



Scouts

**Volunteer Experience for
County & District Leadership Teams**

Who's on the call?

- **Jack Caine**, UK Lead Volunteer for People
- **Andrew Sutherland**, Deputy Programme Sponsor
- **Pete Jeffreys**, Product Lead, Volunteer Journey
- **Hamish Stout**, Project Sponsor, Change and Infrastructure
- **Rob Groves**, Change Manager
- **Adam Ray**, Communications Manager
- **Alison Fell**, Welcome Product Lead
- **Heather Smith**, Welcome Team
- **Stephen Mallett**, Belfast Transformation Lead
- **Will Baldock**, Humberside Transformation Lead



What we'll cover

1. Overview of Volunteer Experience changes
2. The purpose of a Leadership Team
3. Tasks of a Leadership Team
4. Working together
5. What do you need to do now?



Overview of Volunteer Experience changes

Making volunteering easier and more fun is how we reach our North star...



More young people gaining skills for life

Consistently and safely deliver a great programme

Recruit more volunteers and retain current ones

Where are we now?

We support over 140,000 incredible volunteers to deliver skills for life to over 430,000 young people

However, the landscape is changing:

- 30% of volunteers want to give time regularly
- 100,000 young people on waiting lists across the UK
- Increasing amounts of time spent on administrative tasks
- Several current processes and structures don't support our volunteers or easier recruitment



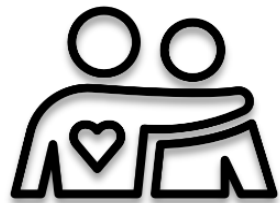
We cannot grow to meet our ambitions for young people, from section level to the whole of the UK, without making some fundamental changes.

**We want to make volunteering with
Scouts easier and more fun...**

**...so that we can attract more volunteers
and our current volunteers want to stay**



Transforming our Volunteer Experience



A warmer welcome for everyone

- Redesigning the appointments process
- Introducing a welcome conversation
- New digital recruitment tool
- Improved self-service for new volunteers



Simplifying how we volunteer together

- Team-based approach allowing tasks to be shared
- Clearer purpose and responsibilities of teams
- More flexible volunteering
- New digital tool for adult volunteers



More engaging learning

- Reviewing current training and moving to learning
- New digital learning tool with personal and engaging content
- Includes new co-designed Safeguarding learning

scouts.org.uk Website

Easy to use and mobile-friendly

Fewer steps and less administration

Digital first, but not digital only

Single Sign On

Specialist functionality

Continuous improvement over time

Welcome Tool

- Better able to attract more volunteers through a wide range of channels
- Clearer information upfront about roles, responsibilities and what to expect

Membership Tool

- Reduced administration (Including references & Disclosures)
- Improved visibility of information
- Easier to manage processes e.g. Permits & Awards

Learning Tool

- More accessible, engaging and enjoyable learning
- Easier reporting and management of learning

“A shared understanding for what we do and say as volunteers in Scouts, supporting each other, following our values and being at our best, while acting as role models for young people.”

