life, wellbeing, leadership, citizenship and connectedness. 10 – 12 years olds were asked only a few questions about their satisfaction with Scouts.
- We sourced all our questions from published academic work that had been tested with this age group to make sure they were reliable and valid (more on this on the next page).
- 13 – 17 year olds were randomly allocated to one of three groups of questions so were only asked around one third of questions relating to 'outcomes' (the things we want young people to get out of Scouts).
- We compared answers from young people in Scouts with a control group of young people not in Scouts to gauge the impact of Scouts.

# 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

## Who were ‘the control group’?

- The control group were the young people (aged 13 to 17 years) who filled in the survey who had never been in Scouts. These young people were commissioned by ComRes, the polling agency, so we could get a sense of the difference between young people in and outside of Scouts.
- The control group sample quotas were matched to be as similar as possible to our known demographics (where they live and who they are) of young people in Scouts (based on the 2018 Scout Experience Survey and 2019 Census data)
- The control group were asked a filter question at the start of the survey to determine whether the young person had ever taken part in Beavers, Cubs, Scouts or Explorers; if they had they were disqualified from the survey.
- There was a further question later in the survey specifically for the control group, asking again if they had ever been involved in Scouts. Those who answered yes were removed.
- A statistical technique known as **propensity score matching** was used to select control group respondents who matched as closely as possible to the demographics of the young people in Scouts who took part in the survey.



**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:



**11,869 adult volunteers**



**1,649 parents / carers**



**2,078 young people**

## Adult volunteer participation by country / region



Country / Region	Number of adult volunteers who participated
<b>England</b>	<b>9,094</b>
East Midlands	756
East of England	1,126
Greater London	878
North East	1,036
North West	1,104
South East	2,232
South West	1,041
West Midlands	864
<b>Northern Ireland</b>	<b>233</b>
<b>Scotland</b>	<b>963</b>
<b>Wales</b>	<b>316</b>
<b>British Scouting Overseas</b>	<b>35</b>

## Our adult volunteers who responded...



**53%** male and **46%** female



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

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



**63%** Christian, **31%** no religion, **3%** 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)



**22%** had disabilities or health problems, **75%** had no disabilities or health problems

UK disability prevalence is **22%**



**91%** heterosexual or straight, **4%** were LGBT+, **5%** 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

## Young people who responded...



**56%** male and **42%** female (2% preferred to self-describe or not say)



**92%** white, **7%** black, Asian, mixed, or other ethnic groups (1% preferred not to say)



**59%** Christian, **34%** no religion, **5%** Buddhist, Hindu, Jewish, Muslim, Sikh, or other religions (2% preferred not to say)



**15%** had disabilities or health problems, **79%** had no disabilities or health problems (6% didn't know or preferred not to say)



**85%** had never been entitled to free school meals, **10%** had (5% preferred not to say)

# Outcomes for young people

Do more. Share more. Be more.

## Adventure

Young people in Scouts...

...spend on average **1.1** more days a week  
being physically active  
(0.8 days in 2018)

...are **17%** more likely to value the outdoors  
(18% in 2018)

... are **10%** more likely to try new things  
(9% in 2018)

... are **18%** more likely to have the courage  
to take risks and try challenging activities  
(16% in 2018)





## Skills for Life

Young people in Scouts...

...score **8%** higher on problem solving skills  
(8% in 2018)

... are **19%** more independent  
(16% in 2018)

... are **8%** more likely to be able to  
communicate more effectively  
(9% in 2018)



Do more. Share more. Be more.

## Wellbeing

Young people in Scouts...

...score **6%** higher on happiness  
(6% in 2018)

...did not report any differences in personal  
wellbeing and some negative differences  
(similar in 2018)

... are **6%** more likely to have increased  
perseverance and grit  
(5% in 2018)

... did not report any differences in confidence  
and self-esteem  
(3% in 2018)





## Leadership

Young people in Scouts...

...score **6%** higher on teamwork skills  
(6% in 2018)

... are **7%** more responsible and trustworthy  
(8% in 2018)

... are **12%** more likely to show leadership by  
taking initiative and acting as a role model to  
help others make a positive difference  
(13% in 2018)

Do more. Share more. Be more.

## Citizenship

Young people in Scouts...

...are **6%** more likely to play an active role in their community  
(6% in 2018)

...state that they are **6%** more likely to vote  
(5% in 2018)

... volunteer more! By **5** hours a month on average  
(6 hours in 2018)

... are **10%** more likely to report having friends in other countries  
(9% in 2018)

... are **4%** more likely to feel a sense of responsibility to people in their local & international community (there was a mixed picture in 2018)



## Connectedness

Young people in Scouts...

...score **3%** higher on having more meaningful friendships  
(5% in 2018)

... are **7%** more caring  
(6% in 2018)

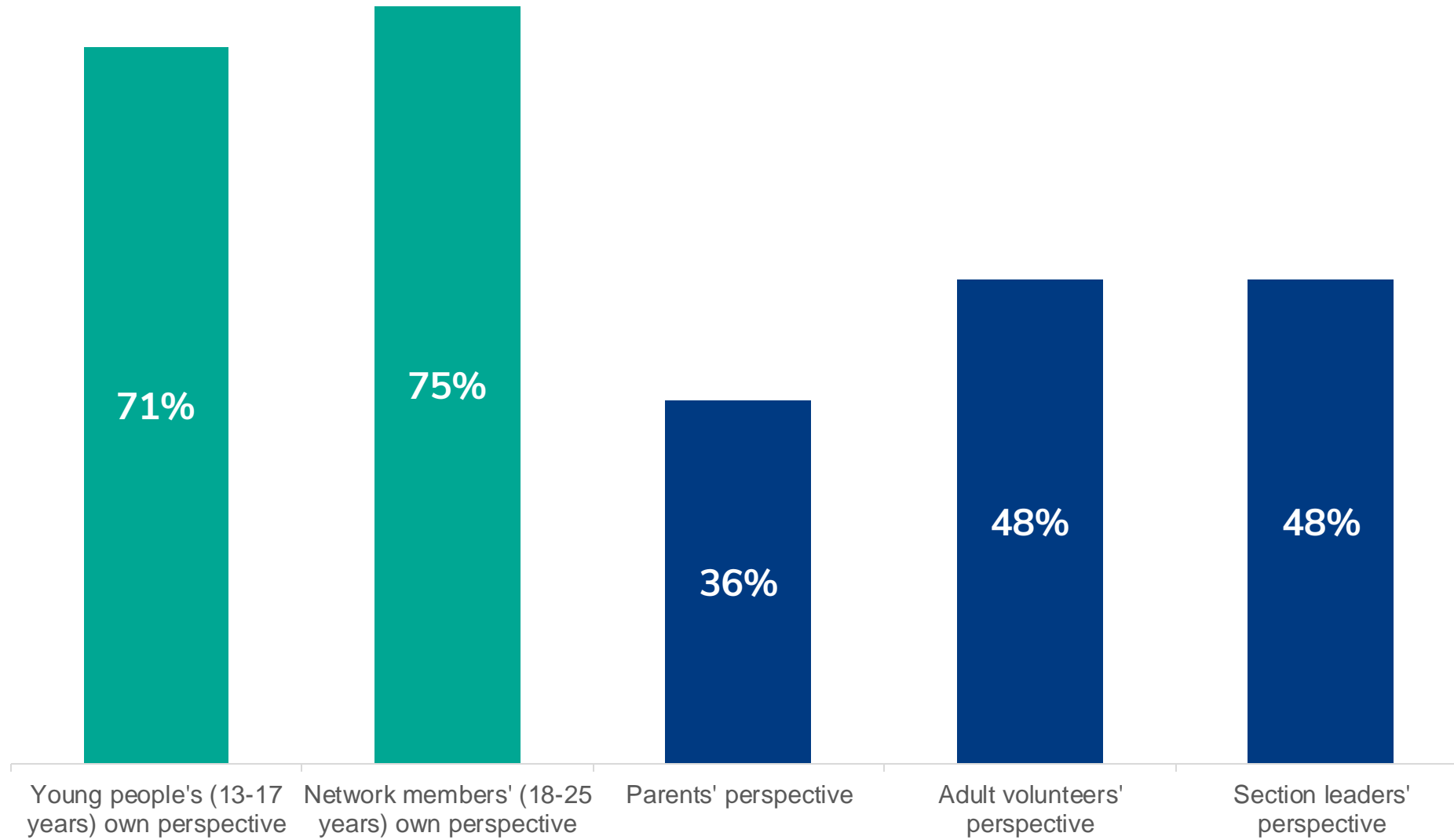
... feel **10%** warmer towards people of different races, cultures, and religions  
(8% in 2018)

... didn't report feeling less warm towards or thinking there's a difference between themselves and people who are gay or lesbian, of different religious backgrounds, elderly or disabled people  
(mainly positive differences in 2018)



