Welcome to the

Scouts

South East Scotland

Volunteer Experience Update March 2024

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On the call tonight:

- John Cannon, Regional Chair
- Martin Elliot, Regional Lead Volunteer
- Scott Goddard, Transformation Lead
- Mike Treanor, Volunteer Development Lead

- GLVs, Group TB Chairs, Transformation Champions and other invited guests.

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Purpose of Session

- Provide an update on status of the Volunteer Experience Transformation Programme
- Outline what we can do now and over coming weeks and months
- Identify what resources and support will be available to you
- Provide an opportunity to answer any questions

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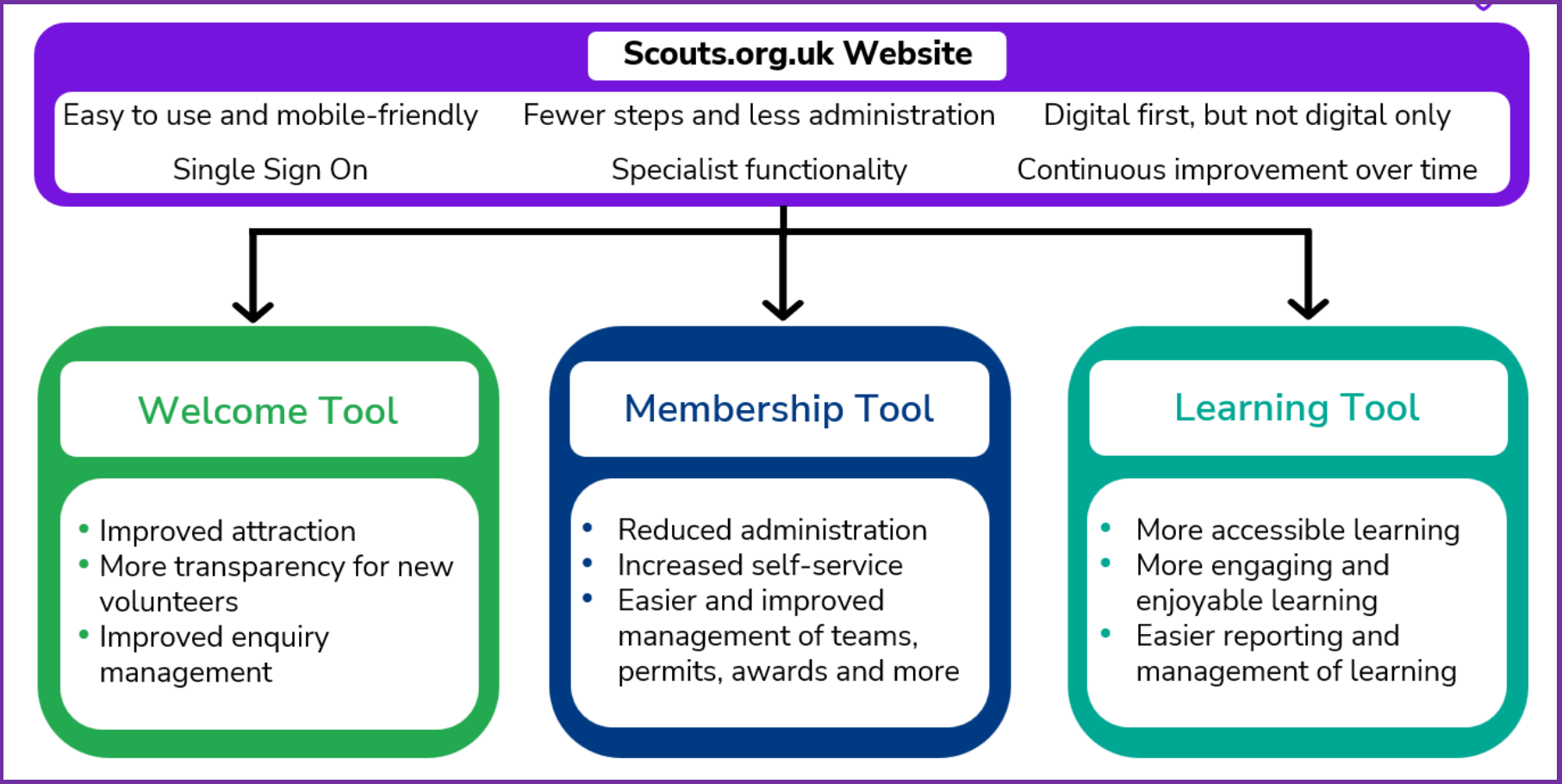
The Digital Tools are ready and going through testing.....



.... but challenges encountered in accurately transferring a large amount of data of varying quality from Compass to the Digital System

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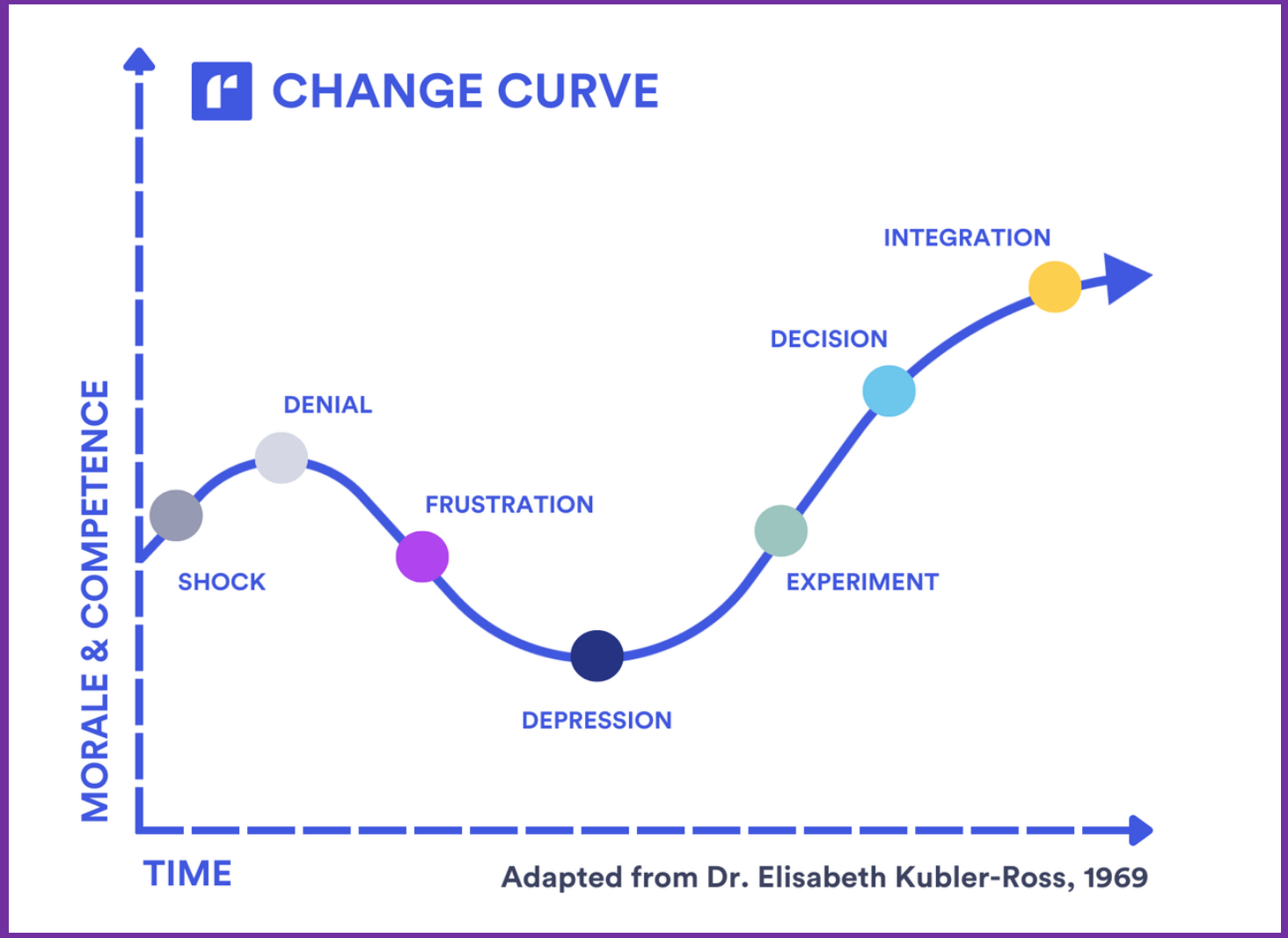

