



# Scout survey

**A guide to the annual Scout  
Experience Survey 2020**

[scouts.org.uk/overseasscoutsurvey2020](https://scouts.org.uk/overseasscoutsurvey2020)



# Your views on the Scouts

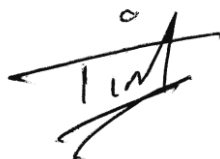
Every year we run the Scout Experience Survey to see the difference that Scouts makes to young people, as well as giving us a valuable insight into our adult volunteers and their thoughts and experiences. We have seen some great results which we are really proud of but you have also told us about things which need to be improved. For a summary of the results in 2019 go [here](#).

In 2020 the Scout Experience Survey is going to be a little bit different as we will not be asking young people and parents/carers to take part. Instead we are planning to do more in-depth research with these groups. So the Scout Experience Survey in 2020 will just be for adult volunteers. The feedback that you provide is so helpful in driving forward and prioritising the work we do so we can provide the best support for volunteers.

Throughout March, the Scout Experience Survey 2020 will be available. I urge you to fill yours in and encourage fellow volunteers to share their views too. The more people we hear from, the more accurate and refined our research and analysis will be and the more we can help you.

Fill in this year's survey on [scouts.org.uk/overseasscoutsurvey2020](https://scouts.org.uk/overseasscoutsurvey2020) and then share it with fellow volunteers.

To help spread the word and generate even greater results, use the email and social media templates to help share the survey link. To all our amazing volunteers – thank you!

A handwritten signature in black ink, appearing to read 'Tim Kidd', with a stylized flourish at the end.

Tim Kidd

UK Chief Commissioner

# About the survey

## Purpose

We have created this survey for adult volunteers in Scouts and designed it to give us the information to help us to make Scouts better, to prove that we are an organisation worth supporting, and to help us make better decisions about how we use our time and money.

---

## The survey is designed to give us information to help us make Scouts better

---

## Who can fill in the survey?

All adult volunteers are encouraged to complete the survey (including Section Leaders, Administrators, Executive Committees, supporters, line managers etc.), and to do so in relation to their primary role and their experiences over the last 12 months.

This year we will not consult with young people and parents via an online survey as we are instead going to conduct a different type of research with these groups.

## What questions are in the survey?

### 'About you' questions

At the start of the survey, we explain that by taking part in this survey, you will provide us with personal and sensitive data (for example, age, religion, ethnicity etc.) about yourself. We will not share this data outside of the Scouts headquarters, unless you give us the permission to do so.

The personal data you provide to us is securely stored and we will keep the data for 15 years after the survey for research purposes. For further detail on our retention periods, please visit our [Data Protection Policy](#) here.

Asking these questions help us understand if Scouts is helping young people and adult volunteers from all backgrounds. This will help us understand whether Scouts is delivered in a fair way to everybody and that all young people and adult volunteers are treated fairly.

If you don't want to provide us with this data that is absolutely fine, but does mean we can't use any of your answers and therefore we don't want to waste your time by filling in the survey.

We also ask permission to use the data you provide us with for further research and/or to link your data to external data sources. This is made clear at the start of the survey and you have the option to give us this permission. If you don't wish to give us this permission you are able to skip over the permission statements and move onto the survey questions.

### How Scouts has been delivered in the last 12 months

We ask Section Leaders questions about what they have delivered in their section in the last 12 months.

### The experiences of volunteers in the last 12 months

We ask adult volunteers questions about their experience as volunteers in Scouts, including questions about the support HQ provides and how satisfied volunteers feel.

### Reason for leaving Scouts

For anyone who has recently left Scouts, we ask questions about their reasons for leaving.

# FAQs

## 1. Why should I fill in the Scout Experience Survey?

The annual Scout Experience Survey is designed to find out how supported you feel, what you need, and why members join or leave Scouts.

By filling in the survey, you will give us information that helps us make better decisions, increase support for adult volunteers, and improve Scouts for all young people.

The Scout Experience Survey has two purposes:

### A. To improve Scouts

By understanding what young people take part in, how they develop and how satisfied they are, we can provide better resources, guidance and training to our adult volunteers. In turn, this should make Scouts better and we will have a bigger impact on young peoples' lives.

### B. Better decisions

Our funding comes from families and young people, and our impact is the result of the incredible effort of our volunteers. We want to make sure we spend resources and time in the best way possible, so need to know where we can have the biggest impact.

