

# Running Great Welcome Conversations



# Welcome!

The way we welcome new volunteers has changed. These changes let new volunteers track the progress of their joining journey, putting them in control and helping them to feel at ease as they make their way to becoming a full member at Scouts.

This guide maps out how to welcome a new volunteer applicant to the Scouts from the point a new volunteer enquires about joining, to the point they become a full member, and explains each step in the welcome process including the key steps that are driven by our digital system on [scouts.org.uk](https://scouts.org.uk).

## Becoming a volunteer with Scouts

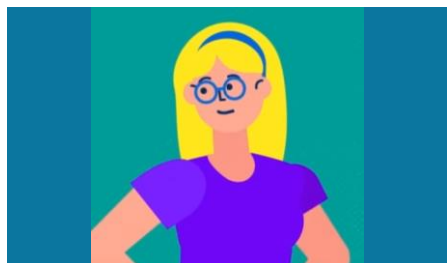
A new volunteer is anybody joining the Scouts as an adult volunteer for the first time or who has not had a role in the Scouts within the last 30 days. This does not include Network members, employees, Scout Council roles, helpers, and other non-members if they require a criminal record check.

The volunteer joining journey represents a clear pathway which a new volunteer needs to follow when they decide to become an adult member of the Scouts. Along the way there will be opportunities where support is needed by other volunteers to ensure a quicker, easier and welcoming beginning in Scouts.



\* Growing Roots safety and safeguarding learning must be completed with the first 30 days of a new adult being added to the membership system.

Here's what a new volunteer, and the volunteers supporting them might say.



### **New volunteers**

“My journey made me feel welcome as an individual at Scouts” – Shivani

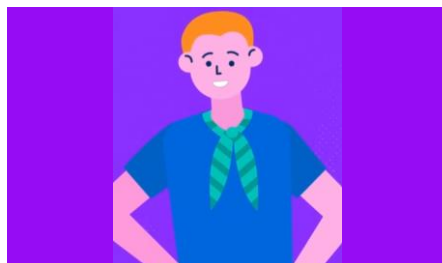
Shivani is a new volunteer who was previously a youth worker and wants to stay involved with her local community.

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.



### **Welcome Conversation Volunteers**

“Having a role in the welcome conversation means I can help new volunteers when they first joined Scouts” – Alex

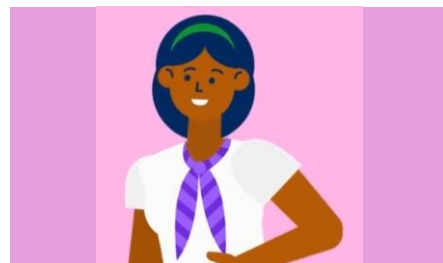
Alex is a Beavers Section Team Member who has the Welcome Conversation Volunteer accreditation.

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, so he wants to take on this accreditation to make sure he can offer full support to new volunteers joining us.

Alex believes he can make a difference because a positive welcome experience can set the tone for a volunteer's entire time with us.

He also likes to meet new people and wants to expand his network in Scouts.



### **Team Leaders**

“The joining journey is friendly and inclusive - just like Scouts!” – Emily

Emily is a warm and friendly Group Lead who goes above and beyond to make sure people feel like valued members of the team. She loves to help others and wants to make a difference within Scouts.

Emily feels proud when she sees new volunteers developing their skills and becoming valuable members of the team.

Emily would like to provide a positive joining journey for new volunteers to help them easily move into their new team roles.

She wants to create a welcoming and inclusive environment for all volunteers.

# Steps in the volunteer joining journey

There are up to seven steps in the volunteer joining journey – these can be completed in any order. All the relevant steps need to happen so that new volunteers feel welcome and understand what they need to do to become a fully appointed adult member of the Movement.

The steps that are required for different roles are listed in the teams table, which can be found in the current edition of Policy, Organisation, & Rules - often known as POR, (chapter 16, rule 16.11.1)

## Timescales

All the steps required must be completed within 180 days of the new adult's personal details being entered into the membership system.

Growing Roots safety and safeguarding learning, and the criminal records (DBS) check must be completed within 30 days of the new adult being added to the membership system.

## First things first

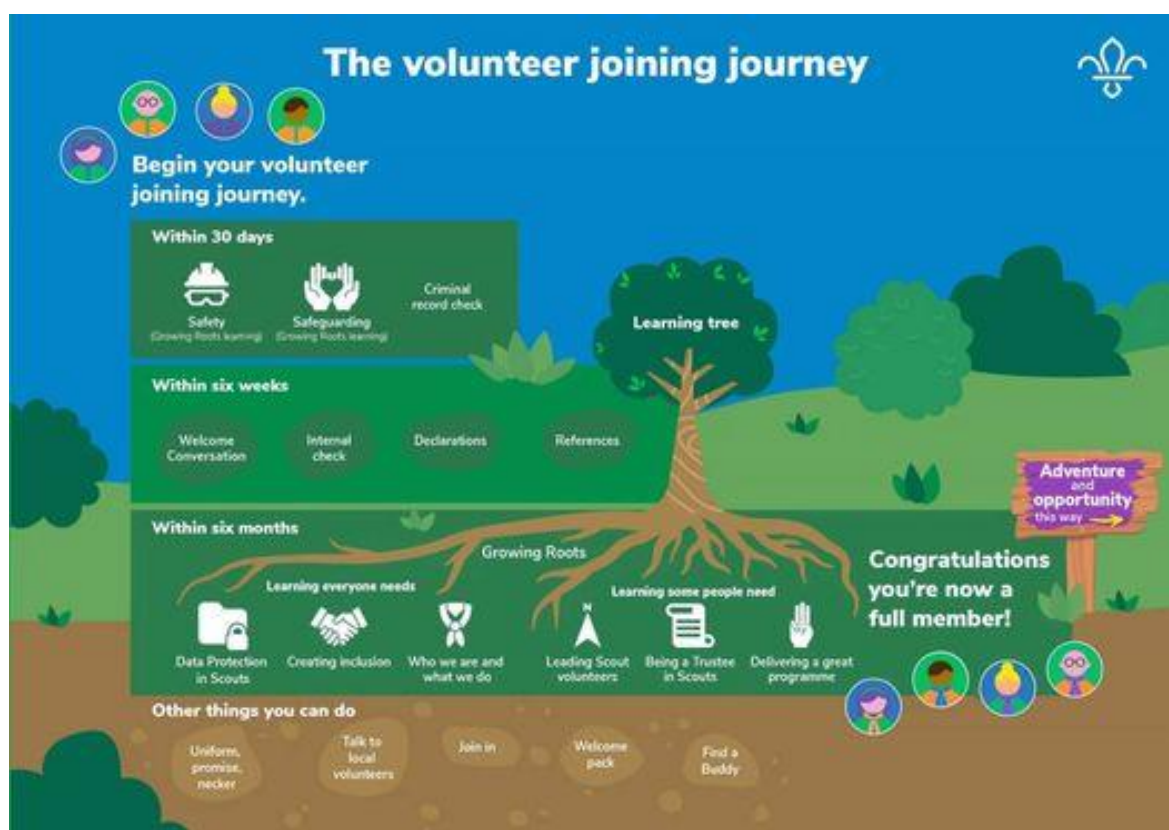
To start the ball rolling the new adult's Team Leader or Lead Volunteer should make regular contact with them to talk about:

- how Scouts works (nationally and locally)
- what time they have to volunteer
- what tasks they'll do
- the yellow card
- the learning that they'll need to do

and generally, support them through their first few weeks of being a volunteer.

All volunteers registered on the membership system need to complete vetting and safeguarding checks when they join. So, this is also a great time to start these too.

Here's a handy illustration which explains the steps new volunteers will take to become a full member:



Our digital system, on [scouts.org.uk](https://scouts.org.uk), will show a set of steps, relevant to each new volunteer, that they need to complete when joining Scouts.

All steps, except some elements of Growing Roots learning, will need to be started within six weeks of becoming a member. They can be done in any order at any time.

## The key steps in the joining journey

There are a total of seven steps in the volunteer joining journey. Not all roles are required to complete all the steps. Who need to complete each step is indicated in the teams table. These steps may be completed in any order.

The steps are (if indicated as a requirement in the teams table):

Satisfactory completion of:

- a) criminal record DBS check
- b) an internal check (previously called a confidential enquiry)
- c) references
- d) volunteering declarations
- e) trustee eligibility
- f) Growing Roots learning
- g) welcome conversation

## Check the applicant is eligible

Before the new adult starts on their joining journey the line manager must make sure that the person:

- a) is over 18 years old when their role starts  
This will normally be the date that initial details of the applicant are added to the membership system. Applicants for an adult role may be added to the membership system for the purposes of carrying out a criminal record check up to 180 days before their 18th birthday
- b) for a Youth Lead role, the applicant must not have reached their 25th birthday at the time of appointment
- c) that the applicant has the time and capacity to carry out the role
- d) *if applicable*, can recognise and manage any real or perceived conflicts of interest between any current roles, where rules don't already expressly prohibit holding the proposed combination

## Add the new adult to the Digital Systems

A new volunteers joining journey begins with the Lead Volunteer or Team Leader adding them to the membership management system (digital systems) at [scouts.org.uk](https://scouts.org.uk).

Initially the new applicant will have a provisional membership status on the membership system. While the role has provisional status, your new 'team member' must always be supervised when with young people and must not take part in any form of regulated activity. The person(s) supervising must have a full appointment with a current personal Enquiry (DBS).

## Definition of Regulated Activity

Scouts is a regulated activity provider and must comply with the law in respect to adults engaging with children. Regulated activity with children refers to work that a barred person must not do. A barred person is someone who has harmed or poses a risk of harm to children or vulnerable groups.

In England and Wales, regulated activity is defined in the Safeguarding Vulnerable Groups Act 2006 and amended by the Protection of Freedoms Act 2012.

Regulated activity in Scouts means where a person aged 18 or over meets any of these criteria:

- is taking on a formal adult appointment to help run or support scouting
- will be assisting with, and be present overnight at, an overnight activity
- may be helping once a week (or on four occasions in a thirty-day period), or more frequently
- Could have unsupervised access to young people
- will be involved with the handling or management of money and/or personal data

Any adult member or helper delivering or likely to participate in regulated activity must hold a satisfactory Personal Enquiry (that's a criminal record DBS check, an internal (UKHQ) check, references).