Think about where people may be in the change

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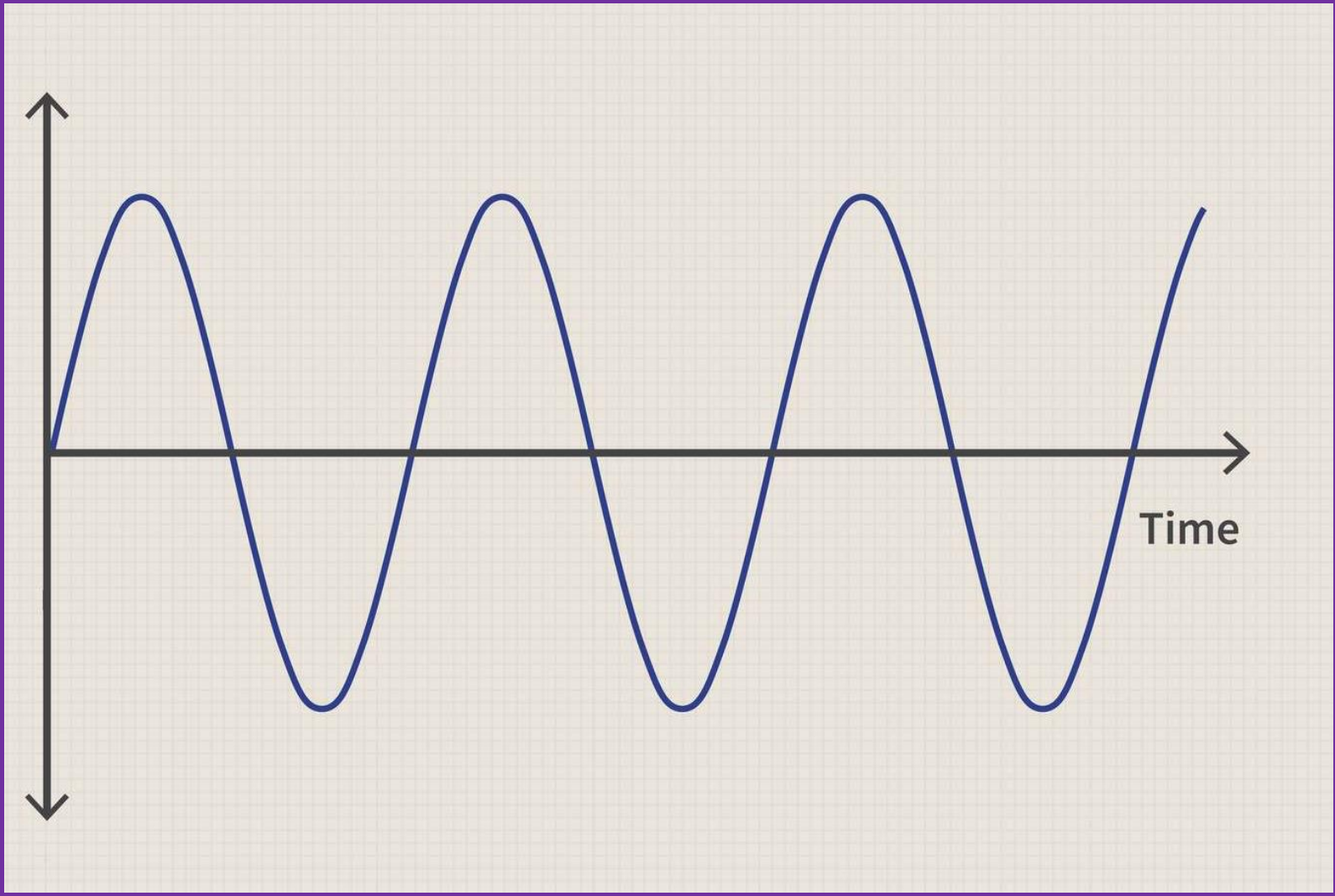

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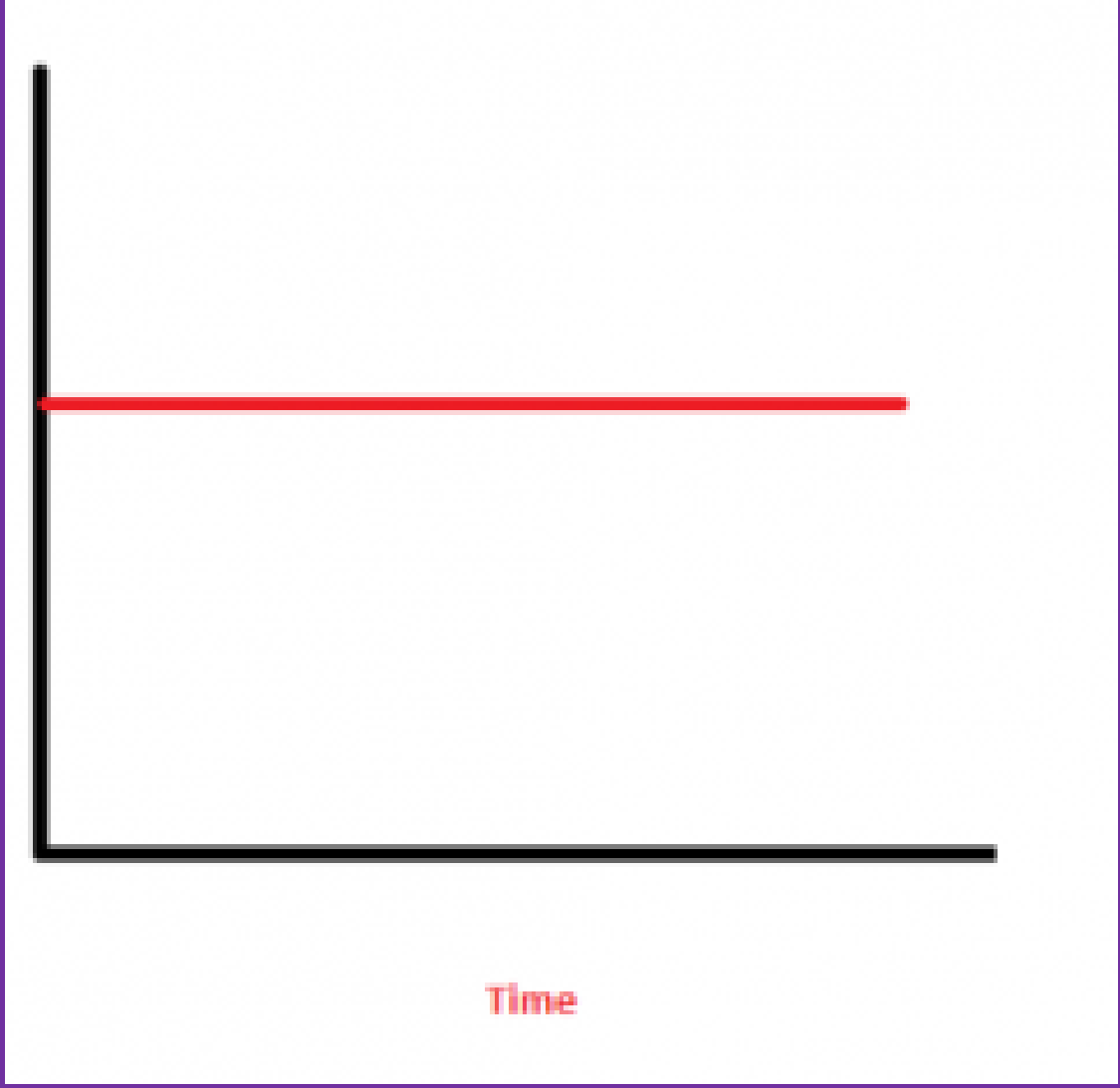