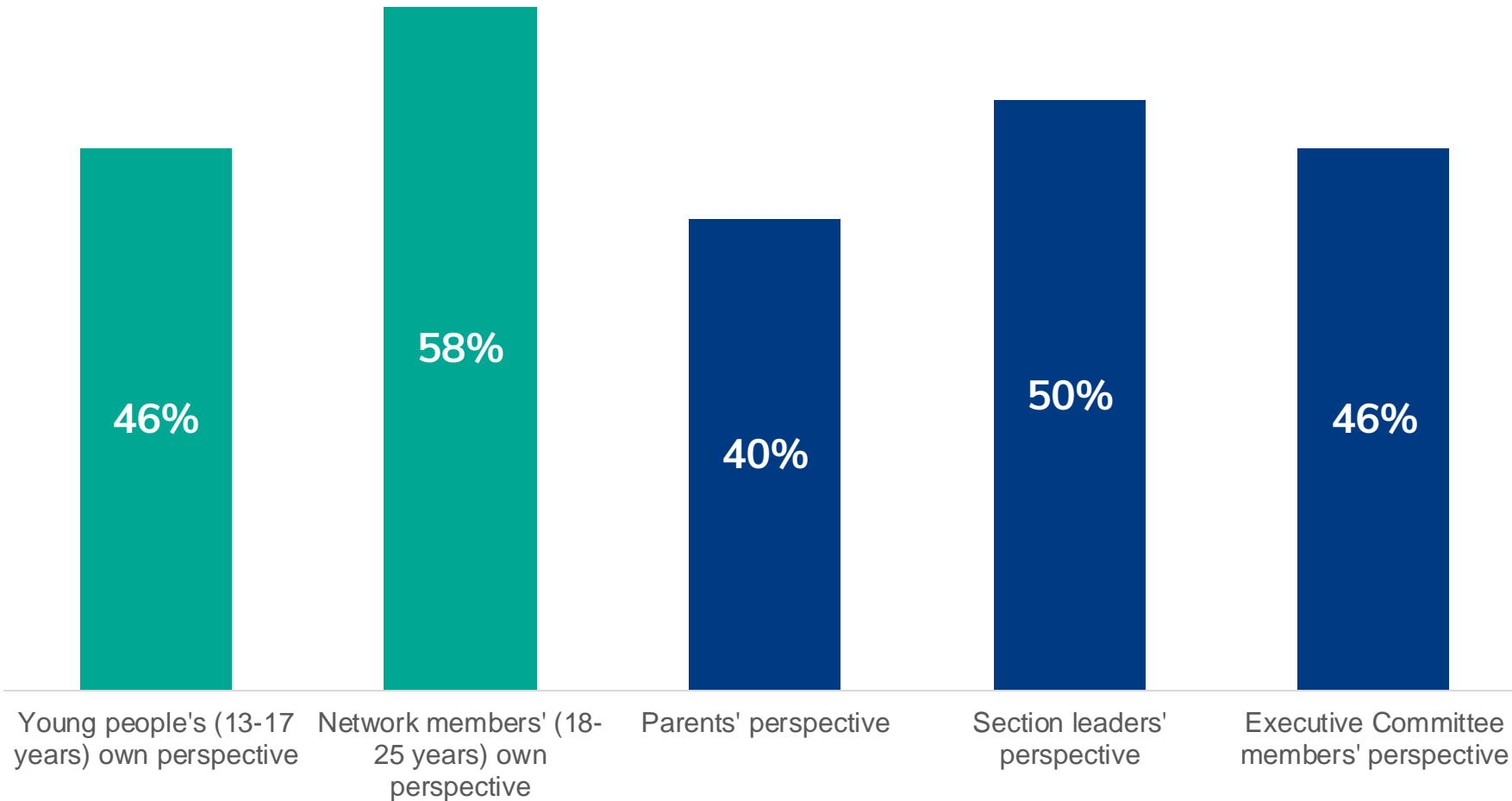
**Youth shaped**

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



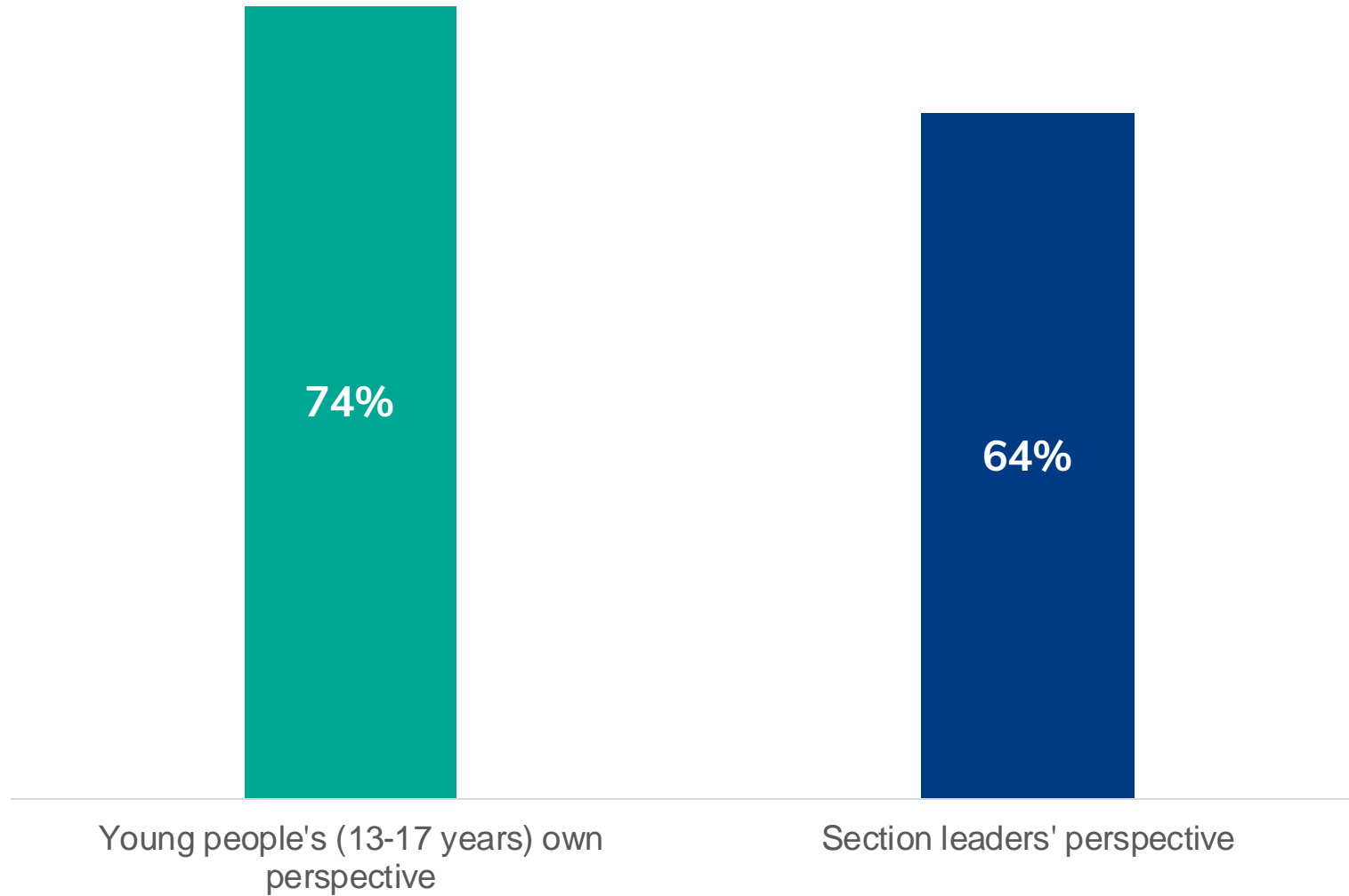
Source: Scout Experience Survey 2019. Sample sizes 1,653 young people, 52 Network members, 1,332 parents, 5,544 adult volunteers, 5,544 section leaders

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



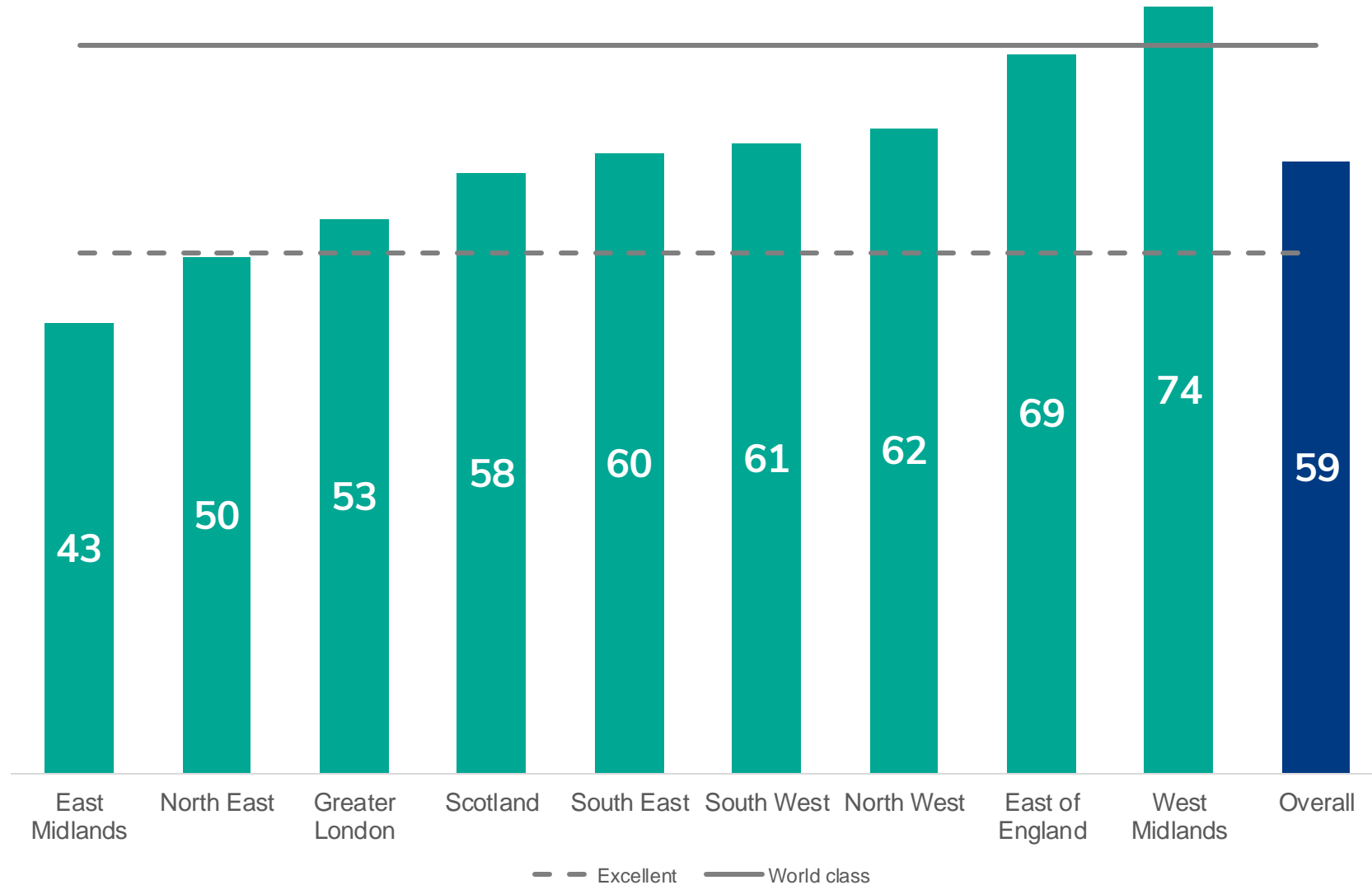
Source: Scout Experience Survey 2019. Sample sizes 1,652 young people, 52 Network members, 1,332 parents, 5,541 adult volunteers, 922 executive committee members

**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)

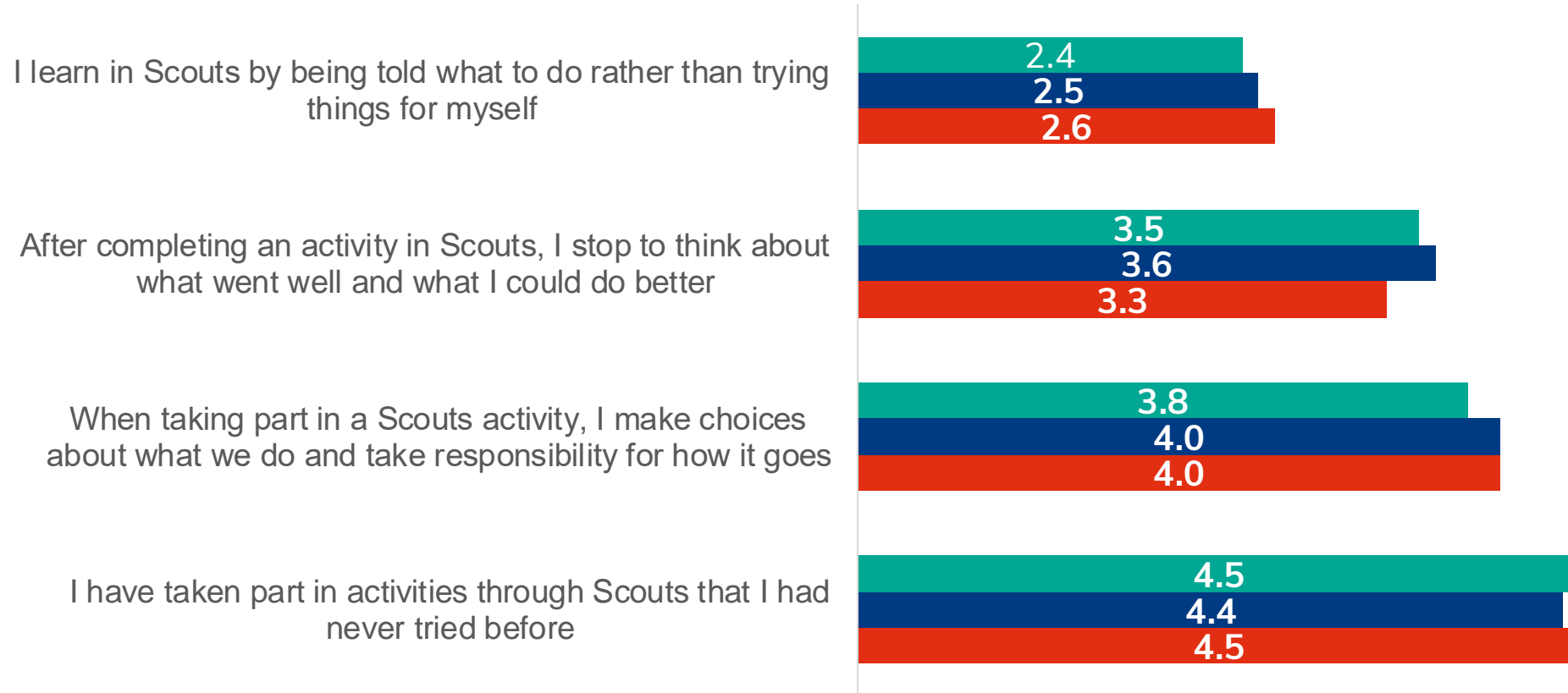


NB: Wales and N Ireland not included as numbers too small to be reliable

# Young people's experience in Scouts

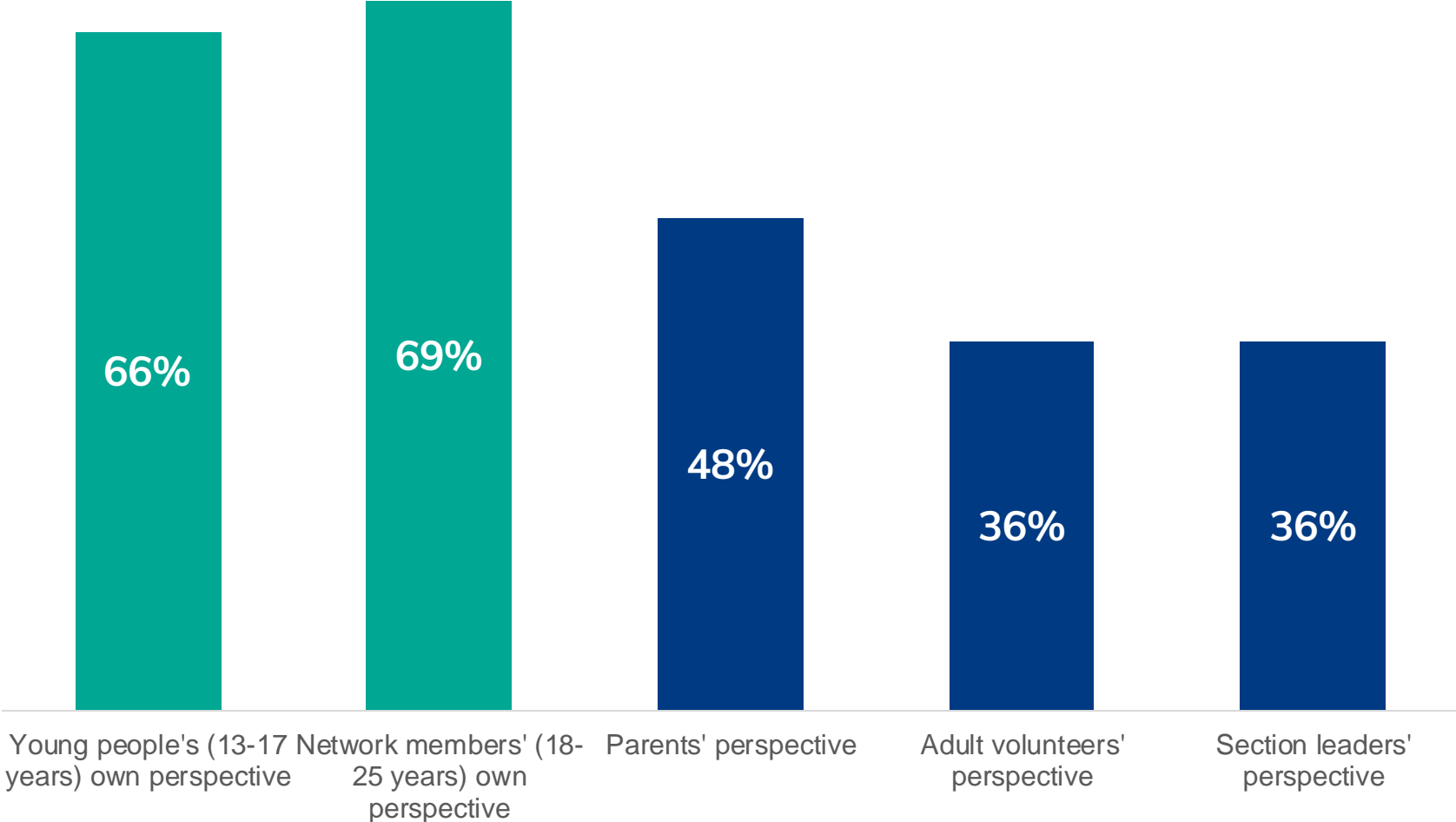
- **93%** of young people (aged 13-17 years) have taken part in Scouts on a weekly basis in the past 12 months
- They report having taken part in activities away from their regular meeting place an average of **10** times per year
- ... and having spent nights away from home on average **5** times per year
- **15%** say they spend more than half their time in Scouts outside and **41%** spend about half their time outside
- **93%** of young people believe that they got the chance to develop skills that will be useful to them in the future