## How to add a new adult to the membership system

If the person has enquired to join your group through the adult recruitment tool, you can send them an invitation to join Scouts in the system by clicking 'Send invite'. On the 'Review invitation email' page, click 'Send invite'.

To add a new adult directly into a team you will need their:

- first name
- surname
- date of birth
- post code
- email address

You can view the full process to add a new member here: <https://vimeo.com/user98735371>

The screenshot shows the 'Add member' form in the Scouts system. The page header includes the Scouts logo, 'Data explorer', 'Search member', and a user profile icon. The breadcrumb trail is 'My membership > Teams > View all units > 8th/9th Falmouth : Details > Add member'. On the left, there is a sidebar menu with options: My membership, Actions (with a red notification icon), Awards, HQ Services, Learning, My profile, News & announcements, Programme support, Proxy access, Safe scouting, Teams, and Action escalations. The main content area is titled 'Add member' and contains a warning: 'The name recorded here must be the members legal name, including any middle names. The postcode must match their registered address therefore, please ensure the name(s) and postcode provided reflect what is shown in documentation such as a passport or Driving License. The member will have the opportunity to add a preferred name and correspondence address later.' Below this is the 'Personal details' section with the following fields: First name (with a red asterisk), Middle name, Surname (with a red asterisk), Previous surname, Date of birth (with a red asterisk and a calendar icon, containing 'dd/mm/yyyy'), and Post code (with a red asterisk). A note below the date field states 'Age should be more than 17 years and 6 months'.

Once added to the system, the new applicant will receive an email asking them to login and finish entering their personal and application information. The email will also include their login details.

If the applicant is unable to access the membership system the relevant Lead Volunteer, after consultation with the applicant, can nominate another member to the team to act on their behalf to manage their personal details using the systems 'proxy access' functionality.

## The following steps in the volunteer joining journey, as relevant to the role, can be completed in any order:

### **a) Satisfactory completion of a criminal record check**

As a Movement, we are committed to meeting the NSPCC guidelines around safer recruitment. This framework helps us to minimize the risk of appointing someone unsuitable and helps us make sure that new volunteers are 'safe' to work with our young people. To ensure a fair and consistent process we do this through disclosure (DBS) checks, references, welcome chats, and learning.

A satisfactory criminal record (DBS) check must be completed within 30 days of the start of the new adult's provisional role.

In England and Wales, we use a mobile friendly self-service criminal record check process through Atlantic Data.

If the satisfactory criminal record check is not complete after 180 days but the application for a criminal record check was made within 30 days of the start of the Provisional role then the applicant may continue to operate supervised, provided that all other steps of the volunteer joining journey have been completed.

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

We seek to be open and accessible to all. 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.

All convictions, including those that are spent will show on a Disclosure and Barring Service check. Some criminal convictions, disciplinary proceedings or behaviour may disqualify adults from certain roles in scouting, specifically any convictions or disciplinary proceedings which involve the harming of children, young people or vulnerable adults in any way.

### **b) Satisfactory completion of an internal check (previously called a confidential enquiry).**

This is a check of internal records held at UK Headquarters. This is an automated process, making it quick for the check to be completed. New volunteers and their Team Leaders will see the results and will be aware if any restrictions have been applied to someone's membership by UKHQ.

### **c) Satisfactory completion of references**

We need references so we can keep young people safe and check all new volunteers are right for Scouts.

Volunteers enter their referee information directly into their adult membership record and requests are then sent automatically by the system. References with no comments or issues are approved automatically by the system.

If reference requests have not been received within 30 days, the new volunteer will receive a notification from the membership system asking them to submit different people to request references from.

Any issues flagged by references received will be reviewed locally by members of the District Volunteer Development Team.

#### **d) Completion of declarations**

The purpose of our volunteering declaration is to confirm that all new volunteers agree to uphold the values, rules, and policies of the Scouts. This declaration includes an acknowledgment of the fundamental principles of Scouting, which focus on the personal development of young people and their positive contributions to society. By signing the declaration, volunteers are showing their commitment to supporting these goals and ensuring that they will operate within our guidelines and mission.

These have been made clearer with improved wording and making only the relevant declarations visible to new volunteers when they first sign in to [scouts.org.uk](https://scouts.org.uk).

#### **Trustee eligibility**

All charity trustees in the UK must also complete an eligibility declaration form saying they are eligible to be a trustee.

New volunteers are asked to accept and 'sign' the volunteering declarations, relevant to their role when they first login to the membership system.

#### **e) Satisfactory confirmation of trustee eligibility**

All adults interested in becoming a trustee are required to satisfactorily complete a trustee eligibility check by the trustee board they are joining. The relevant team responsible for providing administration support can carry out this check on behalf of the trustee board.

It's important to keep a local record that the trustee eligibility checks have been carried out. For example, it could be added as an agenda item and noted in the minutes of the first Board meeting following the Annual General Meeting (AGM):

*On [Date], [Full Name] reported that searches were made of the Individual Insolvency Register, Register of disqualifications, and Register of removed charity Trustees. They checked for all Trustees and found no adverse information.*

Below is a list of the checks required as of January 2024. Legal requirements can change, so make sure to read the England and Wales Charity Commissions guidance ([www.gov.uk/guidance/charity-trustee-disqualification](https://www.gov.uk/guidance/charity-trustee-disqualification)) for the latest information on Trustee eligibility.

There are three registers to check. If a person is listed on one or more of these registers, they're not able to be a trustee.

<b>Individual Insolvency Register</b>	
web address	<a href="https://www.insolvencydirect.bis.gov.uk/eiir/">www.insolvencydirect.bis.gov.uk/eiir/</a>
Short cut web address	<a href="https://www.tinyurl.com/trustee-insolvency">www.tinyurl.com/trustee-insolvency</a>

<b>Register of disqualifications</b>	
web address	<a href="https://find-and-update.company-information.service.gov.uk/register-of-disqualifications/A">https://find-and-update.company-information.service.gov.uk/register-of-disqualifications/A</a>
Short cut web address	<a href="https://www.tinyurl.com/trustee-disqualifications">www.tinyurl.com/trustee-disqualifications</a>



Register of removed charity Trustees	
web address	<a href="https://apps.charitycommission.gov.uk/trusteeregister/search.aspx?RegisteredCharityNumber=&amp;CurrentLanguage=English&amp;SubsidiaryNumber=&amp;=DocType&amp;">https://apps.charitycommission.gov.uk/trusteeregister/search.aspx?RegisteredCharityNumber=&amp;CurrentLanguage=English&amp;SubsidiaryNumber=&amp;=DocType&amp;</a>
Short cut web address	<a href="http://www.tinyurl.com/trustee-removed">www.tinyurl.com/trustee-removed</a>

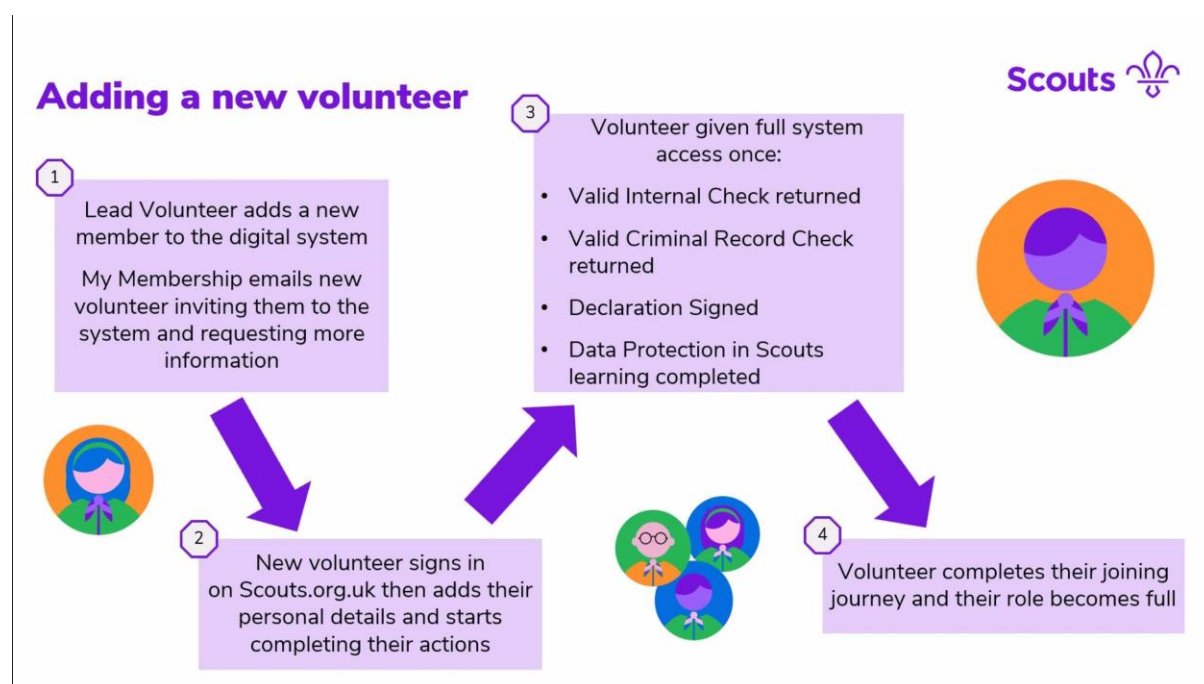
### f) Growing Roots Learning

Growing Roots is the mandatory learning that new volunteers must undertake. It comprises of two parts: the learning that all adults must undertake, and the learning that is required for specific roles. The safety and safeguarding learning elements of Growing Roots needs to be completed within the first 30 days of a new adult being added to the membership system. There are more details about Growing Roots learning in the next section of this guide.

### g) Welcome conversation

The welcome conversation is an opportunity to chat to new volunteers, find out more about them, make sure they understand and commit to our values and volunteer culture, and how we keep young people safe. Detailed information on how to run effective welcome conversations can be found later in this guide.