Think about where people may be in the change

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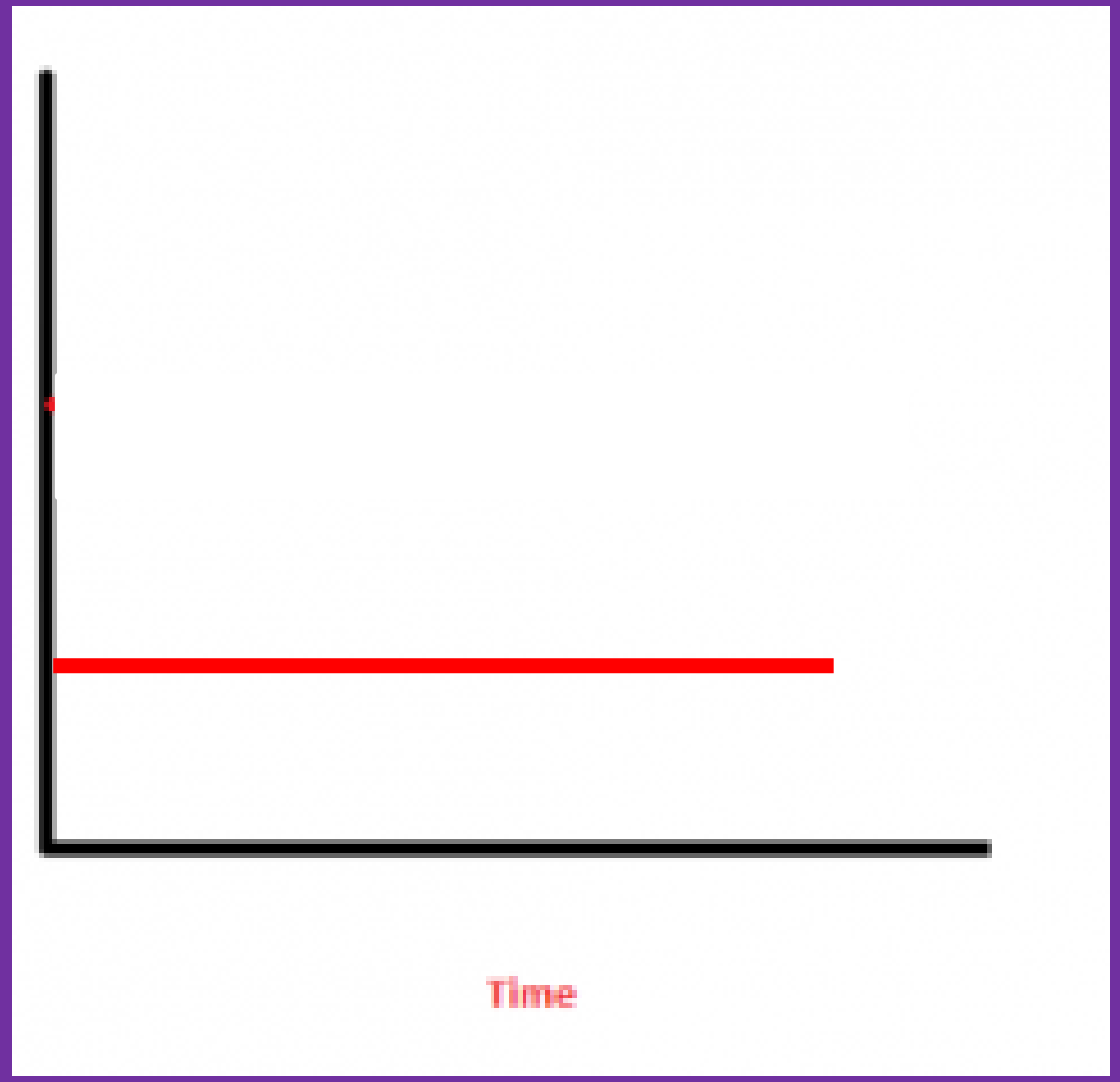

Think about where people may be in the change

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Our aim remains the same!

Transforming Scouting in South East Scotland: Summary of Changes

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Streams		Our Focus					The Benefits of these Changes
	A warmer welcome for all	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
	More 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
	Positive volunteering everyday	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
	All supported by easy-to-use digital tools	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.

Transforming Scouting in South East Scotland: Summary of Changes

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Streams		Our Focus	The Benefits of these Changes
	A warmer welcome for all	A warmer welcome: Welcome conversations on hold until the digital system goes live. Current AAC will function until then with a focus on being more flexible and welcoming.	**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
	More engaging learning	More Engaging Learning: New Learning modules are dependent on the new digital system.	**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
	Positive volunteering everyday	Positive Volunteering every day: This we can keep moving forward on. New Team structures, name titles, Move from Executive Committees to Trustee Boards, and focus on our volunteer culture.	**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
	All supported by easy-to-use digital tools	New Digital Tools: Coming in late summer 2024.	**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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Changes we can move forward on :

1. Embedding our Volunteering Culture throughout the Region

2. Introducing new team structures and title changes

3. Move to Trustee Boards at District and Group Level

4. Improve our current District Appointments Panels

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Martin Elliot, Regional Lead Volunteer

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“This may sound disappointing however it provides us with an opportunity to continue to move towards those aspects of the volunteer experience transformation that don’t rely on digital tools, some of which we know you have been implementing or transitioning to already e.g. use of role titles and team-based volunteering”.

Barry Donald-Hewitt, Chief Volunteer, Scouts Scotland

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Introduction

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1. Embedding our Volunteer Culture

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1. Embedding our Volunteering Culture – why it's important

- Creating a positive culture needs role models & champions. It's about how we behave towards each other: in what we do, what we say and how we say it.
- Includes challenging behaviour that doesn't align with what we believe.
- By clearly spelling out the behaviours we expect from one another, we have a shared understanding that makes it easier for us all to work together.
- It's everyone's responsibility to inspire, motivate and support our members to make Our Volunteering Culture a reality.

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1. Embedding our Volunteering Culture – activities

About Me

Reflect on your own behaviours within Our Volunteering Culture, both in terms of what you do well and what you could work on.

Try the About Me activity >

Well Done You!

Reflect on, acknowledge and celebrate aspects of Our Volunteering Culture your team does well.

Try the Well Done You! activity >

Let's Do the Challenging Ones

Reflect on aspects of Our Volunteering Culture that your team can improve upon.