Embedding Culture Change

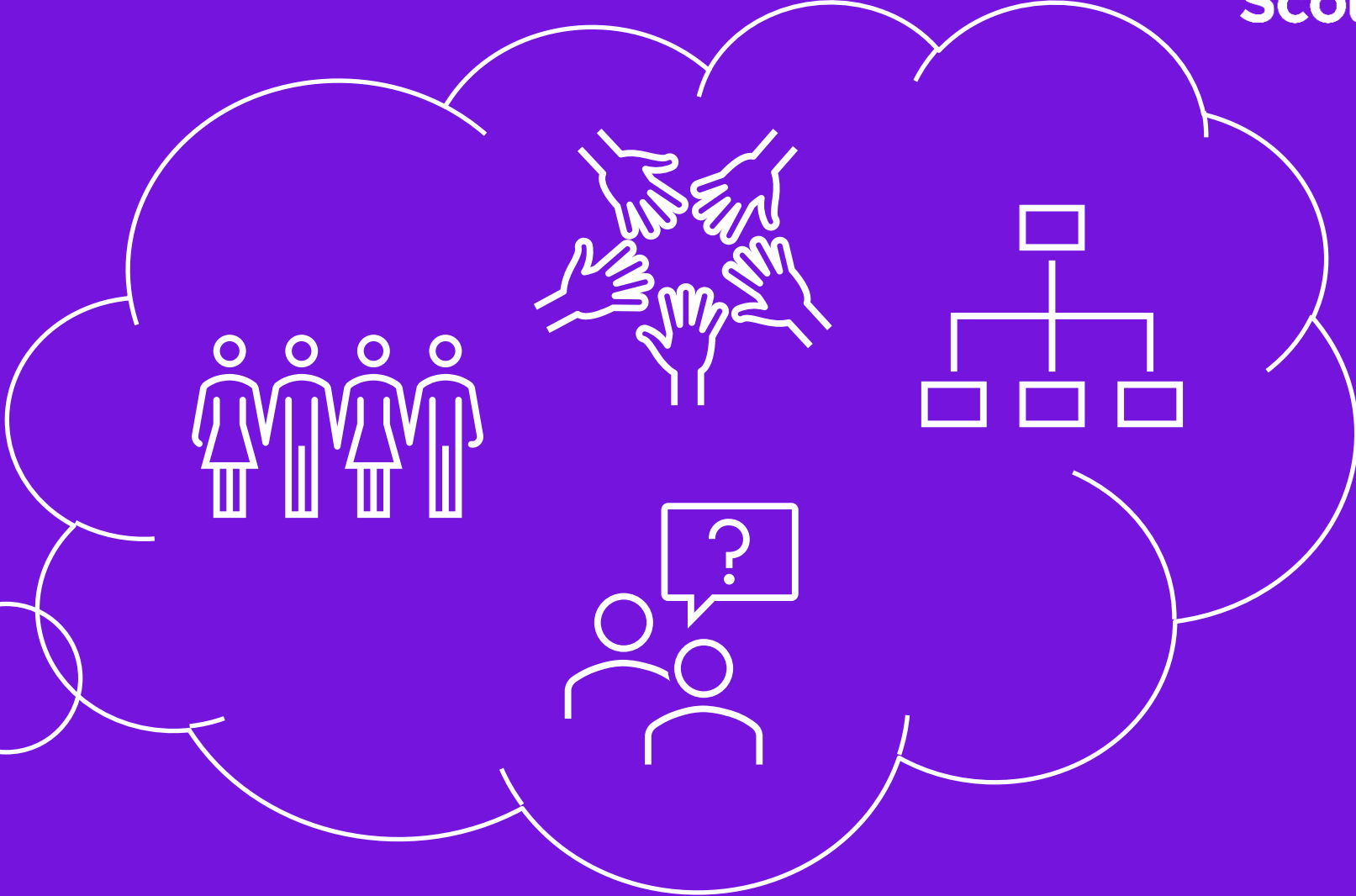
- It's important that we remember the core of the volunteer experience transformation is about culture change
- Across the movement we must continue to embed, and role model this culture change
- Focusing on our people and how we work together is fundamental to making changes to the volunteer experience in Scouts

Where will we be?

- Digital tools which reduce administration for volunteers and automate several processes
- Volunteers feeling welcomed and valued from day one
- More accessible and engaging learning all in one place
- Clearer structures and responsibilities for teams
- More flexible volunteering to accommodate our changing landscape