Once the necessary steps of the volunteer joining journey are satisfactorily completed, the membership system will change the role status to 'Full'.



When the role shows as status full on the membership system and includes a criminal record check, the volunteer no longer needs to be supervised when with young people and may undertake regulated activity according to our Rules and Safeguarding Code of Conduct for Adults (Yellow Card).

Apart from the criminal record check restriction noted in point a) (If the satisfactory criminal record check is not complete after 180 days but the application for a criminal record check was made within 30 days of the start of the Provisional role...), if the relevant seven steps of the volunteer joining journey (as specified in the teams table), are not completed within 180 days, the Lead Volunteer must either apply appropriate restrictions (as detailed in POR rule 16.7) or end the volunteers role.

## Young Leader's, Explorer Scouts, and members of Scout Network that move into an adult role

Members who complete the Young Leaders' Scheme and continue volunteering as an adult volunteer still need to complete all the steps on the joining journey as any other new adult, regardless of how well they know the adults around them.

Explorer Scouts and members of Scout Network who decide to take on roles will also need to do the same.

Young Leaders, Explorer Scouts, and Scout Network members still need to complete the relevant elements of Growing Roots learning



# Growing Roots learning

Growing Roots learning is designed to ensure that everyone that is volunteering with Scouts has the skills and knowledge they need to carry out their role effectively. It supports adults and provides them with the information they need to help deliver, or support the delivery of, high quality, safe, sound and exciting scouting to young people. It covers the basics of Scouts, safety, data protection and creating an inclusive environment.

All Growing Roots learning is completed online using our learning system. The system tracks progress and automatically updates the learner's membership record to show that each piece of learning has been completed.

Growing Roots learning appropriate to the role, as specified in the teams table, has two deadlines to meet. Safeguarding and Safety learning must be completed within 30 days of the start of the provisional role. The other elements for Growing Roots must be completed within 180 days of the applicant's personal details being entered into the membership system.

Volunteers starting a new type of role that requires additional learning, have 180 days to complete their Growing Roots learning.



Growing Roots is the learning that all volunteers need to complete within their first six months as a new volunteer. The only people who don't need to complete this learning are Presidents, Vice Presidents, Non Member - Needs Disclosure, Retired Members and Designated Carers.






Growing Roots learning has a minimum of six parts:

**Five parts of learning that everyone needs to complete:**

This is the learning that all new volunteers will need to complete within their first 30 days.




Learning Unit		Learning includes
	<b>Safety</b>	<p>This learning is about how we keep our young people and each other safe. It includes:</p> <ul style="list-style-type: none"> <li>• What our safety policy is and why it's important</li> <li>• What your responsibilities are in terms of safety</li> <li>• How to assess and manage risks</li> <li>• How to respond to and report incidents</li> </ul>
	<b>Safeguarding</b> <i>(to be completed in the first 30 days of starting in a new role)</i>	<p>This learning is about how we safeguard our young people and each other. It includes:</p> <ul style="list-style-type: none"> <li>• What safeguarding is and why it's important</li> <li>• How to recognise safeguarding concerns</li> <li>• How to respond to and report safeguarding concerns</li> <li>• How to safeguard adults at risk</li> </ul>

This is the learning that all new volunteers will need to complete within their first 180 days.

Learning Unit		Learning includes
	<b>Creating Inclusion</b>	<p>This learning is about how we make Scouts a welcoming space for everybody. It includes:</p> <ul style="list-style-type: none"> <li>• How to challenge assumptions</li> <li>• Practical ways to be more inclusive in everything we do</li> <li>• How to respond when people need reasonable adjustments</li> <li>• How to challenge discrimination</li> </ul>
	<b>Data protection in Scouts</b>	<p>This learning is about how we take care of people's personal data. It includes:</p> <ul style="list-style-type: none"> <li>• What data protection and personal data is</li> <li>• How to gather personal data in Scouts</li> <li>• How to use, share and store personal data in Scouts</li> <li>• How to delete or archive personal data securely</li> <li>• How to respond in case of a data breach or subject access request</li> </ul>
	<b>Who we are and what we do</b>	<p>This is an introduction to what Scouts is and how we help young people develop skills for life. It includes:</p> <ul style="list-style-type: none"> <li>• Our purpose, Promise and values as Scouts.</li> <li>• The support that's available to you.</li> <li>• How our different teams work together.</li> <li>• How Scouts create impact.</li> </ul>

## The learning that some people need to complete:

This is role specific learning that all new volunteers will need to complete within their first six months. Most people will only need to complete one of these learning units. But some will be required to complete two, or all three.

specific learning, for:		Learning includes	
<p>Section team members and programme facing roles:</p>		<p><b>Delivering a Great Programme</b></p>	<p>This will help our Section Teams to understand how to plan and deliver a safe, balanced and high quality programme for young people in Scouts. It includes:</p> <ul style="list-style-type: none"> <li>• The Scout Method and how we create impact.</li> <li>• How to involve young people and be youth led.</li> <li>• How to promote positive behavior when working with young people.</li> <li>• How to plan and run safe and exciting programmes, so young people can achieve their top awards.</li> <li>• How to work with parents and carers of our young people</li> </ul>
<p>For everyone that is a member of a trustee board:</p>		<p><b>Being a Trustee in Scouts</b></p>	<p>This will help our Trustees understand what the role is all about, as well as some of the key skills they need. It includes:</p> <ul style="list-style-type: none"> <li>• What a Trustee is and what responsibilities you have</li> <li>• Where to find resources and support for approaching your responsibilities</li> <li>• How to manage premises</li> </ul> <p>How to manage risks as a Trustee</p>
<p>For team leaders and lead volunteers (except for Team Leaders of Section Teams and Sub-Teams):</p>		<p><b>Leading Scout Volunteers</b></p>	<p>This will help our Lead Volunteers and Team Leaders* understand how to be the best they can at leading other volunteers. It includes:</p> <ul style="list-style-type: none"> <li>• How to adapt your leadership to the situation</li> <li>• How to engage with some of our most important rules and processes</li> <li>• How to welcome new volunteers to Scouts</li> <li>• How to manage your team</li> <li>• How Teams work in Scouts</li> </ul> <p>How to make sure you're leading as part of a larger Movement</p>

# First Response



Although not technically a part of Growing Roots learning, First Response must be completed by some people within 12 months of starting a role.

This means that First Aid, to a minimum of First Response, and that covers the Scouts First Response syllabus is needed for these roles:

- Section Team Members
- Group Lead Volunteers
- District Section Team Members (explorer scout teams)
- District 14-24 Team Leaders



# How to run a welcome conversation

Welcome conversations are an opportunity to make sure new volunteers are clear on our expectations of them. It's an important part of helping each new volunteer feel like they're part of the team and are prepared for their volunteering. When leading a welcome conversation, it's really important to give a great first impression to new volunteers. We want them to see scouting as well organised and for them to feel welcome, valued and supported. We need to make sure they understand and commit to our values, and how we keep young people safe, so we know that Scouts is the right fit for them.

It's also a chance to connect, find out more about why they want to volunteer and what their skills and interests are.

It's also a timely opportunity to help them find the support they need and talk about the tasks and responsibilities they have agreed to carry out in their new team. They can also ask questions and find out more about local scouting.

At Scouts, we always put young people first. This requires us to meet with new volunteers face to face (this can also be virtually), to give them the opportunity to ask questions and to make sure each volunteer has the same fair, but welcoming experience.

This should also mean that an open and honest conversation can take place, and that we meet safer recruitment guidelines, such as the NSPCC Safer Recruitment guidance.

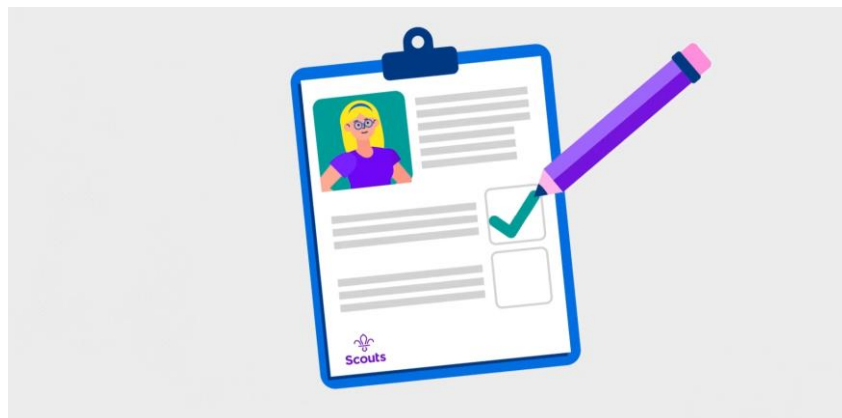
## When to have the welcome conversation

Team Leaders should arrange a welcome conversation no later than six weeks into a new volunteer's joining journey - we suggest at week four. This should be after they've visited and started to help out in their new team, so the conversation feels more relevant. If for some reason this isn't possible, then in line with POR it must be completed as soon as possible and within six months of starting in the new team.

Volunteers usually only ever need to have one welcome conversation – they won't need another if they add or change teams/roles, as long as they've not had a break in service of more than 30 days.

If a volunteer starts in a role that doesn't require a welcome conversation, for example a trustee position, and then moves to a different role that does, for example a Squirrels team member, they'll then need to have a welcome conversation.

The welcome conversation does not include consideration of the outcomes of criminal records checks, internal checks, declarations, trustee eligibility checks, learning, or references. Any issues that might be raised by any of these will be handled by the District Volunteer Development Team.



## Who takes part in the welcome conversation

**For a Section Team role, the welcome conversation must be attended by:**

- the new adult (volunteer applicant)
- the volunteer's Group Lead Volunteer (or their designate), or for Explorer section roles, District 14-24 Team Leader (or their designate)
- an independent welcome conversation volunteer (as defined below)

**In other Group, District, or County teams, the welcome conversation must be attended by:**

- the new adult (volunteer applicant)
- the volunteer's line manager (or their designate)
- an independent welcome conversation volunteer (as defined below)

Another person can accompany the new volunteer if they would like additional support (for example for help with understanding, additional needs, or anxiety).