Try the Challenging Ones activity >

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takeaway TASK

1. Embedding our Volunteering Culture – what you can do now!

Understand the rationale

Read the guidance

Share the video with your team

Undertake the self-reflection activity

Undertake the team-based reflection activities

Use the Volunteering Culture to

- set the tone at team meetings
- when we welcome a new volunteer
- when we're carrying out a review

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1. Embedding our Volunteering Culture – support & resources.

Our Volunteering Culture | Scouts

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1. Embedding our Volunteering Culture

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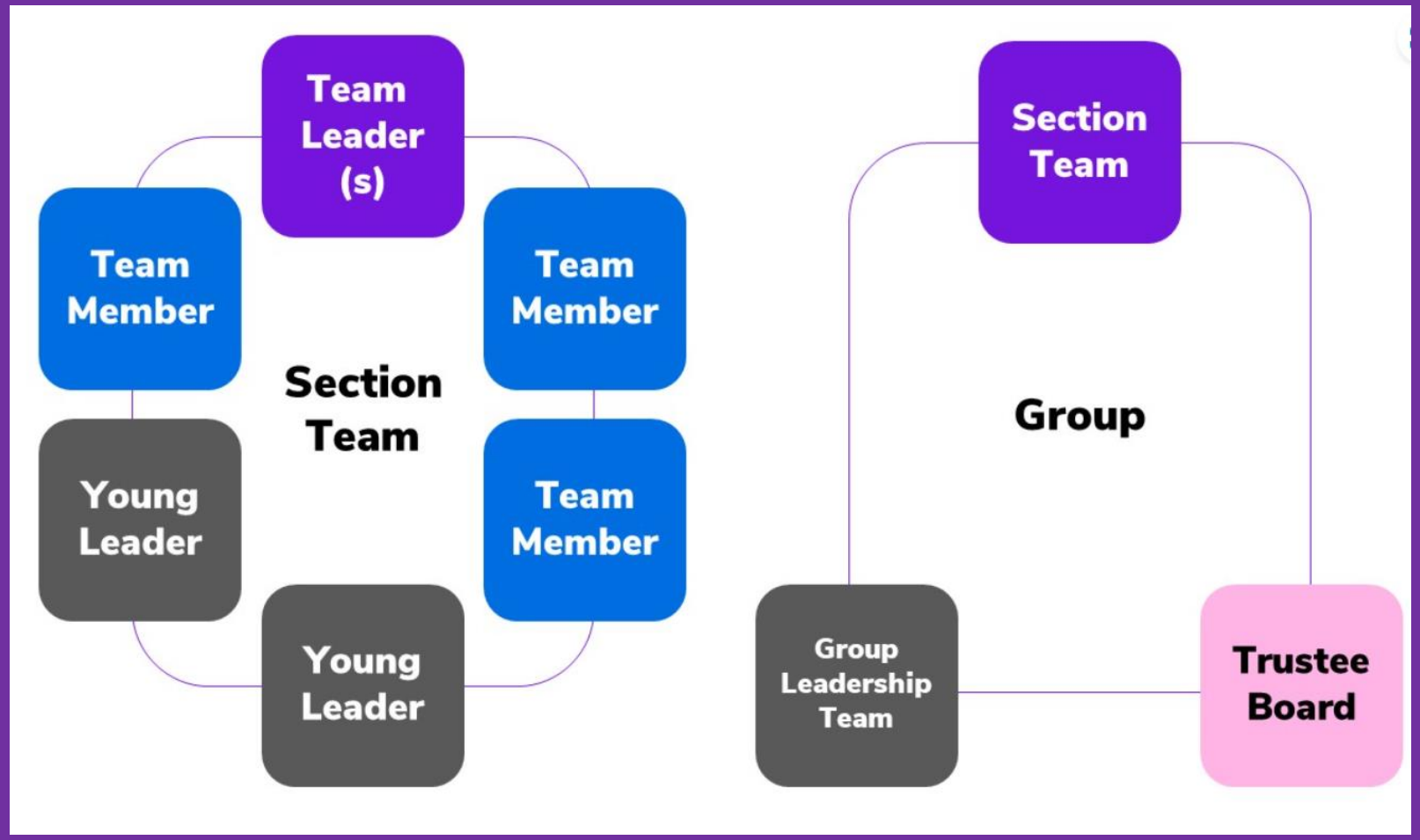
2. Introducing Team Structures & Title Changes



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Changing our Role Titles

Our role titles are part of our culture and our perception as a Movement

We're changing many of our role titles within Scouts to:

- Reflect on **our perception outside of Scouts**
- Provide a **consistent and clear structure** across roles
- Make our **roles and responsibilities clearer**
- Make it **easier to share tasks** within a team

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Changing our Role Titles – Groups & Sections

- Group Scout Leader – **Group Lead Volunteer**
- Assistant/Deputy Group Scout Leader – **Group Leadership Team Member**
- Group Chair - **Group Chair**
- Group Treasurer – **Group Treasurer**
- Group Secretary - **Trustee**
- Executive Committee Member - **Trustee**
- Section Leader – **Section Team Leader**
- Assistant Section Leader – **Section Team Member**
- Section Assistant – **Section Team Member**
- Non-Member PVG Only – **Non-Member, Needs Disclosure**
- Non-Member Parent Helper **– Helper**

- New titles will be formally recorded on Digital System when it goes live
- Start using our new role titles informally
- Flexible about how you describe yourself to young people, parents, friends etc
- Think of yourself as part of a team rather an individual

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Changing our Role Titles – Groups & Sections

Lead Volunteer for Anytown Scouts

Previously Group Scout Leader, District Commissioner, County Commissioner

Social:

'I'm the Lead Volunteer for Anytown Scouts, and we've got 200 young people and 20 volunteers.'

Parents and carers:

'I'm Debbie and I lead Anytown Scouts.'

Email signature:

All the best,
Lead Volunteer
Anytown Scouts

On the phone to an external agency:

'I lead the volunteers at Anytown Scouts.'

To Scout volunteers or staff:

'I'm the Group / District / County Lead Volunteer for Anytown Scouts.'

Cubs Section Team Leader for Anytown Scouts

Previously Section Leader - Cub Scouts

Social:

'I lead the team at Anytown Cubs.'

Parents and carers:

'I'm Sandra, one of the Cub Leaders. At Cubs, all our leaders have names from the Jungle Book, so everyone knows me as Akela.'

Email and formal situations:

Team Leader
Anytown Cubs

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Team- Based Approach

Every team description will have:

- Purpose
- Who's in the team
- Tasks for the whole team
- Allocated tasks

The key principles of this approach:

- We volunteer **flexibly**
- Our teams and titles are **easier to understand**
- Teams agree how to **share tasks** between them

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Group Leadership Team

Group Leadership Team- Purpose

Helps volunteers across all Sections to work well together, feel motivated and ensures the Group is respected and supported in their local community.