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



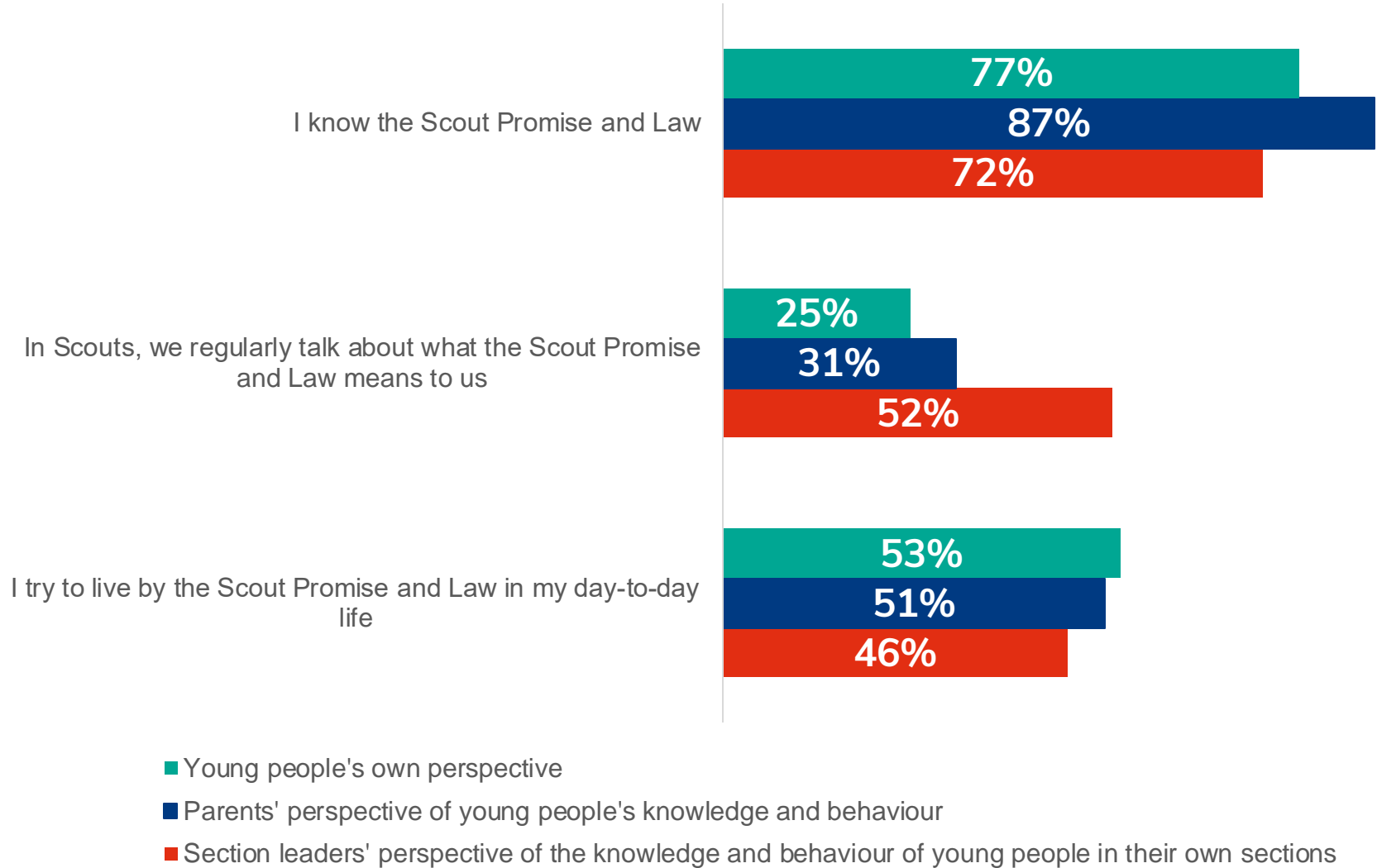
- Section leaders' perspective of young people in their own sections
- Parents' perspective of what young people do
- Young people's own perspective

**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 2019. Sample sizes 1,652 young people, 52 Network members, 1,148 parents, 5,555 adult volunteers, 5,554 section leaders

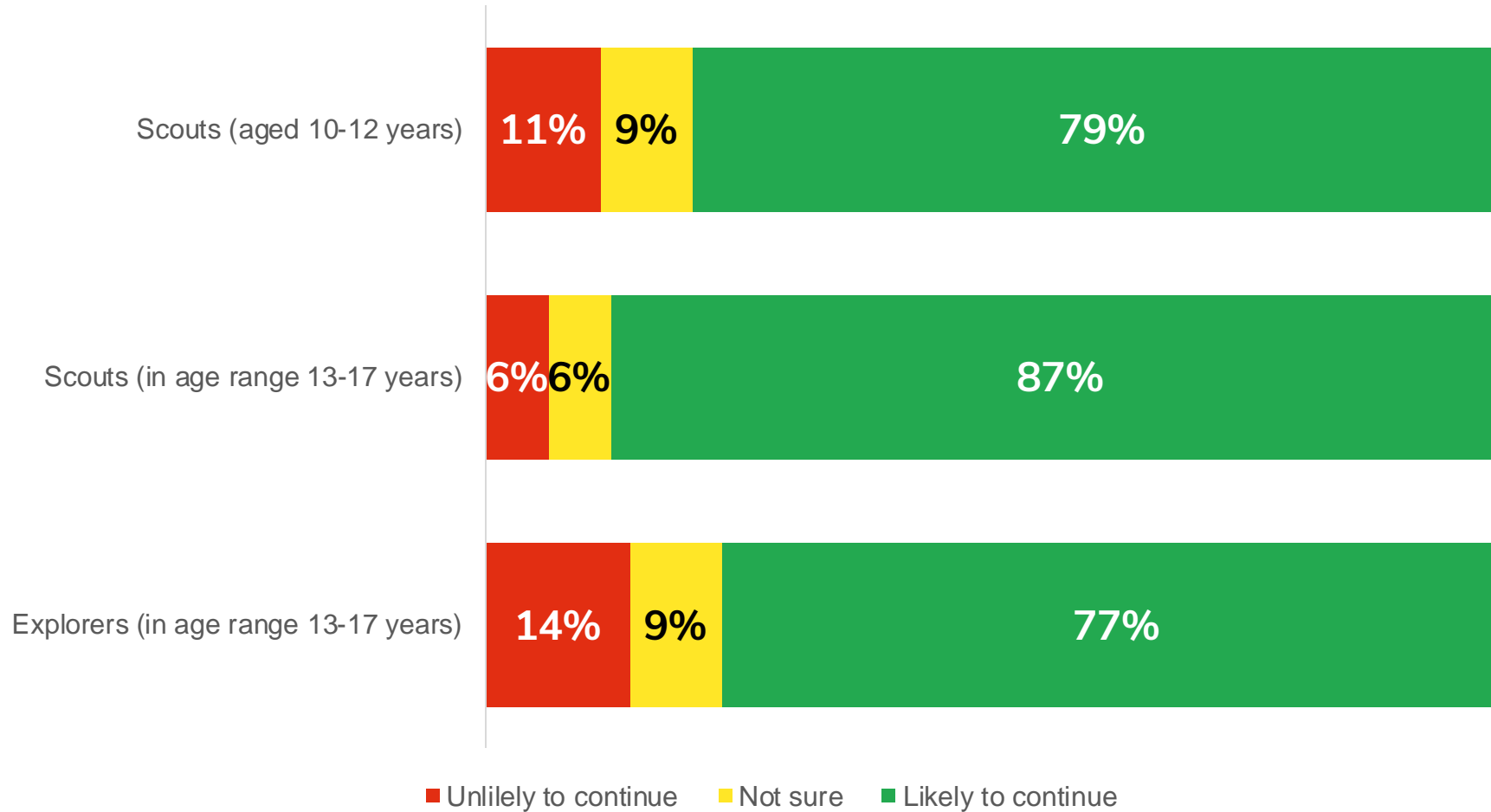
# Knowing and living by the Scout Promise and Law



Source: Scout Experience Survey 2019. Sample sizes 1,652 young people, 1,359 parents, 5,547 section leaders