## An independent volunteer with the Welcome Conversation Volunteer accreditation

This must be someone who has the welcome conversation volunteer accreditation and **who is not part of the same Group, Unit or Team** as the new volunteer (an Explorer Unit with a partnership agreement with a Group is considered part of that Group)

They must also hold an active role in the Scouts and be, or have been within the previous five years, in a similar role as the new volunteer is taking on This can be someone with a role in the same section as the new volunteer is joining, or the section that is the previous or next age section to the section the volunteer is joining (e.g. a beaver section team member in a welcome conversation for a cub section team member).

In a District or County, they need to hold a role within a different team to the new volunteer being appointed.

Your District Volunteering Development Team are responsible for making sure there are enough welcome conversation volunteers locally and will support you with finding someone to support the conversation from outside your Group or Unit if needed.

## The person responsible for recruiting the volunteer

In a group this is likely to be a member of the Group Leadership Team, perhaps the Lead Volunteer or Section Team Leader. They must have completed their Welcome Conversation learning and should've already met the new volunteer.

If someone other than the Lead Volunteer is responsible for recruitment, and they have the Welcome Conversation Volunteer accreditation, they're able to do the conversation in place of the Lead Volunteer or Team Leader.





# Things to consider when running a Welcome Conversation

We want new volunteers to feel part of the team, welcome, supported and valued. Welcome conversations are also a chance to get to know each other, learn more about why they want to volunteer, and their skills and interests. Its also an opporunity to help them find the support they need, and talk about tasks and responsibilities. They can also ask questions and find out more about Scouts. Together, you'll help them find their place in Scouts.

If they feel welcome from the start, they'll be more likely to stay, and may encourage their friends to volunteer too. So less time spent recruiting new volunteers and more time doing the things you love, that matter the most. It's a win for everyone!

## The 3 key reasons for having welcome conversations.

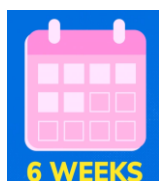
- Give a warm welcome and great first impression.
- Connect and get to know each other.
- Make sure the new volunteer is right for Scouts and that Scouts is right for them.

Before the conversation it is important to prepare. Decide who's asking what, both before and during the conversation. Work out what's best for each person to cover depending on skills, interests and availability.

Remember, the new volunteer might be a bit nervous about it all. To help them feel more comfortable, consider:

- Asking if they have a name they prefer to be known by and check their preferred pronoun too
- Do they know lots about Scouts, or are they new to it?
- What their background is
- Have they volunteered anywhere before?

Also, are there other things to be aware of? Such as do they have any accessibility needs? Or do they prefer to be contacted at certain times of the day or week?



Next, decide when and where the conversation will happen. Ideally, the conversation needs to take place within six weeks of the new volunteer joining, at the point where they're ready to decide if they want to volunteer with Scouts.

## Plan the meeting time and place

The new volunteer's Leader Volunteer or their delegate should make sure an independent volunteer with the Welcome Conversation Volunteer accreditation can attend the conversation. Set aside around 30 to 45 minutes, so there's plenty of time to chat.

Avoid meeting in a busy scout hall, pubs, cafes or in your/their house – consider a side room in the scout hall, during a section meeting or before or after a meeting is due to start. You can make use of virtual tools, for example: Teams, Zoom, etc. where this is appropriate.

Make it comfortable and convenient for them. It could be at their group meeting place or even a local cafe. They may prefer an online meeting. It's best to give choices and ask where they'd like to meet.

## Invite the new volunteer to a welcome conversation

Contact the new volunteer via their preferred method (in person, phone call, or email), and agree a time and a place that's good for them.

Make sure to:

- Explain that this will be an informal conversation and not an interview. It is also a chance for them to find out more about local scouting and ask any questions
- Let them know how volunteering can be flexible
- Hold the conversation once the new volunteer is sure they'd like to take on the role
- Share our Welcome Conversation checklist (more details about this below)

Here's a few top tips to make this feel welcoming:

- Create a warm and open environment
- Keep it simple. To a new volunteer, Scouts can seem daunting. Put yourself in their shoes. Cover the key points, and try to avoid jargon and too much detail, at least for now.
- Be positive. Remember, to them you're the face of Scouts, so be friendly and help them feel at ease. It's a two-way conversation, so share some of your experiences too. But make sure it's mainly about them, and that you're in listening mode.



## Welcome Conversation checklist

This handy checklist is for welcome conversation volunteers and team leaders to use during the welcome conversation. It's a conversation guide, to make sure all the points have been covered.

The checklist should also be shared with the new volunteer ahead of the conversation, so they know what to expect.

Make sure you let the new volunteer see this throughout the conversation, and tick things off as you go through them together.



## Plan the conversation

Remember, it's not an interview, it's a conversation to welcome the new volunteer to Scouts.

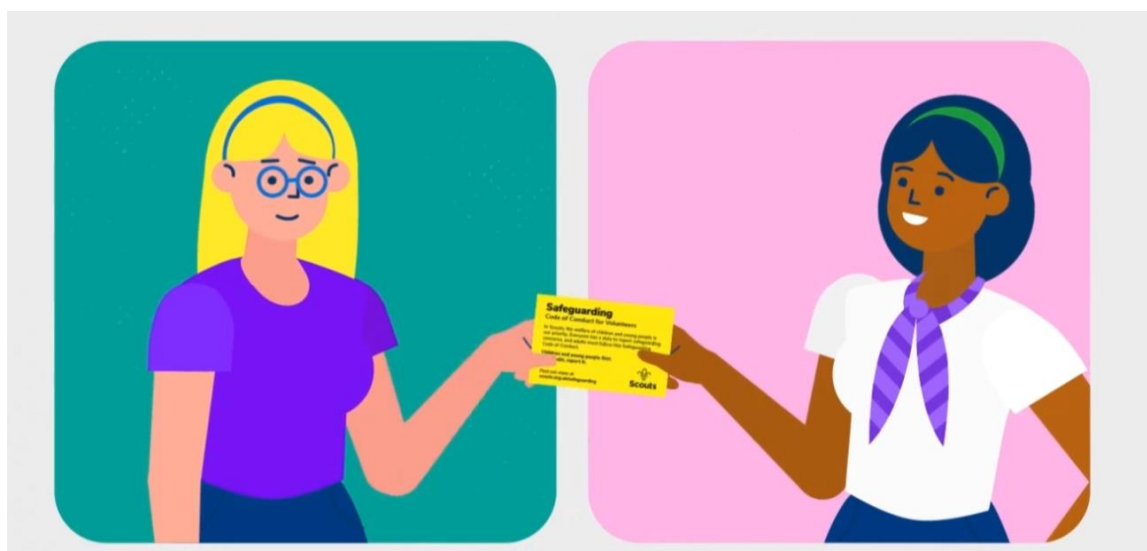
You might find it useful to practice what you will say with someone else and get their feedback. How was your body language and tone of voice? Is there more you could do to help the new volunteer feel welcome?

Be prepared, but also be relaxed and open. It's all about making the new volunteer feel welcome and giving them the opportunity to ask questions and chat. Together, you can help them find their place in Scouts.

Ask open ended questions - open-ended questions are broad and can be answered in detail e.g. "What are you looking forward to most in your role?", while closed-ended questions are narrow in focus and usually answered with a single word or from a limited multiple-choice options e.g. "Do you enjoy being a leader?". By understanding the difference between the two, you can learn to ask better questions and get better, more actionable answers.

Plan how you will deliver the conversation together, making sure it's conversational and open.

The conversation should last around 30 minutes and really shouldn't last longer than 45 minutes, so plan how long you want to spend on each topic to help structure your time together.



## During the welcome conversation

Things to consider and remember:

- Be positive, smile a lot, avoid assumptions and do everything you can, to help put the new volunteer at ease. Think about non-verbal signs
- Check name pronunciation or other names the volunteer might go by
- Take it in turns to share a little information about yourselves, talk about your current scouting role and what you enjoy most about being a volunteer
- Get to know the new person and find out how they're getting on as a new volunteer
- Remember we are focusing on flexible volunteering as a member of a team, and they have volunteered to carry out certain tasks - we're looking for people, not leaders so emphasise just how flexible volunteering with us can be
- Steer clear of scout jargon or acronyms
- Have a pen and paper handy to record key details
- Remember the main purpose of your conversation – don't overload them with information – there will be plenty of time for you to delve deeper into the specifics of volunteering down the line

The key areas to cover during your conversation are:

<b>1</b> Tell us a little bit about yourself and your interest in Scouts. Do you have any access needs we can support you with?	<b>2</b> Do you know what tasks you'll be doing? Let us know which tasks you've signed up for and how you'll organise your time to get them done.
<b>3</b> At Scouts, we want to help you grow. Chat through our learning and development opportunities.	<b>4</b> It's everyone's responsibility in Scouts to keep young people safe. Chat through the Scout values, promise, policies, Yellow Card and Our Volunteering Culture.
<b>5</b> We make your journey easy to follow through <a href="https://scouts.org.uk">scouts.org.uk</a> . Can you access this?	<b>6</b> Complete the rest of the volunteer joining journey to become a full member.

The following may help you with your planning:

### A bit about The Scouts

- Explain a little more about where their role and team fits within the structure of the organisation and local scouting
- Make sure they understand their responsibilities and the potential tasks they'll be doing

### Check where they are up to on the volunteer journey

- Give an overview of the steps in the joining journey
- Ask if they have been receiving the welcome e-mails (from UKHQ)
- Check they've received a link to confirm their details and can sign in to [scouts.org.uk](https://scouts.org.uk)
- Check they've been given a welcome pack to help them in their role
- Let them know they can update their personal information online at any time
- Ask them if they have any questions about the volunteering declarations / references etc

## **Values, promise and policies**

- Confirm they've seen and understand our:
  - Scouts values
  - key policies
  - Promise
  - Our Volunteering Culture

They don't need to remember everything, but they need to know where to find them and confirm they're happy to accept them

## **Safety & Safeguarding**

- Go over the importance of our safeguarding code of conduct for adults - the Yellow Card. Check they have received a copy and agrees to follow it
- Check they also know how to report any safeguarding concerns directly to the HQUK Safeguarding Team and share the link to our safeguarding policy ([www.scouts.org.uk/about-us/policy/safeguarding-policy-and-procedures](http://www.scouts.org.uk/about-us/policy/safeguarding-policy-and-procedures))

## **Let them know how to get the most out of volunteering with Scouts**

- Chat about how they can get the most out of volunteering
- Give an overview of the learning and personal development we offer
- Ask if they have any access needs or specific ways in which scouting are able to make their volunteering as smooth as possible
- Check that they know where and what support is available and who to ask if they need help?