Who's in the team

- Group Lead Volunteer(s)
- Team Leaders of each Section Team
- Team Leaders of any sub-teams of the Group Leadership Team e.g. Fundraising Team or Meeting Place Team

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Section Team
Tasks for Team/Allocated Tasks

		Hannah Team Leader	Tom Team Member	Mita Team Member	Jamal Team Member	Arnold Team Member	Jess Helper
Tasks for the Whole team	**Programme Plan/Delivery**	✓	✓	✓	✓	✓	✓
	Creating right culture	✓	✓	✓	✓	✓	✓
	Ensure Safe Scouting	✓	✓	✓	✓	✓	✓
Allocated tasks	**Admin**	✓		✓			
	Finance					✓	
	Comms		✓	✓			
	Waiting List				✓		
	Camp Plans					✓	
	Catering						✓

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Group Team
Tasks for Team/Allocated Tasks

		Hannah Team Leader	Tom Team Member	Mita Team Member	Jamal Team Member	Arnold Team Member	Jess Helper
Tasks for the Whole team	**Support Group's Sections**	✓	✓	✓	✓	✓	✓
	Develop Adult Volunteers	✓	✓	✓	✓	✓	✓
	Ensure Safe Scouting	✓	✓	✓	✓	✓	✓
Allocated tasks	**Engage Community**	✓		✓			
	Manage Incidents					✓	
	Fundraising Activities		✓	✓			
	Group Comms				✓		
	Manage Equipment					✓	
	Manage Meeting Place						✓

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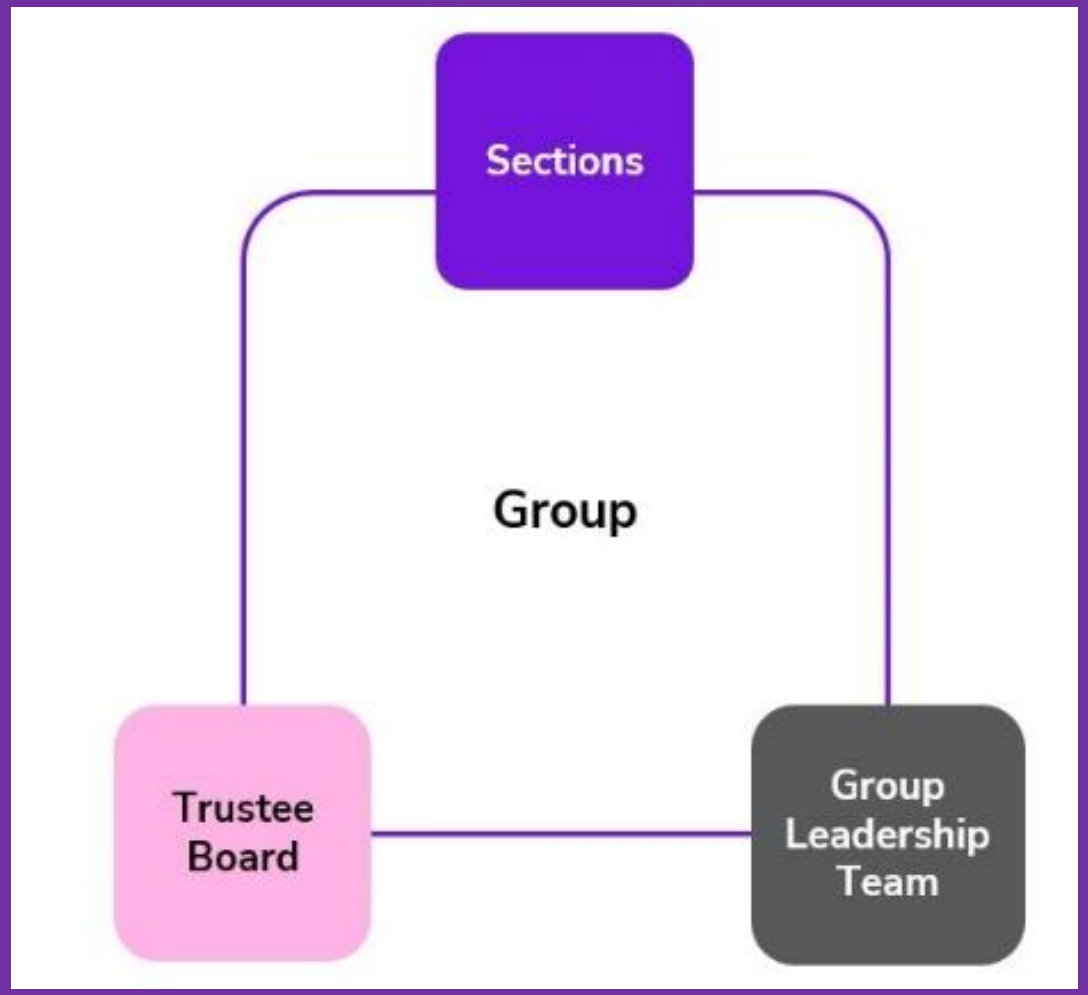
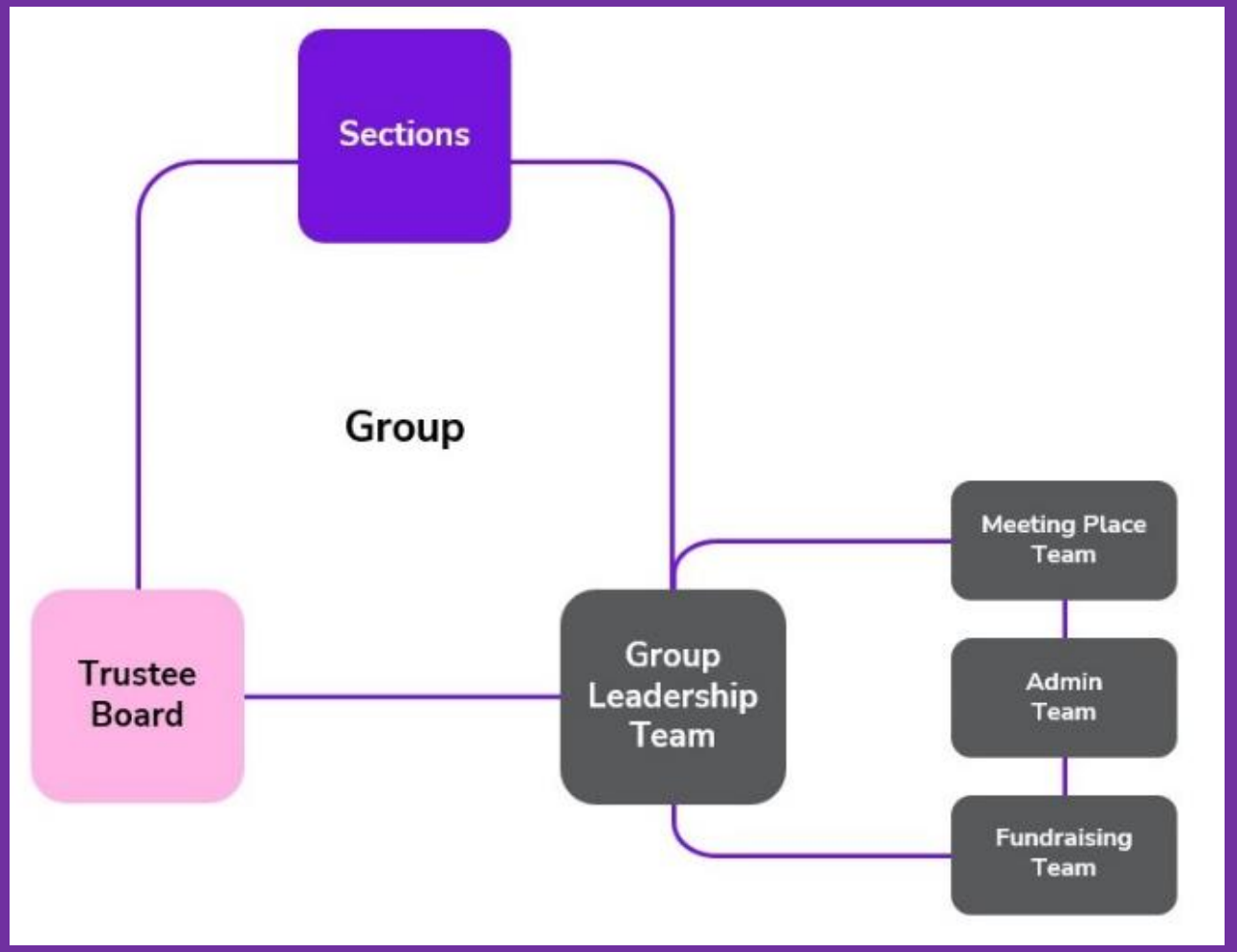


