



**Scouts**

**Welcome Workshop**

# Why we're transforming volunteering

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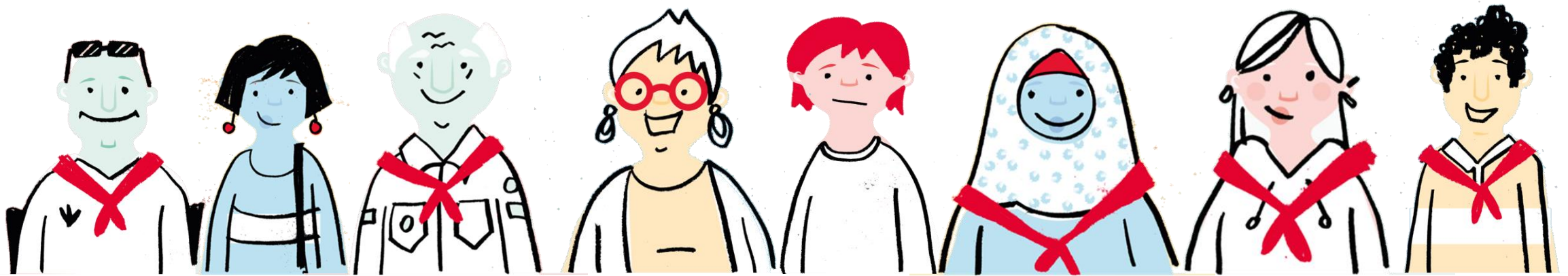
- Our Skills for Life strategy
- To provide more young people, and the ones we already have, with skills for life, we need more volunteers
- Every volunteer deserves to feel valued during their time with Scouts
- The world is changing, and volunteers want more flexibility in the time they give

**Ultimately.....**



**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**



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



More young people gaining skills for life

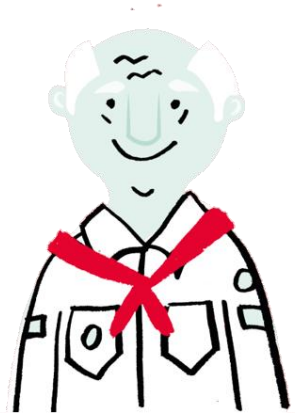
Consistently and safely deliver a great programme

Recruit more volunteers and retain current ones

# What is changing?



Listening to our volunteers, young people and the public we've identified three key areas for change:



**Providing a warmer welcome for everyone**

**Delivering a more engaging learning experience**

**Simplifying how we volunteer together**



All of which will be supported by easy-to-use digital tools



## 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

- Improved attraction
- More transparency for new volunteers
- Improved enquiry management

### Membership Tool

- Reduced administration
- Increased self-service
- Easier and improved management of teams, permits, awards and more

### Learning Tool

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





## What we'll cover

1. The Volunteer Joining Journey
2. Welcome Conversations
3. Q&A
4. Growing Roots
3. Induction & Buddying
4. Next Steps
5. Q&A

**Why are we changing?**



## New volunteers

"My journey made me feel welcome as an individual at Scouts" - Shivani

Shivani is a new volunteer who was previously a youth worker and wants to stay involved with her local community. Her motivations are helping young people, making a positive impact and personal growth.

Shivani's schedule is mostly flexible, but she's often unable to take on regular volunteering opportunities. She also sometimes feels unwelcome and excluded in new spaces.

At Scouts, she's looking forward to being welcomed by her new team and building connections with other volunteers.

## What new volunteers will see

- A new volunteer joining journey to make sure all volunteers have a warm welcome into Scouts
- To help us extend our reach
- New volunteers need to be able to keep track of their joining journey and be in control of their own progression

## What you'll see

- A 'self-service' recruitment process through the digital system
- Removed the pre-provisional appointment to make it simpler
- Removed the Commissioner approval step
- One Welcome conversation when someone joins Scouting
- Automated references
- Simplified Criminal Record check processes where we can in nations

# The Volunteer Joining Journey

**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!**



# Supporting the Volunteer Journey & Our Volunteering Culture



Everyone should have 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.

