

County Conference
Jan 2024



Scouts

**Volunteer Joining Journey
incorporating Warmer Welcome**

managed by Volunteer Development Team



Nic Cunliffe
Staffordshire Transformation Lead

Who's am I?

- Nic Cunliffe, Transformation Lead

What is this session about?

- Step-by-step walk through the Volunteer Joining Journey / warmer welcome and aspects of how the Volunteer Development Team may assist.



Carl Hankinson

Quick
Reminder!

Why we're transforming volunteering

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

**Start these steps
within your first
six weeks**

**Complete
within
six months**

Begin your journey here.
Complete these steps in any order



- References
- Welcome Conversation
- Declarations
- Internal check
- Criminal record check

- Other things you can do**
- Join in
 - Find a Buddy
 - Uniform, promise, necker
 - Talk to local volunteers
 - Welcome pack

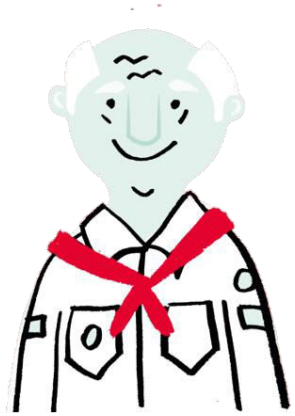


**Congratulations
you're now a
full member!**



What is changing?

Listening to our volunteers, young people and the public 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



Scouts.org.uk Website

Easy to use and mobile-friendly

Fewer steps and less administration

Digital first, but not digital only

Single Sign On

Specialist functionality

Continuous improvement over time

Welcome Tool

- Improved attraction
- More transparency for new volunteers
- Improved enquiry management

Membership Tool

- Reduced administration
- Increased self-service
- Easier and improved management of teams, permits, awards and more

Learning Tool

- More accessible learning
- More engaging and enjoyable learning
- Easier reporting and management of learning

The Volunteer Joining Journey

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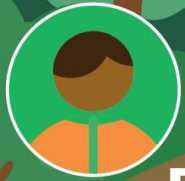
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Learning
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Growing
Roots

Adventure
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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.

What new volunteers will see

- A new volunteer joining journey to make sure all volunteers have a warm welcome into Scouts
- To help us extend our reach
- New volunteers need to be able to keep track of their joining journey and be in control of their own progression

What you'll see

- A 'self-service' recruitment process through the digital system
- Removed the pre-provisional appointment to make it simpler
- Removed the Commissioner approval step
- One Welcome conversation when someone joins Scouting
- Automated references
- Simplified Criminal Record check processes where we can in nations

The Volunteer Joining Journey



What the change is

- This journey applies to all new volunteers, and volunteers returning more than 30-days after leaving Scouts
- Includes any young people joining as an adult volunteer
- Once a new volunteer has been added to the system, all seven volunteer joining journey steps can be completed in any order

Examples of how the Volunteering Development Team might support:

Lead Volunteers and Team Leaders will be responsible for supporting new volunteers, however, this will be supported by:

- Support Counties/Districts/Groups to understand the volunteer joining journey
- Identify volunteers who will help give a warm welcome to new volunteers, and support others to
- Remove barriers to people completing their joining journey, and support others to
- Manage any local 'welcoming volunteers' resources and processes e.g. team get together, WhatsApp groups

What the change is

- The new volunteer can start their references once they have provided their personal details
- Up to four referees can be added
- The system will assess the first two responses received (however, should an unsatisfactory reference come back from the others this will be reviewed)
- Unsatisfactory references will be referred to District or County Lead Volunteer or accredited Volunteering Safeguarding Lead
- Overdue references (30 days) will be referred to the volunteer for action (including nominating new referees)

Examples of how the Volunteering Development Team might support:

- Monitor dashboards at Scouts.org.uk to make sure references are being completed in a timely manner
- Understand guidance on who referees need to be and the process - to answer questions from Lead Volunteers supporting new volunteers

Criminal Record Check



What the change is

- The volunteer can start their criminal record check once their personal details have been added
- An ID Check will still need to be carried out as currently and recorded
- Should a flag be raised, the same process as is currently in place will be followed, this will now include the relevant person with the Volunteer Safeguarding Lead accreditation

Examples of how the Volunteering Development Team might support:

- Offer support to Team Leaders and Group Lead Volunteers with completing criminal record checks (There is a Disclosure Support Volunteer accreditation that can support with this)
- Offering support with Volunteer Safeguarding process when necessary
- Use the dashboards at scouts.org.uk to monitor progress around completing checks and identify if any are 'stuck' or delayed

Other steps in the joining journey



What the change is

Internal check

- A new volunteer's details are checked against the Scouts' internal records
- This is automatically initiated by the system when self-service personal details are completed