Group Leadership Team
- without sub teams



Group Leadership Team
- with sub teams

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takeaway TASK

2. Introducing Team Structures & Title Changes – what can you do now!

Understand the changes – 9 min Pete Jeffrey video

Read the guidance

Hold conversations with volunteers to confirm their role/titles in the team

Groups to shape their new team structures

Identify the skills and tasks your Group/Section Teams are doing well

Identify the skills and tasks that might need more support

When recruiting new volunteers, ask them to:

- help out as “part of a team”
- “support specific tasks

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2. Introducing Team Structures & Title Changes – support & resources

Our fresh approach to volunteering | Scouts

How volunteers work in teams | Scouts

Structure of our volunteer teams | Scouts

Sub-teams | Scouts

Team descriptions | Scouts

Setting up and building new teams | Scouts

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2. Introducing Team Structures & Title Changes

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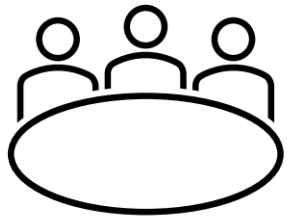
3. Move to Trustee Boards



Trustee Boards

Moving from having Executive Committees to having Trustee Boards & Trustees

This will meet the Charity Commissions rules on good practice and allow Trustees to focus on being well managed and having good governance

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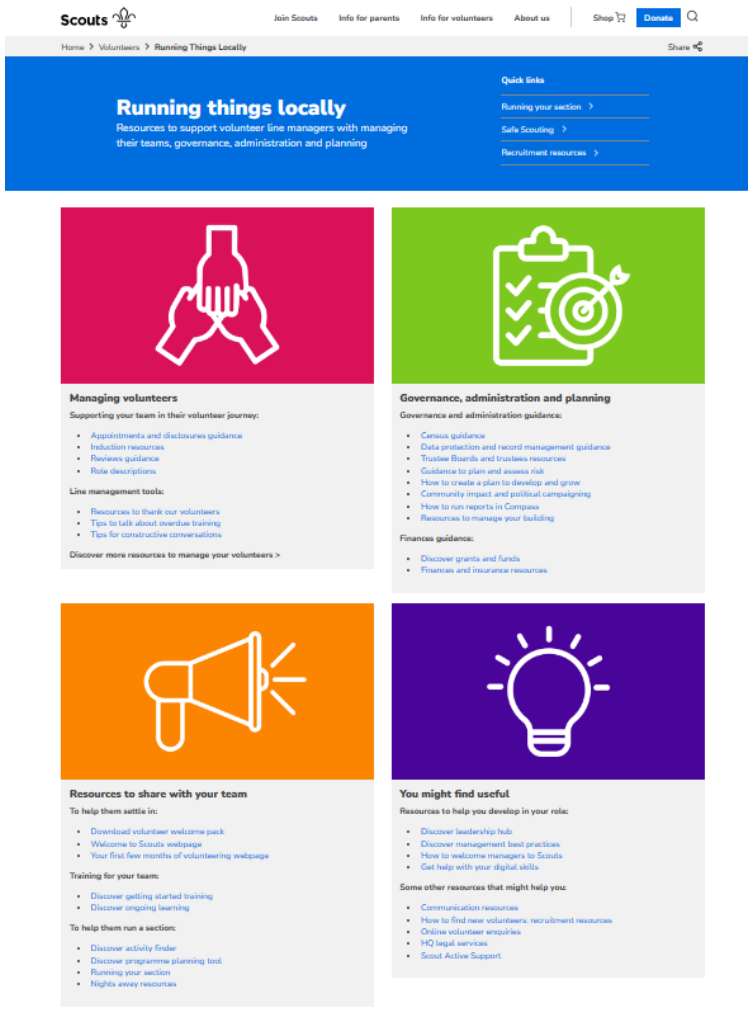
Running Things Locally



- Loads of info…
- … but easy to access
- This is excellent starting point
- We will zoom in on Trustee Boards

Running things locally | Scouts

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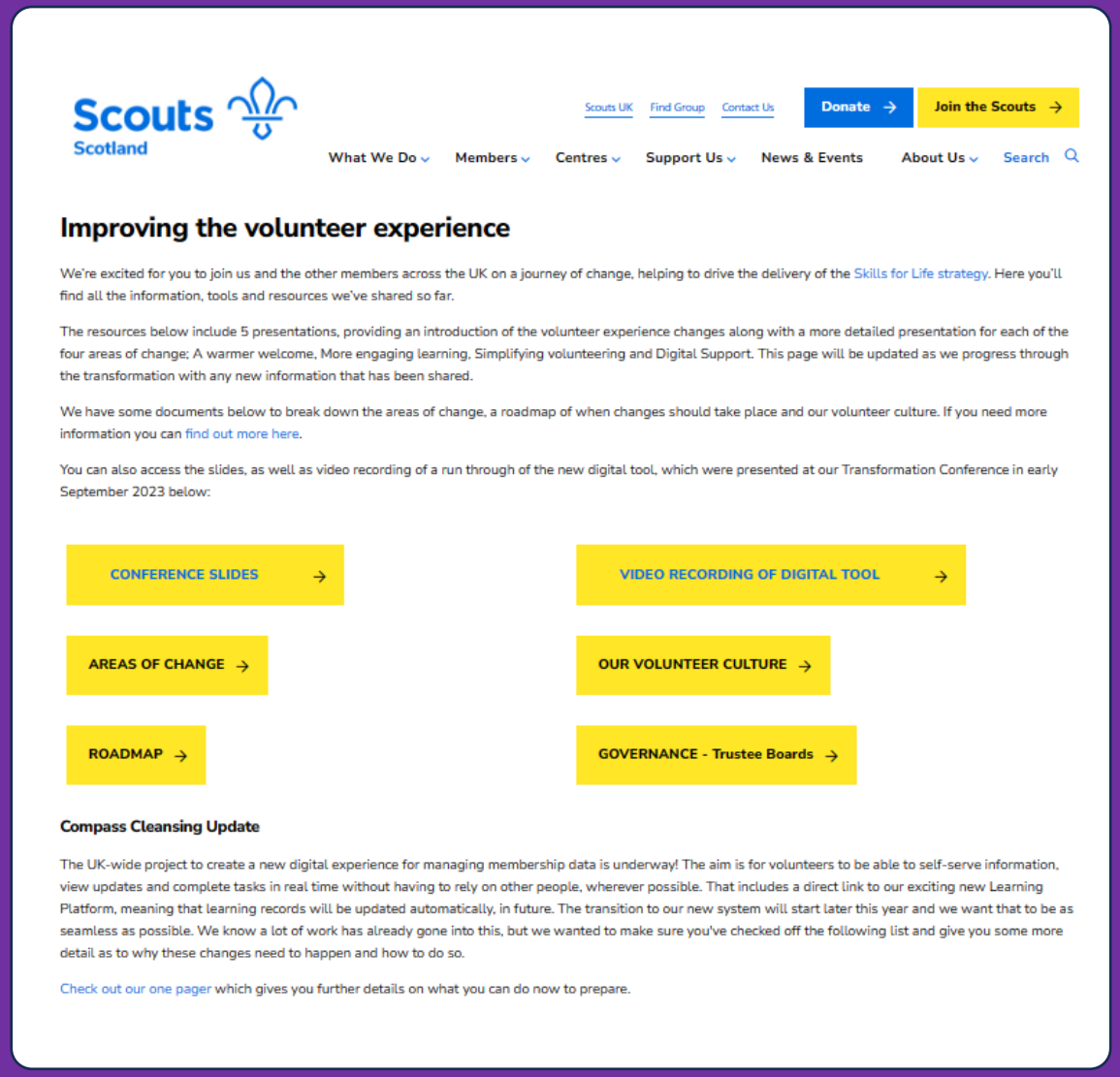
Scottish perspective



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Improving the volunteer experience

We're excited for you to join us and the other members across the UK on a journey of change, helping to drive the delivery of the Skills for Life strategy. Here you'll find all the information, tools and resources we've shared so far.