It's also there to help our new volunteers thrive from the moment they join, giving them clear expectations and a shared understanding of what it really means to be a volunteer in Scouts.

**It's for all of us.**

**All** Lead Volunteers and **all** Team Leaders have an additional role to play, embedding and championing Our Volunteering Culture in the teams they recruit volunteers too.



# Volunteering Development Teams and the Volunteer Joining Journey

- Champion Our Volunteering Culture and encourage teams to follow it
- **Attract and welcome new volunteers to County/Area/Region (Scotland) teams**
- Make sure volunteers are well-supported
- Help volunteers in County/Area/Region (Scotland) teams with learning
- Recognise volunteers



## Volunteering Development Team Leaders

“I help make sure all volunteers find it easy to join, that they feel welcome when they do, and that their volunteer experience just keeps getting better and better.” - Kris

Kris has a lot of experience volunteering with Scouts, and they’ve recently dedicated their time to becoming their County’s new Volunteering Development Team Leader. Their role focusses on making sure all volunteers in County teams have a fantastic volunteering experience. By doing so, they make it easy for people to join and learn new skills.

They don’t do this alone, though. Kris is responsible for making sure their team is attracting and supporting new volunteers. As a Team Leader, they also are their team’s first point of contact, responsible for making sure that their volunteering experience is a positive one, too.

Kris is motivated by helping volunteers be the best they can be, and by building relationships and networks.

## What the change is

- When you recruit a new volunteer locally, you'll:
  - Add them to scouts.org.uk using their basic personal details
  - Add a role to their profile
- The new volunteer will receive an email with their login details
- The new volunteer will then fill in all their additional personal details and start working towards a full role

## Examples of how the Volunteering Development Team might support

- Make sure Lead Volunteers know how to add new volunteers
- Support different methods of recruitment within their areas, making use of tools such as social media, the brand centre, and working with Growth & Communities
- Answer volunteer enquiries and help new volunteers find the best opportunity for them.

# The Volunteer Joining Journey



## What the change is

- This journey applies to all new volunteers, and volunteers returning more than 30-days after leaving Scouts
- Includes any young people joining as an adult volunteer
- Once a new volunteer has been added to the system, all seven volunteer joining journey steps can be completed in any order

## Examples of how the Volunteering Development Team might support:

Lead Volunteers and Team Leaders will be responsible for supporting new volunteers, however, this will be supported by:

- Support Counties/Districts/Groups to understand the volunteer joining journey
- Identify volunteers who will help give a warm welcome to new volunteers, and support others to
- Remove barriers to people completing their joining journey, and support others to
- Manage any local 'welcoming volunteers' resources and processes e.g. team get together, WhatsApp groups

## What the change is

- The new volunteer can start their references once they have provided their personal details
- Up to four referees can be added
- The system will assess the first two responses received (however, should an unsatisfactory reference come back from the others this will be reviewed)
- Unsatisfactory references will be referred to District or County Lead Volunteer or accredited Volunteering Safeguarding Lead
- Overdue references (30 days) will be referred to the volunteer for action (including nominating new referees)

## Examples of how the Volunteering Development Team might support:

- Monitor dashboards at Scouts.org.uk to make sure references are being completed in a timely manner
- Understand guidance on who referees need to be and the process - to answer questions from Lead Volunteers supporting new volunteers

# Criminal Record Check



## What the change is

- The volunteer can start their criminal record check once their personal details have been added
- An ID Check will still need to be carried out as currently and recorded
- Should a flag be raised, the same process as is currently in place will be followed, this will now include the relevant person with the Volunteer Safeguarding Lead accreditation

## Examples of how the Volunteering Development Team might support:

- Offer support to Team Leaders and Group Lead Volunteers with completing criminal record checks (There is a Disclosure Support Volunteer accreditation that can support with this)
- Offering support with Volunteer Safeguarding process when necessary
- Use the dashboards at [scouts.org.uk](https://scouts.org.uk) to monitor progress around completing checks and identify if any are 'stuck' or delayed

# Other steps in the joining journey



## What the change is

### Internal check

- A new volunteer's details are checked against the Scouts' internal records
- This is automatically initiated by the system when self-service personal details are completed