Purpose and structure of a Leadership Team



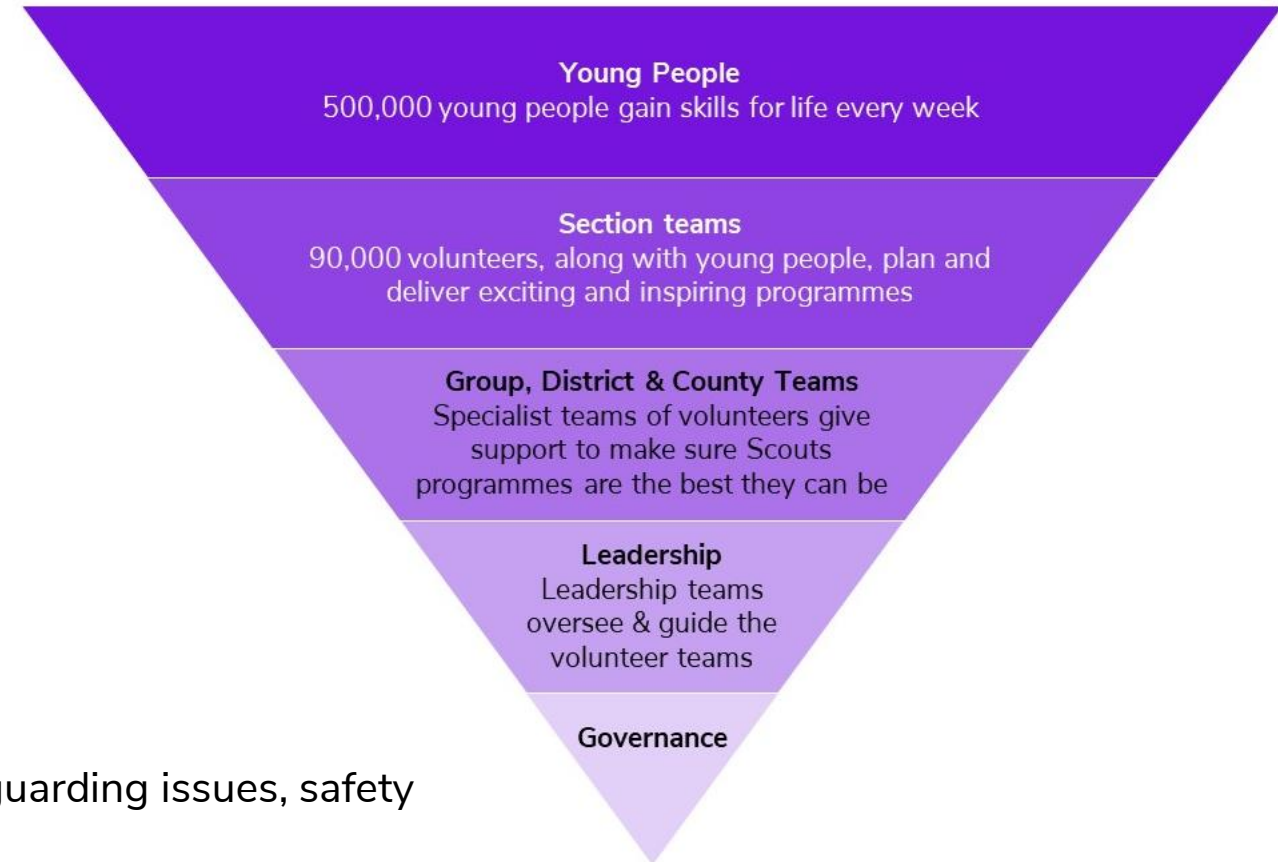
Volunteers other than members of Section Teams