Declarations

- The current declarations have been updated. Volunteers declare they commit to:
 - Accepting Scout values, policies and Our Volunteering Culture and Promise
 - Agreeing to complete the learning required

Volunteering Development Teams are not responsible for overseeing completion of:

- Internal checks
- Declarations
- Trustee Eligibility Checks
 - These should be carried out by the applicable Trustee Board

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Welcome Conversations

Welcome Conversation

- The Lead Volunteer or Team Leader will arrange the welcome conversation with themselves and one other independent person (who must have the Welcome Conversation Accreditation)
- This can be done in several ways
 - Reach out to the Volunteering Development Team, who suggest one or more suitable people
 - Arrange the independent person locally and inform the Volunteering Development Team of this

More resources available on scouts.org.uk (Conversation guide, checklist, learning)





Welcome Conversation Volunteers

"Having a role in the welcome conversation means I can help someone like someone helped me 6 months ago" - Alex

Alex is a Beavers Section Team Member who wants to get 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 into Scouts, so he wants to take on this accreditation to make sure he can offer full support to new volunteers joining Scouts.

Alex believes he can make a difference because a positive welcome experience can set the tone for a volunteer's entire time at Scouts. He also likes to meet new people and wants to expand his network in Scouts.

Welcome Conversation Volunteers will:



- Have an **active role** in Scouts which should be similar to the role the new volunteer is taking on.
- Preferably have a relatable joining experience
- Complete Welcome Conversation learning and gain the accreditation
- AAC Members don't automatically gain the Welcome Conversation Volunteer accreditation at transition- be conscious that many current AAC members won't meet the above criteria

Growing Roots

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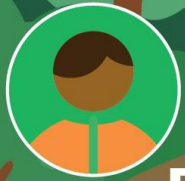
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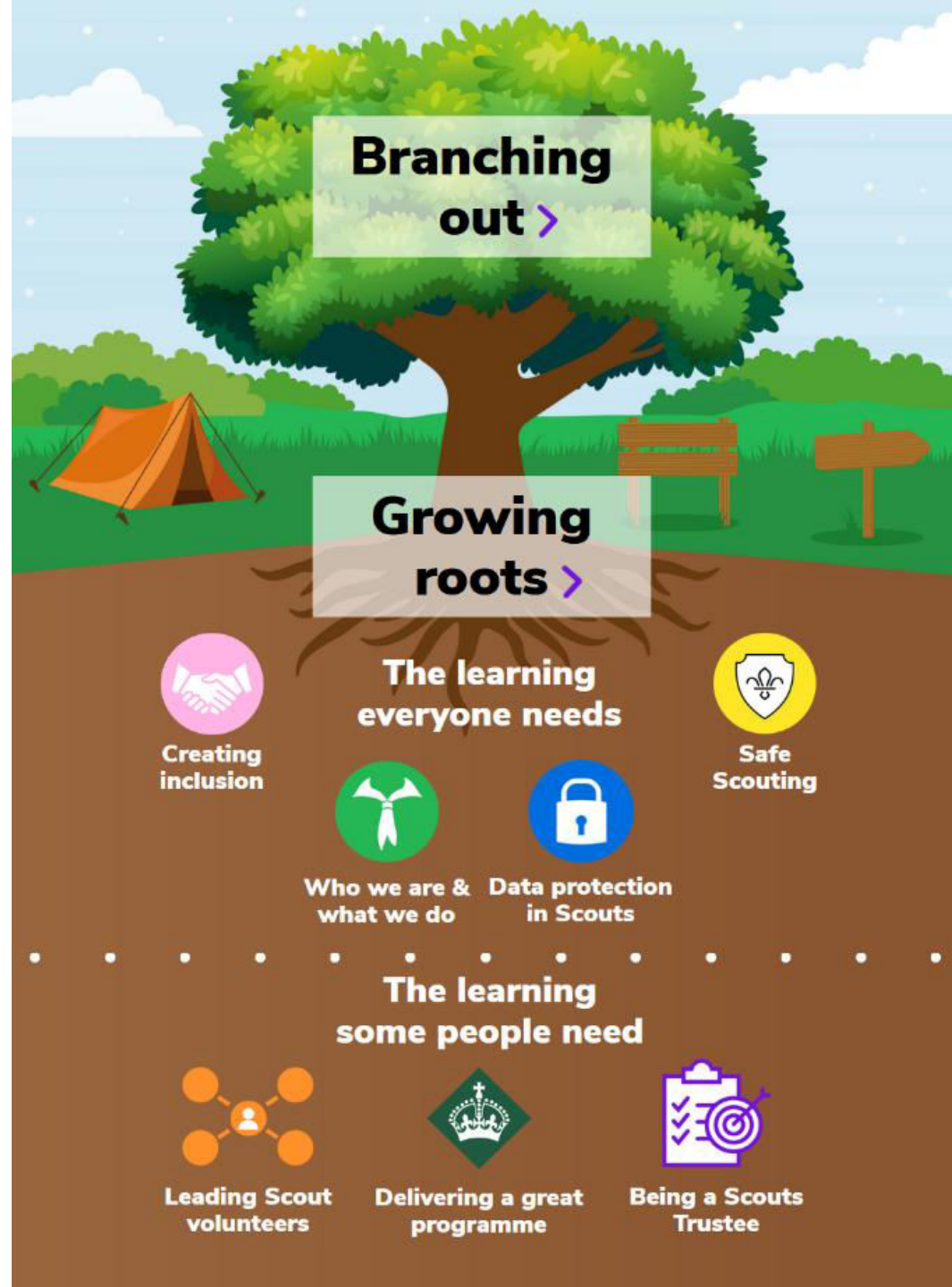
Growing Roots

