



Scouts

Group Leadership Teams

Who's on the call?

- **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**, Product Lead, Welcome
- **Eleanor Coker**, Volunteering Transformation Manager
- **Bebbe Hron**, Volunteering Journey Executive



What we'll cover

1. Overview of Volunteer Experience changes
2. The purpose of a Leadership Team
3. Tasks of a Leadership Team
4. Benefits of Teams & Tasks approach
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:

- 70% of volunteers don't want to give a weekly commitment
- We lose 13% of our volunteers every year, many complaining of burnout and overload
- 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



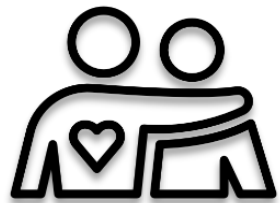
We cannot grow to meet our ambitions for young people, from section level to the whole of the UK, without making some fundamental changes

**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

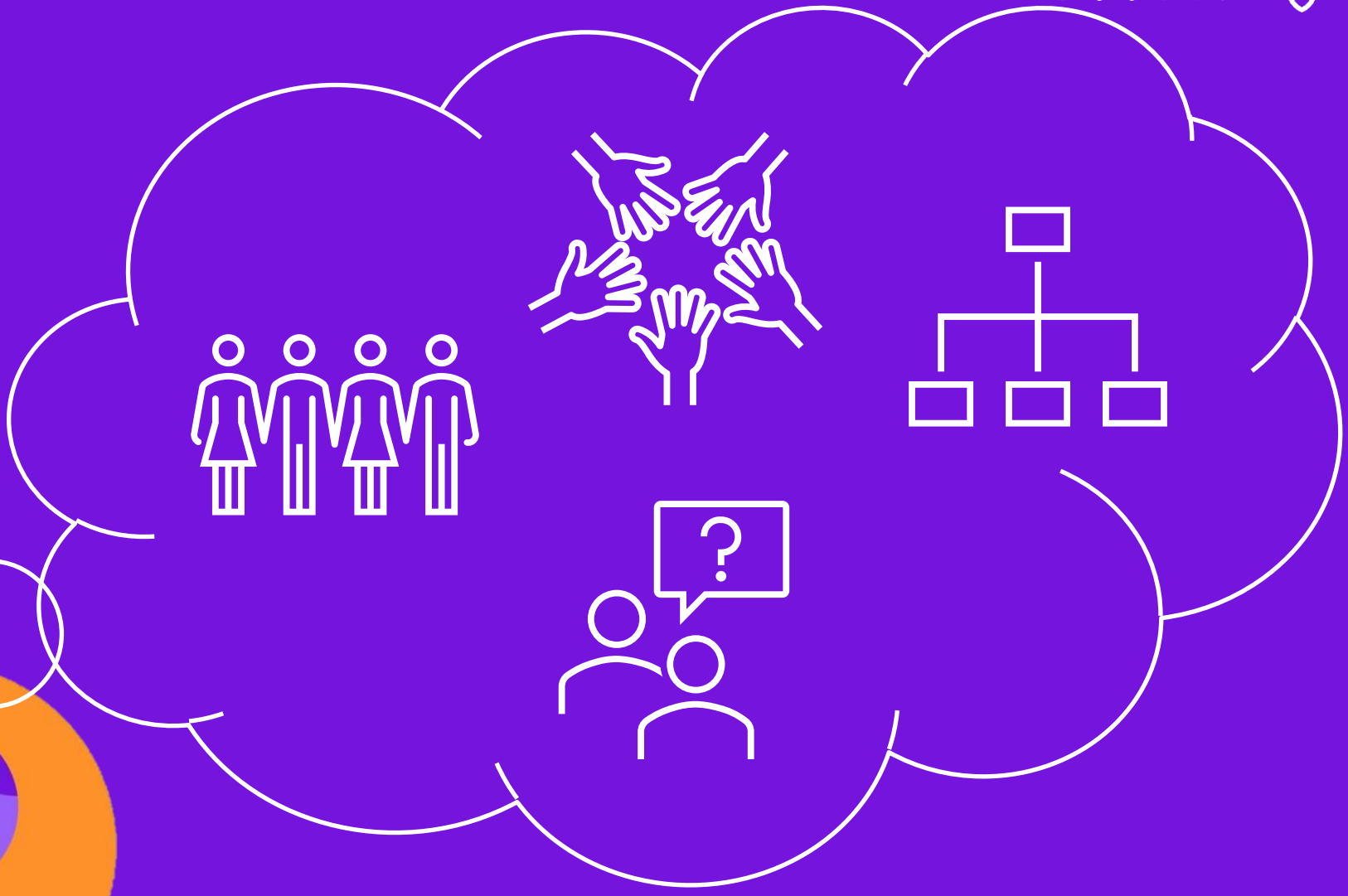
- It's important we remember the core of the volunteer experience transformation is about culture change
- Across the movement we must continue to embed, and role model this culture change
- This includes:
 - Our Volunteering Culture
 - New ways of working, including learning and welcome

Where will we be?

