



Welcome to our adventure

Our volunteering agreement:

what you can expect from us
and what we expect from you

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Supporting you in your role...

Through the adventure of scouting, young people get to take risks in a safe environment, try new things, work as a team and have their first taste of responsibility. All this (and lots more) is made possible by the efforts of our dedicated team of hard-working adults – people like you!

Simply put, without people like you scouting wouldn't exist and with this in mind we realise it is important for us to provide you with as much support as we possibly can and for us all to know what we can expect of each other.

So, to help you in your role we have developed a volunteer agreement, below you can download a complete PDF copy to read and keep safe for future reference or alternatively, you can review each section from the menu below.

Its purpose is to support you and ensure that you know and understand the policies, processes and best practices of The Scout Association. It's an intentionally detailed booklet which pulls together information from various sources to provide you with the points you need to know as a volunteer in scouting.

By having this agreement in place, we hope to demonstrate:

Commitment

It shows that we care, and that thought has gone into the way we engage and involve our adult members across our Districts and South London.

- Consistency - It ensures that decisions are consistent and not made on an ad-hoc basis and that all our adults are treated equally and fairly.
- Clarity - it allows our adults to know where they stand, how they can expect to be treated and where to turn to if they feel things are going wrong
- Unity - It helps ensure that everyone fully understands why they are involved in Scouting and the role they play in the Movement.

If there is anything you do not understand or require further clarification on, please speak to your volunteer line manager or visit the pages below where we have pulled together more information on lots of the topics included in the guide.

Our volunteers are important to us and It is important that you as a volunteer enjoy your experience with Scouting and that your needs and expectations are met. If you have questions, concerns or if you are unhappy about anything, please talk with your line manager, Group Scout Leader or District Commissioner. Many problems can be sorted out through discussion.

Please remember that this agreement only highlights the policies of the Association and is to be used in conjunction with our rules which can be found in The Policies, Organisation and Rules of The Scout Association (referred to as POR), available to download from www.scouts.org.uk/por

We really hope you find this guide a useful resource and point of reference to support you in fulfilling your role in in scouting.

This agreement reflects the hopes and intentions of the volunteer and the charity, and is not contractually binding in any way on either party.

WELCOME TO THE ADVENTURE!

Why you need to read this...

Adult volunteers are crucial to the success of scouting across South London as without volunteers scouting simply wouldn't exist. With this in mind we realise it is important for us all to know what we can expect of each other.

The purpose of this volunteering agreement is to ensure that you know and understand the policies, processes and best practices of The Scout Association. Please take some time to read this intentionally detailed 'booklet' which pulls together important information from various sources to provide you with the information you need to know as a volunteer in scouting.

This agreement is best used in conjunction with the Policies, Organisation and Rules of The Scout Association (referred to as POR), available to download from www.scouts.org.uk/por

If there is anything you do not understand or require further clarification on, please speak to your volunteer line manager

South London Scouts

Greater London South County Scout Council, known as South London Scouts, is an unincorporated association (registered charity no. 303883) constituted in accordance with the rules of The Scout Association. It exists to provide leadership, advice and support for its scout districts and scout groups (autonomous charities within the provisions of the same rules), in the area covered by the London Boroughs of Royal Greenwich, Lewisham, Southwark, Lambeth and Wandsworth.

South London Scouts engages over 1,500 volunteers who carry out a variety of roles at county, district and group level and we recognise the important contribution our volunteers make to the ongoing success of scouting in our local communities. We believe in investing in all our volunteers, and aim to provide appropriate ongoing support and training to enable you to develop your skills in order to enhance your volunteering work within scouting across Greater London South Scout County.

This agreement seeks to:

- identify how South London Scouts and its districts appoints and involves volunteers
- demonstrate our strong commitment to supporting our volunteers
- clarify what volunteers can expect from South London Scouts and its districts, groups and units and in return what is expected of them
- signpost volunteers to a range of policies and resources that have been designed to support their engagement within South London Scouts on a local and national level.

We are committed to making sure that anyone volunteering their time with scouting are able to do so in an enjoyable and safe environment. We recognise our duty of care to all volunteers when performing their role and taking part in our activities. We therefore promote the highest standards of transparency and accountability in everything we do. These standards are set out in our values and vision, as well as in this volunteering agreement and our national policies and procedures.



The what, why and how of scouting

The purpose of scouting

Scouting exists to actively engage and support young people in their personal development, empowering them to make a positive contribution to society.

Scouting's values

As scouts we are guided by these values:

Integrity	We act with integrity; we are honest, trustworthy and loyal
Respect	We have self-respect and respect for others
Care	We support others and take care of the world in which we live
Belief	We explore our faiths, beliefs and attitudes
Cooperation	We make a positive difference; we cooperate with others and make friends

The scout method

Scouting takes place when young people, in partnership with adults, work together based on the values of scouting and:

- enjoy what they are doing and have fun
- take part in activities indoors and outdoors
- learn by doing
- share in spiritual reflection
- take responsibility and make choices
- undertake new and challenging activities
- make and live by their promise

The scout promise and scout law

Scouting has a simple and positive promise that all members are required to make. The promise, together with the scout law, gives a distinctive ethos to the practices of the movement and acts as a bond with scouts in other countries.

Everyone in scouting expresses their membership and acceptance of the values of scouting by making their scout promise and following the scout law. Beaver scouts and cub scouts have their own version of the promise and law, which is relevant for their age.