Provide leadership, direction, management

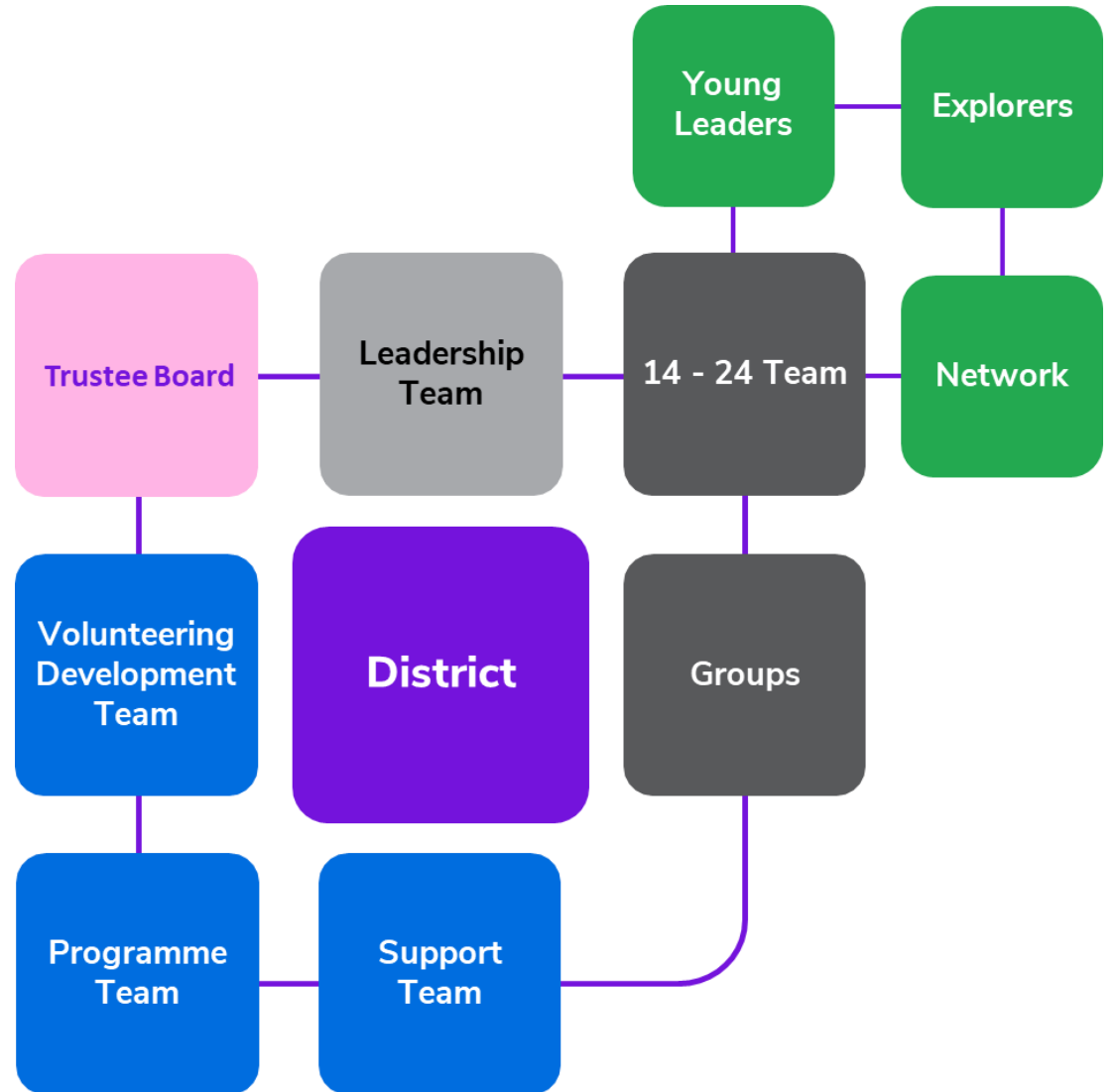
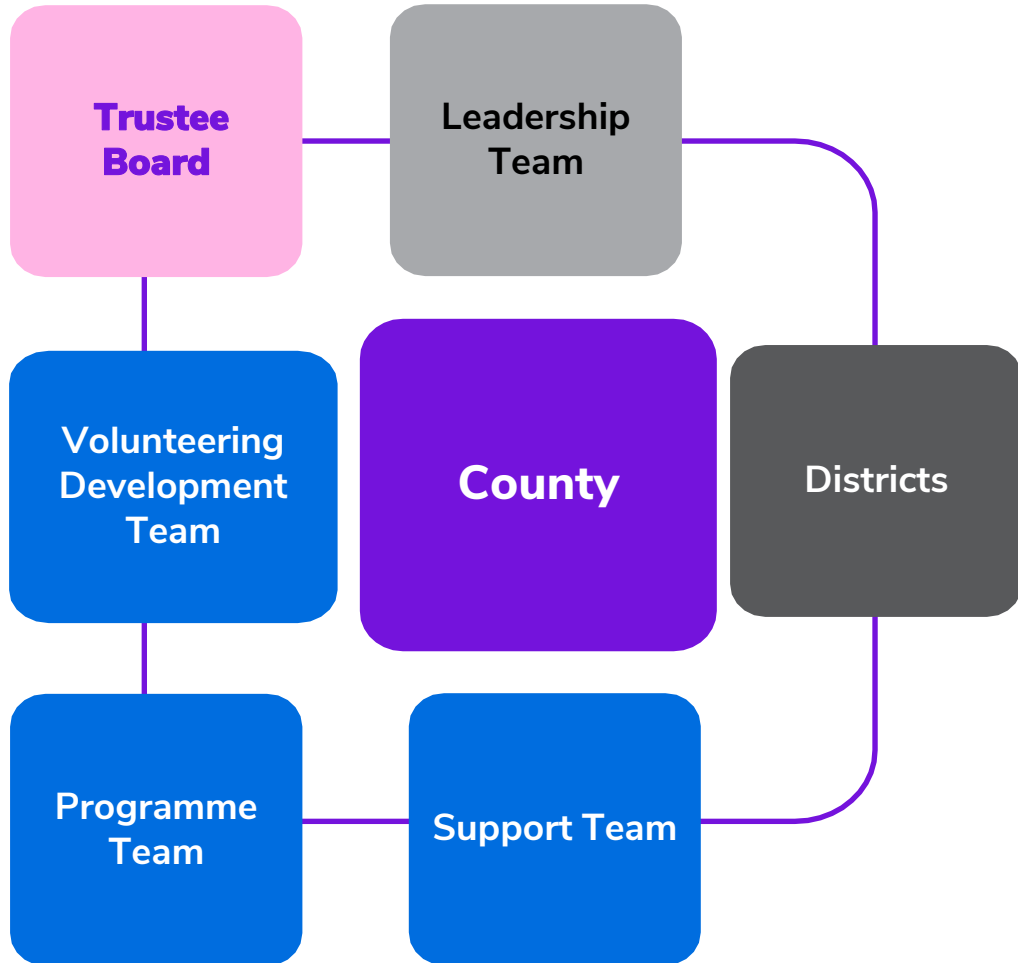
or