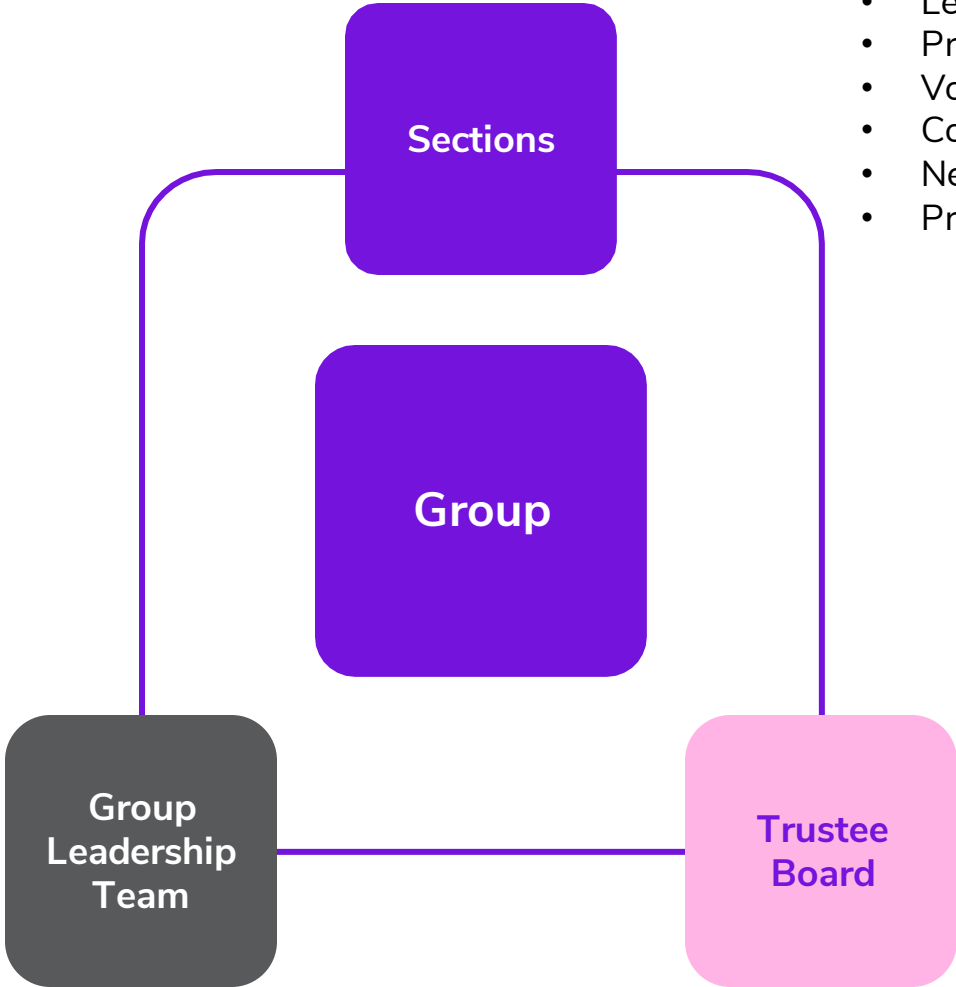
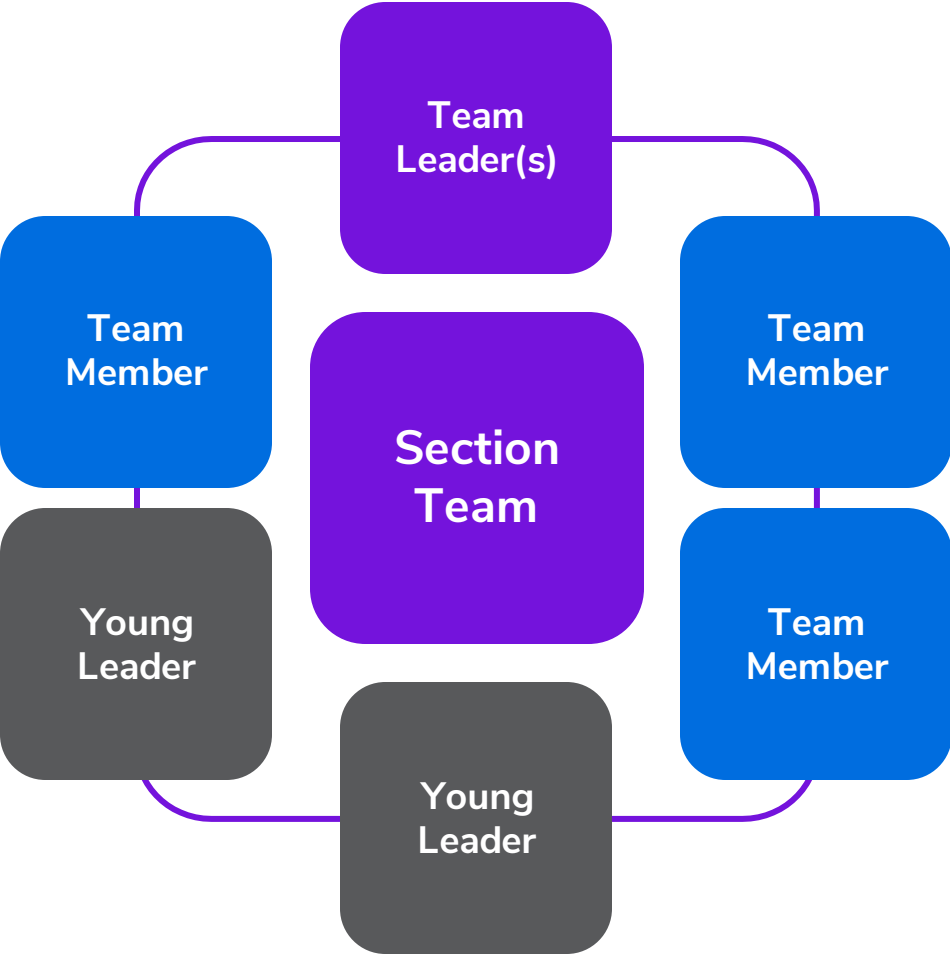
- Digital tools which reduce administration for volunteers and automate several processes
- Volunteers feeling welcomed and valued from day one
- More accessible and engaging learning all in one place
- Clearer structures and responsibilities for teams
- More flexible volunteering to accommodate our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