The resources below include 5 presentations, providing an introduction of the volunteer experience changes along with a more detailed presentation for each of the four areas of change; A warmer welcome, More engaging learning, Simplifying volunteering and Digital Support. This page will be updated as we progress through the transformation with any new information that has been shared.

We have some documents below to break down the areas of change, a roadmap of when changes should take place and our volunteer culture. If you need more information you can find out more here.

You can also access the slides, as well as video recording of a run through of the new digital tool, which were presented at our Transformation Conference in early September 2023 below:

CONFERENCE SLIDES →

VIDEO RECORDING OF DIGITAL TOOL →

AREAS OF CHANGE →

OUR VOLUNTEER CULTURE →

ROADMAP →

GOVERNANCE - Trustee Boards →

Compass Cleansing Update

The UK-wide project to create a new digital experience for managing membership data is underway! The aim is for volunteers to be able to self-serve information, view updates and complete tasks in real time without having to rely on other people, wherever possible. That includes a direct link to our exciting new Learning Platform, meaning that learning records will be updated automatically, in future. The transition to our new system will start later this year and we want that to be as seamless as possible. We know a lot of work has already gone into this, but we wanted to make sure you've checked off the following list and give you some more detail as to why these changes need to happen and how to do so.

Check out our one pager which gives you further details on what you can do now to prepare.

- Remember “Scottish Variations”
- Be sure to visit scouts.scot
- See Governance content
- Updates due very soon

Transformation (scouts.scot)

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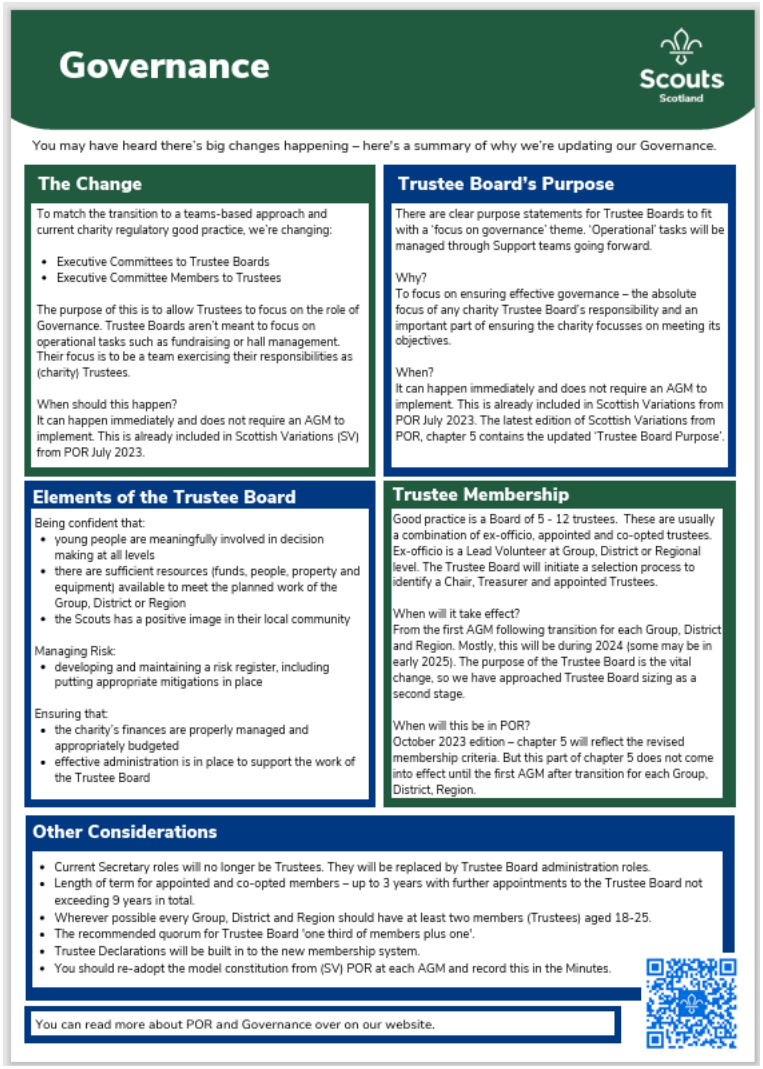
Scouts Scotland Summary Page



Governance

Scouts Scotland

You may have heard there's big changes happening – here's a summary of why we're updating our Governance.

The Change

To match the transition to a teams-based approach and current charity regulatory good practice, we're changing:

- Executive Committees to Trustee Boards
- Executive Committee Members to Trustees

The purpose of this is to allow Trustees to focus on the role of Governance. Trustee Boards aren't meant to focus on operational tasks such as fundraising or hall management. Their focus is to be a team exercising their responsibilities as (charity) Trustees.

When should this happen?
It can happen immediately and does not require an AGM to implement. This is already included in Scottish Variations (SV) from POR July 2023.

Trustee Board's Purpose

There are clear purpose statements for Trustee Boards to fit with a 'focus on governance' theme. 'Operational' tasks will be managed through Support teams going forward.

Why?
To focus on ensuring effective governance – the absolute focus of any charity Trustee Board's responsibility and an important part of ensuring the charity focusses on meeting its objectives.

When?
It can happen immediately and does not require an AGM to implement. This is already included in Scottish Variations from POR July 2023. The latest edition of Scottish Variations from POR, chapter 5 contains the updated 'Trustee Board Purpose'.

Elements of the Trustee Board

Being confident that:

- young people are meaningfully involved in decision making at all levels
- there are sufficient resources (funds, people, property and equipment) available to meet the planned work of the Group, District or Region
- the Scouts has a positive image in their local community

Managing Risk:

- developing and maintaining a risk register, including putting appropriate mitigations in place

Ensuring that:

- the charity's finances are properly managed and appropriately budgeted
- effective administration is in place to support the work of the Trustee Board

Trustee Membership

Good practice is a Board of 5 - 12 trustees. These are usually a combination of ex-officio, appointed and co-opted trustees. Ex-officio is a Lead Volunteer at Group, District or Regional level. The Trustee Board will initiate a selection process to identify a Chair, Treasurer and appointed Trustees.

When will it take effect?
From the first AGM following transition for each Group, District and Region. Mostly, this will be during 2024 (some may be in early 2025). The purpose of the Trustee Board is the vital change, so we have approached Trustee Board sizing as a second stage.

When will this be in POR?
October 2023 edition – chapter 5 will reflect the revised membership criteria. But this part of chapter 5 does not come into effect until the first AGM after transition for each Group, District, Region.

Other Considerations

- Current Secretary roles will no longer be Trustees. They will be replaced by Trustee Board administration roles.
- Length of term for appointed and co-opted members – up to 3 years with further appointments to the Trustee Board not exceeding 9 years in total.
- Wherever possible every Group, District and Region should have at least two members (Trustees) aged 18-25.
- The recommended quorum for Trustee Board 'one third of members plus one'.
- Trustee Declarations will be built in to the new membership system.
- You should re-adopt the model constitution from (SV) POR at each AGM and record this in the Minutes.