### Declarations

- The current declarations have been updated. Volunteers declare they commit to:
  - Accepting Scout values, policies and Our Volunteering Culture and Promise
  - Agreeing to complete the learning required

## Volunteering Development Teams are not responsible for overseeing completion of:

- Internal checks
- Declarations
- Trustee Eligibility Checks
  - These should be carried out by the applicable Trustee Board

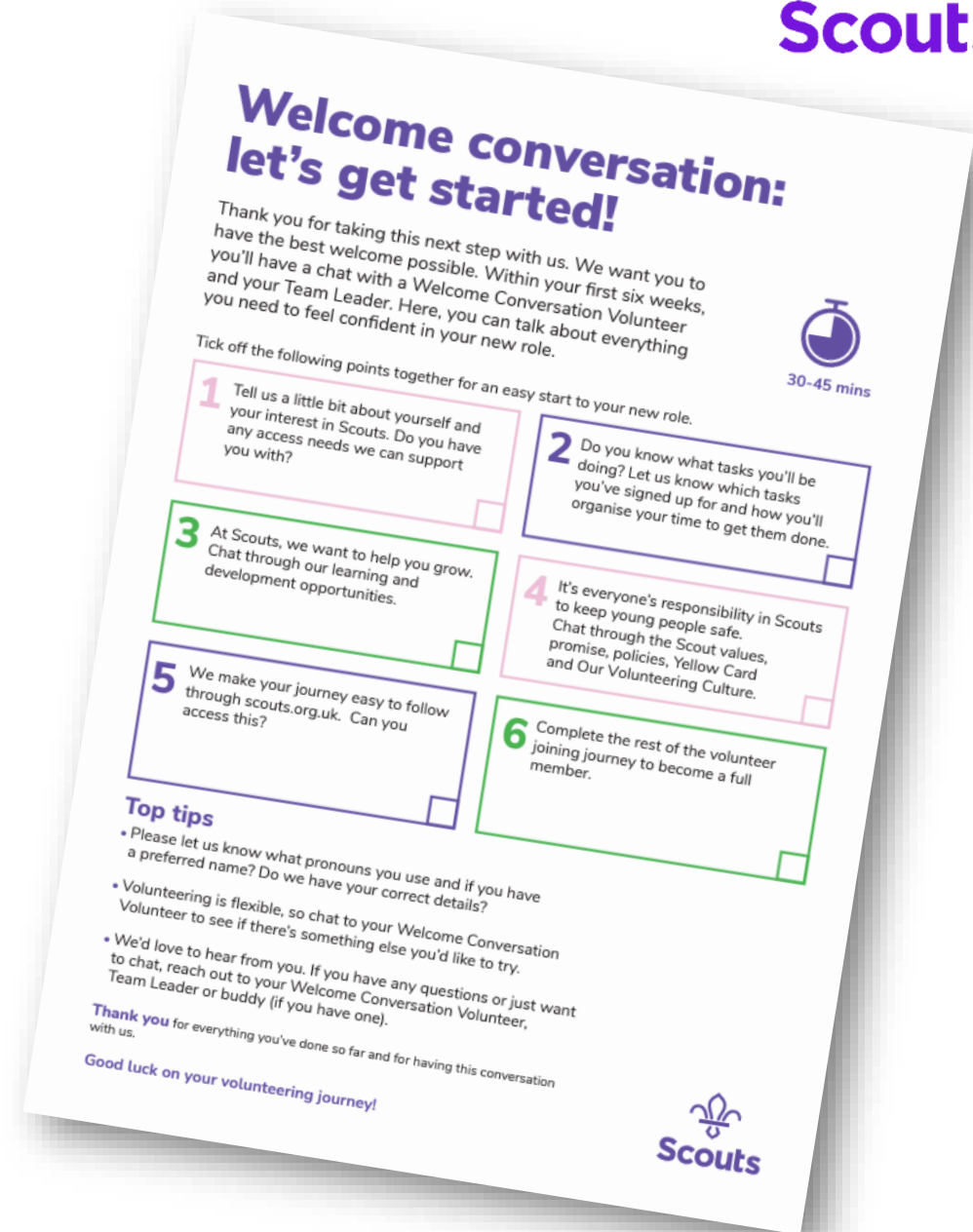


# Welcome Conversations

# Welcome Conversation

- The Lead Volunteer or Team Leader will arrange the welcome conversation with themselves and one other independent person (who must have the Welcome Conversation Accreditation)
- This can be done in several ways
  - Reach out to the Volunteering Development Team, who suggest one or more suitable people
  - Arrange the independent person locally and inform the Volunteering Development Team of this