Purpose and structure of a Leadership Team



Group Teams



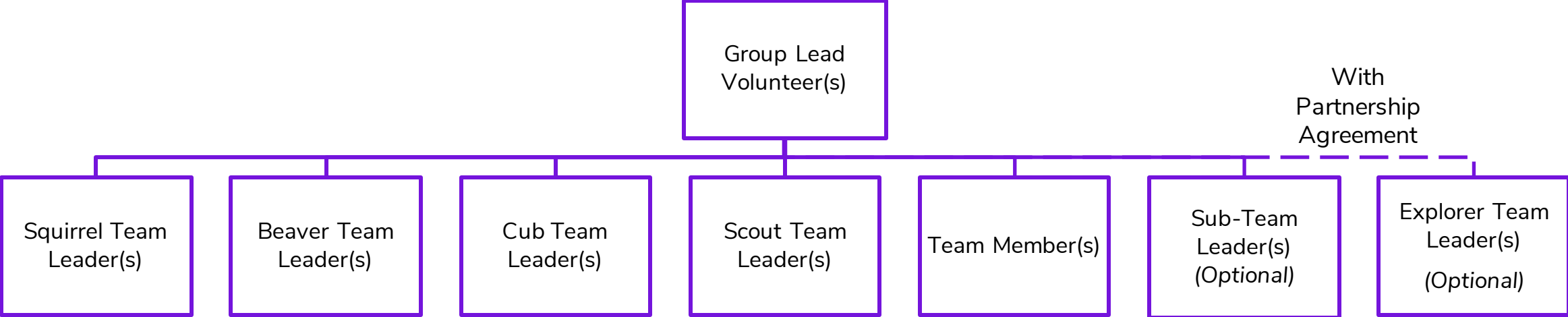
Group Leadership Team

- Leadership/direction/management
- Programme support
- Volunteering Development
- Community engagement
- New provision
- Process support

The Group Leadership Team and the Trustee Board can have sub-teams where appropriate.

Section teams may not have sub-teams.