The promise is something that we do and the way in which we live our lives. It is not something that we just say on occasions. It is important that the words of the promise and the law mean something to the people making them. The words in the promise and law might therefore change over time. This is to ensure that today's members understand them and that they cater for diverse backgrounds and cultures.

The Scout Promise

(for scouts, explorer scouts, the scout network and adults)

On my honour,
I promise that I will do my best
to do my duty to God and to The Queen
to help other people
and to keep the Scout Law.

The Scout Law

1. a scout is to be trusted
2. a scout is loyal
3. a scout is friendly and considerate
4. a scout belongs to the world-wide family of scouts
5. a scout has courage in all difficulties
6. a scout makes good use of time and is careful of possessions and property
7. a scout has self-respect and respect for others.

Scouting is open to people of all faiths and of none and we therefore take in to account the different religious obligations of our members while upholding the essential spirit of the promise.

Further details of the alternative wording of the promise that young people and adults may wish to use to best reflect their own beliefs can be found in the current edition of the Policy, Organisation and Rules of The Scout Association (www.scouts.org.uk/por).

Who is a volunteer?

Usually the definition implies when someone 'gives their time freely for the benefit of others'. The Scout Association is an organisation made up of volunteers who give freely of their time because they are committed to the aims and principles of scouting and enjoy working with young people in our informal educational context.

Scouting is made up of many different types of volunteers some are members, others are associate members or supporters, and others are parents or young people wanting to do something to help achieve the aims and principles of the movement. Some are not even aware that they are doing this whilst others view this as their lifetimes challenge.

Volunteers come to us in various ways but clearly share these common objectives. As a member of your local scout group or explorer scout unit, scout district and Greater London South Scout County you may not recognise this volunteering aspect to your membership, however it is increasingly evident in today's world that we need to understand some fundamental principles of volunteering and recognise, value and celebrate our volunteers and their achievements.

This volunteering agreement has been developed with this in mind and complements the additional guidance available on roles and responsibilities to further develop our work with young people.

Adults in scouting

Adults are the lynchpin of scouting. All adults in scouting are 'leaders' in the sense of 'leading the young people'. Without the adult 'leaders' scouting would simply not exist. All people taking adult roles in scouting must be aged over 18.

Some of the ways adults support scouting are:

- working directly with the youth membership, by being a leader, assistant leader, section assistant, occasional helper or by being part of an active support team
- supporting adults in their roles, by providing technical or personal support, these people are usually group scout leaders, skills instructors, district commissioners or assistant district commissioners for a section
- run the administrative side of scouting. Every group, district and the county has a 'business' side, and therefore people take on roles as chairs, secretaries, administrators and treasurers, or as a member of group, district or county sub-committees.



Adults in scouting are from all walks of life. The one thing they share is the enjoyment of working together and helping young people reach their potential.

Whilst all of our volunteers are passionate about what they do, many help out on a flexible basis due to other commitments. Some may help out once a week or fortnight whereas others help once a month, term or at the annual camp. This said, there are of course lots of people who help provide scouting on a weekly basis.

To carry out our work we seek to appoint effective and appropriate leaders and supporters, all of whom are required to accept fully the responsibilities of their commitment.

We recognise the important contribution that our adult volunteers make to our organisation. We believe that we should invest in our volunteers. To this end, we provide regular and on-going support, supervision and training, to enable volunteers to develop their skills, both in order to enhance their volunteering work with us and to help them contribute to the wider community.

Our overriding consideration when making all appointments is the safety and security of our young people, and their continued development in accordance with the purpose of the association.

Accordingly, all those whom we accept as volunteers must be “fit and proper” people to undertake the duties of the particular role to which they have been appointed (including, if relevant, meeting the requirements of the appropriate sponsoring authority) and, where applicable, the responsibilities of membership.

All volunteers, regardless of their level or length of involvement, have rights and responsibilities to work within the policies of The Scout Association. This includes any involvement in a variety of decision-making bodies, the payment of out of pocket expenses (where possible), and access to grievance procedures.

Definitions of Adult Membership

There are two types of adult membership of The Scout Association – member or associate member. Adults who are prepared to follow the association's principles may become members or associate members of the scout movement (subject to the rules contained within POR).

Members:

Adults who, by choice or because of the requirements of their appointment, become members of The Scout Association and make the scout promise.

Members of the movement may:

- wear the approved adult uniform and associated badges, (see below)
- wear the World Membership badge
- receive benefits provided by any group, unit district, and county to which they belong and of The Scout Association and the World Organisation of the Scout Movement.

When an individual becomes an adult member that person becomes a member of a group or unit, district and county (as appropriate). They also become a member of The Scout Association and of the World Organisation of the Scout Movement.

Associate Members

Adults who volunteer with scouting but do not have the requirement of being a member of the association as part of their appointment may choose to become associate members of The Scout Association. This involves signing an associate members declaration, but they do not have to make the scout promise.

Associate members of the movement may:

- wear the approved adult uniform and associated badges, (see below) but cannot wear the *World Membership* badge,
- receive benefits provided by any group or unit, district, and county to which they belong.

When an individual becomes an associate member that person becomes an associate member of a group or unit, district and county, (as appropriate). They also become an associate member of The Scout Association.

There is no maximum age limit for adult membership, but all appointments are subject to a minimum age limit of 18 years. No individual aged 18 or over may be permitted to undertake any responsibilities or unsupervised involvement within scouting until the appointment's procedure and/or appropriate enquiries have been made, (see below).

Members and associate members do not have any rights, actual or implied, to take part in the national management of The Scout Association or the World Organisation of the Scout Movement.