- From setting up their account in the digital system, volunteers will have access to the learning tool
- The learning tool will show them the Growing Roots learning they need to complete, including the learning specific for their role
- This can be completed in stages and volunteers can come back to learning still in progress
- Volunteers will have 6 months to complete this
- **Note** - First Aid should be completed within 12 months where required



Growing Roots

Let's have a quick tour of the Learning Tree



What the change is

- Current mandatory training modules are replaced by new e-learning content – Getting Started is replaced with Growing Roots
- Progress is automatically tracked and recorded
- Growing Roots is done within your first 6 months
- You don't have to redo learning for new roles

How the Volunteering Development Team might support:

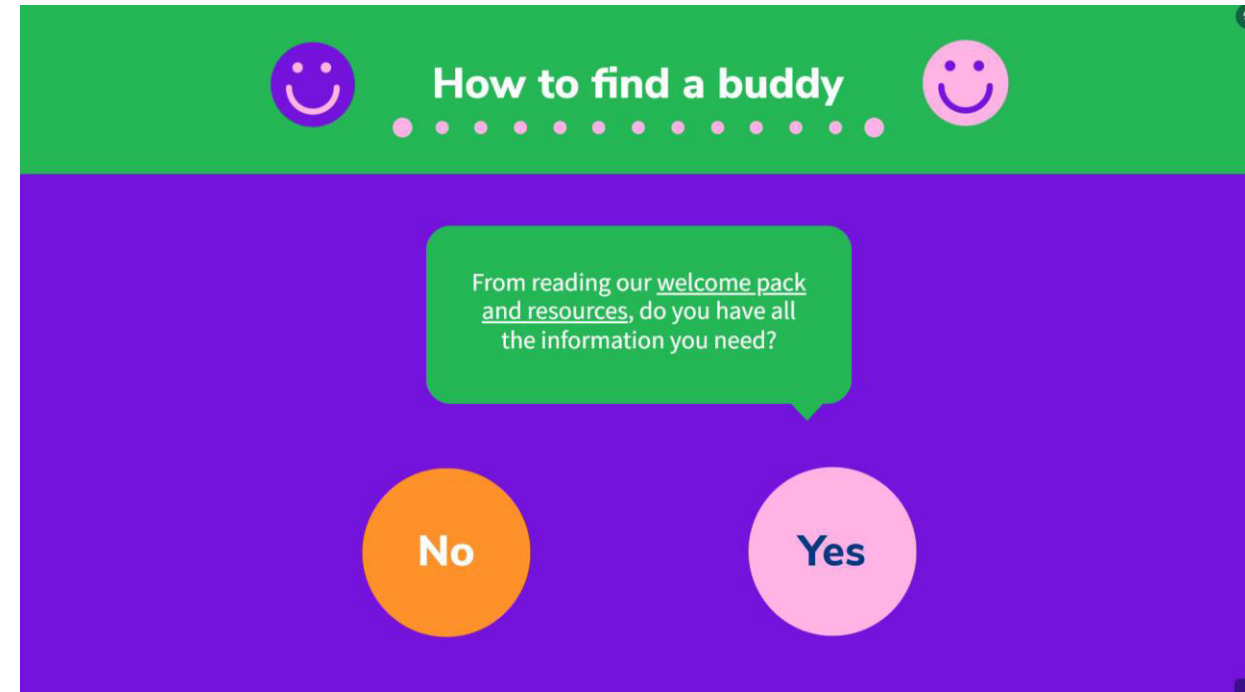
- Support new volunteers with accessing the learning and how the new Learning Tree works, where required
- Help new volunteers find support if they struggle with digital access or ability
- Help volunteers understand what additional learning they can engage in beyond Growing Roots