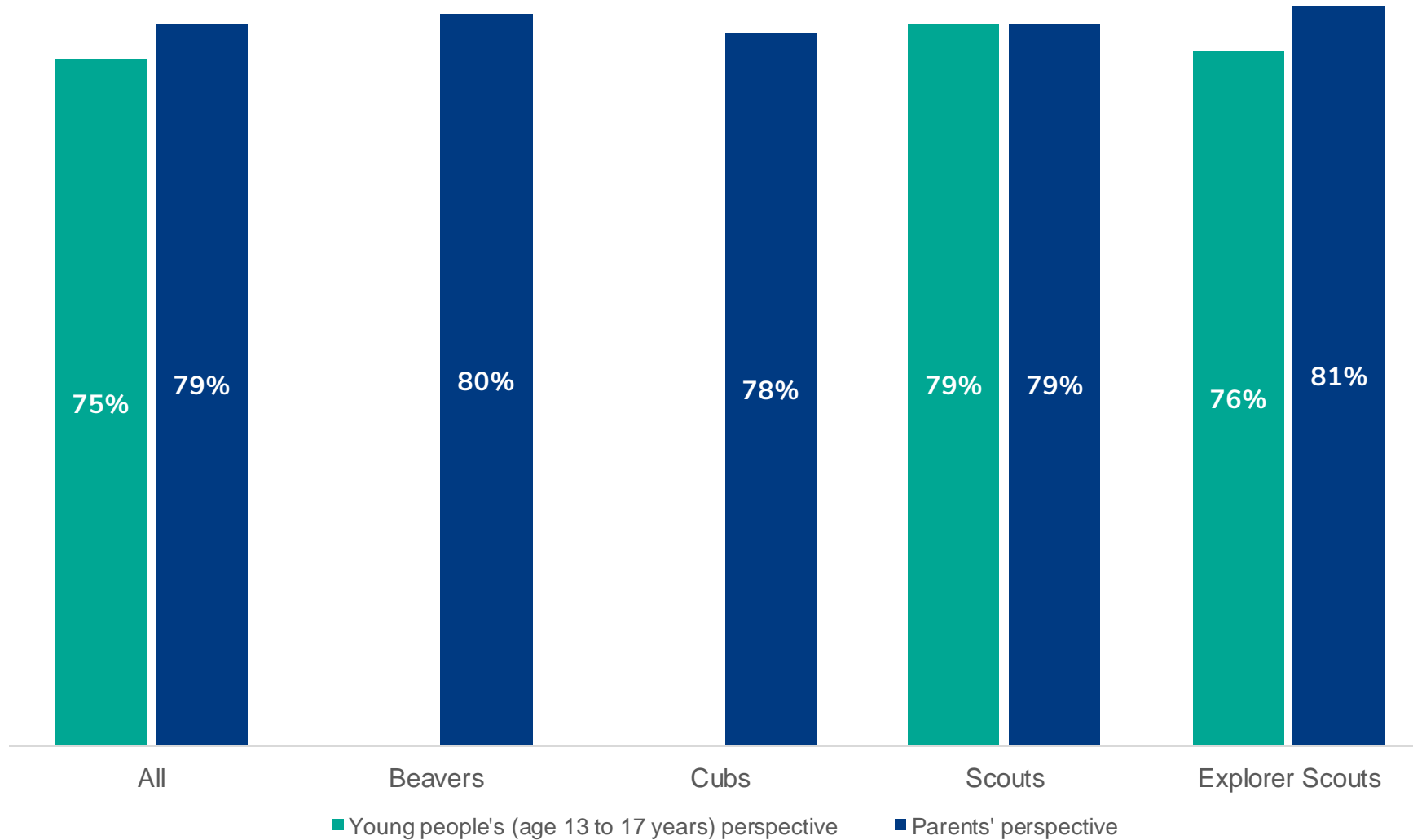
# Satisfaction

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



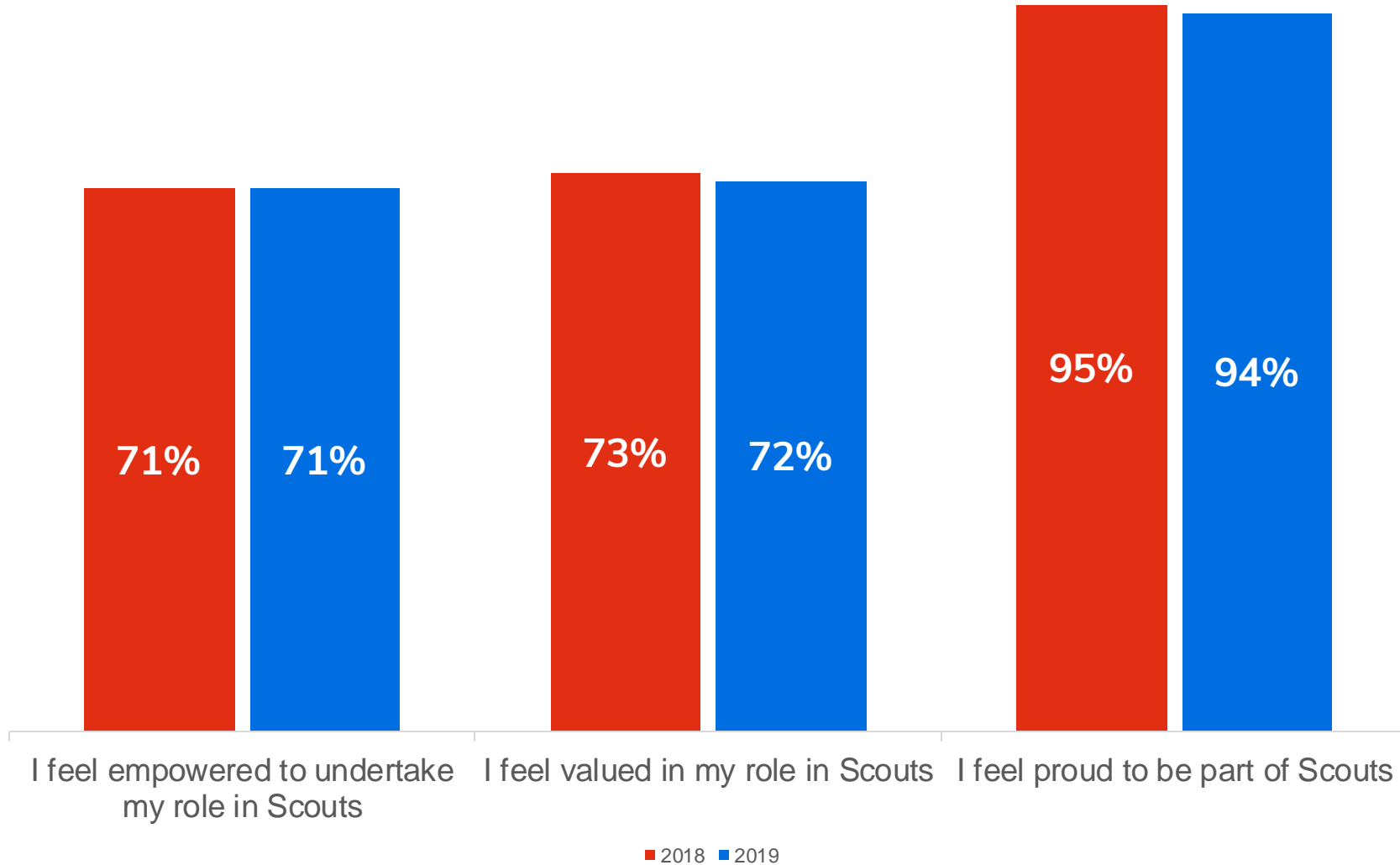


# % of people who feel that section leaders are delivering amazing experiences

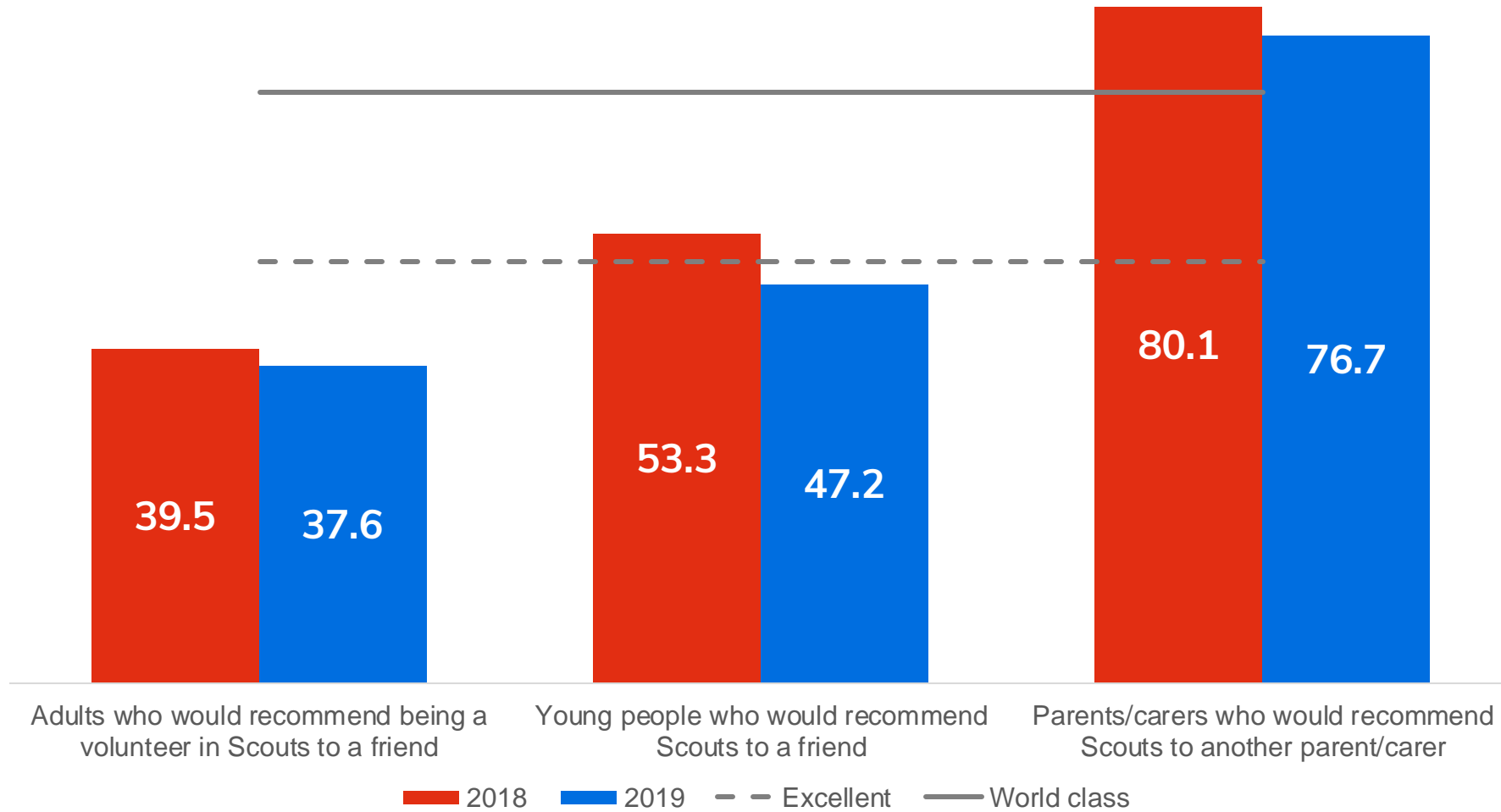


Source: Scout Experience Survey 2019. Sample sizes 1,486 all young people, 131 Scouts, 1,283 Explorer Scouts, 1,327 all parents, 217 parents of Beavers, 276 parents of Cubs, 545 parents of Scouts, 289 parents of Explorers