More resources available on [scouts.org.uk](https://scouts.org.uk) (Conversation guide, checklist, learning)





## Welcome Conversation Volunteers

"Having a role in the welcome conversation means I can help someone like someone helped me 6 months ago" - Alex

Alex is a Beavers Section Team Member who wants to get the Welcome Conversation Volunteer accreditation. He already has experience with helping new volunteers into his section, plus the new Squirrels section that was recently set up in his Group. Alex didn't feel like he had the greatest welcome into Scouts, so he wants to take on this accreditation to make sure he can offer full support to new volunteers joining Scouts.

Alex believes he can make a difference because a positive welcome experience can set the tone for a volunteer's entire time at Scouts. He also likes to meet new people and wants to expand his network in Scouts.

# Welcome Conversation Volunteers will:

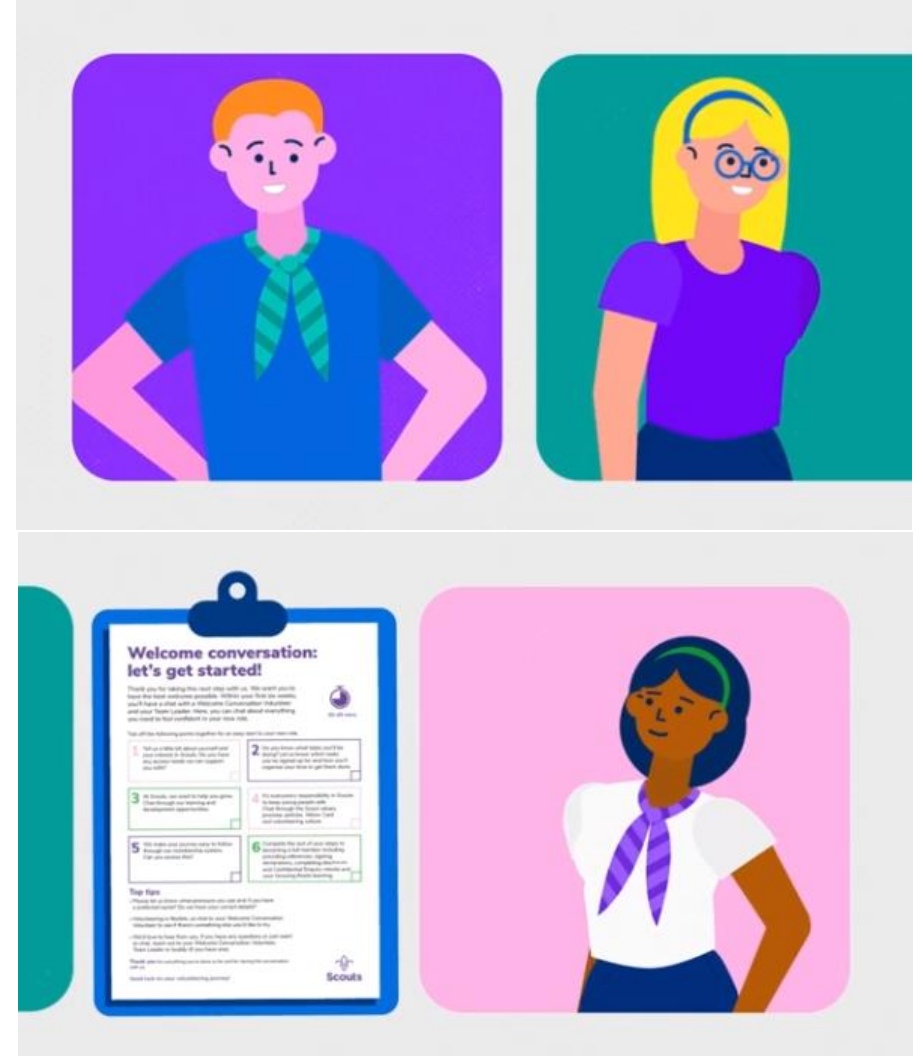


- Have an **active role** in Scouts which should be similar to the role the new volunteer is taking on.
- Preferably have a relatable joining experience
- Complete Welcome Conversation learning and gain the accreditation
- AAC Members don't automatically gain the Welcome Conversation Volunteer accreditation at transition- be conscious that many current AAC members won't meet the above criteria