Induction

Buddying

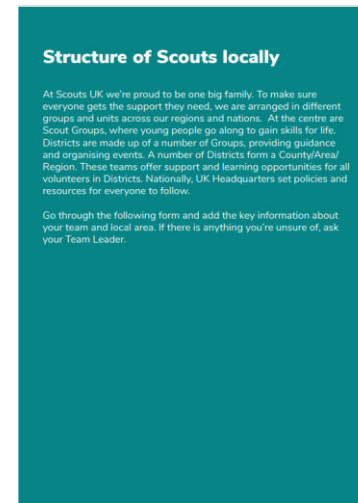
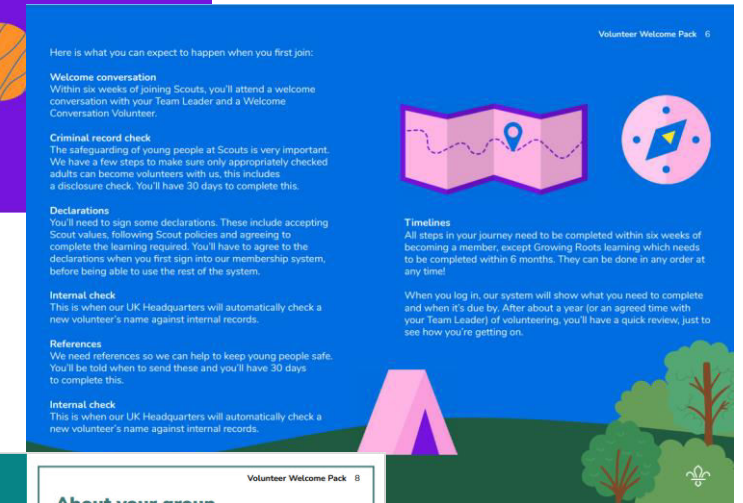
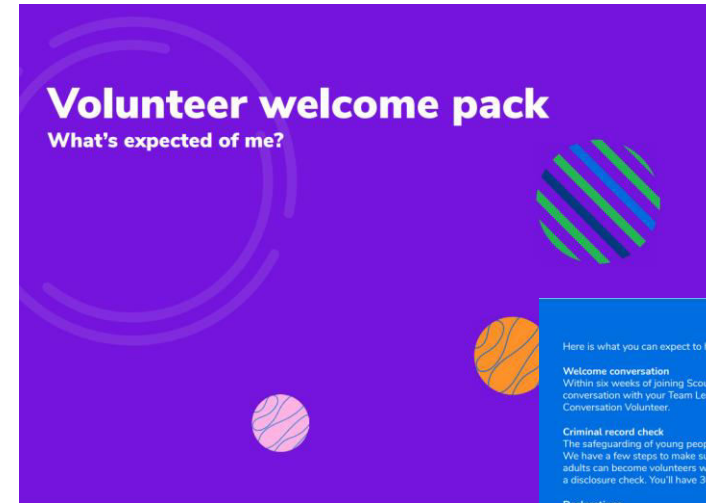
The Volunteering Development Team might:

- Help to find buddies for new volunteers. (Buddies are not essential, but recommended)
- Promote use of resources for a new volunteer- can be self-service but need to know where to find them
 - New buddy webpage
 - New buddy flowchart - online and print versions
- Encourage these to be used alongside other local induction resources



Welcome pack

- For new volunteers, shared through introductory email
- To be sent to new adults to help them understand their own joining journey
- Useful information for them about Scouts as a movement
- Should be used alongside any local information to be given around Group/District/County/Area/Region (Scotland)
- Will be available on website soon

This page, titled 'Volunteer Welcome Pack 8', contains a form titled 'About your group'. The form asks for the following information: Group name, When your section or team meets, Meeting place, Team Leader's name, District, County, Region, and Key contacts. It includes a small illustration of a tent in a landscape.

Volunteer Role Change Journey

The Volunteer Role Change Journey

- This journey applies to any volunteer adding or changing their role. Examples include:
 - Moving from a Trustee to a Team Member
 - Moving from Team Member to Team Leader or Lead Volunteer
 - Taking on a role in a District/County Team



For every change of role

Meet with your new team leader

Re-sign declarations

Internal check

Criminal record check- Renewed every five years if in a role that requires a criminal record check.

Growing Roots- If any additional learning is required for the new role e.g. Leading Scout Volunteers, this will show on the learning section of My Learning

Trustee eligibility check- If the new role has trustee responsibilities

If not previously required:

References

Welcome Conversation





Questions

Thank you