Example: Group Leadership Team





Benefits

- Learning from best practice seen across Groups
- Volunteers can support individual tasks rather than taking on the responsibilities of a role
- Easier to get new volunteers involved with more flexible volunteering
- Easier to succession plan and recruit for the future







Tasks of a Leadership Team

Overview

- Most day-to-day tasks aren't changing
- The processes of how you carry out tasks, and where those sit within your Group, is where most of the change is happening
- Many tasks will become less administrative or automated through the new digital system



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						✓

Moving from training to learning

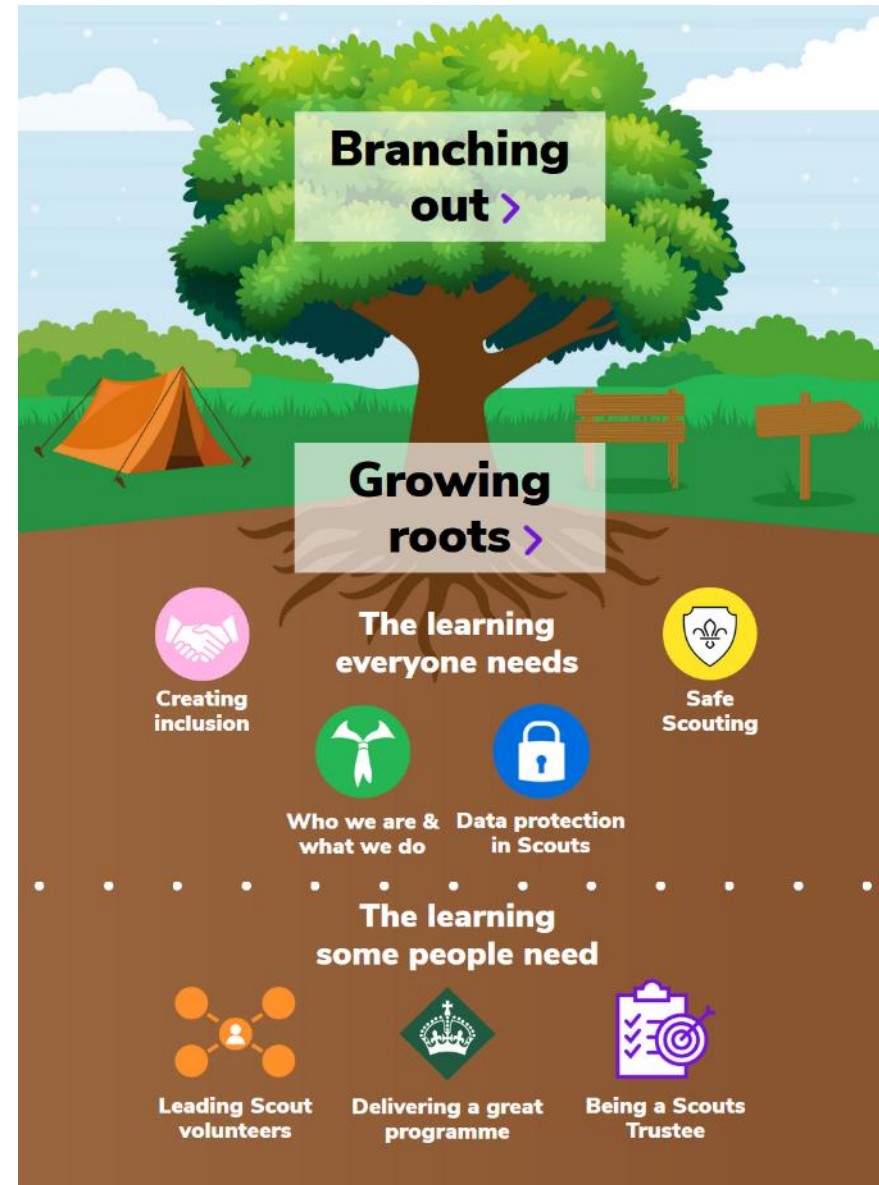
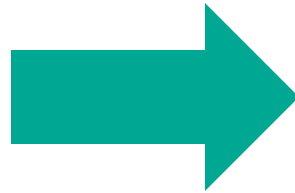
Module Matrix

This is a summary of the Scouts' Adult Training Scheme and ongoing learning. For further information on the training requirements for specific roles, please refer to the Scouts' Adult Training Scheme pages on scouts.org.uk/volunteers/learning-development-and-awards/.



