

**How we'll create a
great volunteer
experience together**



We're now at the point where we can move our focus from keeping Scouts going to making it better.



More young people gaining skills for life ★

Delivering our plan

Supporting Scouts in the pandemic

Making our Skills for Life plan from Summit17



YEARS



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



snook

Snook are a design studio built to make the world more human.



Consultation....

**All volunteers
invited to have
their say**

Over 5,000 people so far

**Members of
the public
and leavers**

**Those we want to
welcome in**

**All UK
nations**

**British Scouts
Overseas**

**Other volunteering
organisations**

Young people

**A wide range of
backgrounds and
communities**

**Groups and
sections**

Volunteer managers

Scouts 

53%

want to dip in and out of activities

49%

events

want to volunteer for one-off

30%

of potential volunteers want to give their time on a regular basis

What we learned

Leaders deeply enjoy volunteering to give young people skills for life but challenges still exist....

- Everyone wants more volunteers, but some feel helpless and unable to recruit
- New recruits can feel overwhelmed or 'scared off'
- Quality of support for new and existing volunteers is a lottery
- Many feel unappreciated
- Taking a break is not seen as an option
- Volunteering feels too much like work sometimes
- Relationships between adults can be a problem and every group runs differently

We need culture change...

- Making volunteering feel less like work
- Clearer roles, both to us and those looking to join
- Stronger teams (less pressure on individuals)
- A learning culture
- Consistent, quality support for all
- A welcoming and inclusive culture
- Digitally enabled, so more time can be spent working directly with young people



Welcome



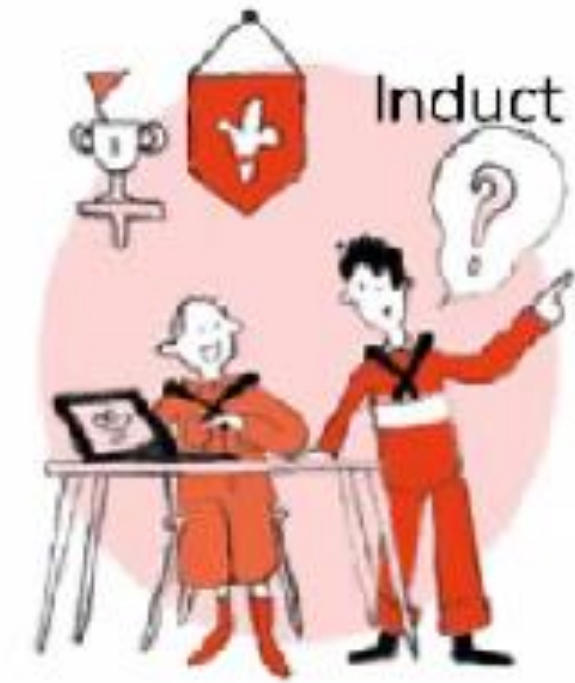
Welcome



Join



Induct



Learn



Access



Deliver



Sign-off and Award



Support

Daily



Catch-Up



Recognise



Move on



Work is underway on lots of improvements based on feedback from members and non-members.

Change 1

**A warmer welcome
for everyone**





Changes to our in-person processes

- A welcome conversation in place of the formal appointments panel
- Better support for inductions
- The ability to streamline vetting and joining tasks where possible

Change 2

**A more engaging
learning experience**





- Learning will be flexible, accessible, and easy to deliver and record
- Our approach will be digital first, with workshops and ‘on the job’ stuff too
- The digital experience will include learning that’s personalised to you
- There are some things we all need to know, but the majority of learning will be optional
- Learning won’t be about spending time on administration and validation