Responsibilities and commitments of your appointment

All new appointments within scouting involve a number of responsibilities and commitments and everyone taking on a new role will have hopes and expectations. Some of these will be realised and some won't. Therefore, a realistic compromise needs to be worked out and we call this a 'mutual agreement'.

The success and quality of the partnership between our new adults and scouting will ultimately depend on how open it is. From the outset, the mutual agreement needs to explain what we expect from you and what you expect from scouting. We also need to be clear about what help and support scouting can provide you in your role.

This volunteer agreement is a step towards this and covers the overarching aspects of volunteering with scouting within South London but you need to discuss more local matters with your line manager. A good mutual agreement consists of:

- a description of the role you have agreed to undertake
- the specific tasks involved and the time we expect them to take
- details of the support required and expected
- an agreed date when we will review the agreement
- an understanding that you, as a new person to scouting, accept the fundamentals of scouting and this volunteer agreement
- what we hope to offer.

Our adult appointment process

All adults wishing to hold an adult appointment in scouting must complete the association's adult information form and will start their journey through our appointments process. There are four stages to the adult appointment process, these are:

- **Application:** where a line manager agrees to support an adult applying for an appointment
- **Approval:** where independent checking, (the successful outcome of the disclosure and barring service (DBS) criminal record check and (where appropriate) two references), concludes that the person is suitable for an appointment
- **Appointment:** welcome meeting with the district appointments panel and the completion of the relevant 'getting started' training modules
- **Induction:** where the line manager ensures that the adult receives a welcome and induction in scouting

All adults, no matter what their role, go through the stages of the appointment process and will be provided with information on the key policies of the Association and the training obligations of the role they are applying for.

It is the policy of The Scout Association to check all adult volunteers to ensure that: only adults appropriate for a role are permitted to undertake responsibilities in scouting; and that regular reviews are undertaken of adult volunteers to ensure their continued suitability.

The Scout Association does not accept DBS criminal record checks from other organisations. This is because the nature of the information that may be disclosed on a scout DBS criminal record check may differ from that provided to another organisation.

Our checks are an important part of the process in order to safeguard our young people, as well as giving assurance to parents and the general public. New volunteers (members or non-members) must not attend any organised residential events until their DBS disclosure has been successful.

We seek to be open and accessible to all. A lack of experience or a criminal conviction will not necessarily prevent an individual from volunteering. This will, however, depend on the nature of the position and the circumstances and background of their offences.

Occasional helpers

Adults who are volunteering some of their time with scouting on an 'occasional basis's' in 'regulated activity', (as define by the UK Government as: on 4 or more days in a 30-day period, or overnight), or may have unsupervised access to young people, or will be involved with the handling or management of money but are not an adult member of the association are required to complete an enhanced DBS record check through The Scout Association.

The Vetting Policy

It is the policy of The Scout Association to check all adult volunteers to ensure that: only adults appropriate for a role are permitted to undertake responsibilities in Scouting; and that regular reviews are undertaken of adult volunteers to ensure their continued suitability.

Accordingly, The Scout Association is committed to:

- following a defined process for appointing adult volunteers that establishes the applicant's suitability taking into account the fundamentals of scouting; the child protection (safeguarding), policy, anti- bullying policy, safety policy and the equal opportunities policy
- refusing offers from applicants that are found to be unsuitable
- putting in place robust vetting arrangements and ensuring that these arrangements are made clear to applicants and to the public
- taking into account relevant information from The Scout Association's records, police forces, relevant statutory authorities, personal references and other credible sources.

As part of the vetting arrangements, The Scout Association will undertake a personal enquiry which involves a check made against records at UK Headquarters for all adult volunteers and for certain roles a criminal record disclosure check. For foreign nationals or british overseas territory citizens operating abroad in british scouting overseas and overseas branches, checks must be made according to arrangements authorised by the head of safeguarding at UK Headquarters.

Repeat Disclosure and Barring Service checks

DBS record checks provide a snapshot in time and have limited validity. In the association a DBS record check is valid for up to five years. So, all adult members must complete a repeat check at least in five year intervals.

We will contact you regarding your DBS renewal a few months before it is due. New DBS checks may also be required in certain circumstances (e.g. following a suspension or on the request of a commissioner or UKHQ).

A further criminal record check is not necessary if an individual moves from one appointment to another within England and Wales, Scotland or Northern Ireland, provided there is a valid check for the initial appointment, and the individual has had no break in service.

Our commitment to diversity

We are firmly committed to diversity in all areas of our work. We believe that we have much to learn and gain from diverse cultures and perspectives, and that diversity will make our organisation more effective in meeting the needs of children, young people and adults.



We are committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute.

Safety and Safeguarding

A sense of adventure lies at the heart of our movement and doing things safely is fundamental to everything we do. Knowing about the safety policy is a crucial part of keeping scouts safe, and there are lots of tools and resources to support you with this.

Over half of all incidents reported to UK headquarters are from activities in or outside the meeting place, not from adventurous activities. People being used to their surroundings can lead to them not identifying hazards and risks.

We are committed to being a leading organisation in health and safety management. Together, we can all help to ensure the health and safety of ourselves and others. This is why you are expected to follow the association's safety policy and the national safety in scouting guidance which is detailed in the 'safe scouting: a code of practice':

- **Do** ensure all activities are approved, run and supervised in accordance with POR (Rule 9.1).
- **Do** identify hazards and discuss how they will be managed to reduce risk (see the Activities - Risk Assessment factsheet; Staying Safe checklists for managers, executive committees and section leaders).
- **Do** find the most effective and appropriate way to communicate the risks and controls identified.
- **Do** ensure all meetings, events or activities have an identified leader in charge that oversees the activity and all adults and young people. This includes responsibility for registers, headcounts, allocation of roles to specific adults and checking they are aware of their specific responsibilities (see leader in charge info at scouts.org.uk/safety). The best way of doing this is for all adults who will be involved in the activity to agree which one of them will undertake this role. Do – give young people and adults appropriate training, guidance and rules.
- **Do** be prepared to deal with accidents (have a first aid kit, a robust InTouch system and relevant emergency contact details).