# Welcome Conversation

## The Volunteering Development Team might support by:

- Regularly reviewing the number and geographical spread of Welcome Conversation Volunteers across the County/District.
- Encouraging Team Leaders and Lead Volunteers to keep a “look out” for people who’d make great Welcome Conversation Volunteers.
- Having a separate WhatsApp group with volunteers in County/Area/District Teams who have the Welcome Conversation Volunteer accreditation.



# Welcome Conversation Learning



## What the learning is:

- Three videos
  - Purpose
  - How to prepare
  - How to have the welcome conversation
- Videos are all on Scouts.org.uk now to view and will be on the new learning platform
- This learning will also be built into the Leading Scouts Volunteers learning
- Once the new system goes live you can complete a short quiz and the Volunteering Development Team can then give the accreditation



[Join Scouts](#) [Info for parents](#) [Info for](#)

[Home](#) > [Volunteers](#) > [Volunteer Experience](#) > [Welcome](#) > [Learning](#)

## Welcome conversation learning

Understand what you need to do to become a Welcome Conversation Volunteer

This information should support what is being shared in local briefings and meetings with your local Transformation Leads and leadership teams. Work with your Transformation Leads to plan how and when you will make these changes locally.

You can start delivering Welcome Conversations at the point your County/Area/Region (Scotland) transitions to the new digital system, in 2024.

### Welcome Conversation Volunteers

As a Welcome Conversation Volunteer you will take on responsibility to give new volunteers a warm welcome, engaging them in a meaningful conversation. You'll answer any questions they have at the start of their Scouts' journey, and make sure Scouts is right for them.

You'll be a great fit if you:

- Like to meet new people and share experiences.
- Want to give new volunteers a great start to their journey with Scouts.
- Are looking for a different opportunity outside of your team's tasks.
- Are happy to take on extra responsibility.
- Have skills in recruitment from either your own background or within Scouts.
- You simply want to try something new and gain some new skills.

### How to become a Welcome Conversation Volunteer

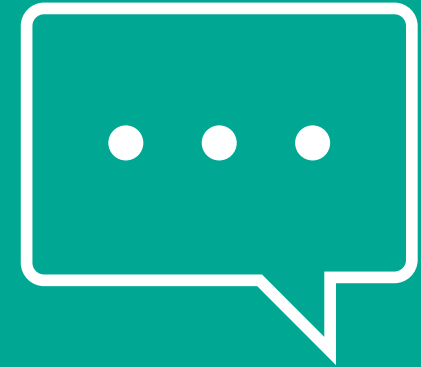


# Supporting Welcome Conversations

- Volunteering Development Team providing 'oversight'
  - Ensuring that Welcome Conversations being held locally are fair and consistent
  - Providing support where the two people disagree on the outcome of the conversation- it will be referred to the District or County Lead Volunteer
- Building your pool of local Welcome Conversation Volunteers
  - Finding the people
  - Supporting with learning for accreditation