## **Explain next steps for new volunteer**

- Explain what will happen after this conversation
- Check the steps they still need to in their volunteer joining journey (the Lead Volunteer or Team Leader can quickly see this on their membership record)
- Check if they have been offered support from a welcome buddy (this is optional and their choice)
- Make sure they have provided details of the referees and have completed the declarations on the membership system
- Ask if they have started their Growing Roots Learning and remind them that they need to complete the Safety and safeguarding learning within their first 30 days of being added to the membership system
- Remind them that if there is anything that they want to update (personal information, changes in circumstances etc.) they need to do it in the membership system
- Ask them if they have any questions, if you are not in a position to provide an answer, let them know you will get back to them as soon as you can
- And importantly, thank them for giving their time to Scouts and everything they have done so far to get started as a Scouts volunteer!

## After the welcome conversation

Once the volunteer leaves, have a chat about how it went and if you both think the new person is a good fit for Scouts.

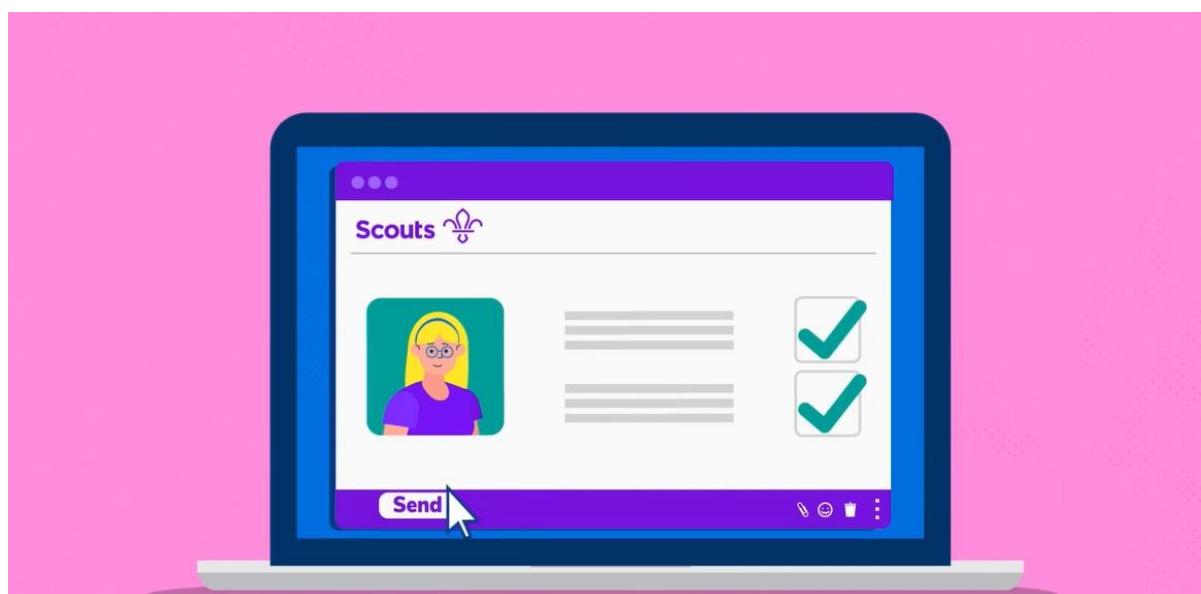
Think about:

- Did they understand our values and what's expected of them?
- It's really important they understand and commit to following the Yellow Card

If you have any concerns, speak to your District Lead Volunteer who will make the final decision about whether the new person is right for Scouts.

If you decide the new volunteer's a good fit, you need to pass on your recommendation to your Group Lead Volunteer, (if they weren't already in the welcome conversation), so they can arrange for it to be recorded on the membership system. When its record it, you will get a notification.

Remember, the welcome conversation is only one step in the new adult's joining journey. Once all joining journey steps are complete the new adult's appointment will move to 'full' status. Until that point, they can volunteer but must not have unsupervised access to young people.



# Welcome conversation: let's get started!

Thank you for taking this next step with us. We want you to have the best welcome possible. Within your first six weeks, you'll have a chat with a Welcome Conversation Volunteer and your Team Leader. Here, you can talk about everything you need to feel confident in your new role.



30-45 mins

Tick off the following points together for an easy start to your new role.

**1** Tell us a little bit about yourself and your interest in Scouts. Do you have any access needs we can support you with?

**2** Do you know what tasks you'll be doing? Let us know which tasks you've signed up for and how you'll organise your time to get them done.

**3** At Scouts, we want to help you grow. Chat through our learning and development opportunities.

**4** It's everyone's responsibility in Scouts to keep young people safe. Chat through the Scout values, promise, policies, Yellow Card and Our Volunteering Culture.

**5** We make your journey easy to follow through [scouts.org.uk](https://scouts.org.uk). Can you access this?

**6** Complete the rest of the volunteer joining journey to become a full member.

## Top tips

- Please let us know what pronouns you use and if you have a preferred name? Do we have your correct details?
- Volunteering is flexible, so chat to your Welcome Conversation Volunteer to see if there's something else you'd like to try.
- We'd love to hear from you. If you have any questions or just want to chat, reach out to your Welcome Conversation Volunteer, Team Leader or buddy (if you have one).

**Thank you** for everything you've done so far and for having this conversation with us.

**Good luck on your volunteering journey!**



**Scouts**

# How to become a Welcome Conversation Volunteer



As long as you've got the Welcome Conversation Volunteer accreditation, you're able to be a Welcome Conversation Volunteer, which is just an additional task on top of the role you are currently doing.

With the Welcome Conversation Volunteer accreditation, you'll help give new volunteers a warm welcome and engage them in a meaningful conversation. You'll be able to answer any questions they have at the start of their journey, and help 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 help give new volunteers a great start in their scouting journey
- 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

To become a Welcome Conversation Volunteer you must:

- hold a full, current role which requires a welcome conversation as part of the volunteer joining journey and criminal record check
- agree with your District Volunteering Development Team Leader that you're happy to take on these responsibilities
- complete the learning for a welcome conversation volunteer accreditation and have this recorded on your record on the membership system

If your only role is a trustee, or you don't have a criminal record check, you won't be able to get the accreditation.

The Welcome Conversation Volunteer accreditation is provided at the discretion of your District Lead Volunteer or District Volunteering Development Team Leader.

If you'd like to become a Welcome Conversation Volunteer speak to your District Volunteering Development Team Leader or District Lead Volunteer about the opportunity. They will be able to give you the accreditation if you meet the criteria and have completed the relevant learning.

## **Welcome Conversation Volunteer Accreditation**

**Purpose:** Our Welcome Conversation Volunteers give new volunteers a warm welcome, engaging them in a meaningful conversation. They'll answer any questions they have at the start of their Scouts' journey, making sure Scouts is right for them.

**Who can have this accreditation:**

These tasks can be done by all Lead Volunteers and Team Leaders as default (except Section Team Leaders and Team Leaders of a sub-team). However, they can be shared as an accreditation with any full member (except anyone whose only role is Trustee, and any roles that do not have a criminal record check).

**What learning do they need:**

Welcome Conversation learning (This will be available on [scouts.org.uk](https://scouts.org.uk) when ready)

**Who can give or remove this accreditation:**

- All Lead Volunteers (except Group Lead Volunteers)
- All Volunteering Development Team Leaders



# New volunteer induction

Some people who get involved in Scouts leave after just a short while. This can be for a variety of reasons, including:

- not having a chance to do anything
- not being sure exactly what's expected of them
- not feeling valued
- being left without any support

A good way of overcoming some of these difficulties and encouraging people to stay involved with Scouts for longer, is to plan an induction period for new volunteers.

Induction is our settling-in period, a time where we want to give volunteers an extra special welcome to make sure they have a great start with us.

It runs alongside the steps in the joining journey and helps new volunteers get to grips with what to do, what to expect and how to be the best they can be while volunteering.

## Be prepared!

The key to a really warm welcome and engaging induction period is planning

Be flexibility and tailor things to the person  
- that way they will be happier.

### **Dive right in**

Nothing boosts people's confidence more than achieving something. This is particularly true for new adults in scouting. They establish credibility with their new colleagues, the young people and other adults and most importantly with themselves.

It makes sense to find something with which they are familiar with and, if possible, is something fresh and new to those who you are working with. Running a game that they are familiar with, but which could be new to the section members is ideal. They will have the confidence of knowing the game and the members or the section would have something fresh and will not compare them with whoever usually does that game.

Basing an activity around their hobby or interest is another useful way to get started; such as collecting, model making, or cooking. If your new team member will be involve in scouting in a support role, working with a more experienced person on a bigger project may also work.

During the induction period, you should introduce them to the other people in your Group or Unit so that they can connect and begin building relationships. During this time it's important to provide lots of friendly help, support and guidance so they feel welcomed into their role. Their induction should be 'dip fed' to ensure that they are not bombarded with information and should cover the following areas:

- an introduction to Scouts and how things work on the ground
- our sections, structure and how things fit together locally
- who the different teams are and their responsibilities
- what to expected to do within your team and what tasks they would like to take on

- the Growing Roots earning that will equip them with the skills and knowledge they need to do their tasks
- our policies and procedures
- the Yellow Card, and its importance for safeguarding our young people
- our Scouts values, Promise and Volunteering Culture
- a tour around your meeting place and where to find the things they will need

It's important to answer any questions they have openly and honestly, to help put any uncertainties aside as they settle in.

During the induction period it's also beneficial to have a quick chat to the team leader to check how things are going and see if there is anything that the new adult needs focussed support with.