- **Do** consider any additional needs of those taking part.
- **Do** review an activity if conditions or equipment change significantly.
- **Don't** be afraid to stop or alter an activity being run by you or another leader.
- **Don't** put your needs above those of young people. Ensure activities are appropriate for the young people involved.
- **Don't** ignore concerns expressed by adults or young people.
- **Don't** assume that someone else is managing safety – always check.

You can read full details of our safety policy in chapter 2 of the policy, organisation and rules of The Scout Association.

Safeguarding young people

As adults in scouts, the safety of young people is our priority. We are committed to:

- Taking the interests and well-being of young people into account, in all our considerations and activities.
- Respecting the rights, wishes and feelings of the young people with whom we work.
- Taking all reasonable practicable steps to protect them from neglect, physical, sexual and emotional abuse.
- Promoting the welfare of young people and their protection within a position of trust.

The 'Young People First' code of practice (also known as the yellow card) sets out a code of behaviour for all adults in scouting.

This applies to all adults working in scouting, regardless of their role. This is also included in the training that you will receive and provides guidelines about how young people should be treated. We expect everyone to follow it.

Code of practice

- **Do** remember that you are a role model at ALL times, inside and outside Scouting. Set a good example for others to follow.
- **Do** treat everyone with dignity and respect in line with the Scouting Values
- **Do** treat all young people equally - do not show favouritism
- **Do** follow the adult-to-young person ratios at all times
- **Do** remember that you have been placed in a position of trust - do not abuse this
- **Do** report all allegations, suspicions and concerns immediately
- **Do** remember that someone may misinterpret your actions
- **Do** respect a young person's right to personal privacy
- **Do** act within appropriate boundaries, even in difficult circumstances
- **Do** encourage an open and transparent culture, where people can challenge inappropriate attitudes or behaviours
- **Do** make everyone (young people, parents and carers, Young Leaders and other helpers) aware of our safeguarding arrangements and share our Yellow Card - our Code of Behaviour
- **Do** create an environment where young people feel safe to voice their concerns
- **Do** have separate sleeping accommodation for young people, adults and Young Leaders working with a younger section
- **Do** plan activities that involve more than one other person being present, or at least within sight and hearing of others.
- **Do not** plan to be alone with a young person.
- **Do not** drink alcohol when you are directly responsible for young people and never allow young people on Scouting activities to drink alcohol
- **Do not** trivialise abuse or let it go unreported
- **Do not** join in physical contact games with young people

- **Do not** overstep the boundaries between yourself and young people by engaging in friendships or sexual relationships
- **Do not** allow activities that encourage bullying behaviour including initiation ceremonies, dares or forfeits
- **Do not** use inappropriate, suggestive or threatening language, whether verbal, written or online
- **Do not** rely on your reputation or position to protect you

The Law and Scouting - A duty of care

Under the terms of the Children Act 1989, Leaders have a duty of care towards the young people in their custody. This means that adults should adopt a common sense approach when dealing with injuries and illnesses. If you act reasonably when dealing with a problem, it is unlikely that you can be accused of unreasonable action after the event.

General Data Protection Regulation

We hold and process data on you for a number of purposes connected with your role as a volunteer, and in taking up your appointment you consent to the association retaining your personal data during your membership and also beyond to facilitate any present or potential future involvement with scouting.

Our privacy and fair processing notice describes the categories of personal data we process and for what purposes. We are committed to collecting and using such data fairly and in accordance with the requirements of the General Data Protection Regulations (GDPR). You can read our full privacy notice at: www.southlondonscouts.org.uk/about-us/privacy-notice

UKHQ membership database - Compass

Once your appointment has been made full it is your responsibility to keep your personal details up to date on the national membership database which is called Compass. This will ensure you are kept up to date and informed of what's going on. You can register and login to Compass at www.scouts.org.uk

Personal expenses

We strongly believe that expenses and fees should not be a barrier to any adult's participation in scouting, and in principle volunteers should not be out of pocket. Please refer to local policy on personal expenses for more information.



Uniform

Scouting is a uniformed organisation. Therefore, uniform appropriate to your role should be worn as detailed below:

Items of official uniform:

- stone long sleeve or short sleeve shirt or blouse
- scout group / explorer scout unit / scout network / scout district / scout county / Gilwell / scout active support scarf (as entitled) or, on formal occasions a blue tie is available to wear
- Scout belt with scout, young leaders or explorer award belt buckle.

Items of official uniform for which there is a personal choice:

- navy blue activity trousers; or
- smart navy blue trousers (any high street brand); or
- smart navy blue skirt.

When cultural requirements or religious needs require, members of recognised faith communities may wear appropriate clothing of a style and fashion in accordance with their beliefs as part of their scout uniform.