Change 3

Simplified roles and structures



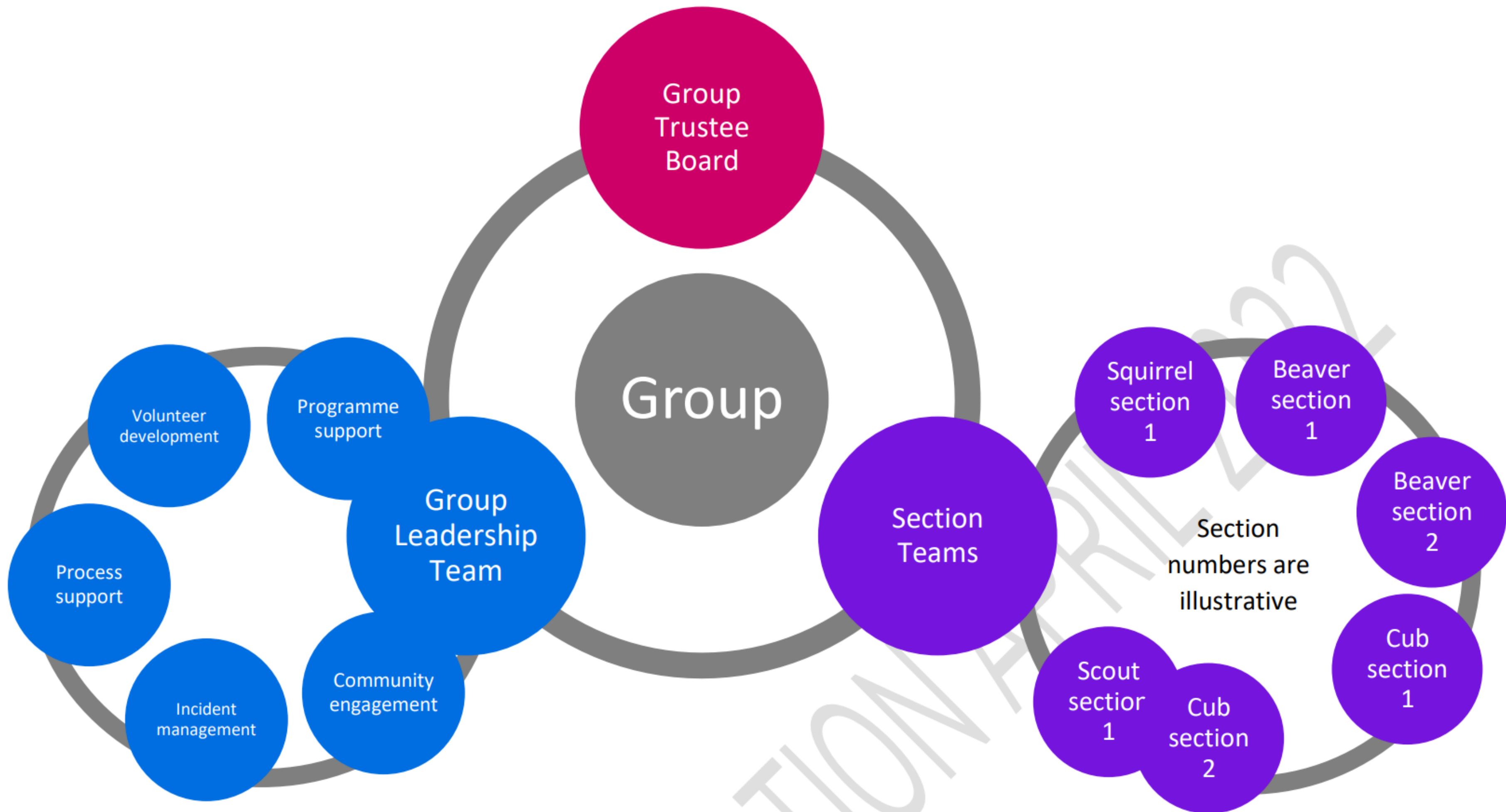


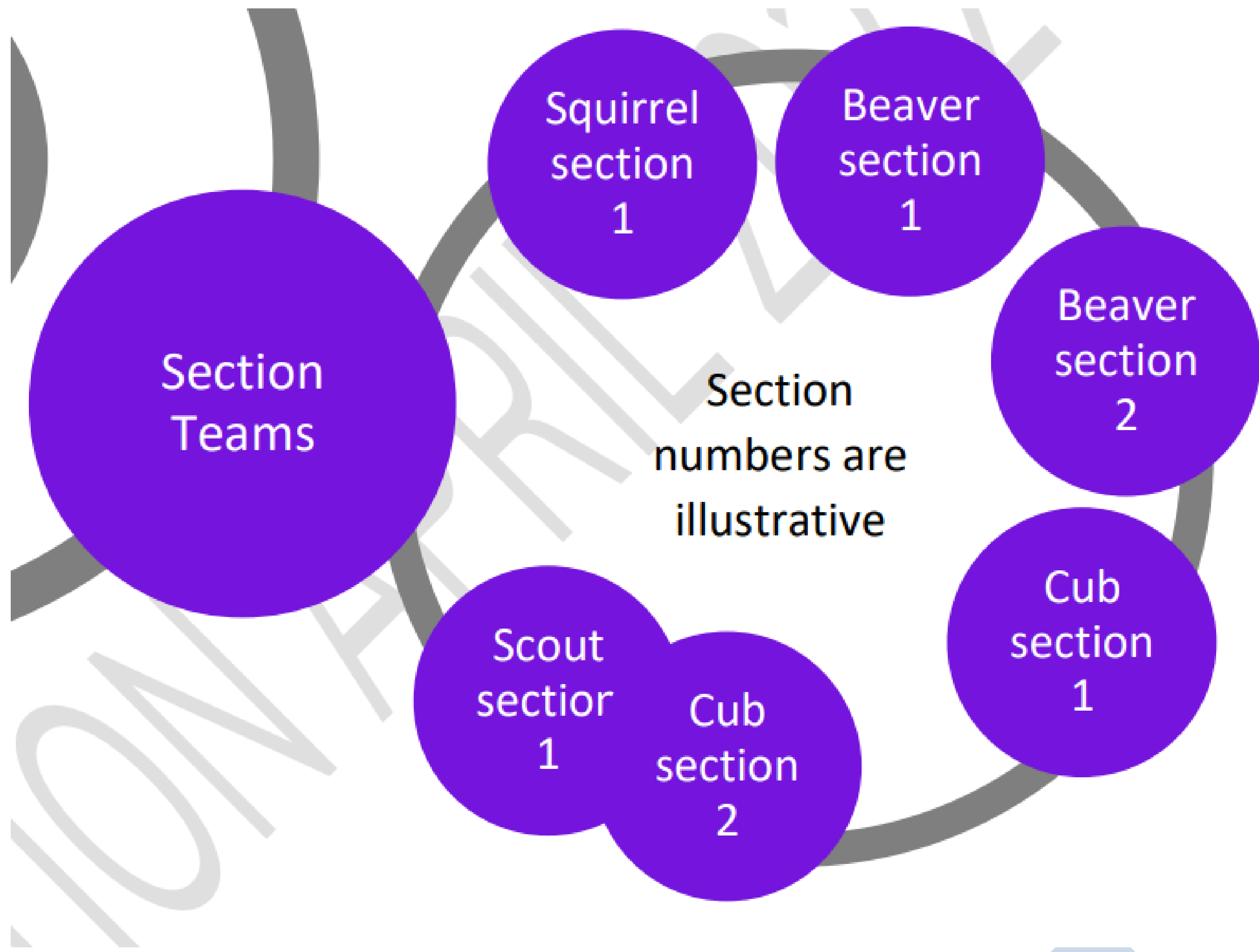
Our volunteering roles need to be clear, manageable, and flexible.

- We're thinking about volunteering as teams-based
- Roles and responsibilities will completely change
- We'll ask volunteers to read and use our volunteering culture guidance

Each team will have:

- A clear purpose
- A clear set of tasks
- Clear outcomes
- The flexibility to suit local needs





