



Scouts

Transforming our Volunteer Experience

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

**...so that we can attract more volunteers
and our current volunteers want to stay**



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



More young people gaining skills for life

Consistently and safely deliver a great programme

Recruit more volunteers and retain current ones

2019 – 2023: Intensive Consultation and Volunteer Involvement

**All volunteers
invited to have
their say**

Over 5,000 so far

**Members of the
public**

**Volunteers who've
left us**

**Early adopter
counties**

All UK nations

**Those we want to
welcome into
scouting**

Process pilots

**Other volunteering
organisations**

Young People

**Wide range of
backgrounds and
communities**

**Groups and
sections**

**Volunteer
managers**

System Testers

Key Insights

Many people who want to help their communities don't think about volunteering with Scouts

New volunteers find our onboarding frustrating, time consuming and intimidating

Learning at the Scouts can be seen as a chore not a choice, at times adding little value.

Many volunteers feel overloaded... and many of them leave

Volunteers find it hard to get things done and find the help they need

Volunteers are too busy with important day to day tasks to reflect and think further ahead

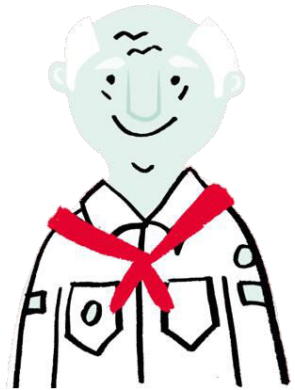
We don't attract enough volunteers

We don't retain enough volunteers

We need to fix this

What's changing?

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



Providing a warmer welcome for everyone

Delivering a more engaging learning experience



Simplifying how we volunteer together

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



Getting the benefit in Maidenhead

Implementing the new national roles, structures and tools that volunteers have requested and developed

Focusing on the problems and opportunities in Scouting locally that they can help you address

What we heard	The actions we're taking
<p>Many people who want to help their communities don't think about Scout volunteering</p>	<p>Scouting is visible locally and people know what we do Scouting is visibly and locally inclusive: welcoming to all Its easy to advertise opportunities where people will see them</p>
<p>New volunteers find our onboarding frustrating, time consuming and intimidating</p>	<p>Local welcome conversations and buddies Quality automated processes in line with NSPCC A shared Volunteering Culture to set expectations both ways</p>
<p>Learning at the Scouts can be seen as a chore not a choice, at times adding little value</p>	<p>Easy to access core learning for all roles Optional Wood badge, driven by the learner</p>
<p>Many volunteers feel overloaded... and many of them leave</p>	<p>Tasks sit with teams with clear focus Clear task lists help share work around Systems let you direct tasks to the experts</p>
<p>Volunteers find it hard to get things done and find the help they need</p>	<p>Scouts.org.uk: the one stop shop Automating processes like permits and nights away Easier to find people to help</p>
<p>Volunteers are too busy with important day to day tasks to reflect and think further ahead</p>	<p>Trustee Boards focused on strategy, risks, compliance and the long term Operational issues handled elsewhere</p>

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