■ All Appointments
 ■ Section Leaders and Section Supporters
 ■ Trustee Introduction
 ■ Supplementary
 ■ Managers, Section Supporters, Other Supporters
 ■ Mandatory Ongoing Learning

Getting Started To be completed within 5 months of appointment		
Module	Aim	Methods
Personal Learning Plan (02)	To create a plan for an individual's learning based on the requirements of the job and taking into account the individual's needs.	■ One to one ■ Workbook
Essential Information (01)	To provide all adults in Scouting with the essential information needed to get started in their role.	■ e-learning
General Data Protection Regulations (GDPR)	To provide all adults in Scouting with an understanding of what the General Data Protection Regulations (GDPR) means for them, their Scout Group, District and County and how to effectively align with it.	■ e-learning
Safety	To provide all adults in Scouting with an understanding of safety practice and responsibilities as a member of Scouts, to keep everyone safe.	■ e-learning
Safeguarding	To provide all adults in Scouting with an understanding of safeguarding practice and responsibilities as a member of Scouts, to keep everyone safe.	■ e-learning
Trustee Introduction	To provide the Charity or managing Trustees with information on their legal responsibilities and current regulations.	■ e-learning
Tools for the Role (Section Leaders) (03)	To provide the basic information on the individual's role or area of responsibility and some practical help to get the individual started in the role.	■ Course ■ One to one ■ Small group ■ e-learning
Tools for the Role (Managers and Supporters) (04)	To provide key information about the individual's role, areas of responsibility and where they can find further information and support.	■ Course ■ One to one ■ Small group ■ e-learning



Learning

- We have been working to make sure our learning provides the quality, safety and skills needed to deliver skills for life for young people. The outcome of the inquest has further reinforced the need for this
- Some volunteers will need to complete learning on the system once it goes live
- Contact and work with your District training team for further information
- All mapping of current modules to the new Growing Roots is available on the learning webpages



Learning Responsibilities

- The new digital system will have a learning management tool built in
- Group Lead Volunteers will be able to see and track progress through learning
- Reminders to complete learning will be sent automatically by the system
- All learning for new volunteers will be completed through the new system