Volunteer expectations

Everyone who volunteers with scouting within the scout county of Greater London South is entitled to be treated with dignity and respect. You have a right to:

- accurate information on scouting at local and national level
- a clear description of the role you have taken on (role descriptions can be found at www.southlondonscouts.org.uk/volunteering)
- a safe volunteering environment
- negotiate a choice of roles and tasks on a flexible basis
- a named person (volunteer line manager), you can go to for advice, support and peer mentoring
- access to training opportunities and a training adviser
- protection from exploitation by other volunteers and service users
- say 'no' without feeling guilty
- have your contribution valued by all areas of the organisation
- receive constructive feedback on your contribution
- have opportunities to develop skills
- have local scouting deal with disciplinary and grievance matters
- to volunteer in a friendly atmosphere.

Volunteer responsibilities

In return, you are required to commit to scouting's values and abide by our organisational policies, rules and procedures. Specifically, you are expected to:

- wear scout association uniform as appropriate to your role
- treat everyone associated with scouting (children and adults) with courtesy & respect
- cooperate with other volunteers and staff
- carry out agreed roles and tasks to the best of your abilities
- be committed to your role, reliable and punctual
- ask for help or support when needed
- follow and adhere to the policies, procedures and rules of The Scout Association
- refrain from public criticism of scouting
- undertake relevant training as necessary
- exchange information and offer feedback
- notify the appropriate person if you are unavailable/unable to fulfil your volunteer duty.

All adults in scouting are expected to operate in accordance with the key policies of The Scout Association. These are:

- | | |
|---------------------------|-------------------------------|
| • The purpose of scouting | • Vetting |
| • Religious | • Youth member anti-bullying |
| • Equal opportunities | • Privacy and data protection |
| • Safety | • Development |
| • Safeguarding | |

Further details on all these policies can be found in the current edition of The Policy, Organisation & Rules of The Scout Association (www.scouts.org.uk/por)

Your induction and the training commitments of your appointment

The parents and guardians of our members put unmeasurable trust in us as volunteers. This is because of their resounding belief in the benefits scouting brings to young people to help them succeed in hand with your professionalism and commitment as a volunteer and as a member of a leadership or management team and the exciting programmes and opportunities you provide or support.



Without question, they assume that the adults they are entrusting with their children to have the appropriate skills and knowledge to enable them to encompass and support the needs of young people.

It is likely that while you will already meet many of the requirements of your new appointment, there will be other areas where you will need further learning. In addition to this there may also be subjects for which training is mandatory

We are committed to helping our volunteers develop their skills and knowledge. Training is provided by the county through evening and weekend sessions, training days weekend courses and online learning. Our current training programme can be found at: www.southlondonscouts.org.uk/adult-training and your line manager and training advisor will discuss with you your training and learning requirements and the opportunities available to you.

When you accepted your role in scouting you also accepted and made a commitment to your responsibilities to complete the training necessary for your role within the required time scale for your appointment. This includes getting started training, this must be completed as soon as possible after starting in your new role and must be completed within five months from the date of your provisional appointment being issued.

For those appointments that require formal adult training the relevant training modules needed to gain wood badge recognition must be completed within a period of three years. If it is not completed within the required time frame of the full appointment, the appointment may be cancelled. Further information on our Adult Training scheme can be found at www.southlondonscouts.org.uk/adult-training

Insurance

All adult members of scouting are covered by a arrange of comprehensive insurance policies while taking part in scouting, these are:

- Public liability
- Personal accident and medical expenses
- Trustees indemnity

Further details on the cover these policies provide can be found at: www.scoutinsurance.co.uk

(Non-members, such as supporters and occasional helpers are not provided with the same automatic basic personal accident insurance as members.)

Responsible smoking

We understand that our adult members and supporters have the right to smoke and we recognise that people have a choice.

As an adult in scouting, you are a role model for the young people in your care. Young people are impressionable and will inevitably be influenced by adults' behaviour - especially that of those whom they respect.

Whilst it is understood that it is not illegal to smoke, scouting is about developing young people, including their health and welfare. As such, smoking in front of scouts of any age must be avoided.

The law also ensures that all scouting premises are smoke-free. This includes premises which are rented on section nights, and also buildings on campsites.

It is important that our adult volunteers do not smoke around young people. Not only does smoking around young people subject them to passive smoking, but it also increases the fire risk. If you do smoke, try to refrain from smoking during a section meeting or in scout uniform. The majority of section meetings run for two hours or less and any adult should be able to refrain from smoking for such a short period of time.

We all have a responsibility to make sure we offer scouting to young people in a safe environment. The well-being of the young people is paramount and we must ensure that no young person is subjected to tobacco smoke. Smoking during scouting activities or evening meetings by our youth members over the age of 18 should be discouraged.

Further guidance, including how to deal with young people who smoke, can be found in the information sheet – ‘The right to smoke-free scouting’ available to download from:

www.southlondonscouts.org.uk/volunteering

Responsible drinking

All our adults need to be physically and mentally fit to undertake the responsibilities of their role. When responsible for young people, adults must not drink alcohol.

During ‘off duty’ periods, our adults also need to take into account the effects alcohol can have and how it may affect their fitness to fulfil their duties for the duration of the section meeting, activity or event.

We are committed to being a leading organisation in health and safety management. Together, we can all help to ensure the health and safety of ourselves and others. The green card ‘scouting and alcohol’ that accompanies this agreement, sets out our national policy on alcohol for all adults involved in scouting.

Communications

The Internet and mobile technologies have changed the way we live and communicate and these methods can be very helpful when communicating with your members families and confirming arrangements about activities or events. As adults in scouting we need to make the best use of these and new technologies, whilst protecting both the young people in our care and ourselves from being placed in a vulnerable position.