Section
Teams

Squirrel
section
1

Beaver
section
1

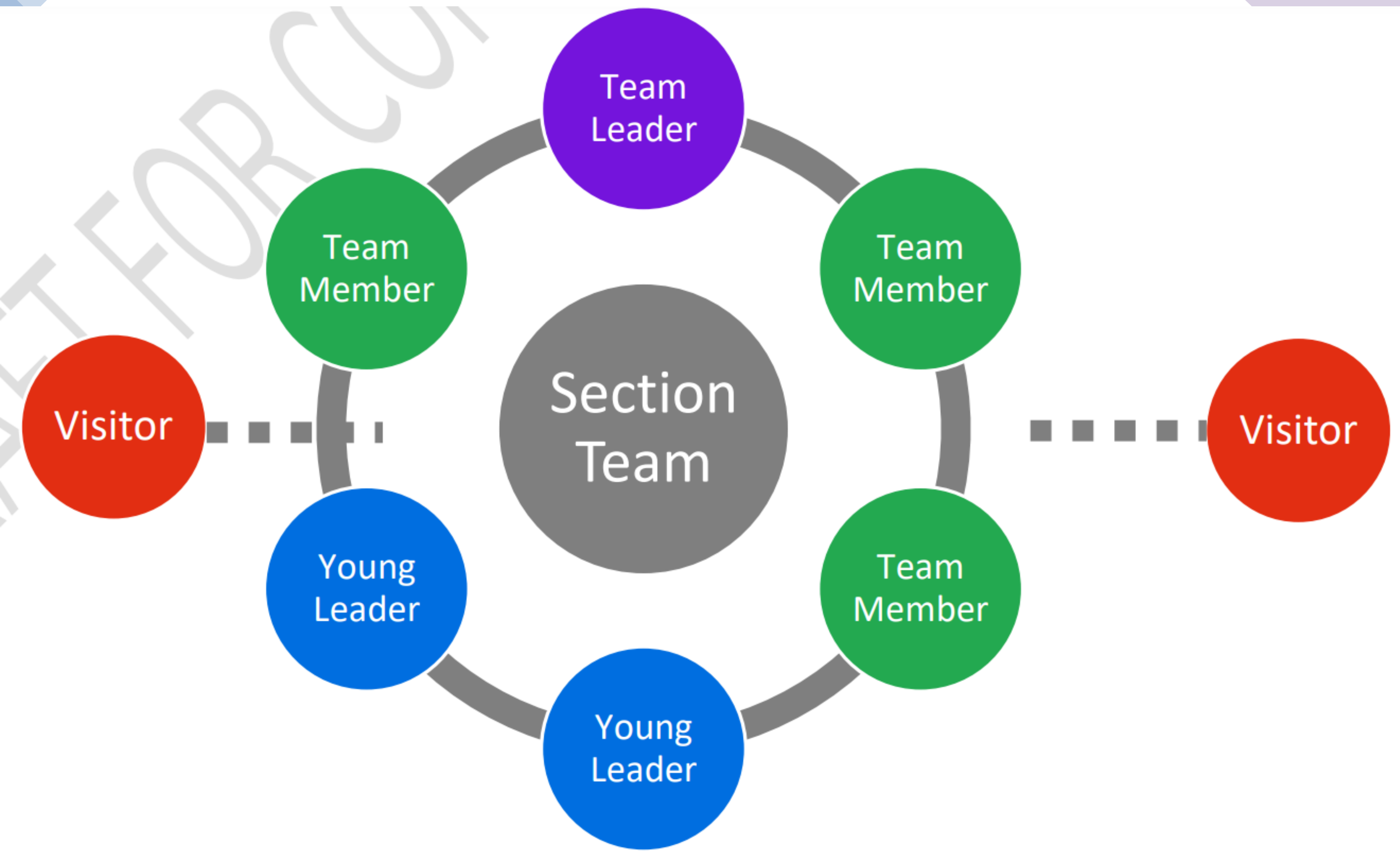
Beaver
section
2

Cub
section
1

Cub
section
2

Scout
section
1

Section
numbers are
illustrative



Tasks for the whole team	Allocated Tasks
Ensuring a good culture for volunteers and members	Planning a quality programme
Ensuring a safe environment	Ensuring effective administration
	Communicating with our stakeholders
	Managing the finances