**Start these steps
within your first
six weeks**

**Complete
within
six months**

Learning
tree

Growing
Roots

Adventure
and
opportunity
this way →

**Begin your
journey here.**

Complete these
steps in any order

References

Welcome
Conversation

Declarations

Internal
check

Criminal
record check

Other things
you can do

Join in

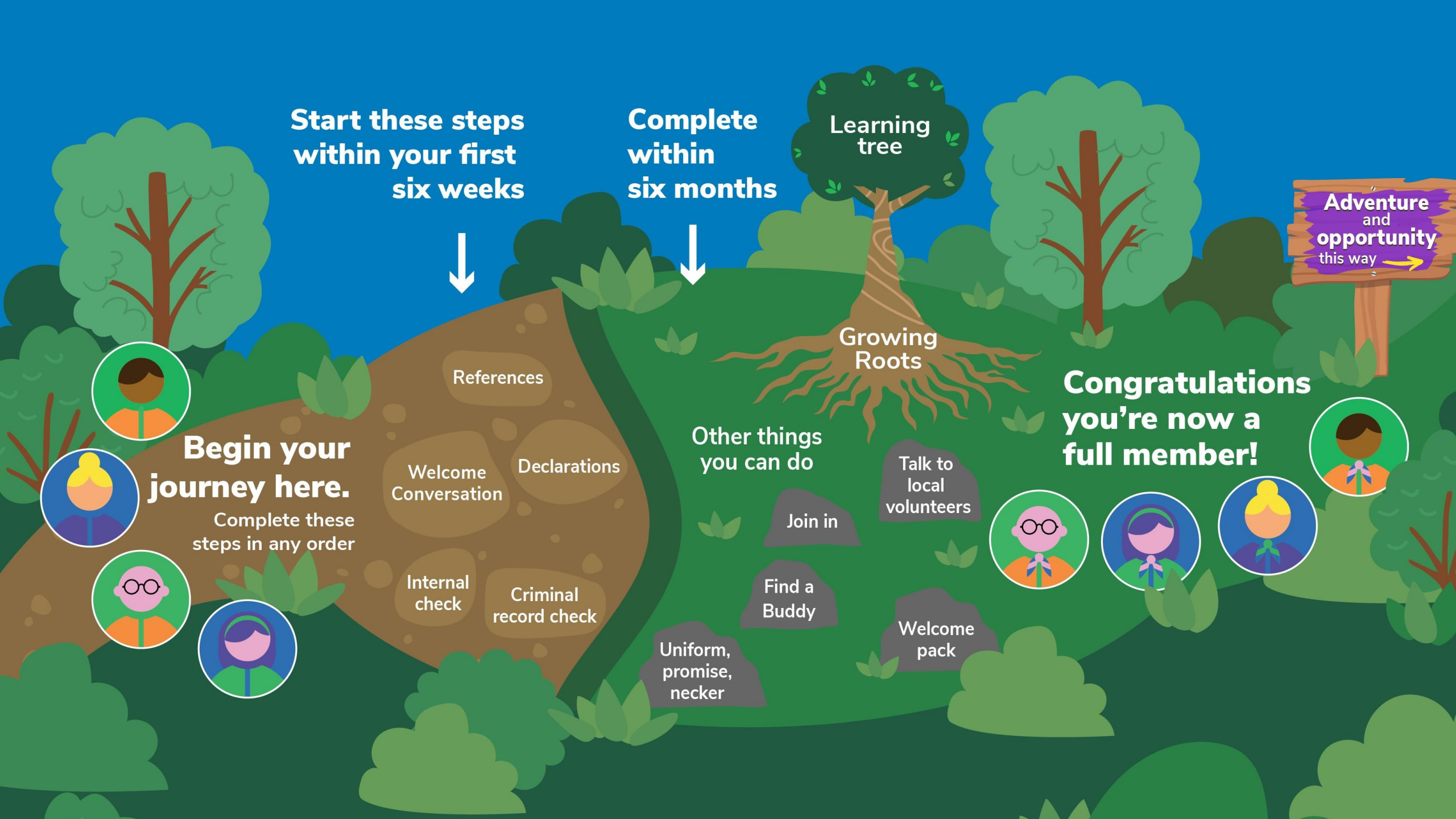
Talk to
local
volunteers

Find a
Buddy

Welcome
pack

Uniform,
promise,
necker

**Congratulations
you're now a
full member!**





Welcome Responsibilities

- All volunteers carrying out Welcome Conversations will need to complete some learning
- Group Lead Volunteers will organise these locally working with the District Volunteering Development Team (Replacing Appointment Panels)
- Any disagreement in outcome will escalate to the District Lead Volunteer
- There will a separate webinar just for the new joining journey before go-live

New Ways of Working

- The new digital system will replace or amend several current processes
 - Some tasks will become automated
 - Some tasks will be carried out through the digital system
- How your District run these processes will be shared locally
- 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

Support vs Governance

- With the move to Trustee Boards the responsibility for support tasks lives within the Group Leadership Team such as:
 - Repairs
 - Fundraising
 - Maintaining equipment
- Those carrying out the tasks doesn't need to change, but they should be aware they are volunteering 'twice' if they are also a Trustee or in another role
- Our 'Governance or Support?' activity can help you to sort which tasks fit into which team



Benefits of the Teams & Tasks approach

More flexibility, easier growth

- Volunteers can take on smaller individual tasks rather than a new role
- Allows volunteers to more easily fit their tasks in with their time and skills
- Identify individual bite-sized tasks for someone to take on
- New volunteers more likely to take on tasks within a team rather than take on a role on its own

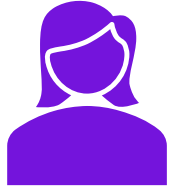


Progressive Growth

- You don't need lots of new volunteers to make this work!
- By identifying the tasks in a team which could be taken on separately it allows for easier future planning
- Recruit by focussing on the smaller tasks that need to be taken on



Persona Examples



Linda – 1st Anytown Scout Group

Exec Committee Member

- Looks after buildings and property
- Helps to organise and run fundraising activities
- Maintains Group equipment