Provide support to:

- Programme
- Volunteers
- Community engagement
- Growth - new provision
- Processes, for example
 - Premises management
 - Fundraising
 - Equipment management
 - Digital tools (email, web, etc.)
- Incident management
 - Planning for the management of potential issues (including complaints, SARs, data breaches, safeguarding issues, safety issues, etc.)

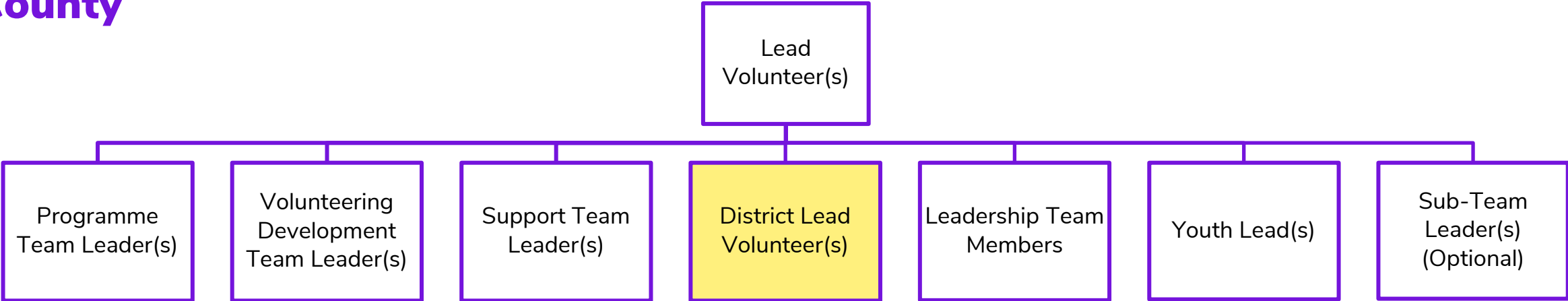


Structure

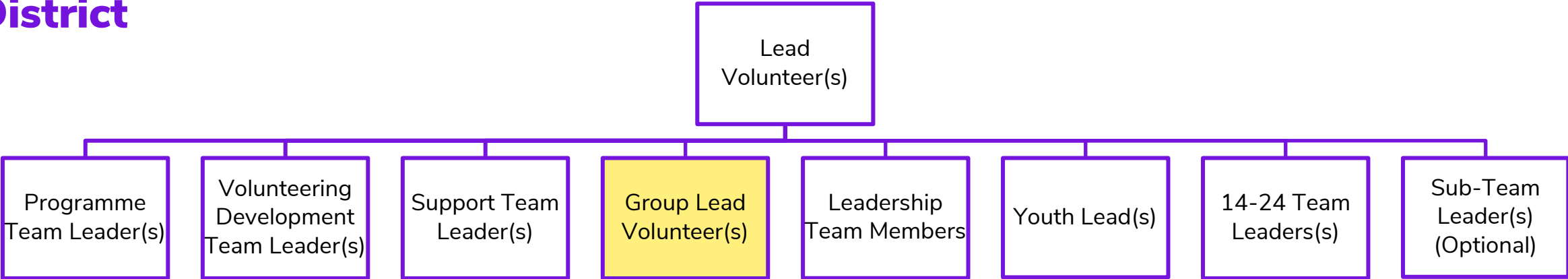


Example: Leadership Team

County



District





Benefits

- Learning from best practice seen across Counties/Areas/Regions (Scotland)
- Ability to share tasks amongst other volunteers with specific skills and interests i.e. Safeguarding and Safety
- Easier to get new volunteers involved with more flexible volunteering
- Easier to succession plan and recruit for the future