Group
Leadership
Team

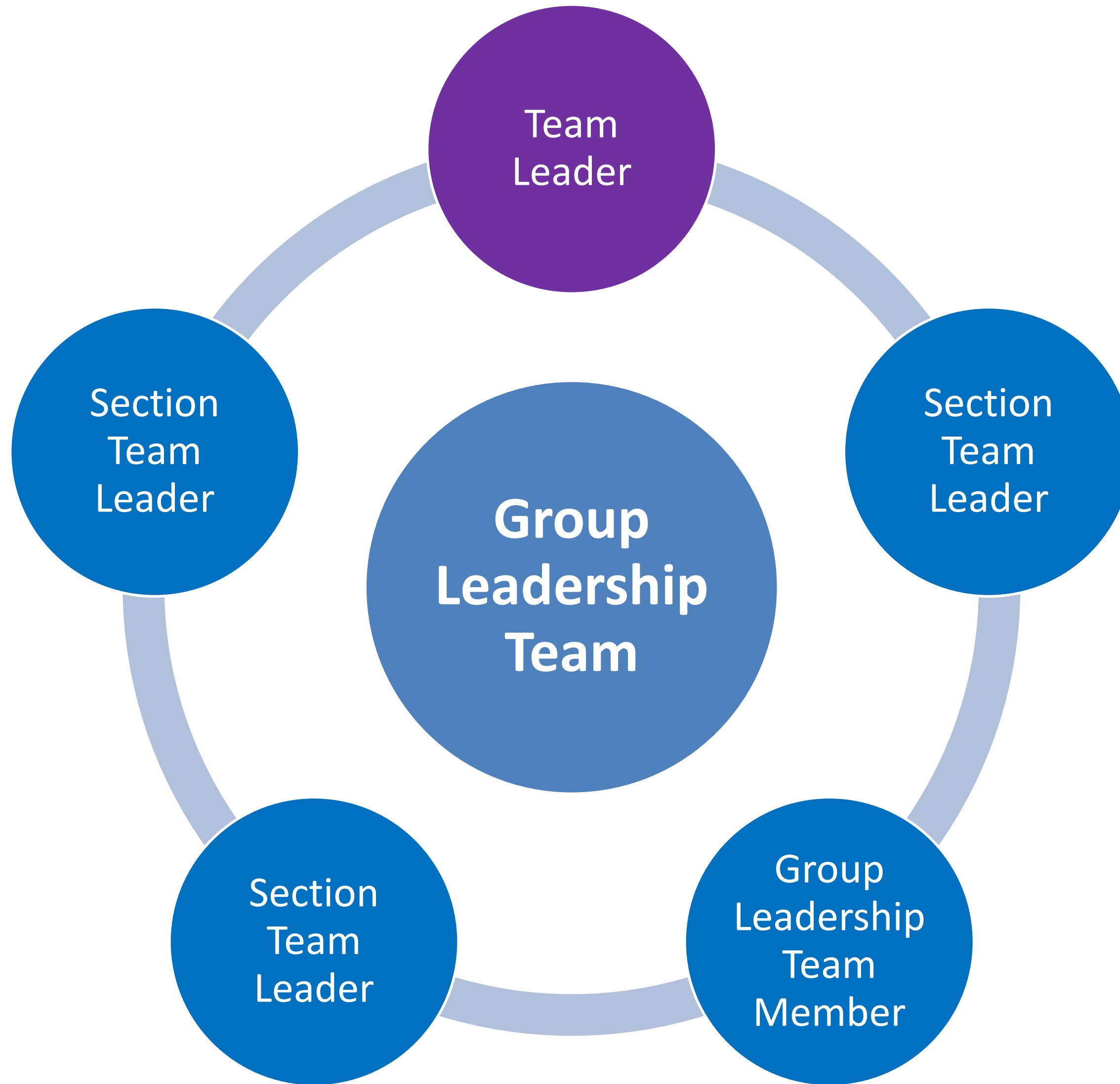
Programme
support

Volunteer
development

Process
support

Incident
management

Community
engagement



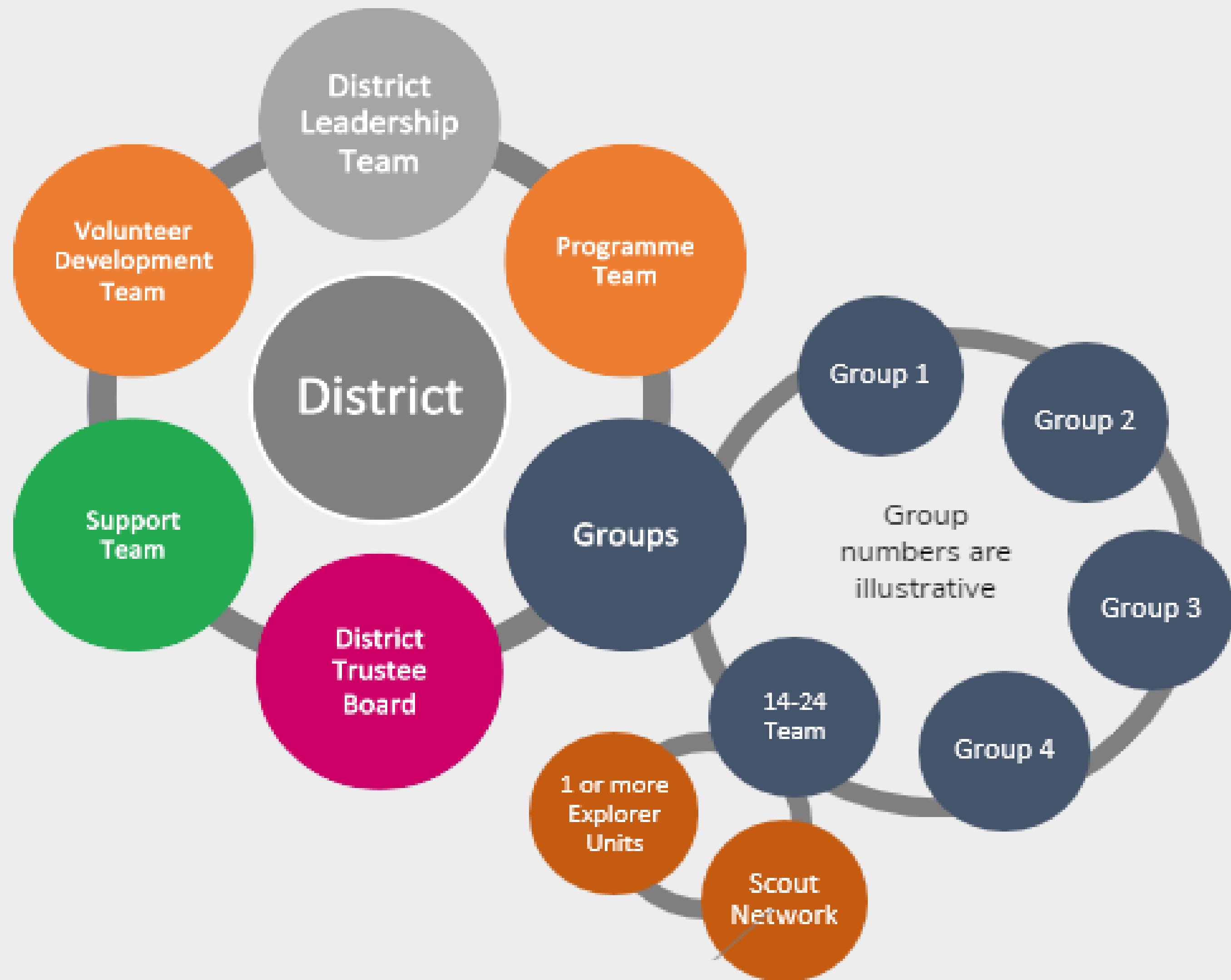
Supporting the Group's Sections

Developing our Volunteers

Engaging with the Community

Enabling New Provision

Managing Incidents



As an example:

Team 1	Tom	Mita	Gary	Hannah	Arnold	Helper
Team Leader				✓		
Task for the whole team 1	✓	✓	✓	✓	✓	
Task for the whole team 2	✓	✓	✓	✓	✓	
Task for the whole team 3	✓	✓	✓	✓	✓	
Allocated Task 1		✓		✓		
Allocated Task 2					✓	
Allocated Task 3	✓	✓				
Allocated Task 4			✓			
Allocated Task 5					✓	
Allocated Task 6						✓

How we talk about roles:

**Considering the alternatives
for Commissioner**

Change 4

**More support to
help you get
everyday things
done**





Recruitment



Membership



Administration



Learning





A new digital membership system

- A joined-up experience through a single scouts.org.uk login
- Specialist functionality for Welcome, Membership and Learning
- Easy to use and mobile friendly
- Fewer steps and less administration
- Hundreds of volunteers are helping to test (thank you!)
- More features added over time



These changes will help us to make sure that:

- every volunteer is welcomed
- every volunteer is supported
- every volunteer is valued
- every volunteer gains skills (and has a good time!)
- every volunteer matters

Your welcome is...

opening the door



a great first impression



bringing you on board



getting off to a great start



Your learning is...

making things clearer



getting what you need



getting you the right training



being proud of yourself



Your support is...

supporting you, week in, week out



Checking everything's ok



getting the recognition you deserve



looking at next steps



**More young
people gaining
skills for life**



Any Questions?



Scouts
South London

[Home](#) › [Welcome to our members area](#) › [Places](#) › [Our Skills for Life Plan](#) › [People](#)



Transforming the volunteer journey

It's important that scouts is a great place to volunteer, where every volunteer matters, and every volunteer has fun. We want to live this in how we treat each other and take part in our roles. This will encourage new people to join us and for those already involved to stick around. We know that in most areas, scouts is a great place to volunteer, and we want to use the great things already happening to make sure that's the case everywhere across the UK.

www.southlondonscouts.org.uk/volunteer-journey

**What this space,
more info and
planning from
September...**