Linda – 1st Anytown Scout Group

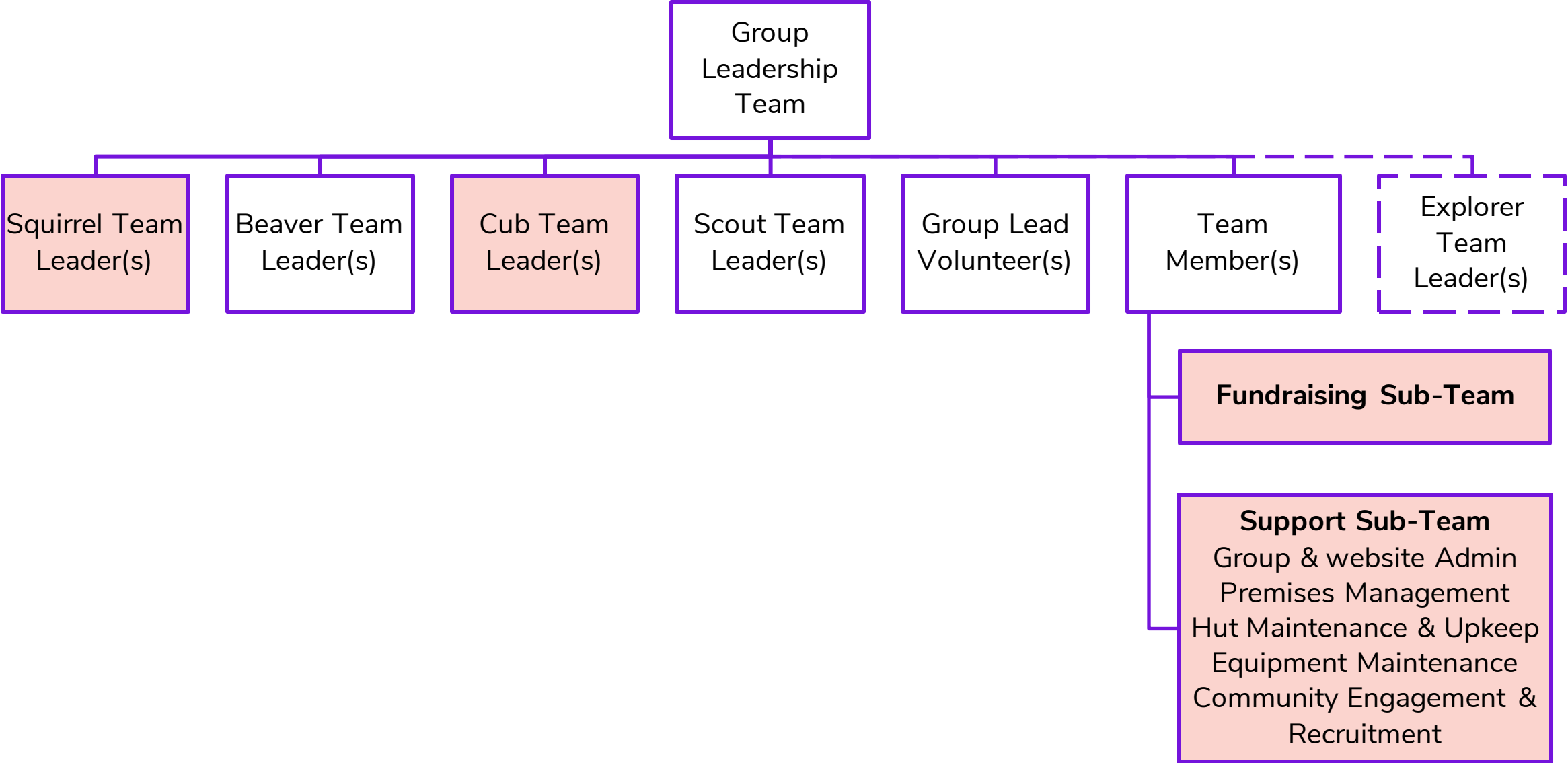
As Group Trustee

- Takes full part in Trustee Board meetings as a Trustee, including oversight of buildings and property and budgeting

As Member of Group Leadership Team (or in Support Sub-team)

- Helps to manage/maintain Group property
- Helps to organise and run fundraising activities
- Helps to maintain Group equipment