---

**By filling in the survey, you will help us make better decisions, increase support for adult volunteers, and in turn, improve Scouts for young people.**

---

## 2. Why do you ask for personal details?

We ask for details such as where you live, your gender, if you are disabled and so on. Asking 'about you' questions enables us to understand if Scouts is helping adult volunteers from all backgrounds. We must meet our legal duties under equalities legislation to improve what we do, regardless of your background. This means Scouts is delivered in a fair way to everybody in your community and that all adult volunteers are treated fairly.

## 3. Why do you ask for permission to contact me again and anonymously link my answers to information collected by government and educational institutions?

We ask for permission to contact you again in the future in case there is more research we need to do. Last year for example we followed up with a sample of the people who gave permission to be contacted again to ask them some more in depth questions about their experience of becoming a volunteer.

We also ask for permission to anonymously link your answers to information collected by government and other educational institutions. This would enable us to work with researchers to see whether there is an impact of volunteering in scouts on other areas of life such as health outcomes. Once your answers are linked, your identity is immediately removed from the linked data set.

You can withdraw this permission at any time by contacting [info.centre@scouts.org.uk](mailto:info.centre@scouts.org.uk).

### Here are the permissions we ask at the start of the survey.

By taking part in this survey, you'll provide us with personal and sensitive data such as your age, religion and ethnicity. The data you provide will never be published in a way that identifies you personally.

We won't share this data outside of the Scouts headquarters unless you give us the permission to do this.

The personal data you provide to us is securely stored in line with data protection law and will be kept for 15 years after the survey for research purposes. For more detail on our retention periods please see our Data Protection Policy here. The Scout Association would like to contact you in the future to find out how you are getting on during or after your time with us. This will only ever be for research purposes to help us make Scouts better for young people.

Please tick here to give us your permission to contact you again for research purposes.

We would also like to link some of the information you give us with data collected by government and educational institutions. By doing this we can get a better idea of the difference which being in Scouts might make. Linking data sets is done using information such as name, gender, date of birth and postcode. Once the linking is done, any data which identifies you personally is carefully removed from the combined data set.

As a result, any research we do with the combined data will be on an anonymous basis only, and will only be carried out by The Scout Association or an agency appointed to undertake work strictly on The Scout Association's behalf. If at any point in the future you don't want your data to be used in this way, you can contact [info.centre@scouts.org.uk](mailto:info.centre@scouts.org.uk) and ask for your information to be removed from our research database.

Please tick here to give your permission for your information to be used for these purposes.

### Here's the permission we ask at the end of the survey

If you would like to be entered into the prize draw to either win £500 of vouchers to spend either at Scout Stores or Scout Adventures, we'll need to contact you.

Please provide your contact details below so that we can get in touch with the winners. Please note that this information will only be used for the purposes of selecting the prize draw winners. All contact details will be destroyed once the prize draw has occurred. Please see our privacy policy here.

#### 4. Will you share my answers?

No. Your answers will be held securely by The Scout Association, accessible only to staff who need to see them to crunch the numbers. We report on averages and trends, not individual responses. We may use data analyst professionals to help us understand the responses we receive; however, they will only be given anonymised results under a strict data sharing agreement.

If you would like any more details on how we keep your answers safe, please contact [info.centre@scouts.org.uk](mailto:info.centre@scouts.org.uk)

#### 5. How long do you keep my answers for?

We securely and safely hold your answers for 15 years. If you have given us permission to contact you again or anonymously link your answers to government data, then we will keep these alongside your name and email address. If you do not give us these permissions, you won't be asked to fill in your name or email address. In both cases, we will remove your postcode and will only keep what your postcode represents (i.e. urban/rural, region, social economic status (using Index of Multiple Deprivation for example), etc.).

#### 6. Do I have to take part in the survey?

Absolutely not. The survey is entirely voluntary and in no way impacts on your involvement in Scouts.

#### 7. Can I see my responses in the future?

If you have given us permission to contact you again and/or anonymously link your answers to data collected by government educational institutions, then we will keep your name alongside your responses. You can contact us at [info.centre@scouts.org.uk](mailto:info.centre@scouts.org.uk) and make a 'Subject Access Request' if you wish to see your answers in the future. If you have not given us permission, then we will have no means of identifying your record and so couldn't give you your answers.

#### 8. Will we get to see and use the results locally?

When conducting surveys like this, you need a minimum number of people to respond for results to be meaningful – 1000 responses is usually seen as a minimum requirement. If we secure 1,000 responses from adult volunteers, then we can provide analysis of your Country or Region's responses. Otherwise, we can provide anonymised raw data, but no analysis.

#### 9. Can I see the results of last year's survey?

Yes, we have a summary report on the results that describes the impact of Scouts on young people. You can view these results [here](#). After the 2020 survey is completed, we will produce a report of the results of the 2018, 2019 and 2020 surveys combined.