## Who takes part in inductions

Everyone! The Team Leader or Group Lead should oversee the new volunteer's induction, while the other team members should collaborate with the new volunteer to give them different experiences, and a proper feel for what Scouts is like.

When someone new joins a team, it's down to all members of the team, not just the Team Leader, to make sure the new team member has the right tools and information they need to do their role.

## Useful resources

To help support new volunteers, UKHQ have also created some new tools:

- A handy welcome pack to give to new volunteers, containing all the basic information they'll need about Scouts and our general expectations of them as a volunteer
- New volunteers will have the option to receive support from a welcome buddy, in a non-formal way

**The warmer the welcome,  
the more likely someone is  
to join Scouts, and stay  
with us.**

# Section team member (Leader) induction and welcome plan

## Immediate information:

- Be given some information about your new team and team role
- Take a look at our welcome aboard joining guide - you can download it from: [www.southlondonscouts.org.uk/welcome](http://www.southlondonscouts.org.uk/welcome)
- Learn about our safeguarding policy – have you got a copy of our yellow card? (if not ask your welcome buddy for one)

## During your first week:

- be introduced to other adults in your team
- be introduced to the young people
- be given a guided tour of the premises and outline fire, first aid and safety procedures
- be involved in an activity (for example, a game)
- be given contact details of the other people in your team

## Within your first month:

- meet the other adults in your group
- fill out an adult welcome form (so we can set-up your membership record on our membership system)
- Complete your Safety and Safeguarding learning
- Start your adult joining journey
- complete your disclosure and barring service check
- take part in a few different activities
- take on responsibility for an activity such as a game or practical activity
- discuss the purpose of scouting with an experienced leader or volunteer manager
- be given some material containing program ideas and games
- be given a copy of the sections planned programme for the coming months/term
- learn about the section's ceremonies
- be given a group scarf to wear

## Within three months:

- take part in a leaders meeting
- attend a District activity or event
- meet the District Programme Team members that support the section you are working with
- be given a copy of relevant group information
- be given a copy of the District diary
- be supported in planning and leading activities and games for section meetings
- make progress on your Growing Roots learning
- be told where to obtain scout uniform

## Within six months:

- take part in your Scout Group's leadership team meeting
- Complete your Growing Roots learning
- be supported in planning several activities to complete areas of badge work with members of your section
- Receive your full appointment

# Welcome Buddies and supporting new volunteers

A Welcome Buddy is someone who will support a new volunteer during their induction into Scouts. They are their first port of call and offer guidance, answer questions and help the new volunteer understand what it's like to volunteer at Scouts. They can share their experiences and support each other.

By having their own buddy, a new volunteer has someone they can turn to for advice and general help when getting to grips with their tasks.



Volunteers are at the centre of their own journey, but we want them to know we can also be with them every step of the way. Providing them with a buddy is an excellent way to show the Scout values and Our Volunteering Culture in action. Their buddy can help with as much, or as little, as they need, and we'll also be on hand to answer any questions they may have.

## Support from the Volunteering Development Team

Volunteering Development Teams are responsible for making sure there's support in place for new volunteers. It's not their specific task, but they'll be able to help Team Leaders with finding and matching new volunteers to buddies.

## Becoming a buddy

Every adult in Scouts can choose to be a buddy, as it's not an official role or accreditation. The qualities that come with being a buddy are in line with our Scouts values and Promise. Being helpful and supportive is something we all do naturally in our day to day volunteering with Scouts, so we strongly encourage our members to become buddies too.

Being a buddy would be suited to you if:

- You're able to answer questions, or point people in the right direction to finding the answers
- You're a great listener
- You're knowledgeable about our programme, how Scouts is run in your local area, or even if you want to brush up on these areas and test your knowledge
- You enjoy supporting others
- You've got great ideas and are happy to share how you do things

If you'd like to become a buddy, make yourself known to your District Volunteering Development Team. They'll have all the connections and will be able to point you in the direction of anyone new who may be looking for support.

### The dos & don'ts of being a buddy?

Do:	Don't:
Reach out and arrange contact methods that work for both of you. You might only talk online or arrange to meet every so often. Make it work for the new volunteer to suit their needs.	Be like a manager for the new volunteer. Remember, this is a non-official, unrecorded and casual role.
Be prepared to point them in the right direction. You may need to suggest other volunteers, who can buddy up with them at different points, for example if they want to gain a certain permit you don't have.	Feel like this is something permanent. Being a buddy might not last forever and it may naturally fizz away after a while. But that's OK as long as you and the new volunteer feels comfortable with the arrangements you've made.

## What information do buddies need to know?

You don't need to have been in Scouts forever, and you don't need to know everything. You just need to be able to support them in finding out the information they need. And don't panic, because if you don't know, you can go on that fact-finding journey together!

Having an understanding of Scouts in your local area, who's who, and what groups exist would be great, but all that information should be in the welcome pack too.

It'd be best if you match up to someone who has a similar role to you, so you can give them advice and tips from your own experiences, and make sure you can give accurate information about their learning, development and so on.

## Are buddies essential for every new volunteer?

No, it's not essential for all new volunteers to have a buddy when first joining. We want to be flexible to everyone's needs, and they may decide it's not right for them.

But we do want to offer this as an option to everyone who joins Scouts, to make sure everyone has equal opportunities. We'd like as many current volunteers as possible to buddy up with new volunteers, so we can enhance the experience for all new members and make them feel like a part of Scouts.

A new volunteer can decide at any point whether they might like a buddy. It could be when they begin other learning or get more involved with their section. They can speak to their Team Leader, who'll be able to arrange a buddy to support them at any stage in their journey.

## A Welcome buddy for your new volunteer

We all know what it is like to run a busy section night meeting and how this consequently limits the amount of time we have available to spend supporting new adults that are joining our team and welcoming and inducting them properly into the way we do things.

That's why it's a great idea to give new members of your team a welcome buddy to help ensure that they receive the support and guidance they need whilst they find their feet.

### Who can do this role?

A welcome buddy can be any member of your group (that are 18 years old and over), that are able to use their experience of scouting to welcome and support new volunteers. We suggest that buddies should have been a member for at least six months and hold a full appointment themselves.

### What is the purpose of this role?

To help provide new volunteers in your group or unit (your team), a warm welcome to scouting and to be a friendly face and point of contact to provide ongoing, informal support and guidance, as required, and to answer any questions a new volunteer might have.

### How are buddies matched with new volunteers?

A buddy should be matched by the lead volunteer for the group - currently the Group Scout Leader or the district 14 to 18 team, team leader - currently the District Explorer Scout Commissioner, as appropriate, who should aim to match two people who are in the same or similar role.

Try and choose buddies based upon what support may be most useful to the new volunteer, so buddies could be from the same or a different section (or group/unit – whatever is appropriate to the circumstance). If a new volunteer would like to choose their own buddy, they can do so by requesting a specific person.

## What does the role involve?

- arrange an informal meeting with the new volunteer, (we suggest this should be during their first two weeks), to give them a warm welcome to your team
- support the new volunteer to learn about scouting as an organisation as well as the local structure. This can start by simply talking them through what is going on during a section meeting, introducing them to new people and showing them around your meeting place (and showing them where the facilities are!)
- walk them through our adult joining process and provide them with a welcome leaflet which will direct to them to our online Adult Information Form and welcome pages
- be approachable and offer regular opportunities to chat things over, answer any questions, share helpful information, local knowledge and resources, and signpost them to places where they can find more information (This can be through a variety of channels, e.g. face to face, phone, email, Zoom, FaceTime, WhatsApp etc. – we recommend that you meet face to face at least once per month during the welcome process)
- support them during the section meetings, talk them through what is going on and give them opportunities to take part in great scouting
- offer them the opportunity to shadow or take the lead where appropriate
- demonstrate our scouting values (**integrity, respect, care, belief, cooperation**)
- motivate, support and encourage the new volunteer to try different activities and roles within scouting, for example: encouraging them to complete their getting started learning
- buddy the new volunteer until they complete the joining process, and their appointment has been made full

## Welcome buddy checklist

### Get the basics right

- Smile and use positive language
- Make sure your volunteer feels comfortable by being open and welcoming
- Ask about their interests, skills and motivations for volunteering, so you have an idea of what they might enjoy doing from the get-go
- Give them things to do right away so they feel useful

### Give them all the information they need

- Be honest about what to expect – including the tasks volunteers can expect to do when, the time probably required and the support and learning opportunities available
- Give them a copy of the yellow card
- Direct them to our online welcome pack, so they can access all the information they need in one go
- Add them to any group chats or social media communication channels you use
- If your group uses OSM, make sure they have access and know how to use it (but only after their cleared DBS disclosure has been received)

### Make them feel valued and included

- Introduce them to other volunteers in your team and key people in your group, who can explain group policies like expenses and health and safety
- Introduce them to the young people, highlighting any specific needs they should be aware of
- Share contact details so they know who to go to if they have any issues
- If you use names like Akela or Skip, make sure they get one too

Most importantly, make sure they feel needed and valued and understand the difference they are making to the lives of young people in your local community – whether they're a tea maker, minibus driver, activity planner or 'exec committee' member.