## What our adult volunteers feel



# Is Scouts recommended? (Net Promoter Scores)



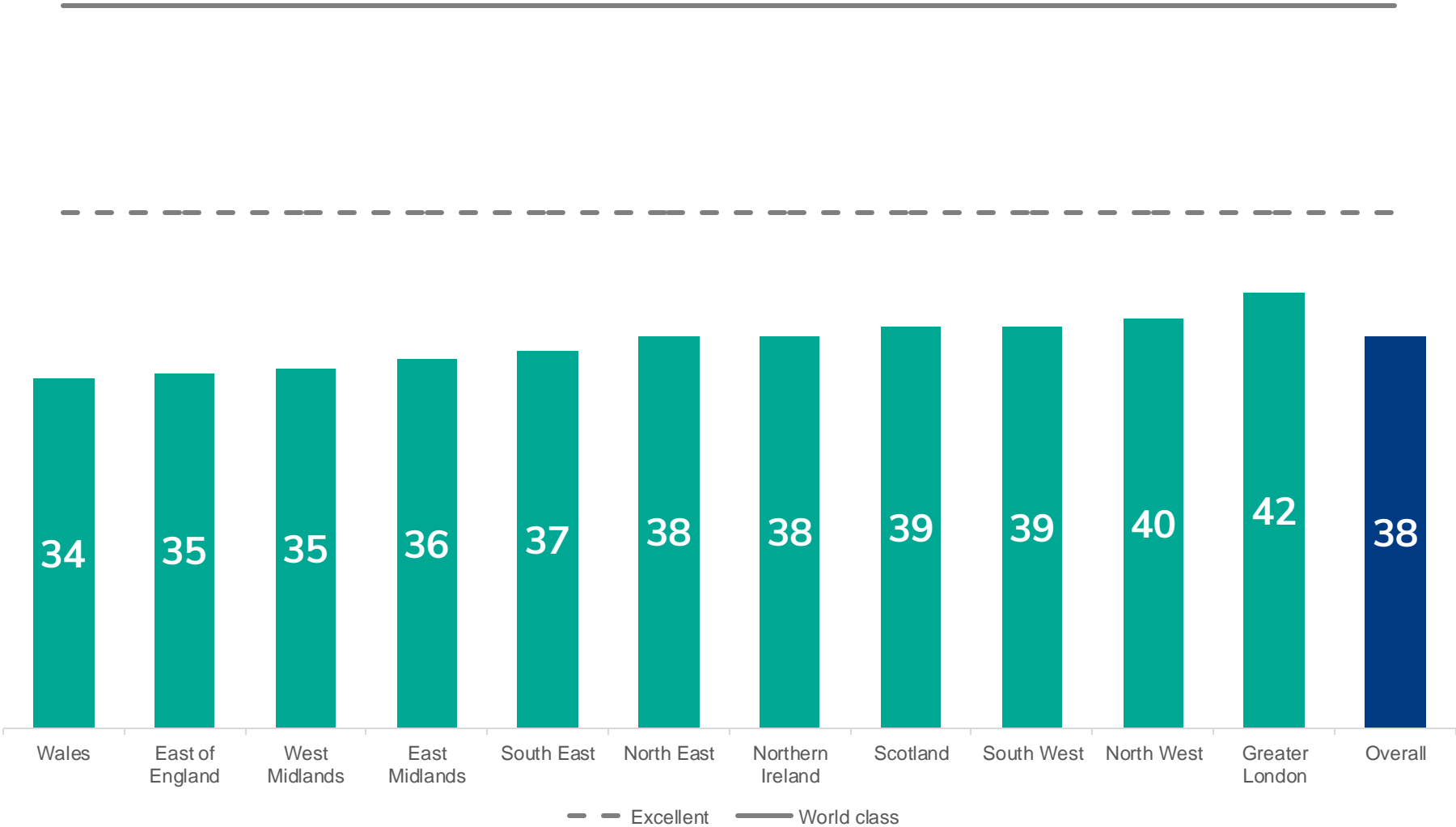
RQ#20

RQ#18

RQ#19

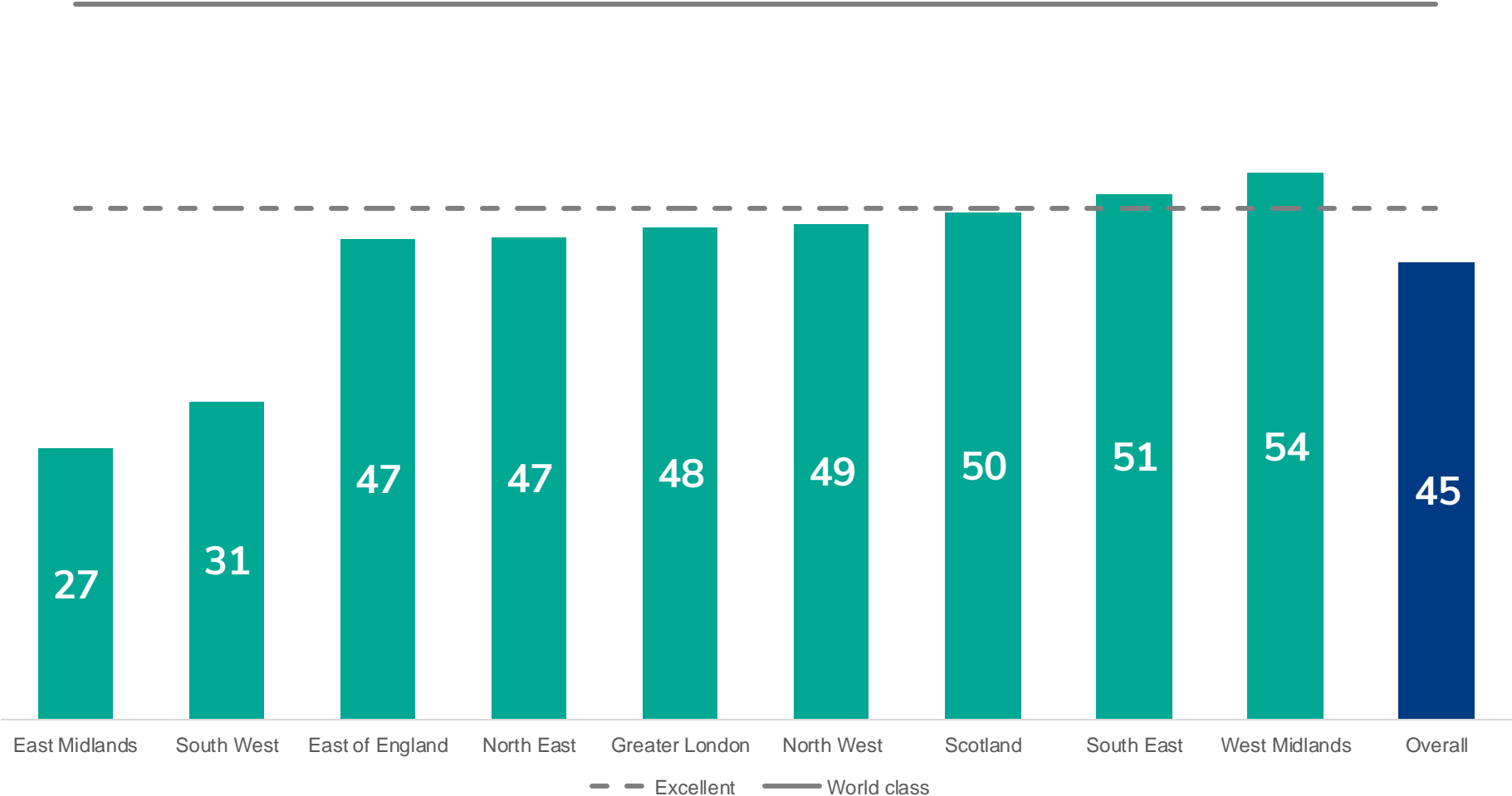
Source: Scout Experience Surveys 2018 and 2019. Sample sizes in 2018 = 9,601 adult volunteers, 2,268 young people, 2,048 parents and in 2019 = 9,375 adult volunteers, 1,485 young people, 1,327 parents

**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 2019. Sample size = 9,375

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



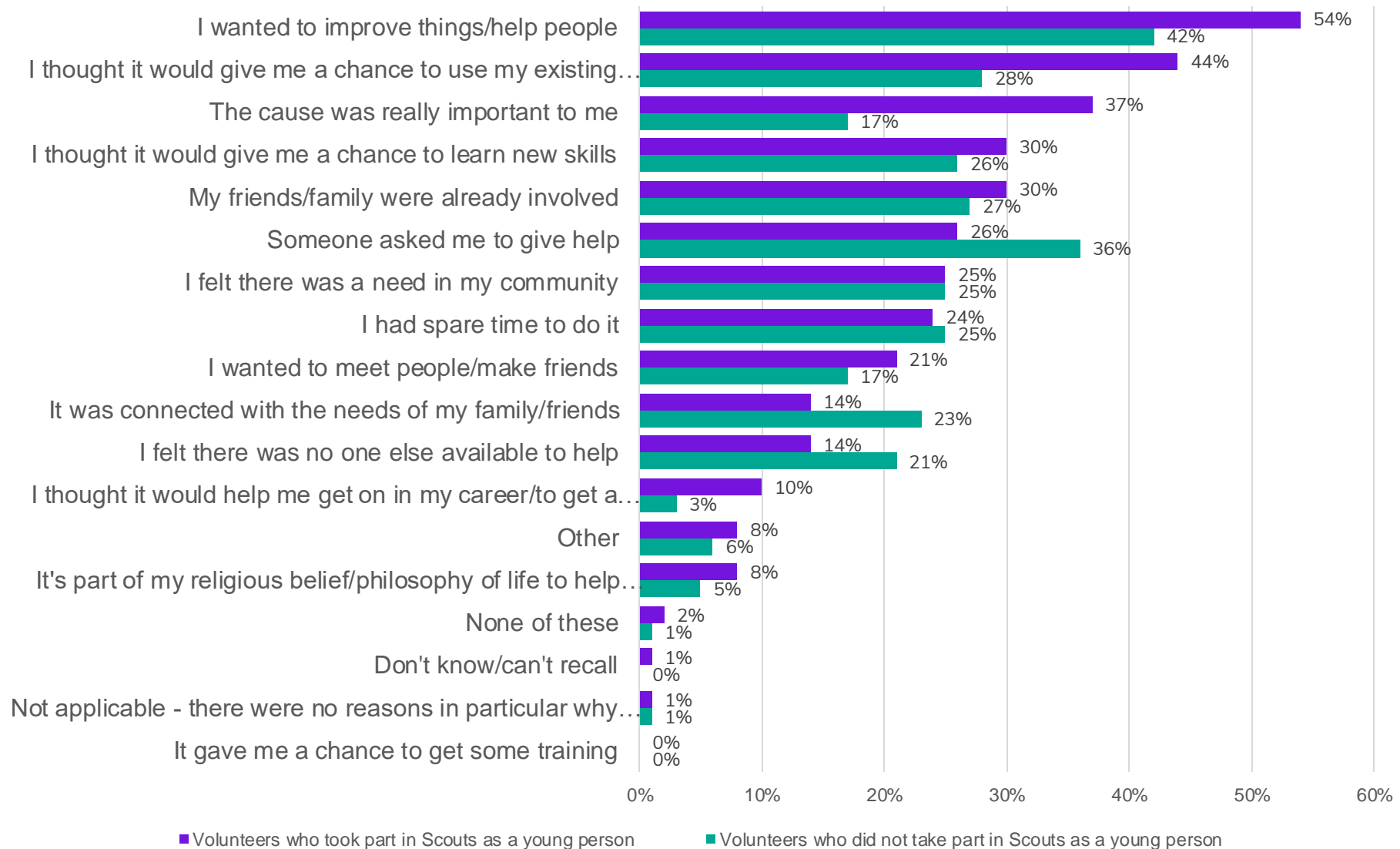
NB: Wales and N Ireland not included as numbers too small to be reliable

# Experience of adult volunteers

- Our adult volunteers have been volunteering on average for **9** years
- They volunteer for **16** hours a month (twice as much as the wider volunteering population\*)
- **84%** 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, **56%** completed the Young Leaders' scheme while taking part in Scouts as a young person

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

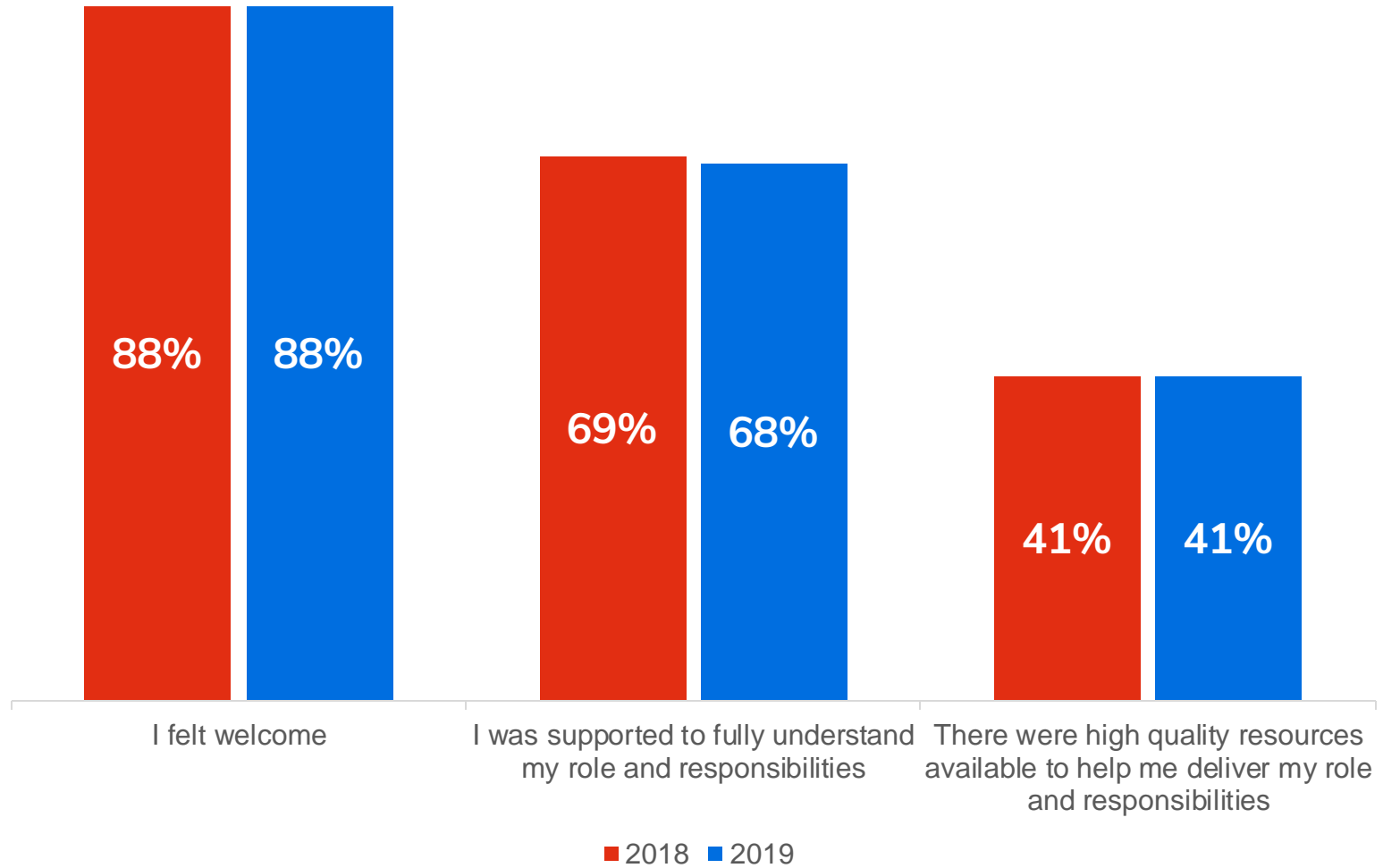
# Motivations for starting to volunteer with Scouts



Source: Scout Experience Survey 2019. Sample size = 10,673



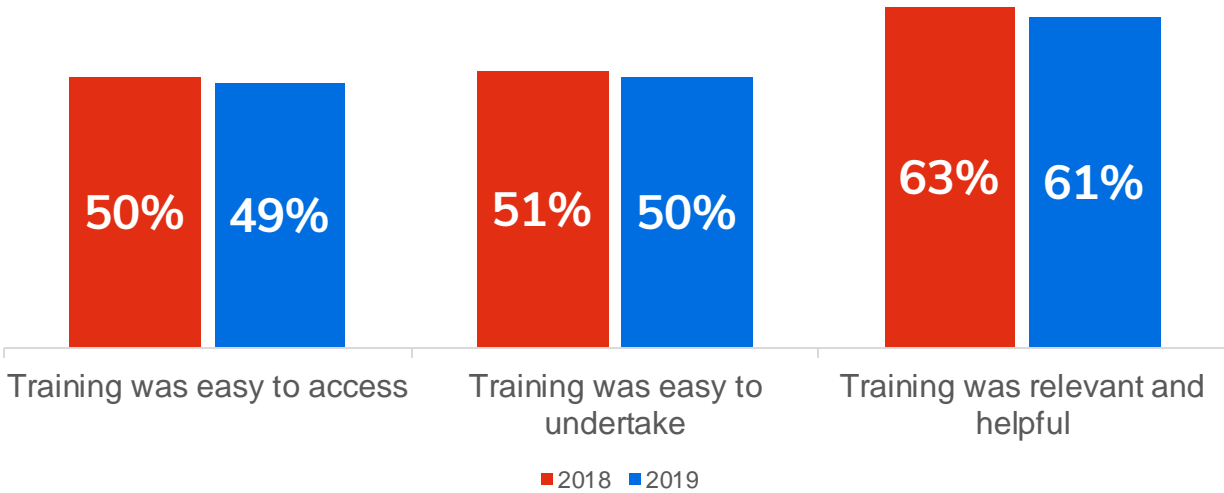
## Experience of adult volunteers when they first started volunteering