#### 10. Why does the survey take 15 minutes or more?

We have changed our method for gathering members' feedback. At headquarters, we would regularly send out smaller surveys throughout the year but have now combined many of these into the one annual survey. This means there are more questions to go through in this instance, but fewer surveys throughout the year to complete. We value your input and feedback, and we encourage you to take the time to fill in the Scout Experience Survey and help us improve our support for you and local Scouts. You also have the option of being able to save your answers and return to the survey to finish it off at a later point.

#### 11. How will the District prizes be allocated?

The District with the most responses overall will receive a prize of £1,000 to spend at Scout Store or Scout Adventures.

The District that secures the highest percentage of responses in comparison to the size of their District (of volunteers and young people) will also receive a prize of £1,000 to spend at Scout Store or Scout Adventures.

## 12. Why are you collecting my full postcode?

We want to understand the impact of Scouting in different areas of the UK, especially in areas of deprivation. The full postcode gives us the ability to identify the Index of Multiple Deprivation score that's applied to each postcode. For information on IMD score see question 13 or [visit here](#).

Many of the questions in the survey help us understand what Scouts is like in your area and what type of experience volunteers have. Using the postcode collected to generate the IMD score will then help us understand whether there's a difference in experience in different areas. This information is particularly helpful for us to understand how we can better support volunteers and the delivery of Scouts in areas of deprivation.

## 13. What is Index of Multiple Deprivation (IMD)?

The indices of multiple deprivation are the official government measures of deprivation for small areas. They are calculated slightly differently in England, Wales, Northern Ireland and Scotland but are broadly the same. The country is broken up into small areas known as a Lower-layer Super Output Areas (LSOAs). Each LSOA is given a deprivation score which is used to rank that area relative to the others. For more information [click here](#).

## 14. What if I have a Region or County role?

The question that asks 'where do you volunteer?' gives options for Country/Region/County/District. There's an option in the Region drop down list for someone who has a **Region role** as their primary role to be able to choose the option '**Region role**' instead of the region.

There's an option in the District drop down list for someone who has a **County role** as their primary role to be able to choose the option '**County role**' instead of a District.

### 14. Where do you/did you primarily volunteer? \*

Country	England ▼
Region (or Country)	North East ▼
County/Area/Region	Durham ▼
District	County Role ▼

---

## Checklist of what to do

### Complete the survey

- Fill in the survey on [scouts.org.uk/overseasscoutsurvey2020](https://scouts.org.uk/overseasscoutsurvey2020), putting aside at least 20 minutes to do so.

### Share the survey with other volunteers

- Share the survey link with other volunteers through social media (we are looking for both current volunteers and also those who may have left Scouts, so share widely!)
- Share the survey link by sending an email to other volunteers in your Section, Group, District or County/Region.
- Use the email template to help you explain the survey and share it with others.



# Template emails or letters

## Volunteer email or letter template

Dear current or former volunteer,

The annual Scout Experience Survey 2020 has been released. You can see some of the results of [last year's survey here](#).

The survey explores:

- How supported adult volunteers feel and where we can improve.
- Why adult volunteers join and leave Scouts.

We want to hear from you – both those currently involved and those who may have left Scouts in the last 12 months.

### 1. Complete this survey as an adult volunteer

You can find the survey on [scouts.org.uk/overseasscoutsurvey2020](https://scouts.org.uk/overseasscoutsurvey2020).

All adult volunteers, regardless of what you do for Scouts, can take part and the questions will be relevant to your role. This survey takes between 15 and 30 minutes, and so we recommend using a larger device (such as a laptop, PC or tablet) rather than a phone.

This is the third year of running the Scout Experience Survey and it has replaced many of the surveys we used to send out. As a thank you for filling it in, everyone who takes part will be entered into a draw for £500 to spend at Scout Store or Scout Adventures. The Districts that secure the most responses will also be entered into a draw for £1000.

Please note, the survey closes on Thursday 2 April 2020.

### 2. Share the survey

For the results to be meaningful to **[INSERT YOUR DISTRICT/COUNTY/AREA/REGION AS APPROPRIATE]**, we need enough adult volunteers to take part.

We want to hear from all adult volunteers, even if they left Scouts in the last 12 months. You can find a template email for sharing the survey in [this guide](#).

If you have any questions, the Frequently Asked Questions (FAQs) in [this guide](#) might help. If you still have any questions or concerns, please email [info.centre@scouts.org.uk](mailto:info.centre@scouts.org.uk).

The results of the survey will really help us improve what we do. These will show the difference Scouts makes, which will help us recruit more people, get more support and make an even greater impact.

Thank you for all you do in Scouts.

With kind regards,