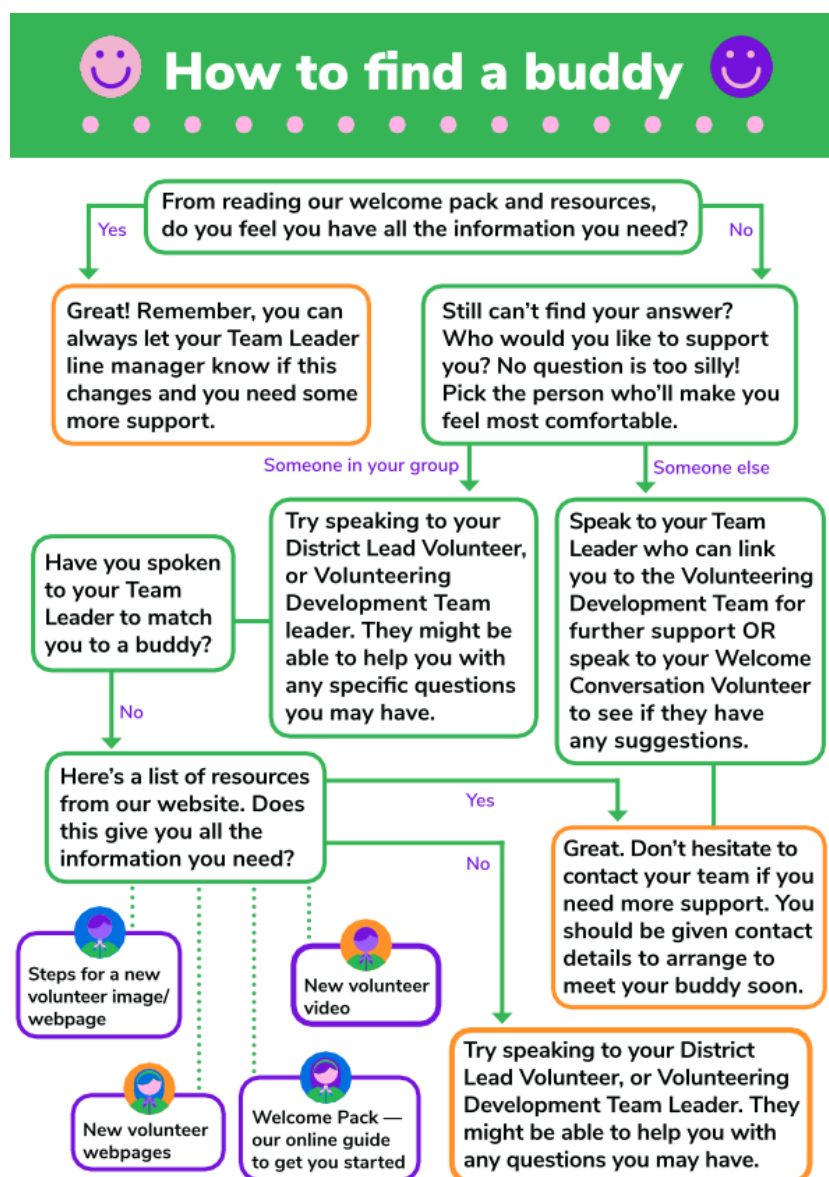
## Check in regularly

Happy volunteers stick around. And the key to understanding where they're at is to simply talk to them.

Have a regular chat over a cuppa to find out if they're enjoying the tasks assigned to them (or if they fancy a change) means you can notice potential problems early on and make sure everyone's getting what they need from being a volunteer.

## Every adult at scouts should:

- Enjoy what they are doing
- Feel part of the team
- Know what's going on
- Know what's expected of them
- Know where they can go next
- Feel valued and that they are making a difference



# Understanding the differences between Team Members and helpers

## Team Members

Team Members are volunteers who plan, deliver, and support an amazing programme for young people.

They can volunteer flexibly. Some may give their time every week, while others may give as much or as little time as they can.

To become a Team Member, a volunteer completes the necessary steps in the volunteer joining journey. Team members are required to complete Growing Roots learning and gain a First Response certificate.

## Helpers

Helpers are people, 18 or over, who are not members of the Scouts but provide informal support, normally to help deliver the programme. They may be, for example, parents or local subject matter experts.

Many helpers do not need to be recorded on the membership management system at [scouts.org.uk](https://scouts.org.uk) as they aren't undertaking regulated activity (see above), and therefore they don't need a criminal record check or internal check.

If a helper undertakes regulated activity, they must have a satisfactory criminal records check and a satisfactory internal check, and they must be recorded in the adult membership system to enable those checks to take place.

### **Some examples of what helpers that aren't undertaking regulated activity can and can't do**

Since they do not have a DBS check:

- the maximum they can volunteer is three times in any thirty-day period
- they are not a member of a section team or wider teams
- they'll always be supervised by team members or team leaders

They can:

- be put on an adult rota. This could be any adult, parent or caregiver
- run an activity with a group of young people under supervision of a member of the section team
- attend a session or event, walk young people down the road as part of a group, or prepare squash and biscuits
- be a valued extra pair of hands, eyes and ears to help run weekly meetings

They cannot:

- attend overnight events
- have access to personal data about young people or adults
- handle money or personal data
- have unsupervised access to young people
- volunteer more than three times in any thirty-day period
- be a Trustee

Some people who help us will need a disclosure check and an internal check, as their support involves regulated activity. They'll be registered on [scouts.org.uk](https://scouts.org.uk) as 'Non-member – needs disclosure'. We've previously called these people 'Occasional Helper' (this will also apply to family members, over 18 that are attending a residential experience).



### **Some examples of what 'Non member – needs disclosure' can and can't do**

Since they have a DBS checks, they can:

- support a section occasionally without needing supervision
- help out once a week (or on four occasions in a thirty-day period), or more frequently
- attend residential experiences

As 'Non member – needs disclosure' don't get membership status with Scouts, they will not:

- get the usual benefits members receive, such as personal accident insurance
- their time with us also won't count as volunteering time towards 'length of service' awards
- they won't have access to personal data about young people or adults

### **Talking to your helpers about joining your team**

If you think a helper might be a great fit to join your team:

- have a conversation with them
- Tell them about all the benefits of being a Team Member

Remind them they'll still be able to volunteer flexibly and in a way that suits them.

### **What we expect from our helpers**

Anyone helping out at Scouts must read, understand and commit to following the Yellow Card. This is our code of practice for all adults in Scouts, where we commit to making the safety of young people our priority.

Sticking to the rules outlined in POR is really important. It's key for everyone to understand who can and can't have unsupervised access to young people, and how often they can volunteer.

Following Our Volunteering Culture will guide helpers on what we do and say, how we support each other, following our values and being at our best.

### **What helpers can expect from us**

Team Leaders and Team Members should make sure any helper knows who their main point of contact is.

They should make sure all helpers have read and understood the Yellow Card, given them basic health and safety information, and told them about basic safety and safeguarding procedures, including who to report safeguarding concerns to.

They should also brief the helper to make sure they know what they can do to help (and what they can't).

# Non-members who require a criminal record check

Non-members who provide section teams with informal support to help them to deliver the programme are normally referred to as helpers. Anyone over 18 years can be a helper, they may be, for example, parents or local subject matter experts. Helpers are not members of Scouts, or of any team.

Helpers (or other non-members), whose informal support involves regulated activity must have a satisfactory personal enquiry (DBS), before they participate in the regulated activity. This requires them to be recorded on the membership system as an 'non-member-needs disclosure'. The recording on the membership system is for the sole purpose of enabling criminal record check and internal check processes to be undertaken. This does not form part of any joining process and does not provide them with adult membership or other benefits, nor any personal accident or medical expenses unless provided locally. It is only used as part of a process to enable the necessary internal and criminal record checks to be conducted.

Helpers (or other non-members) is where a person aged 18 or over meets one or more of these criteria:

- a) is taking on a formal adult appointment to help run or support scouting
- b) will be assisting with, and be present overnight at, an overnight activity
- c) may be helping once a week (or on four occasions in a thirty-day period), or more frequently
- d) Could have unsupervised access to young people
- e) will be involved with the handling or management of money and/or personal data

Helpers (or other non-members) who do not meet any of these criteria must not have a criminal record check or an internal check and must not be recorded on the membership system.

For helpers (or other non-members) undertaking regulated activity, there are three steps which must be completed:

1. A new record is created on the membership system with the permission of the Lead Volunteer, or their nominee and a 'non-member-needs disclosure' role is added.  
Once the new record is created, the new non-member can then log into the system and enter their personal data.
2. Before undertaking any regulated activity, a criminal record check must be satisfactorily completed
3. Before undertaking any regulated activity, a satisfactory internal check must be satisfactorily completed

Until these three steps are all complete, the applicant must always be supervised when with young people and must not undertake any form of regulated activity. The person(s) supervising must be members with a full appointment and with a current personal enquiry.

Where a helper is no longer providing informal support either because they have become a member or because they have stopped being a helper, the membership system must be updated accordingly under arrangements made by the Lead Volunteer.

A "non-member-needs-disclosure" role on the membership system must not be used to add individuals to avoid any or all of the seven steps in the volunteer joining journey. Any individuals taking part in any regulated activity in the Scouts must be appointed into a full role.

# Returning volunteers

Where it is less than 30 days since a person had a recorded role on the membership system, a new role can be added without following the volunteer joining journey process.

When it is 30 to 180 days since the person had a recorded role on the membership system, they must follow the volunteer joining journey process, with the following exceptions:

The returning adult:

- must complete the safeguarding and the safety learning within 30 days but does not need to complete the other learning units included in Growing Roots Learning
- who has been re-instated following a suspension should have a conversation with their line manager about returning to their role(s) but does not need to complete a welcome conversation

Where it is more than 180 days since the person had a recorded role on the membership system, they must follow all parts of the volunteer joining journey process.

If the returning volunteer who has been re-instated following a suspension should have a conversation with their line manager about returning to their role(s) but does not need to complete a welcome conversation.

# Current volunteers joining a new team, or changing role within a team

Our volunteers with continuing service only need to complete the volunteer joining journey only once, when they first join the Scouts. People who add or change roles in a team or start a new or additional role in a different team at any level do not need to complete the volunteer joining journey process. Instead, they follow the requirements of this volunteer role change process.

The role change may be within their current team or moving to a new team in a different group, district or county.

Some components of this volunteer role change process are similar, but not the same, as the joining process. The volunteer's new role must be added to the membership system, after their new line manager has ensured that the new adult:

- a) confirms they have the time and capacity to carry out the role
- b) can recognise and manage any real or perceived conflicts of interest between current roles, where our rules don't already expressly prohibit holding the proposed combination

They must also ensure that the person's current line manager(s) is aware of the proposed new or additional role.

The volunteer must complete any of the seven steps that need to be completed for the role (that have not been previously completed), within 180 days:

**a) Criminal record check (DBS)**

A satisfactory criminal record check (DBS), must be in place at the time the additional role / change of team membership is added to the membership system. The criminal record check must cover the location in which the new role is based.

**b) Internal check**

Satisfactory internal check. The Scout Association carries out a check of internal records for all volunteers whenever a person adds or changes a team membership on the membership system, including changing role within a team.