# Adult volunteers' experience of training

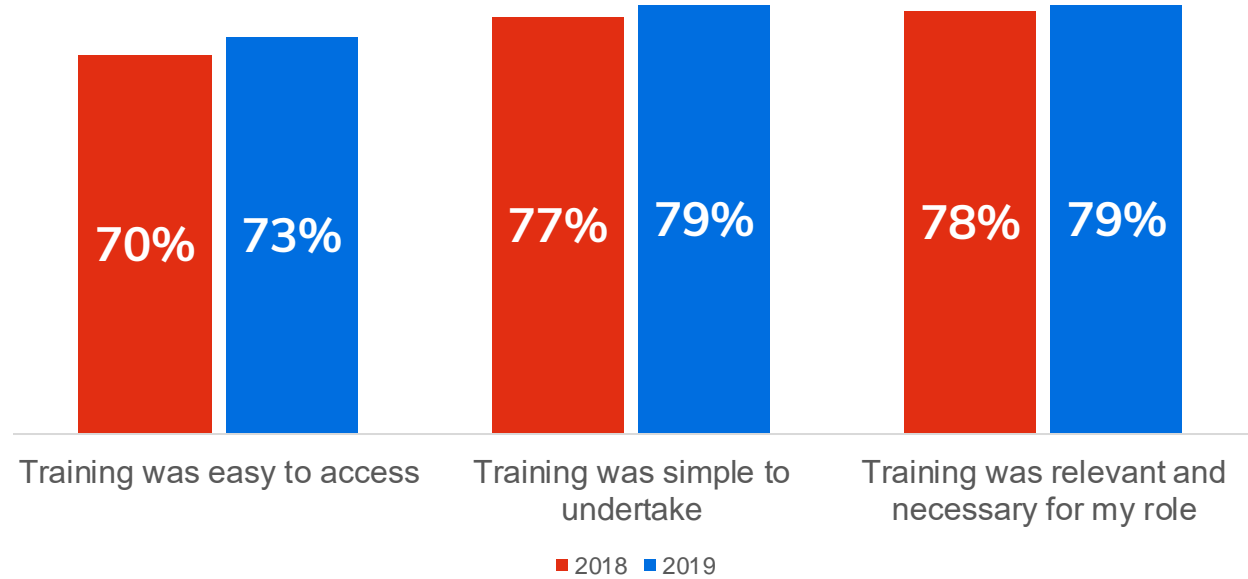


### Adult volunteers' perception of training undertaken when they first became a volunteer



RQ#12.1

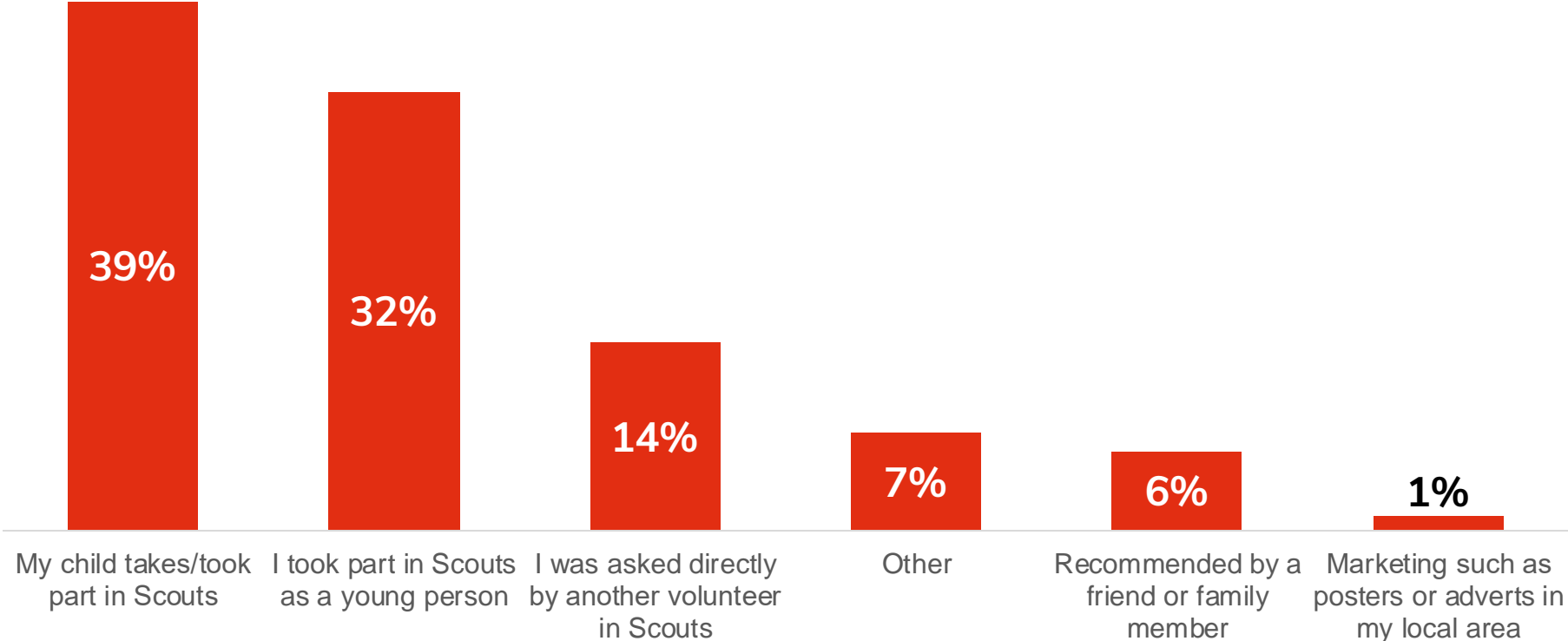
### Adult volunteers' perception of training undertaken in the last 12 months



RQ#12.2

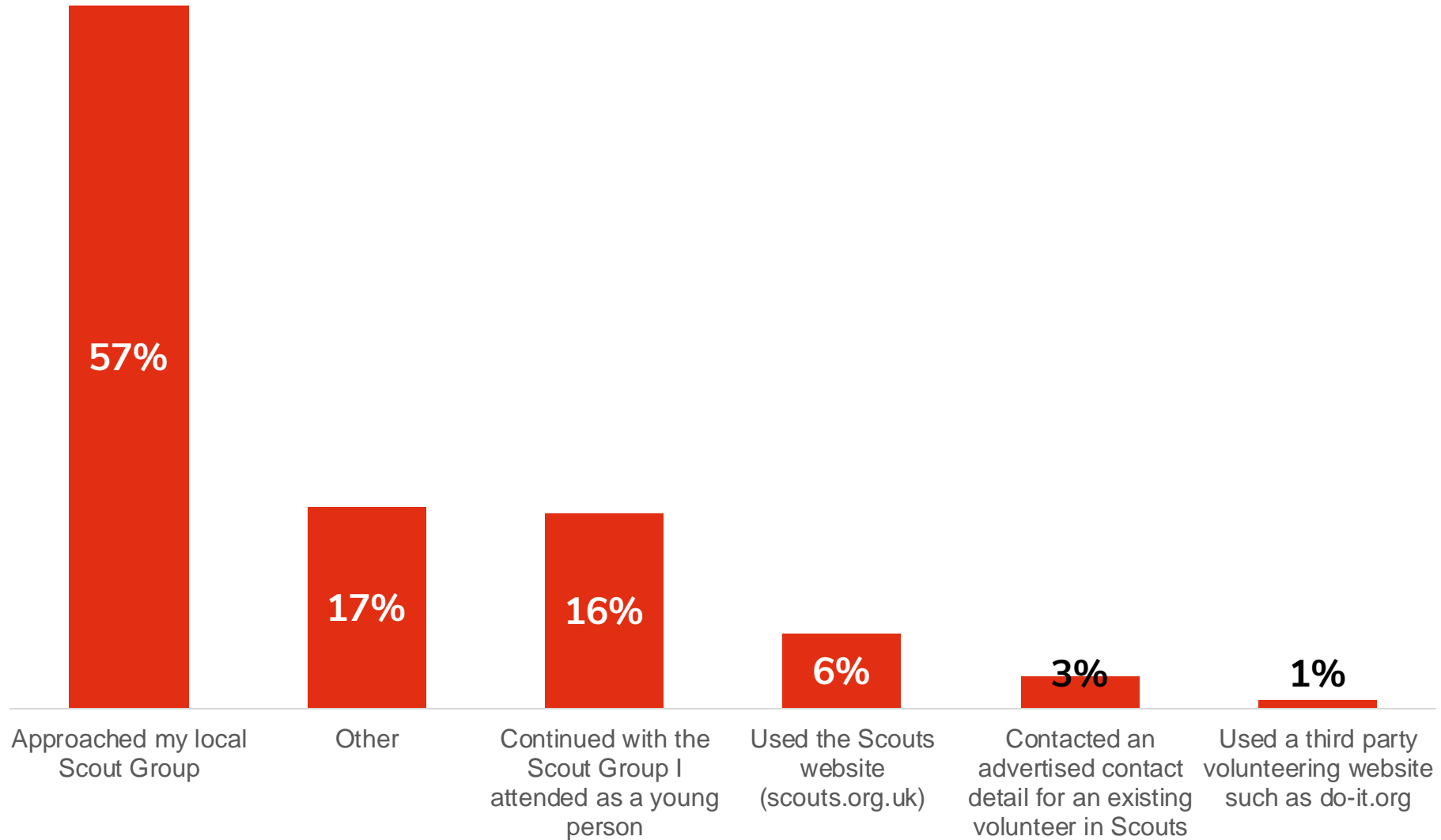
Source: Scout Experience Surveys 2018 and 2019. Sample size in 2018 = xxxx (6,496 who had undertaken training in the previous 12 months) and in 2019 = 9,385 (6,997 who had undertaken training in the previous 12 months)

# How adult volunteers found the opportunity to join Scouts

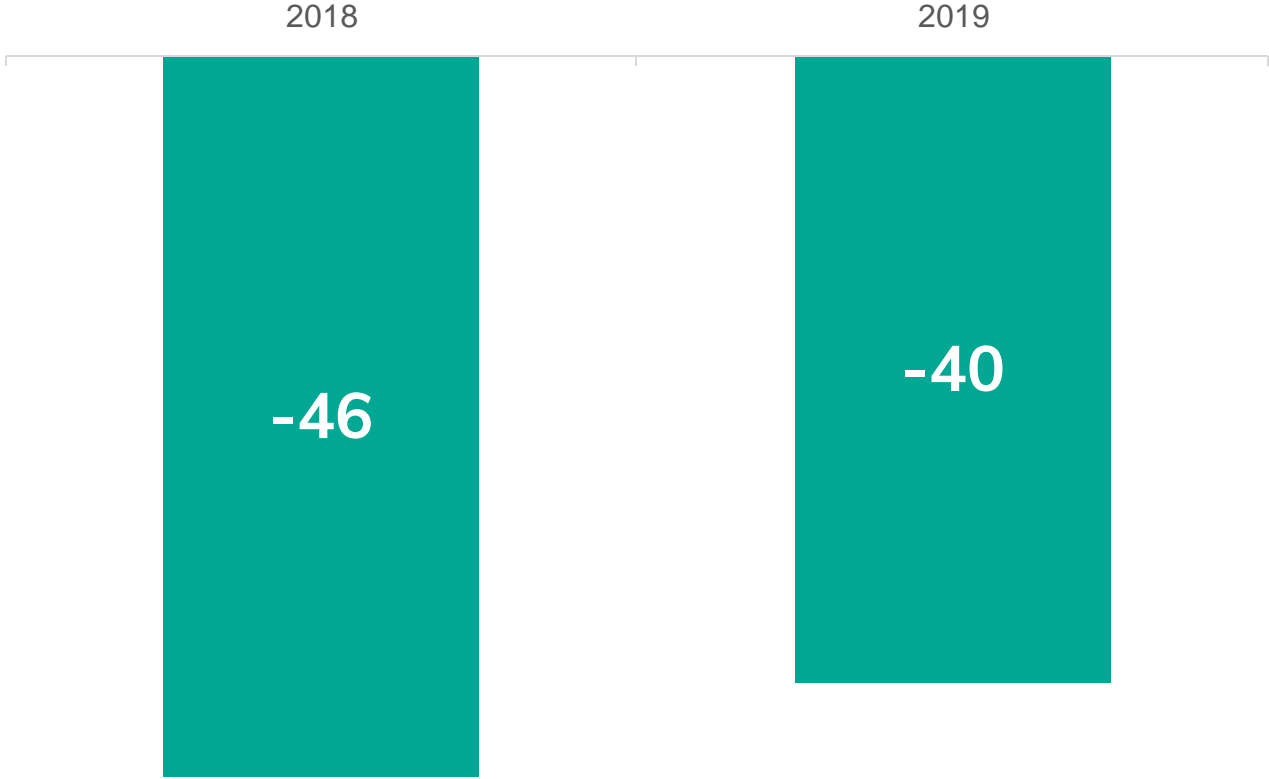


Source: Scout Experience Survey 2019. Sample size = 10,675

## How adult volunteers got in touch to volunteer

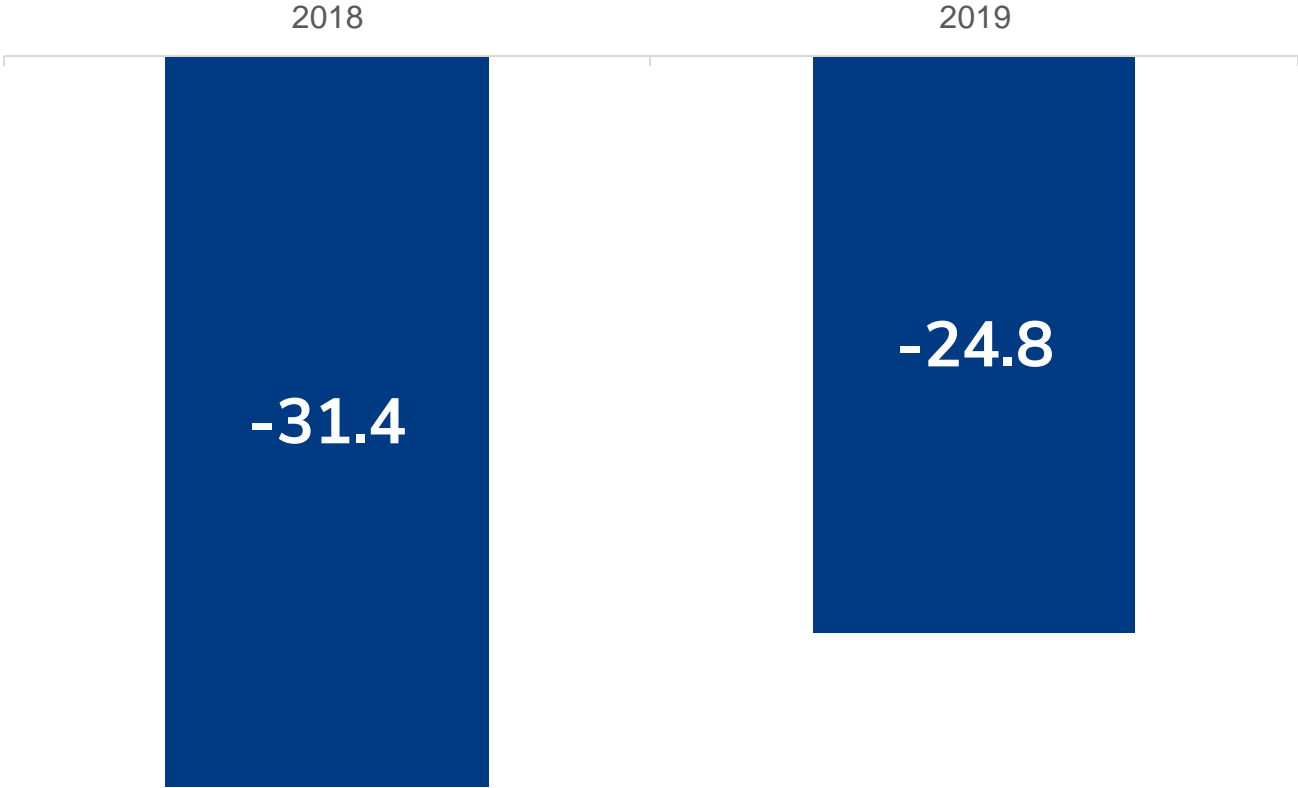


**Net Promoter Score: Section leaders who would recommend resources provided by HQ to another volunteer**



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

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



Source: Scout Experience Surveys 2018 and 2019. Sample size in 2018 = 9,394 and in 2019 = 9,194