Example: Group Leadership Team

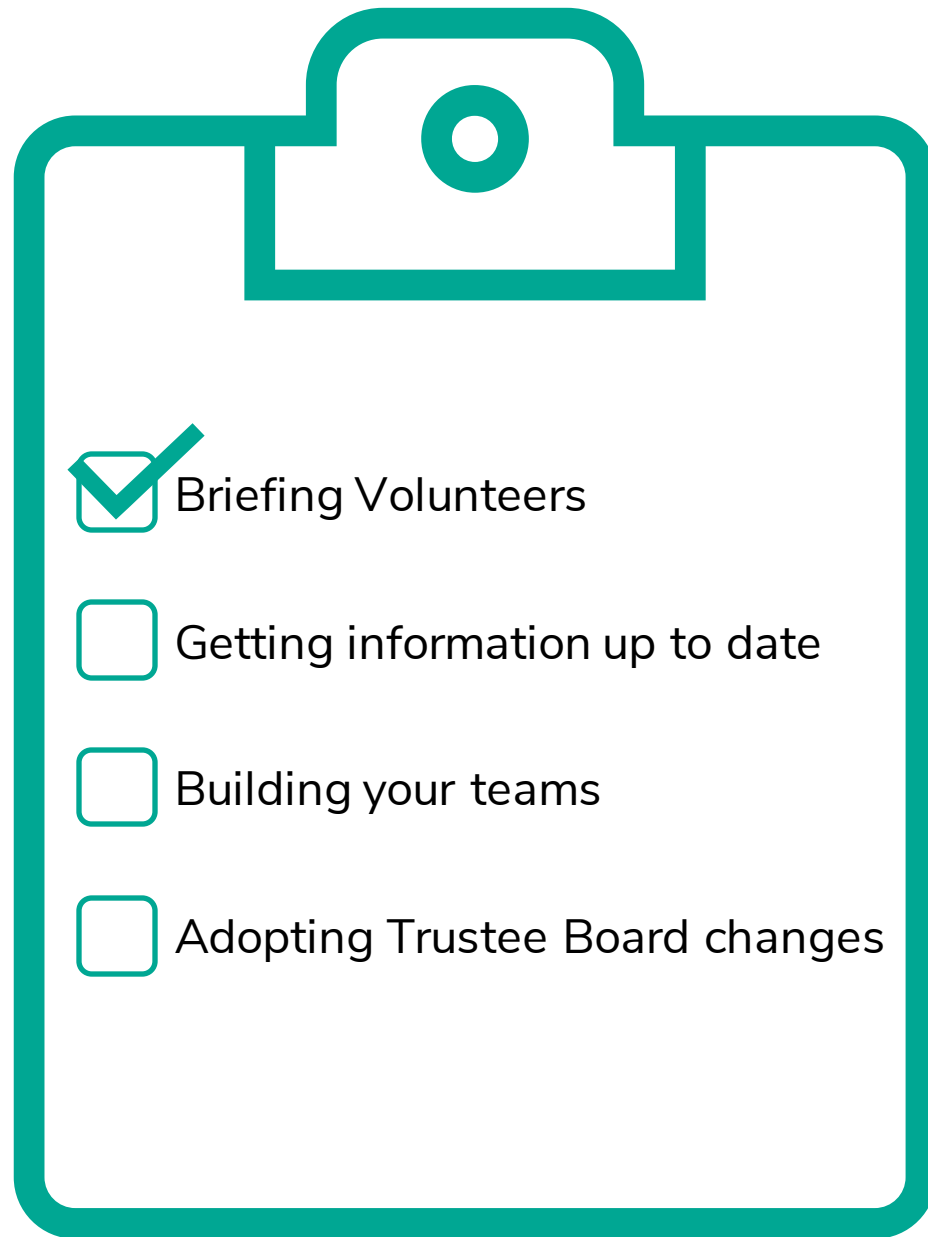


What you need to do now

Brief volunteers in your area

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

- Make sure all volunteers in your Group know:
 - What is changing
 - What they need to do
 - How their title will change
- Share key links to information your District/County has shared and is available on the Scouts website





Role Titles

These changes are about how we organise ourselves and our teams, but you're still...

A Scout Leader, Beaver Leader, Skip, Owl, Badger, Akela, Raksha...

That isn't changing!

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

Key items:

- Email addresses
- Training records



Build your teams

Having your teams at Group level built and informally in place

1. Draft the structure of the teams (Section Teams likely remain mostly the same!)
2. Work out who could be part of your team
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 Sections to use the new teams and tasks approach



Adopt Trustee Board membership changes

All 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



What's Next?

Delivery Phases

Introducing and embedding culture changes

Now - Summer '24

Shortly before 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

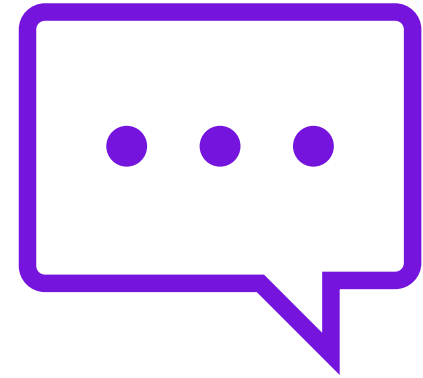
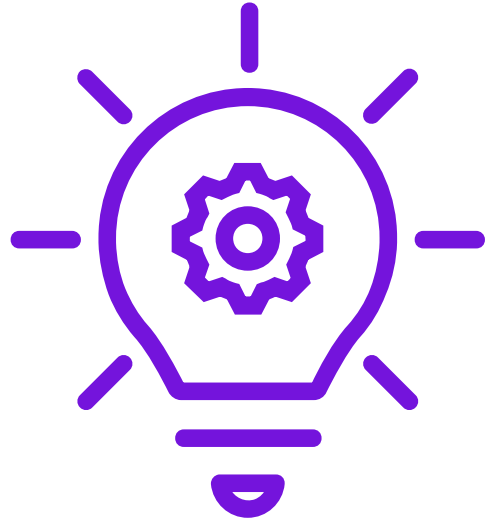
Embedding our new ways of working

Support

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

- County/Area/Region (Scotland) Transformation Lead
- County and District Teams
- Volunteer Experience Webpages
 - Readiness webpages
 - Setting up your teams guides
 - Learning webpages
 - Welcome processes
- Smaller peer support groups coming soon!





Any Questions?

Thank you