**c) References**

If the new team membership requires references, then this must be completed if the person's record does not show previous completion of references.

**d) Declarations**

Every time a person adds or changes a role, the volunteer must reconfirm their acceptance of the declarations current at the time of the new role.

If the additional or change of role includes trustee responsibilities, then the trustee declaration must also be signed on the membership system.

**e) Trustee eligibility**

Satisfactory completion of a Trustee eligibility check is required if indicated as a role requirement in the teams table (which can be found in chapter 16 of POR).

**f) Growing Roots learning**

Complete any outstanding Growing Roots learning within the timeframes set by their current role and complete any Growing Roots learning relevant to the new role that has not previously been completed.

**h) Welcome conversation**

If the teams table specifies that the person's new role requires them to take part in a welcome conversation, then this must be completed if the member's record does not show previous completion of a welcome conversation.

**i) Joining a new team or taking on a new role conversation**

Before a volunteer agrees to take on a new role, the relevant line manager should discuss the new role or team with the volunteer.

Once these steps have been satisfactorily completed the membership system will update the role to full appointment status.

When the role shows as full on the membership system and includes a satisfactory criminal record check, the volunteer no longer needs to be supervised when with young people and may undertake regulated activity according to our rules and the safeguarding code of conduct for adults (yellow card).

# The handling of concerns relating to roles or the volunteer joining journey

The process for managing potential unsatisfactory criminal record checks (DBSs), or internal checks, rests with the UK Headquarters Safeguarding Team. The UK Headquarters Safeguarding Team may need to request local support as part of reaching their determination.

If the two people undertaking the welcome conversation have concerns and are unable to agree, then the District Lead Volunteer for Group or District roles, or County Lead Volunteer for County roles, must consult with the two people undertaking the welcome conversation and make a final decision. If the Lead Volunteer was part of the welcome conversation, the Lead Volunteer's line manager must take on this responsibility.

Where there are safeguarding concerns raised from any of the steps in volunteer joining journey process or the process for people joining a new team, or changing role within a Team, these must be reported to the UK Headquarters Safeguarding Team for advice.

Where there are any other concerns raised from any of the steps in either of these processes, these must be reviewed by the relevant Lead Volunteer and their Volunteer Safeguarding Lead. The Lead Volunteer must make a final decision.

If a Volunteer Safeguarding Lead has not been appointed, the Lead Volunteer must work together with another Lead Volunteer or Volunteer Safeguarding Lead at the same level or higher.

If the decision is not to appoint, the Lead Volunteer must ensure that the membership system is updated by ending the role as unsatisfactory. The person may appeal via the process to appeal a non-appointment or the ending of a Group, District or County role route (as detailed in POR, chapter 16, rule 16.8.5.).

The Lead Volunteer must ensure that the applicant is advised of the non-appointment, and that any appeal must follow the process to appeal a non-appointment or the ending of a Group, District or County role.

UK Headquarters may exceptionally exclude volunteers deemed unsuitable to participate in the Scouts.

# Detailed induction action plan suggestions...

## During the first month...

No	Action	Supported by	✓
1	Meet the team - Be introduced to the other members of your team		
2	Review the Young people First (yellow card)		
3	Explain the joining journey		
4	Sign up on the membership system		
5	Learn about Scouting's structure		
6	Understanding your team role:		
7	Know our meeting place: <ul style="list-style-type: none"> <li>• Venue staff (<i>if applicable</i>)</li> <li>• Storage &amp; equipment</li> <li>• Toilets &amp; facilities</li> <li>• Venue safety</li> <li>• Times and access arrangements</li> </ul>		
8	If applicable Programme: <ul style="list-style-type: none"> <li>• Take an active role in part of the sections programme</li> <li>• Run a game</li> <li>• Be given a copy of the current planned programme for the term</li> <li>• Overview of the sections badge programme</li> <li>• Explanation of sections ceremonies</li> <li>• Details of the programme planning process</li> </ul>		
9	Start your Growing Roots learning: <ul style="list-style-type: none"> <li>• Safety</li> <li>• Safeguarding</li> </ul>		
10	If applicable Uniform: <ul style="list-style-type: none"> <li>• Where to buy uniform</li> <li>• What the Group will pay for and how to claim back the cost (<i>if applicable</i>)</li> <li>• Badges and scarf</li> </ul>		

## Within your first three months of appointment...

No	Action		Supported by	✓
1	If applicable	Programme: <ul style="list-style-type: none"> <li>• Run a short activity with the section</li> <li>• Lead a ceremony</li> <li>• Be involved in the planning and decision making process for future programmes</li> </ul>		
2	If applicable	Meet the District Programme Team		
3	If applicable	The sections finances: <ul style="list-style-type: none"> <li>• Our 'weekly' subscriptions</li> <li>• Gift Aid</li> <li>• Personal expenses</li> <li>• Programme expenses</li> </ul>		
4		Meet other adults from around the district		
5		Explain the role of the group trustee board		
6		Attend a planning meeting with the other members of your team		
7		Learn about the equipment and resources available to you locally to help you in your role		
8	If applicable	Explain about Branching Out learning and the opportunity to gain the Wood Badge		
9		Explain the resources and support available: <ul style="list-style-type: none"> <li>• Members resources pages on <a href="http://www.scouts.org.uk">www.scouts.org.uk</a></li> <li>• Your person record on <a href="http://www.scouts.org.uk">www.scouts.org.uk</a></li> <li>• Programme resources</li> <li>• Online Scout Manager</li> <li>• District opportunities to network with other leaders</li> <li>• District and county teams</li> <li>• District and county resources and services</li> <li>• Scout Stores</li> </ul>		
10		Meet the District Lead		
11		Invested into the Movement at an appropriate occasion (if applicable)		







# Identity documents that can be used for Disclosure and Barring Service checks (DBS check)

If your new adult requires a DBS check, they will need to provide a range of documents to confirm their identity. When checking a person's identity please ensure that the person provides original documents only as photocopies are not acceptable.

## Confirming their identity is easy...

In order to process their DBS application, they must be able to provide a combination of documents from the list below. The easiest route is to show:

- one document from group 1
- and
- two further documents from either group 1, or group 2a or 2b.

If they do not have any of the documents in group 1, then they must be able to show one document from group 2a and two further documents from either group 2a or 2b.

At least one of their documents must show their current address as listed on their Compass record.

They must use documents from group 1 if they have them.

The information they provide must match their identity, date of birth and address information that they provided on the adult information form.

If they do not possess any of the required identity documents for a disclosure application to be carried out, the DBS check cannot proceed any further using our online system. In these cases, please speak to your District Volunteer Development Team for further advice.

The following table details the combination of documents that can be used in each of the groups...

<b>Group 1 – Primary trusted identity credentials</b>	
<b>Document</b>	<b>Notes</b>
Passport	Any current and valid passport
Biometric Residence Permit	UK
Current driving license photocard (full or provisional)	UK, Isle of Man, Channel Islands or EEA
Birth certificate issued within 12 months of your birth	UK, Isle of Man and Channel Islands including those issued by UK authorities overseas, such as embassies, high commissions and HM force
Adoption certificate	UK and Channel Islands

### Group 2a – Trusted government documents

Document	Notes
Current driving license photocard (full or provisional)	All countries outside the EEA (excluding Isle of Man and Channel Islands)
Current driving license (full or provisional) – paper version (if issued before 1998)	UK, Isle of Man, Channel Islands and EEA
Birth certificate, issued after time of birth	UK, Isle of Man, Channel Islands
Marriage or civil partnership certificate	UK and Channel Islands
Immigration document, visa or work permit	Issued by a country outside the EEA. Valid only for roles whereby the applicant is living and working outside of the UK. Visa/permit must relate to the non EEA country in which the role is based
HM Forces ID card	UK
Firearms license	UK, Channel Islands, Isle of Man

### Group 2b – Financial/social history documents

Document	Notes	Issue date and validity
Mortgage statement	UK or EEA	Issued in last 12 months
Bank or building society statement	UK or EEA	Issued in last 12 months
	Countries outside the EEA	Issued in last 12 months – branch must be in a country where the applicant lives or works
Bank or building society account opening confirmation letter	UK	Issued in last 3 months
Credit card statement	UK or EEA	Issued in last 3 months
Financial statement for example pension or endowment	UK	Issued in last 12 months
P45 or P60 statement	UK or Channel Islands	Issued in last 12 months
Council tax statement	UK or Channel Islands	Issued in last 12 months
Letter of sponsorship from future employment provider	Non-UK or non-EEA only - valid only for applicants residing outside of the UK at time of application	Must still be valid
Utility bill – not mobile telephone bill	UK	Issued in last 3 months
Document	Notes	Issue date and validity
Benefit statement, for example Child Benefit, Pension	UK	Issued in last 3 months
Central or local government, government agency, or local council document giving entitlement, for example from the Department for Work and Pensions, the Employment Service, HMRC	UK and Channel Islands	Issued in last 3 months

Document	Notes	Issue date and validity
EEA National ID card		Must still be valid
Irish Passport Card	Cannot be used with an Irish passport	Must still be valid
Cards carrying the PASS accreditation logo	UK, Isle of Man and Channel Islands	Must still be valid
Letter from head teacher or college principal	UK - for 16 to 19 year olds in full time education - only used in exceptional circumstances if other documents cannot be provided	Must still be valid

### Data protection statement

The Scout Association (the scouts), provides this facility under license agreement with Atlantic Data Ltd the provider of disclosures.co.uk, a wholly owned service provided by Atlantic Data Ltd. The DBS application is processed on behalf of the scouts by Atlantic Data Ltd. in accordance with the Data Protection Act and DBS Code of Practice. The scouts is the 'data controller'. Both the scouts and Atlantic Data Ltd. have undertaken to hold this data securely in accordance with the General Data Protection Regulation and the DBS Code of Practice.





# Scouts

## South London



[southlondonscouts.org.uk](https://southlondonscouts.org.uk)



[contact.us@southlondonscouts.org.uk](mailto:contact.us@southlondonscouts.org.uk)



[#SouthLondonScouts](https://www.instagram.com/SouthLondonScouts)