Social media and blogging

We understand that it is likely you'll be keen to use social media to share your experiences, feelings and the fun and adventure you have as a scout. If you have a blog or a profile on a social networking site such as Facebook, Twitter, Flickr, Google+, Foursquare (or any other social GPS positioning apps) and you have stated that you volunteer for scouting, then any comment or opinion you put forward will become associated with scouting. This includes but is not limited to blog entries, photo and video uploads, status updates, tweets, or check-ins.

Of course, we are happy for you to mention that you are involved in scouting in general terms. This might include comments such as ‘I'm excited about tonight's troop meeting’, or ‘Had great fun working with the cubs today’. However, we ask that you please avoid mentioning any real specific details of the operations within your group/unit or district and particularly avoid posting negative feelings, comments or points of view on any situation that may occur.

We also recognise that social media can be useful for specific scouting projects. Our advice is that you need to be very conscious of the context in which these sites are used and ensure the public cannot view any personal information of our members.

When posting on social media sites please always remember that you are representing our organisation and we trust you, so act accordingly.

Be professional; remember that you are an ambassador for scouting.

Be responsible; and honest at all times. When you gain insight; share it with others but only when appropriate.

Be credible; accurate, fair, and thorough and make sure you are doing the right thing.

Be responsive; in a similar way to how you would respond to a letter or email. Visit and check frequently the online spaces and feeds where you/we have a presence or could be mentioned and respond positively and promptly to the comments and conversations.



Always remember that participation online results in your comments being permanently available and open to being republished in other media by other people.

You need to be especially careful about those you accept as 'friends' on sites such as 'Facebook'. These sites are essentially designed for peer-to-peer contact. It is vitally important to ask yourself "Is the content of the messages and photographs available to be viewed on my profile suitable for young people (or their parents) in my section to see?" If the answer is 'no', or even a hesitation then do not put it up.

Further guidance on using social media in scouting is provided in the information sheet – 'social networking sites and scouting' available to download from www.southlondonscouts.org.uk/volunteering

E-mails and text messaging

For beavers and cubs any communications using these channels should always be addressed to the young person's parent or carer. Information for scouts and explorers may be sent to the young people themselves if necessary, with copies to their parents or carers.

Before using email or text messaging to communicate with young people gain permission from their parents/carers to contact them and ask them what the most appropriate methods of contact for their child is. Remember, that all communication should be in a scouting context and before sending an email or a text, ask yourself "would you be happy to copy in the young person's parents/carers?" If the answer is 'no' then do not send it.

Most young people have a mobile phone and most of them will say they can't do without it. With mobile phones also come text messages and WhatsApp groups. Leaders of scouts and explorers may well find this the best method of sending out quick notices, like asking members to remember to bring summer camp fees with them or to remind them of the meeting venue and time. If you send a text message or a WhatsApp to any young person, you should once again try to ensure that the content of the message or call could not be misinterpreted and you must always copy in another leader. Never text young people on a one to one basis.

If you receive an email or text message from a young person which causes you concern, refer to our 'young people first' code of good practice in the first instance and follow the guidance in it. The code is often referred to as the yellow card, a copy is enclosed with this agreement or it can be found online at www.southlondonscouts.org.uk/volunteering

Further guidance on emailing and texting young people is provided in the information sheet –‘email and text messaging guidance for leaders’ available to download from www.southlondonscouts.org.uk/volunteering

Concerns about scouting

We hope that everyone who comes into contact with scouting will have a positive experience. However, it is inevitable that on rare occasions, concerns may arise which require investigation. As the majority of scouting activity takes place locally within our community it is expected that most of these concerns will be dealt with quickly and courteously in an informal way by your section leader, group scout leader or district commissioner as appropriate. However, it is possible that a complaint may arise that requires a more formal investigation and response. We are committed to seeking to resolve these complaints fairly and in the best interests of everyone involved.

Should you ever have a concern about a matter within your section, scout group or explorer scout unit please initially contact your group scout leader or district explorer scout commissioner (as appropriate). They will listen to the issues and will do their best to answer and resolve them. If you do not want to discuss the matter with them, or if they cannot deal with your concerns, or if your query is more serious, your district commissioner will assist you.

All formal complaints must be made in writing within three months of reasonably knowing sufficient facts about the situation and should include:

- your full name
- your contact email and telephone number
- how you would like to be contacted in relation to the complaint
- your role in relation to the complaint e.g. member or parent etc.
- a summary of the complaint and what you think went wrong, including dates and times or any reported incidents (in no more than 1,000 words, there will be opportunities to submit further evidence if required once you've received an acknowledgment)
- details of any informal resolution that's been taken so far to try to resolve the issue
- details of what you would see as an acceptable outcome
- details of any formal concerns already raised in any part of scouting under any of the national policies.

You can download a copy of the Association's complaint template from: from www.southlondonscouts.org.uk/volunteering

We handle complaints in a positive and proactive manner and expect resolutions and outcomes to contribute to a process of continuous improvement. Please bear in mind that the people handling your complaint are also volunteers and have other calls on their time. It may therefore take a little longer to sort out your complaint, however you will be kept informed of the progress of the complaint with an acknowledgement of a formal complaint within seven days and regular updates (typically at least every 14 days).

The investigator may need to speak to you and a number of other people to fully understand your complaint and the circumstances surrounding it.

The appropriate manager will make a decision about the complaint and will inform you whether your complaint is upheld or not and the actions that will be taken as a result.

Our aim is to resolve all issues raised within four weeks of receiving your concerns. However, this may take longer depending on the nature of the issue. If the timescale needs to be extended, you should expect to be kept informed of progress.