**Practical skills leaders would have liked to have training or support with when they first started**



**Scouting activities:** programme planning - pioneering, navigation and bushcraft skills – camping – knots – adventurous activities - basic scouting skills - outdoor activities - events/trips

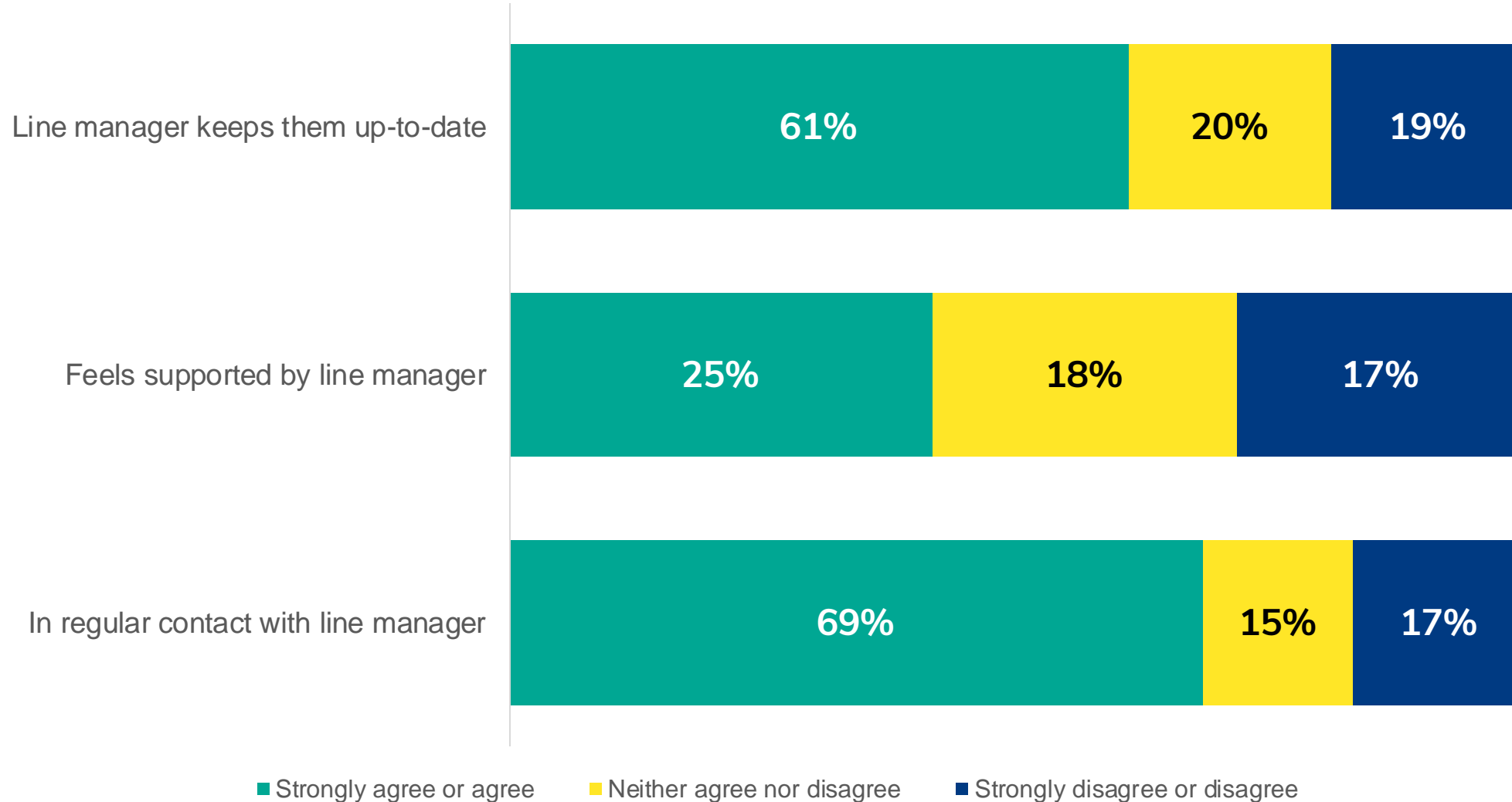
**Other skills and knowledge:** behaviour/discipline – dealing with children – special needs – safety – dealing with adults – leadership – management – scouting traditions – other skills – character traits – communication skills – IT skills – faith