Belfast: Early Adopter Example







Tasks of a Leadership Team

Overview

- Most day-to-day tasks aren't changing
- The processes of how you carry out tasks is where most of the change is happening
- Many tasks will become less administrative or automated through the new digital system
- Using accreditations those tasks can be more easily shared amongst volunteers



How a team shares tasks

		 Hannah Team Leader	 Tom Team Member	 Mita Team Member	 Jamal Team Member	 Arnold Team Member	 Jess Helper
Tasks for the Whole team	Task 1 Whole team	✓	✓	✓	✓	✓	
	Task 2 Whole team	✓	✓	✓	✓	✓	
	Task 3 Whole team	✓	✓	✓	✓	✓	
Allocated tasks	Task 4 Allocated			✓			
	Task 5 Allocated					✓	
	Task 6 Allocated		✓	✓			
	Task 7 Allocated				✓		
	Task 8 Allocated					✓	
	Task 9 Allocated						✓

New Ways of Working

- The new digital system will replace or amend several current processes
- How you implement these processes will need to be built into your local preparations, including things such as:
 - Who volunteers contact
 - Which volunteers carry out the tasks in the system
- Training will be provided for all processes as part of roll-out



Preparing for new ways of working

Managing your local structures	Managing our volunteers	Permits (Activity, Nights Away)	Good Service Awards
Managing my personal details	Learning	Notifications	Dashboards & Reporting
Volunteer Joining Journey	Volunteer Role Change process	Reporting	Suspensions (Adults)
Appointment Reviews	Nights Away Notifications (NAN)	Grant applications	Attracting new volunteers
Minibus Permits	Actions	Qualifications	<ul style="list-style-type: none">  Process changes from day one  Process available from day one

Welcome Responsibilities

- Support Volunteering Development Team with oversight of the new volunteer joining journey
- Welcome Conversations held between the new volunteer, their Lead Volunteer/Team Leader and an independent person
- All volunteers carrying out Welcome Conversations will need to complete learning
- Any disagreement in outcome will escalate to the next Lead Volunteer. For example, a disagreement at Group level will escalate to the District Lead Volunteer
- Support and on-board new volunteers
- There will a separate webinar just for the new joining journey before go-live





Learning Responsibilities

- Support Volunteering Development Team with oversight of learning
- Make sure volunteers are completing the learning they need to and managing where this doesn't happen
- Continue to plan in learning for volunteers across the County/District so they can earn their Wood Badge
- Work across County/District to make sure there's First Aid provision for those that need it

Additional Key Tasks

- Ensuring volunteers are fulfilling their safety and safeguarding responsibilities
- Supporting inclusion across the County
- Support Youth Lead(s) to work with teams so they can be shaped by young people
- Role model and support the embedding of Our Volunteer Culture





Accreditations

- Allows you to allocate a specific task to one or multiple people:
 - Being the point of contact for HQ on a particular topic
 - Permit Assessors
 - Safeguarding or Safety Advisors
- Draw on volunteers' skills and experience
- Bite-sized tasks rather than a full team member
- Can be given to any volunteer who is already a full member and meets the requirements

Working Together

Sharing Teams

The new team structures allow you to more easily share tasks across Districts and Counties

You might want to think about sharing teams where you have:

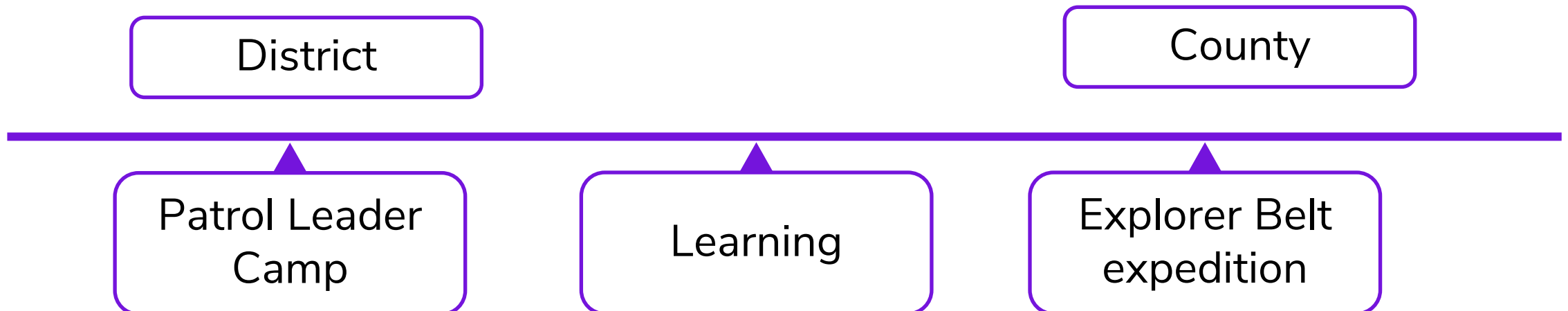
- Smaller teams
- Collaborative work across Districts and Counties
 - Top Awards
 - DofE

This allows you to more effectively and flexibly across areas



Counties & Districts

- Tasks should be carried out at the lowest and most appropriate level
- This means that over time Districts might take on responsibilities better suited at this level
- Counties should:
 - Support and enable Districts to carry out tasks
 - Take on tasks which require wider coordination, more niche skills etc.



HumberSide: Early Adopter Example

Our Approach

- Removed the 'Person' element.
 - Mapped current tasks to Team Descriptions.
 - Review 'unmapped' tasks.
 - Are they required?
 - Do they add value?
- Empowering Team Leaders.
- Being prepared to change if its not working.
- Make the structure work for you, so don't worry if it isn't the same as another area.
- Clear infographics to show the changes in practice.



Benefits

Growing the team

- Sharing tasks and asking for expressions of interest
- Approaching people who may be suitable/interested
- New people joining teams

Informal Adoption

- Allowed for a soft launch/opportunities to adjust



Benefits

Networking:

- District/ Group Lead Volunteers / District/ Group Chairs
- Regional Transformation Get-Together
 - Opportunities to share what is going well
 - Collaboratively explore challenges
 - Share local resources



What you need to do now



Brief volunteers in your area

Many of you will be well on your way to doing this already!

You might want to, or already have:

- Hold events
- Meet with volunteers in their roles to share the information relevant to them
- Share useful links and information from the Scouts website

Get your information up to date

The more accurate information is on Compass the smoother the migration to the new digital system will be

Our 'Updating Compass Guidance' provides all the information needed to get information up to date

There will be several items that you'll need to support volunteers with such as training validation



Build your teams

Having your teams at County, District level built and informally in place

1. Draft the structure of the teams
2. Work out who could be part of the teams
3. Have conversations with existing volunteers
4. Start informally using new teams & titles
 - Agree who will be responsible for tasks
 - Work through the Our Volunteering Culture activities
5. Support Districts/Groups to build their teams



Adopt Trustee Board membership changes

All County (and equivalent), District & Group Trustee Boards to be prepared and ready to adopt the Trustee Board membership changes at their next AGM after 1 April 2024

Steps to adopting membership changes:

- Follow updated AGM agenda and script
- Adopt constitution at AGM
- Current Trustee Board to agree and implement local selection process
- Discuss and agree with current Secretary the role they will take on from the AGM (Trustee or Administrator or both) and reflect this on Compass



Ensure training provision

- Make sure current training is planned and continuing to be delivered
- Implement plans to make sure all those who will need First Aid are being trained:
 - Section Team Members (inc. current Section Assistants)
 - Section Team Leaders
 - Group Lead Volunteers
 - District Section Team Members
 - 14-24 Team Leaders



What's Next?

Delivery Phases

Introducing and embedding culture changes

Now - Summer '24

Circa. 60 days prior to
Compass freeze

After Summer '24

After move to digital
tools

Introducing new ways of working

Preparing for the digital tools
& processes

Moving to digital tools &
processes

Embedding our new
ways of working

Support

There are a variety of areas where you can get support:

- County/Area/Region (Scotland) Transformation Lead
- Volunteer Experience Webpages:
 - Readiness webpages
 - Setting up your Teams guides and videos
 - Learning webpages
 - Welcome processes
- Sharing best practice across Districts, Counties and Regions
- Smaller peer support groups coming soon!





Any Questions?

Thank you