If you or those who are directly affected by the outcome of a complaint are not satisfied with the outcome of the original complaint or the process undertaken, there is a right for appeal. Only one appeal is allowed per person directly affected by a complaint and if multiple appeals raise the same concerns they may be carried out as one appeal. Any appeal must be received within 14 days of you, or those directly affected, being notified of the outcome of the original complaint.

It is the Association's policy that the original response to a complaint may be reviewed using our formal appeal process just once. This means that once you have appealed against the initial consideration or outcome of your original issue, and a review has been undertaken and a response made to you, the matter will be closed and no further appeal or review will be possible.

We will not progress a complaint if there is reasonable belief that it is vexatious or malicious. We do not accept and investigate anonymous complaints, complaints received from a third party, (except about youth members), or complaints that are broadly or substantively the same as a previous complaint raised under any of the scouts' policies.

Whistleblowing

The association's whistleblowing policy is for all volunteers who have a serious concern in regards to a breach of our standards or conduct. This policy makes sure that if a volunteer has a serious concern, they know how to raise it as soon as possible. The matter will be comprehensively investigated and the appropriate action taken.

If you should wish to raise a concern that fits the criteria of a protected disclosure you should follow the whistleblowing policy. This includes if the incident is happening now, in the past or may happen in the future. It's important that the concern is raised without delay. Further information can be found on the national website at www.scouts.org.uk

Conflicts of interest

As a member of The Scout Association you should not engage in any activity or be associated with any activity, person or organisation which operates against the interests or values of scouting, or could be seen to affect your impartiality in carrying out your role. Volunteers are expected to clear any potential or actual conflicts of interests before joining us. If we are unable to manage any actual or potential conflict of interest you might have, we may need to remove you from your volunteer role.

Appointment reviews

Most people perform better if they have the opportunity to discuss how they are doing and where they are going from time to time.

An appointment review is simply an opportunity to look at what has happened since you started in your role or since your last review, and to see what further support and guidance you might need. It should not be confused with the performance appraisals that many people have experienced at work. Reviews can be both formal and informal, depending on what stage you are at in the course of your appointment.

Formal appointment review

An informal review is held at least annually, to build on the chats you have during the year. It is a chance to take stock and plan for the future.

A formal review takes place with your volunteer line manager at the end of your agreed appointment period although you can be called for a formal review at any time. During the meeting you will both get the opportunity to express your views. Your review will then go on to look at the successes you have had in your role, the progress you have made on your training (if appropriate), where you can best contribute to scouting in the future and the role you would prefer going forward. The kind of things you will discuss are:

- are you happy in your current role?
- what challenges have you faced in your role?
- do you wish to continue, or would your expertise be best used in another role, or should you retire from scouting?

At the end of the review a decision can then be made about your future role, and any support that you will require.

Mutually agreed restrictions

Mutually agreed restrictions can be used by the appropriate commissioner in consultation with their volunteer line manager if a suspension or cancellation of an appointment is being considered on the grounds set out in section 7 of The Appointments Process chapter of POR. These restrictions may be used to allow an investigation to take place, for an issue to be resolved or for a volunteer to complete training requirements that have not been completed in the relevant time limits.

Consideration will be given to how serious an issue is as to whether in the first instance a volunteer's role should be restricted, their appointment suspended, or their appointment cancelled.

Restrictions that could be put in place may include (for example):

- not to attend activities or events where young people are present
- not to attend activities or events where another volunteer or group of volunteers are present
- not to attend a certain meeting place or location
- not to contact an individual or group of individuals in relation to scouting

A mutually agreed restriction can only be in place for four weeks. At the end of this period the appropriate commissioner will decide whether to remove the restrictions, suspend, review or cancel their role.

Suspension of adult membership and associate membership

Suspension of any involvement in scouting by a member, associate member or a non-member is an act intended to protect all persons involved. It assists to ensure that any investigation or inquiry proceeds in as fair and objective manner as possible by preventing situations arising which could give rise to further concerns or allegations or which could potentially cause further compromise.

Suspension may be necessary in the following circumstances:

- when an allegation is made that a member or associate member has committed a serious criminal offence
- when a disagreement or dispute between adults remains unresolved for a period of more than 30 days
- if a member or associate member makes a formal, public challenge to a non-scouting organisation, body or forum against the decision or policy
- where the intentional action or inaction of an individual could seriously harm the reputation of the movement
- when the action of a member or associate member may constitute gross misconduct
- where an individual involved in scouting requiring a DBS criminal record check for their role does not hold such a disclosure and a period of 30 days (where an electronic system is used) or 60 days (where a paper based system is used) has expired since one was held or required.

Termination of adult membership and associate membership

Adult membership and associate membership may be terminated by:

- resignation
- in the case of adults not holding a particular appointment, by resolution of the group, district or county executive committee as appropriate

- in the case of a suspension, failure to observe the terms of the suspension imposed in accordance with the Policy, Organisation and Rules of The Scout Association
- failure to meet the training obligations of the role within the require time period
- formal cancellation or non-renewal of appointments

Cancellation or non-renewal of appointments

Volunteers who do not adhere to the organisation's policies and rules or who fail to perform their volunteer role satisfactorily may be subject to the cancellation or non-renewal of their appointment(s).