**Bureaucracy:** admin – finances – OSM – Compass

**People:** training – support – recruitment – role expectations

**Organisational matters:** organisational structure – permits – communication – rules – resources

## How adult volunteers rate their line manager

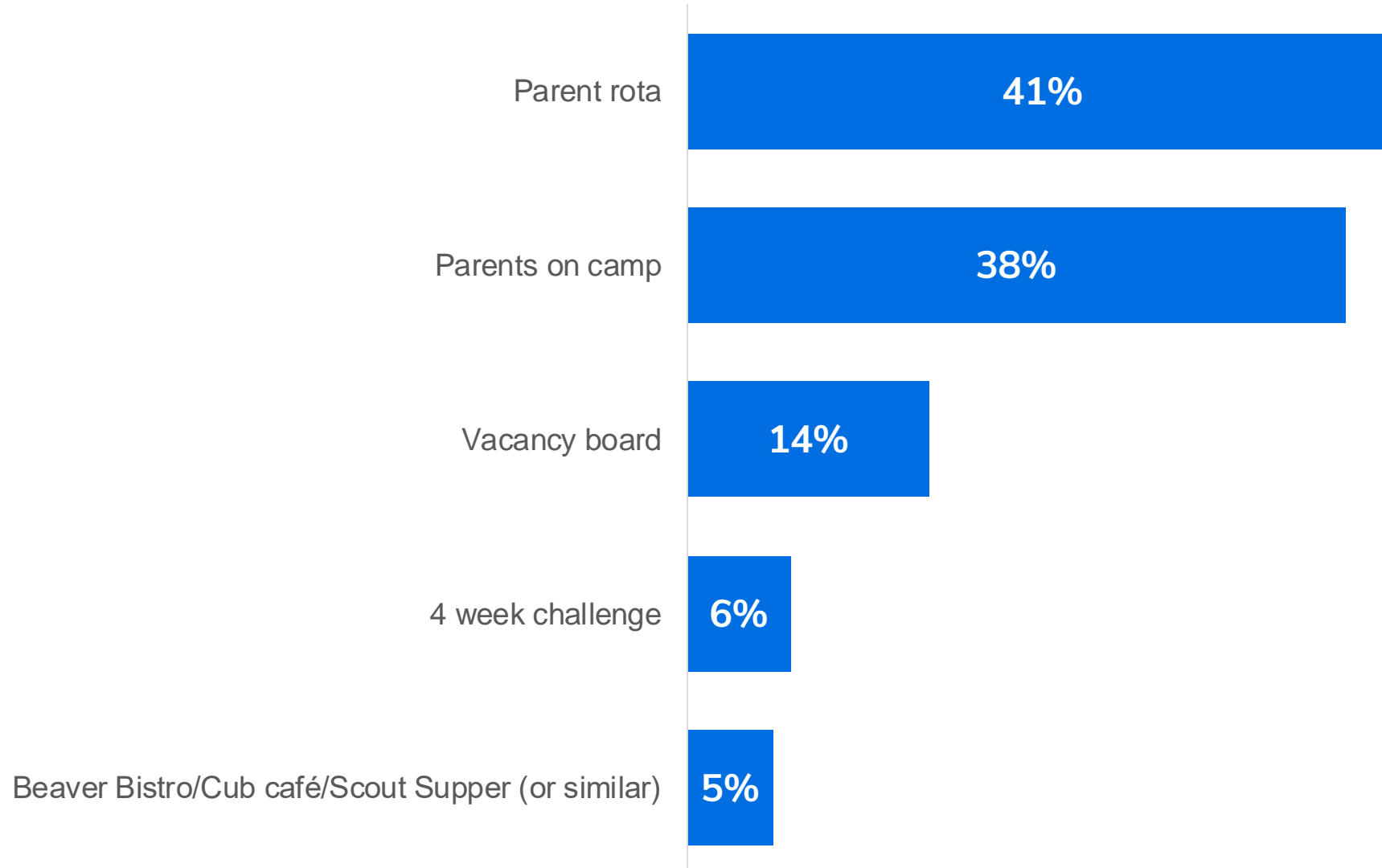




# Recruiting more volunteers

**27%** 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.

## Which recruitment resources have groups and sections used?

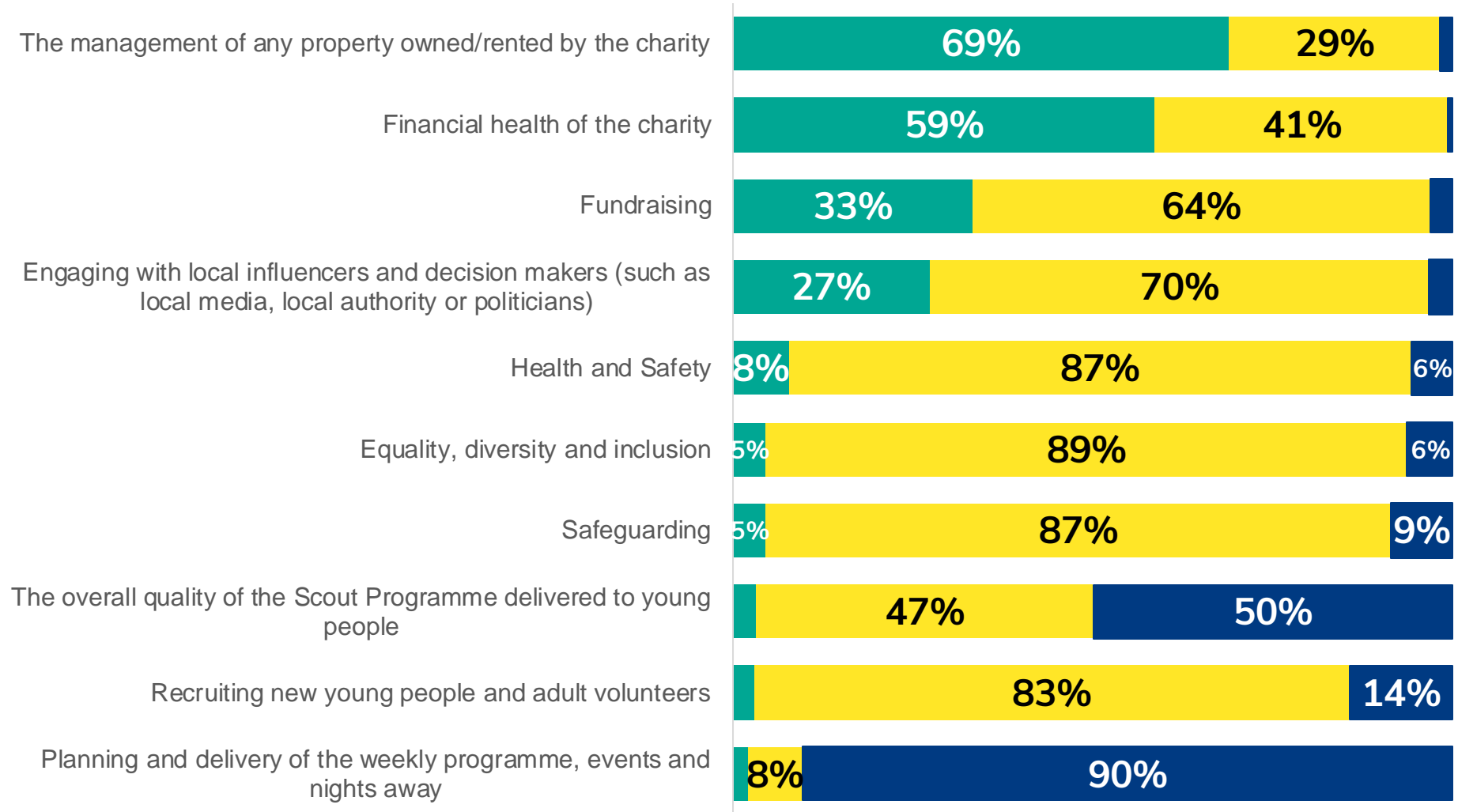


# Governance

**77%** of Executive Committees meet at least once a quarter and another **15%** meet at least once a month.

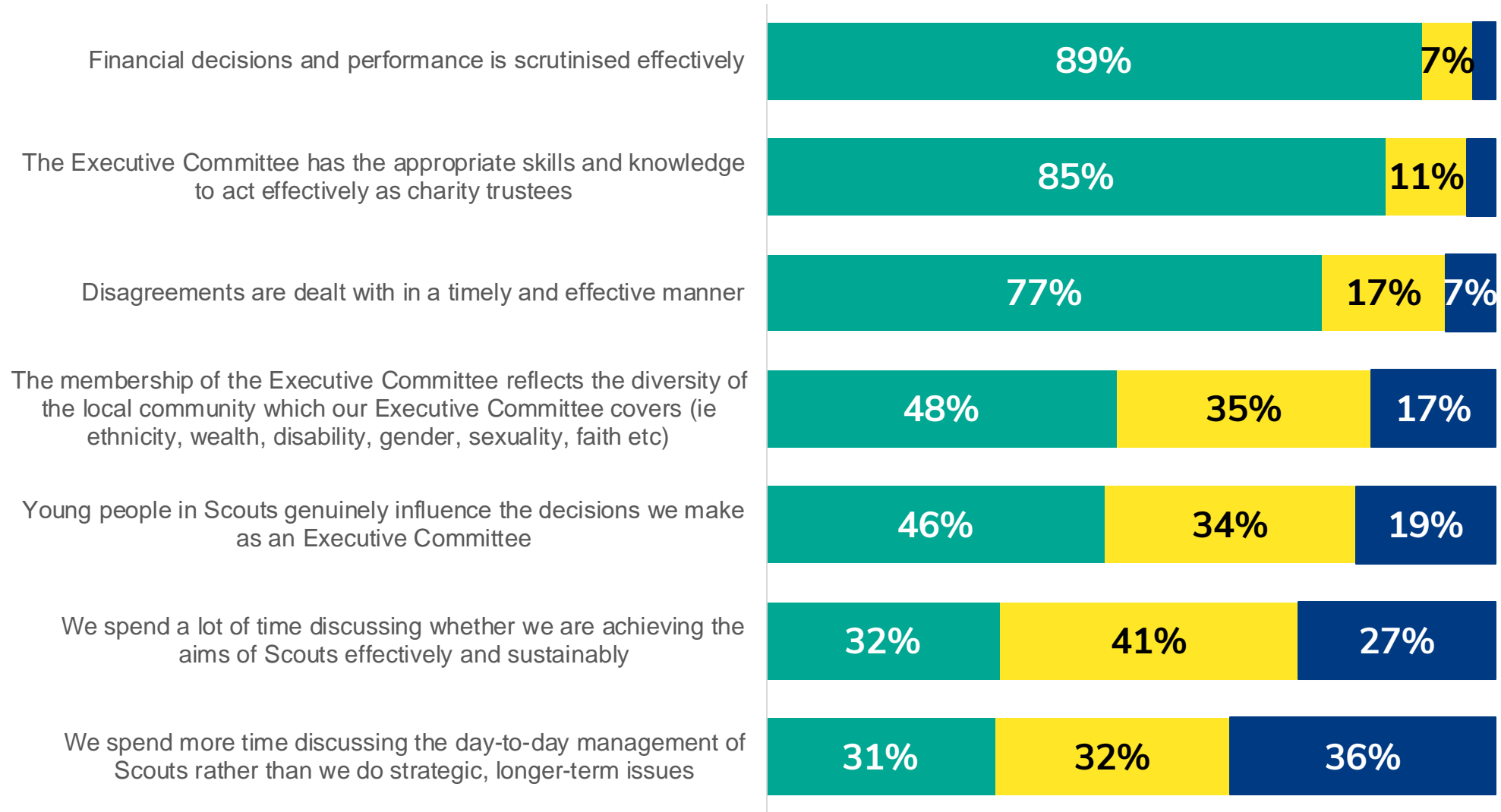
**91%** of Executive Committee members said they understand their role and legal responsibilities as a trustee of a charity and **87%** are able to constructively challenge opinions that they do not agree with.

## Executive Committee members' perception of where responsibility lies



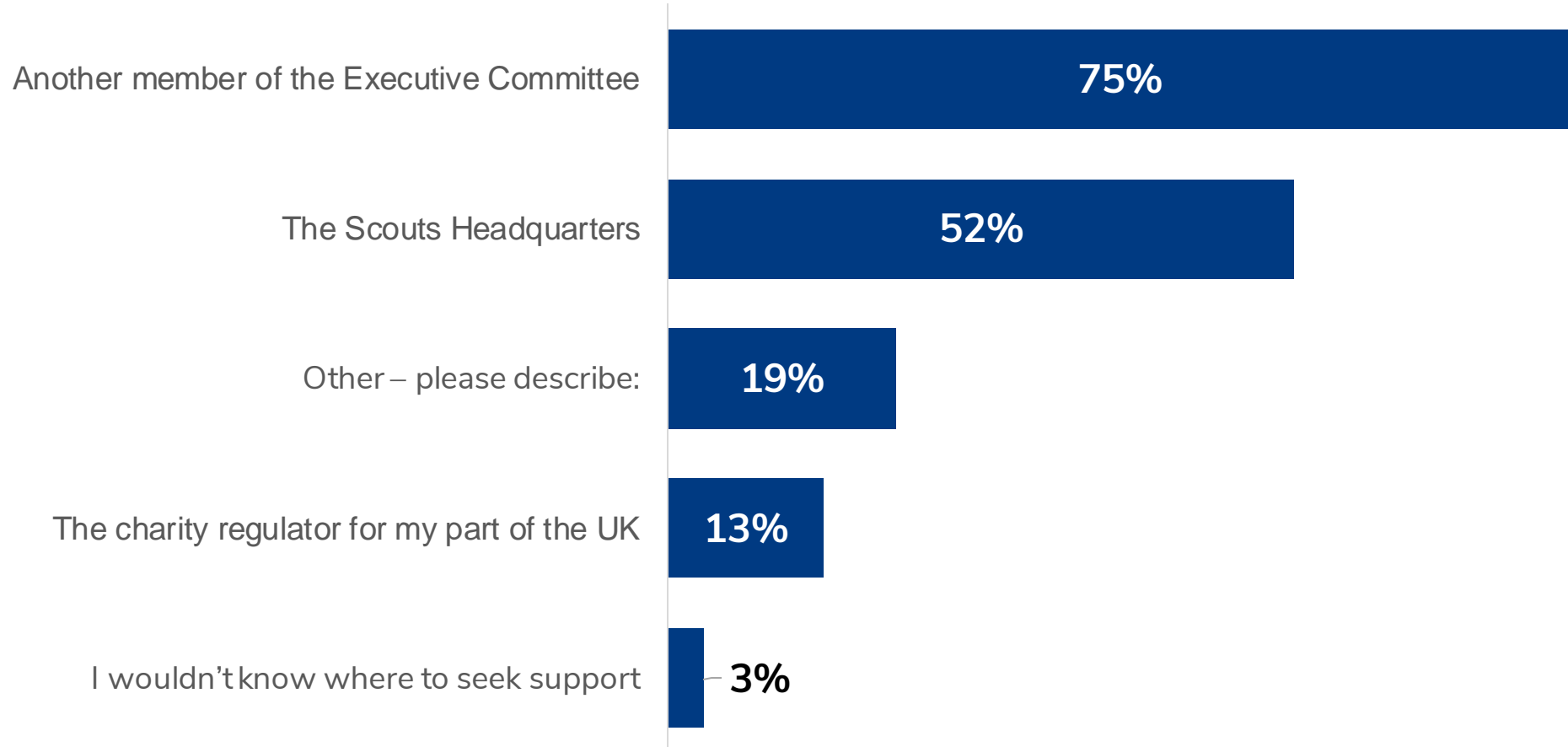
■ % Executive Committee   ■ % Joint responsibility   ■ % Commissioner, Group Scout Leader or Section Leaders

## How Executive Committees are run



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

## Sources of support used by Executive Committee members



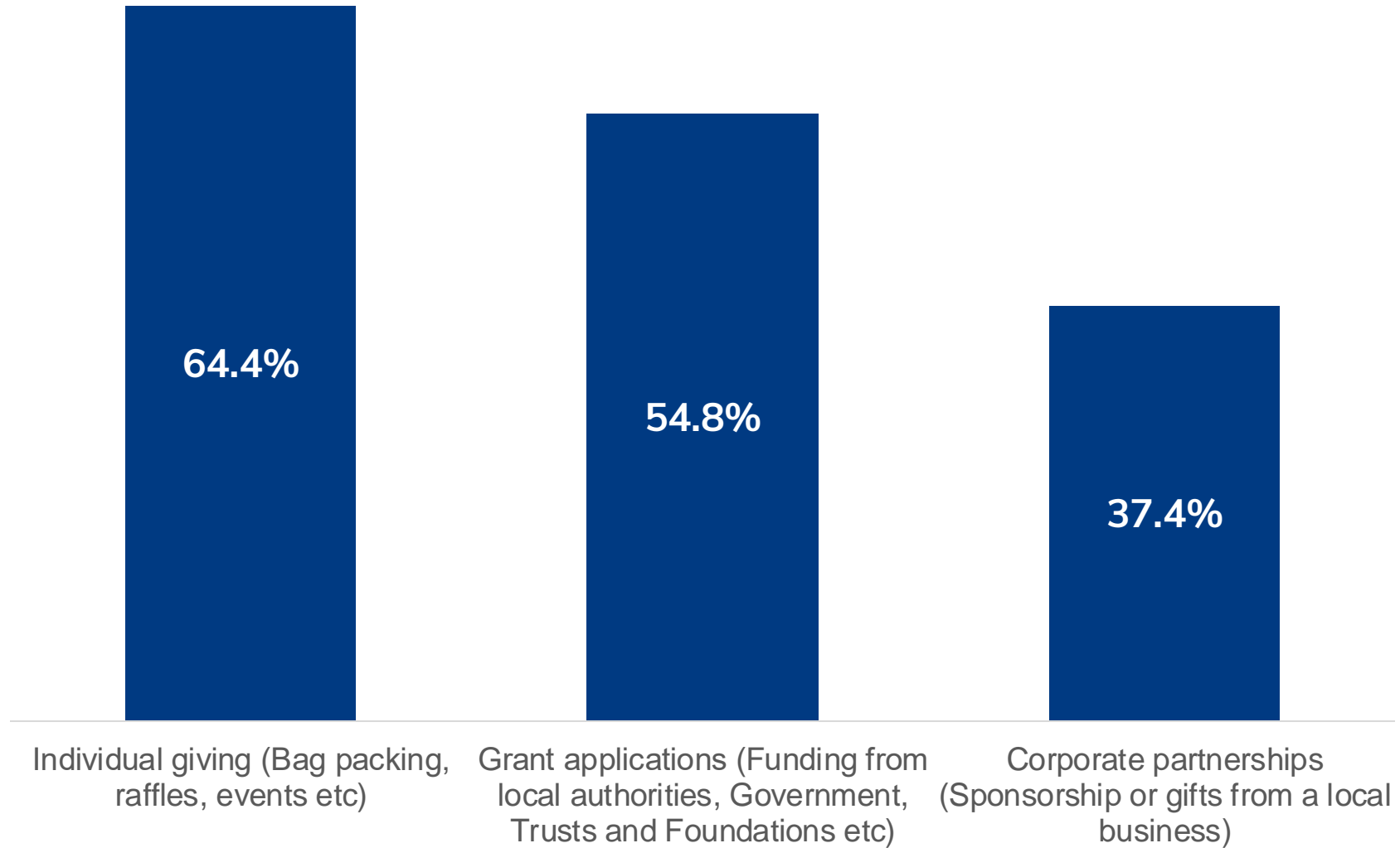


Places Scouts is delivered in were recorded as

- **43%** owned property
- **34%** rented properties
- **23%** using a property owned by someone else free of charge or for minimal payment

**33%** of places were reported as high quality, **47%** satisfactory and **20%** low quality  
(as reported by 201 committee chairs)

## Fundraising activities in the past 12 months



# Summary

Responses from adult volunteers to the question 'If Scout headquarters was to prioritise one thing that would support you in your role, what would it be?'



**Training:** specific training requests – training accessibility – training procedure – training validation/support – training/info for specific roles – training quality – online training – focus on training

**People:** recruitment – support for volunteers – behavior/performance issues – recognition – networking/sharing ideas

**Organisational Matters:** strategic orientation – structures – communication – admin – complaints and questions – District/County leadership – outside links

**Resources:** online resources – OSM – information – financial/material support – other resources – fundraising

**Scout Groups:** programme ideas – suggestions for changes – support for groups – uniform – badge work

And finally...



Look out for the next **Scout Experience Survey** in March 2020 and get involved! More responses = better analysis = better support.

We look forward to hearing your thoughts.

**Any questions?**

Please contact [claire.morris@scouts.org.uk](mailto:claire.morris@scouts.org.uk)