Your Volunteer Experience in Summary

Scouts South East Scotland

Streams	Our Focus					The Benefits
warmer welcome.	Volunteers welcomed, valued and at ease from day one	Welcome conversation where you volunteer	A buddy throughout your induction	Empowered new volunteers through self-service including automated referencing	More tools to help recruit locally	**Benefits of creating a warmer welcome:** • To attract new volunteers and keep the ones we have • To grow our movement and reach new communities • To do less admin and have more time for the things that matter most • Because volunteers told us the welcome process can be off-putting
engaging learning.	Personalised learning when you need it, tailored to your role	Support and management of learning built into our structures	Existing skills recognised and sign off built in, no separate validation	Digital first (but not digital only), bite-sized, in one place	Wood badge optional and available to all	**Why we are improving how we learn.** • In our research, you've told us very clearly that most volunteers don't find the current training scheme lives up to what our volunteers need. • "I've completed my training over a year go, but the trainer has not time to validate me, I am really let down" Volunteer
simplifying volunteering.	Volunteers working in teams on tasks with clear purpose	Clearer roles with titles that everyone can understand	Clear expectations on both sides, with a commitment to building a positive volunteering culture	Individuals contributing in a way that matches their skills, interest and availability	Healthy culture of diversity & inclusion	**Why do we need to make sure how we volunteer is right for current and new volunteers, as well as for young people?** • Too many roles, which can be unmanageable, fixed and too often feel like work • They can be hard to understand, and expectations are often unclear • They can put people off from joining - "I couldn't do what you do' • We have a small number of people who feel overloaded
digital support.	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	Easy to manage and report compliance	**Why do we need to transform our digital approach?** External research and internal feedback tell us clearly that the volunteers of tomorrow expect engaging digital support in all aspects of their volunteering. We don't have that today, so it's a gap we need to fill if we want to attract and retain great volunteers.

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