Grounds for cancellation or non-renewal of appointments include but are not limited to:

- resignation when notified that a recommendation is to be made for the cancellation or non-renewal of the appointment
- the decision by their line manager not to renew the appointment following a formal appointment review
- gross misconduct
- being under the influence of drugs or excessive alcohol
- theft
- misuse or unsafe use of equipment
- abuse of co-volunteers or staff
- breaches of confidentiality
- failure to abide by the policies and/or rules of the association
- failure to complete the duties within the role to a satisfactory standard
- unsatisfactory outcome of a personal enquiry and/or DBS criminal records check
- it becomes evident that the appointee no longer accepts the fundamental principles of scouting and the scout movement
- it becomes evident that the appointee is not an appropriate person in respect of the association's policies and rules
- the adult has not met the training requirements of their role within the specified time limits
- the adult does not hold a current first aid certificate (if they hold an appointment that requires a wood badge)
- the adult has not met their on-going training requirements, including safety and safeguarding
- the appointee has or is likely to bring the name of the association into disrepute

Although it is good practice to have these discussions in the framework of an appointment review, action may be taken without an appointment review where the responsible commissioner and the responsible commissioner's line manager agree that circumstances require it.

Anyone in this situation will be given the chance to discuss the reasons for dismissal with the appropriate appointments sub-committee.

Exit Interviews

Where possible informal exit interviews will be held with anyone leaving the Movement. The interview is an opportunity to explore why they are leaving, their experience and any suggestions they can offer to improve the running of our organisation. Feedback forms are sent out to people on leaving an appointment and constructive feedback is always welcome.

Your role

By accepting a role in scouting you will be giving your time to help provide or support scouting on an unpaid voluntary basis. This volunteer agreement is binding in honour only and is not intended that any employment or worker relationship be created either now or in the future. You may withdraw your voluntary services at any time and local scouting may cancel its engagement with you at any time using the processes detailed in this agreement. Whilst we will comply with our statutory obligations to provide insurance and ensure a safe and secure environment, you are providing your services at your own risk.

A Final note

Our volunteers are important to us and It is important that you as a volunteer enjoy your experience with Scouting and that your needs and expectations are met. If you have questions, concerns or if you are unhappy about anything, please talk with your line manager, group scout leader, district explorer scout leader or district commissioner. Many problems can be sorted out through discussion.

This agreement reflects the hopes and intentions of the volunteer and the charity and is not contractually binding in any way on either party.



Our volunteering guide to success

All our volunteers are expected to behave in accordance with our code of conduct. By agreeing to take on a role in scouting in South London, you agree to abide by the code of conduct and the policies, rules and procedures which are relevant to volunteers as detailed in the current edition of Policy, Organisation & Rules and this agreement.

- If you are unable to attend a section meeting or 'business' meeting please let your section leader or the appropriate chair know in good time and preferably at least 24 hours before.
- All adults are required to take responsibility, with the other leaders in their group, for the activities they provide both indoors and outdoors.
- All accidents must be reported to your group scout leader or district explorer scout commissioners as appropriate and logged in your accident book.
- No smoking is allowed during section meetings. Any smoking on a designated break must be away from the activities and young people in a safe place.
- Drug or alcohol abuse will not be tolerated.
- Adults should try and ensure that all young people have equal opportunities to take part in activities.
- Adults need to be aware of any disruptive, bullying or aggressive behaviour of any young people, and seek help from others in dealing with them. Try to have a consistent approach to these throughout the team.
- Physical restraint of children is not permissible, unless it is to ensure the safety of the child, other children, volunteers or other people. All incidents must be recorded in an incident book and reported to your group scout leader or district explorer scout commissioners as appropriate.
- If a child talks to you regarding a child protection disclosure or any other personal issue the correct procedures must be followed. Please refer to our young people first code of practice or our county safeguarding coordinator for further guidance.
- Any grievances received from parents or members of the public should be referred to your group scout leader or district explorer scout commissioners or district commissioner as appropriate.
- You should avoid taking responsibility for young people's personal belongings.
- Adults need to familiarise themselves with all the policies, rules & procedures of The Scout Association these are available in *The Policy, Organisation and Rules of The Scout Association*, (referred to as POR.) available to download from www.scouts.org.uk/por

Our vision

We are committed to the purpose of scouting. We are committed to continuing to develop our scout groups and explorer scout units so they...

- operate a programme that is relevant enjoyable, attractive and locally achievable
- are equally available and accessible to all young people within the 6 to 25 age range in our communities
- are effectively and appropriately supported by adult volunteers
- are shaped by young people in partnership with adults
- have a positive image and identity
- are growing
- communicate effectively within scouting and to the local community
- are making a positive impact in our communities
- are preparing young people to be active citizens
- are contributing to social change.

Our commitment and responsibilities

Our County and Districts support structures deliver practical services that support and are accessible to all adults in Scouting whatever their role. These include:

- support for the youth programme, including camping and adventurous activities,
- growth and development of scouting across South London
- coordination of our scout groups, explorer scout units and scout networks
- the formal appointment of adults and ensuring that all our adult volunteers are vetted before they are authorised to undertake a role in the movement
- induction, training, motivation, review and development of adults in our districts, including delivery of the association's adult training programme in partnership with the county training team
- the implementation of the policies and rules of the association
- relationships with other organisations and bodies
- helping young people take part in decision making within our groups, units, districts and the county,
- support for our scout active support units
- recommendations for decorations and awards
- advice on financial and administrative matters, particularly relating to charity trusteeship
- provide an effective chain of communication between our scout groups, explorer scout units, scout networks districts, county, region and national headquarters (UKHQ).



Policy History

Version 3; May 2021

Pocket policies accompanying this agreement:

- Staying safe checklist
- Young people first – safeguarding a code of practice
- Safe scouting & what to do in an emergency
- Alcohol and scouting



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