# Questions

# Growing Roots

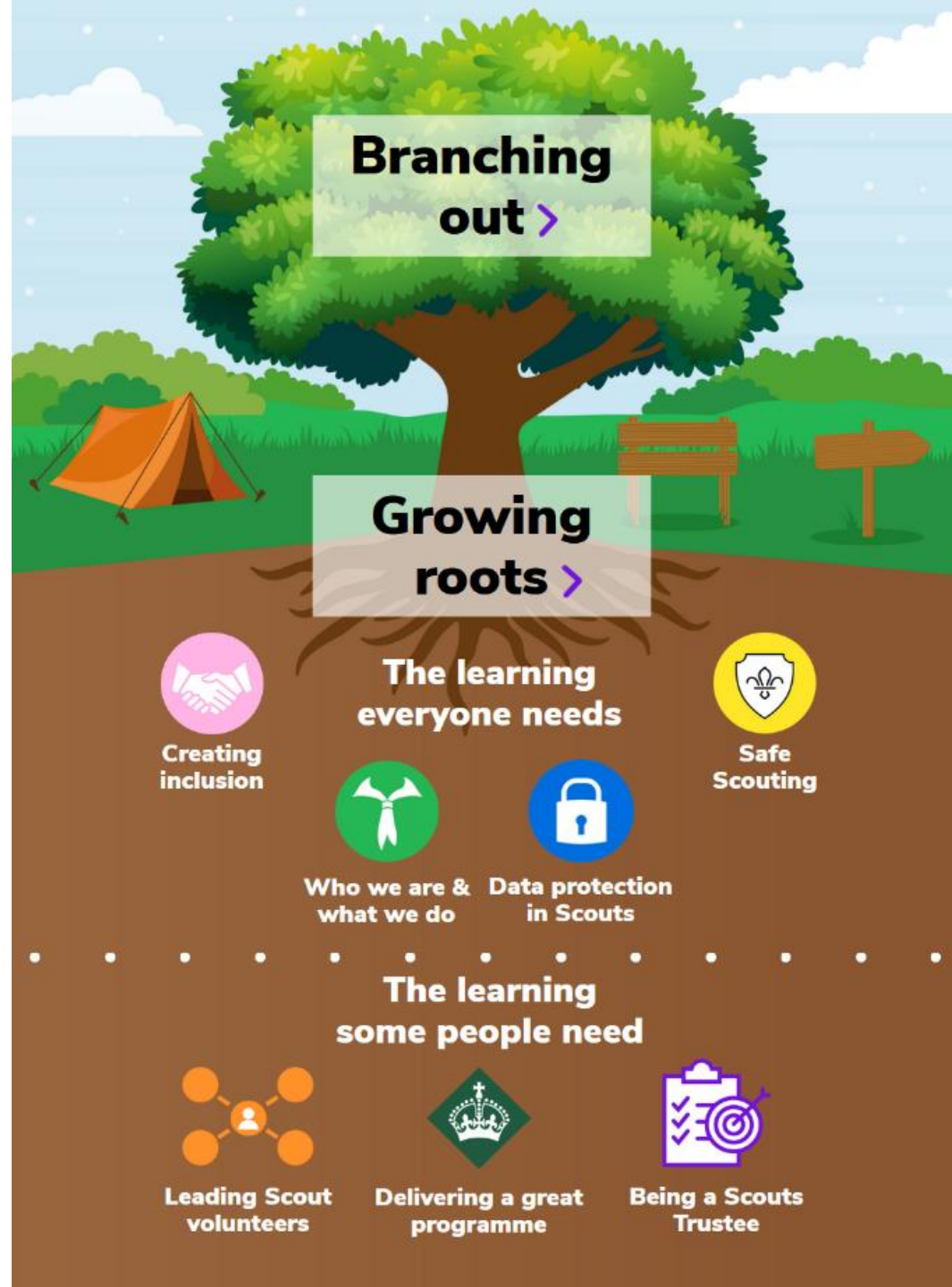
# Growing Roots

- From setting up their account in the digital system, volunteers will have access to the learning tool
- The learning tool will show them the Growing Roots learning they need to complete, including the learning specific for their role
- This can be completed in stages and volunteers can come back to learning still in progress
- Volunteers will have 6 months to complete this
- **Note** - First Aid should be completed within 12 months where required



# Growing Roots

Let's have a quick tour of the Learning Tree



## What the change is

- Current mandatory training modules are replaced by new e-learning content – Getting Started is replaced with Growing Roots
- Progress is automatically tracked and recorded
- Growing Roots is done within your first 6 months
- You don't have to redo learning for new roles

## How the Volunteering Development Team might support:

- Support new volunteers with accessing the learning and how the new Learning Tree works, where required
- Help new volunteers find support if they struggle with digital access or ability
- Help volunteers understand what additional learning they can engage in beyond Growing Roots

