

A WARMER WELCOME



WHY ?

In the research undertaken across a wide range of volunteers over a period of time, we have learnt that

- Joining Scouts can feel daunting for new volunteers
- Many new volunteers feel that our appointments panels are more like a job interview
- Appointments are time consuming and rely on inefficient tools and processes
- New volunteers are not kept up to date with their appointment
- We want more volunteers locally and be able to reach out more productively into our communities but need the support to make it happen

WHAT ?

The Transformation work is looking to change the whole approach to this vital stage in a volunteer starting with Scouts. Our journey of change looks like this

From	To
Intimidating appointments process and inefficient processes	Volunteers feel welcomed, value and at ease from day one
Appointments Panels - (Part of Appointments Advisory Committees)	Welcome conversation where you volunteer A buddy throughout your induction
Volunteers feeling unsupported when joining	Volunteers being provided with the information, key knowledge and skills required to ensure they can be successful in their role
Manual, time-consuming admin	New digital systems which: <ul style="list-style-type: none">• Reduce administration• Have self-service and automated referencing• Empower new volunteers
Reliance on existing networks to recruit	Capability to connect with popular apps and platforms, ensuring more people know about volunteering with Scouts

HOW ?

The idea is to create a simple process to support the attraction of new volunteers to opportunities in Scouts.

We are moving from appointments panels to welcome conversations. This is a meeting between a new volunteer and two existing key members – one from the Group and one from the District (or County if it is a District appointment).

Our new welcome conversations process is a much friendlier and less intimidating way for us to warmly welcome new people into our teams. It will confirm not only if a new volunteer is a match for us as an organisation, but more importantly that we are the right match for them, putting them at the heart of the process.

WHY CHANGE ?

The conversations will:

- Give a space to discuss how the task / role / opportunity can be adapted to meet the needs of the volunteer, like flexible time, date, and location options.
- Provide the opportunity to clarify the next steps in the new volunteer's welcome journey – including DBS check, references and getting started learning.
- Make sure that the new volunteer has the chance to meet existing volunteers outside of their current role and be introduced to the wider movement.
- Provide a more welcoming experience for new volunteers. It's important that we're friendly, meet in familiar surroundings and at a time which is convenient for them.

The appointment process will be simplified by removing the Pre-Provisional appointment and the Commissioner approval step. This will reduce the time from initial approach through to an appointment with the Scouts. Some elements of the current process, however, will not change. As a Movement, we are committed to following the NSPCC Safer Recruitment Guidelines, which means that there is a mandatory requirement to meet these as Scouts.

The new volunteer will need to

- Provide at least two references as a new volunteer
- Complete a DBS disclosure check
- Have a Confidential Enquiry (CE) check completed by UKHQ
- Take part in a conversation around suitability and safety for the role with two people

The revised Group structure will see a more cohesive way to support new volunteers in their settings by providing better tools and information which can enable them to be productive and involved quicker.

Greater use of digital tools will enable the new volunteer to track the progress of their application. More information is loaded into the new management system by the volunteer themselves including references which are then automatically sent and updated. This means that there is much less reliance on “someone from District” letting them know when all is complete as the volunteer will be able to see for themselves on their chosen device (smartphone, tablet, laptop / PC).

Recruitment for Groups will be enhanced by the availability of professional and attractive tools and materials to reach out into local communities. This widens the base to seek volunteers and identify the skills required opening up more possibilities to attract volunteers who have no previous experience of Scouts.

So, in summary, the whole process will look like this.



Ian Tycer
Transformation Lead
December 2023

The information contained in this document is understood to be correct in respect of the plans and progress associated with the National Transformation Programme at the time of publication (November 2023). As with any strategic change programme operating with agile methodology, content and detail are subject to change without notification E&OE.