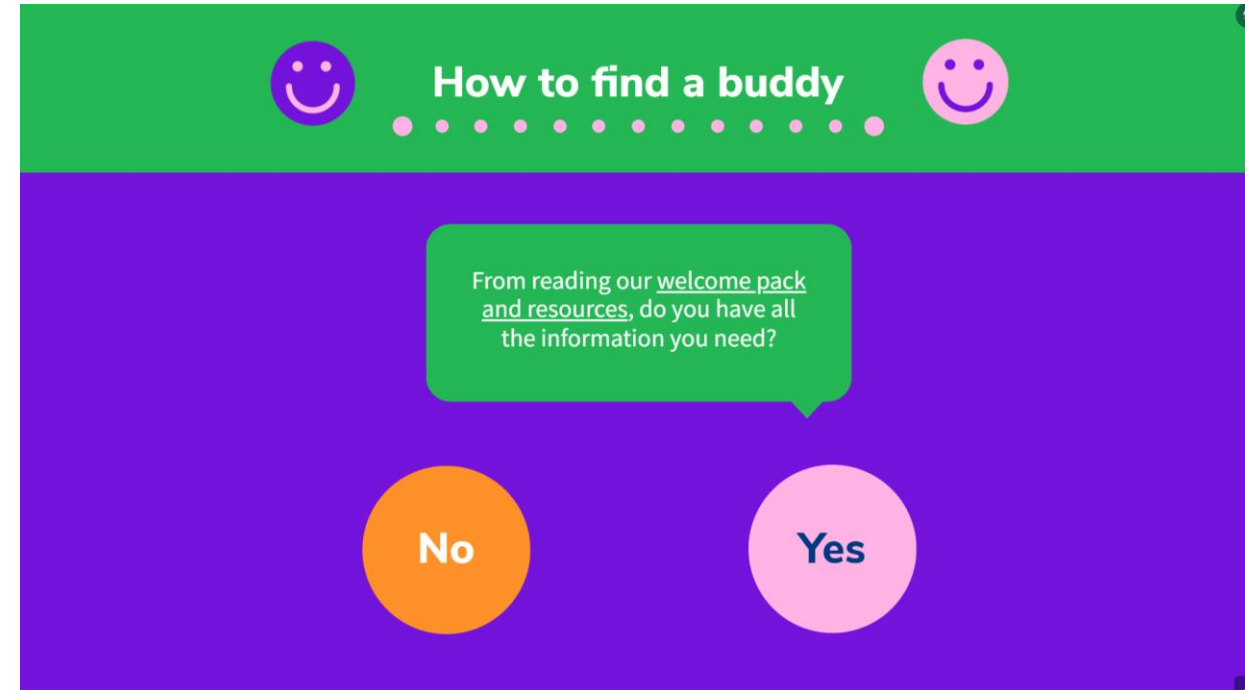
# Induction



# Buddying

The Volunteering Development Team might:

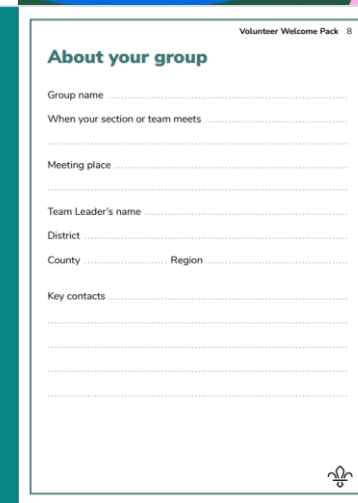
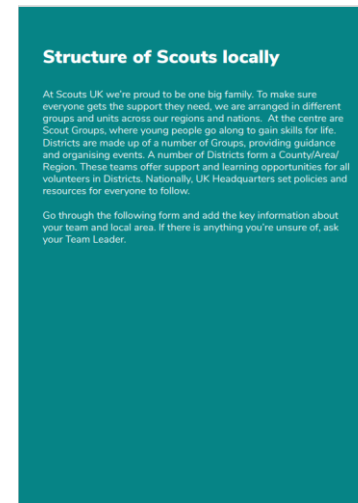
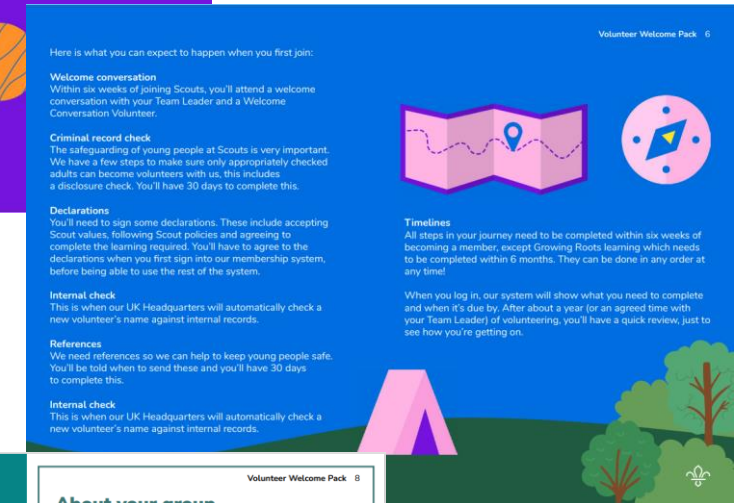
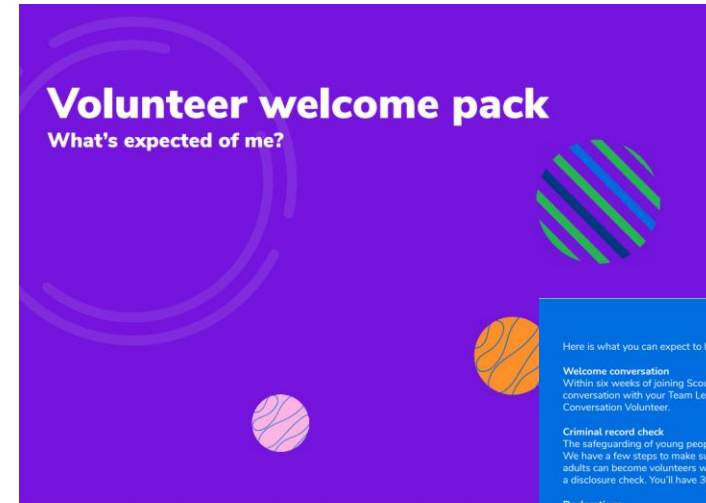
- Help to find buddies for new volunteers. (Buddies are not essential, but recommended)
- Promote use of resources for a new volunteer- can be self-service but need to know where to find them
  - New buddy webpage
  - New buddy flowchart - online and print versions
- Encourage these to be used alongside other local induction resources





# Welcome pack

- For new volunteers, shared through introductory email
- To be sent to new adults to help them understand their own joining journey
- Useful information for them about Scouts as a movement
- Should be used alongside any local information to be given around Group/District/County/Area/Region (Scotland)
- Will be available on website soon



# Volunteer Role Change Journey

## The Volunteer Role Change Journey

- This journey applies to any volunteer adding or changing their role. Examples include:
  - Moving from a Trustee to a Team Member
  - Moving from Team Member to Team Leader or Lead Volunteer
  - Taking on a role in a District/County Team





# For every change of role

Meet with your new team leader

Re-sign declarations

Internal check

**Criminal record check**- Renewed every five years if in a role that requires a criminal record check.

**Growing Roots**- If any additional learning is required for the new role e.g. Leading Scout Volunteers, this will show on the learning section of My Learning

**Trustee eligibility check**- If the new role has trustee responsibilities

**If not previously required:**

References

Welcome Conversation





## Next Steps



## What we're doing:

- Sending welcome webpages through cascade
- Providing learning videos up front for familiarisation - will still need to complete learning from day 1
- Embedding Our Volunteering Culture within new processes

## What you can do:

- Look at welcome and Volunteering Development Team webpages
- Read the team descriptions
- Support people to get to full appointment where possible
- Key messages communicated to AAC members
- Begin to identify Welcome Conversation Volunteers
- Familiarise yourselves with the learning



# Questions



**Thank you**