You can read more about POR and Governance over on our website.

- A great 1-page summary
- All Trustee Boards should be aware
- Sound basis for discussion / planning
- Full roll-out awaiting Transformation

governance-one-pager.pdf (scouts.scot)

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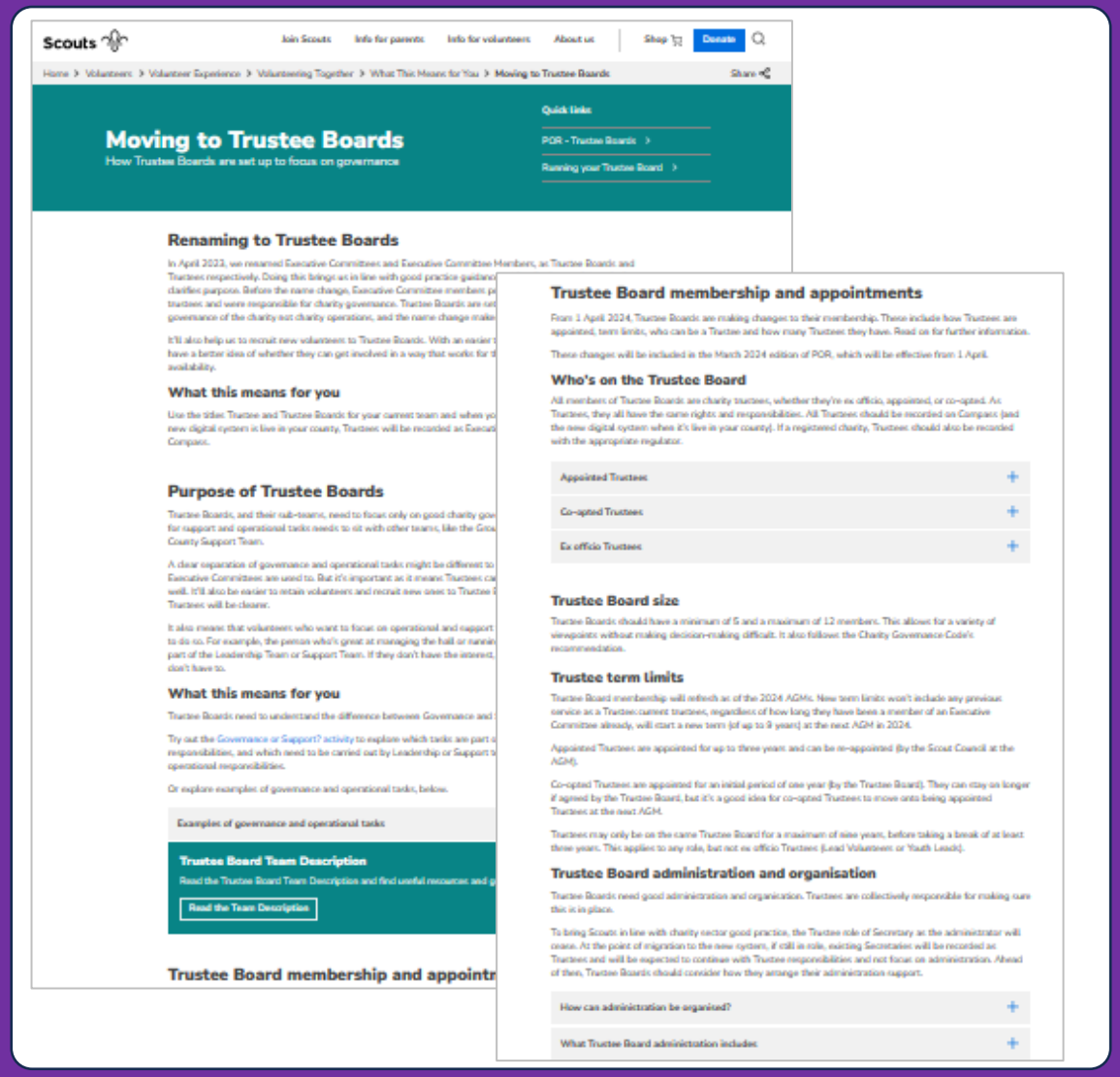
Trustee Board changes



- Scouts.org.uk has more detail…
- Name
- Purpose
- Separation of duties
- Who?
- How many?
- How long?
- Administration (Secretary role)

Moving To Trustee Boards | Scouts

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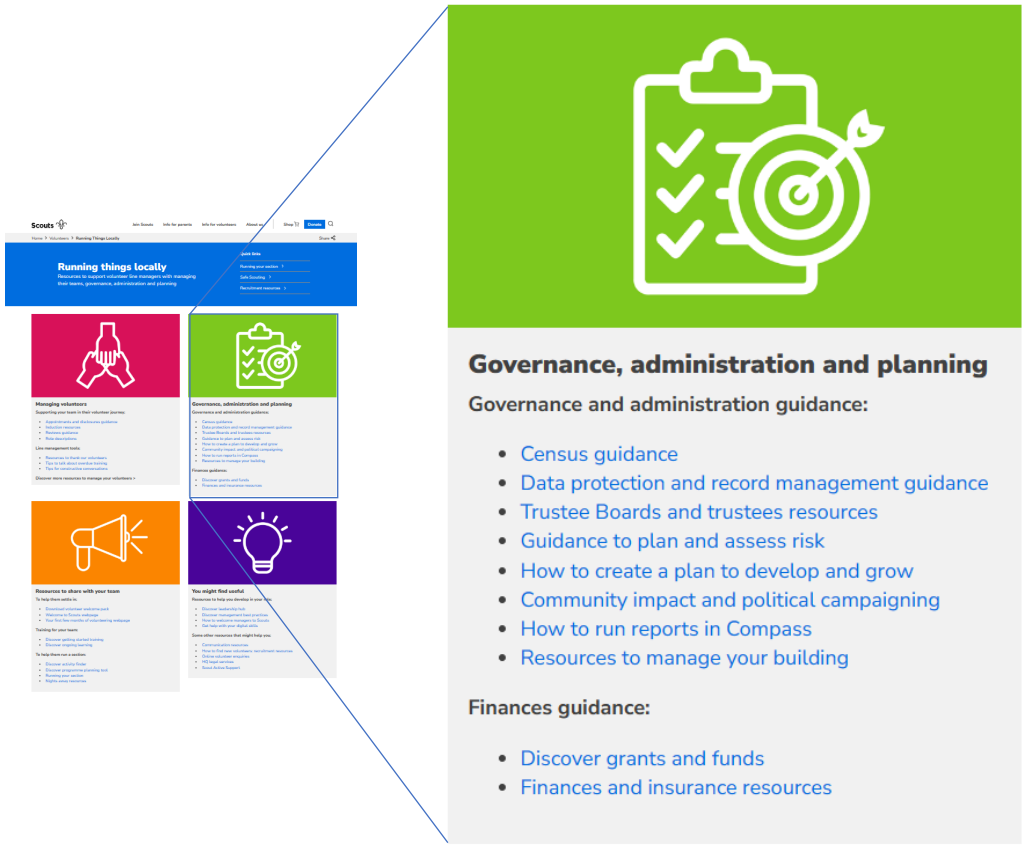
Support for running your Group



- Governance
- Administration
- Managing risk
- Planning
- Buildings
- Finances
- Insurance
- Trustee Boards

Running things locally | Scouts

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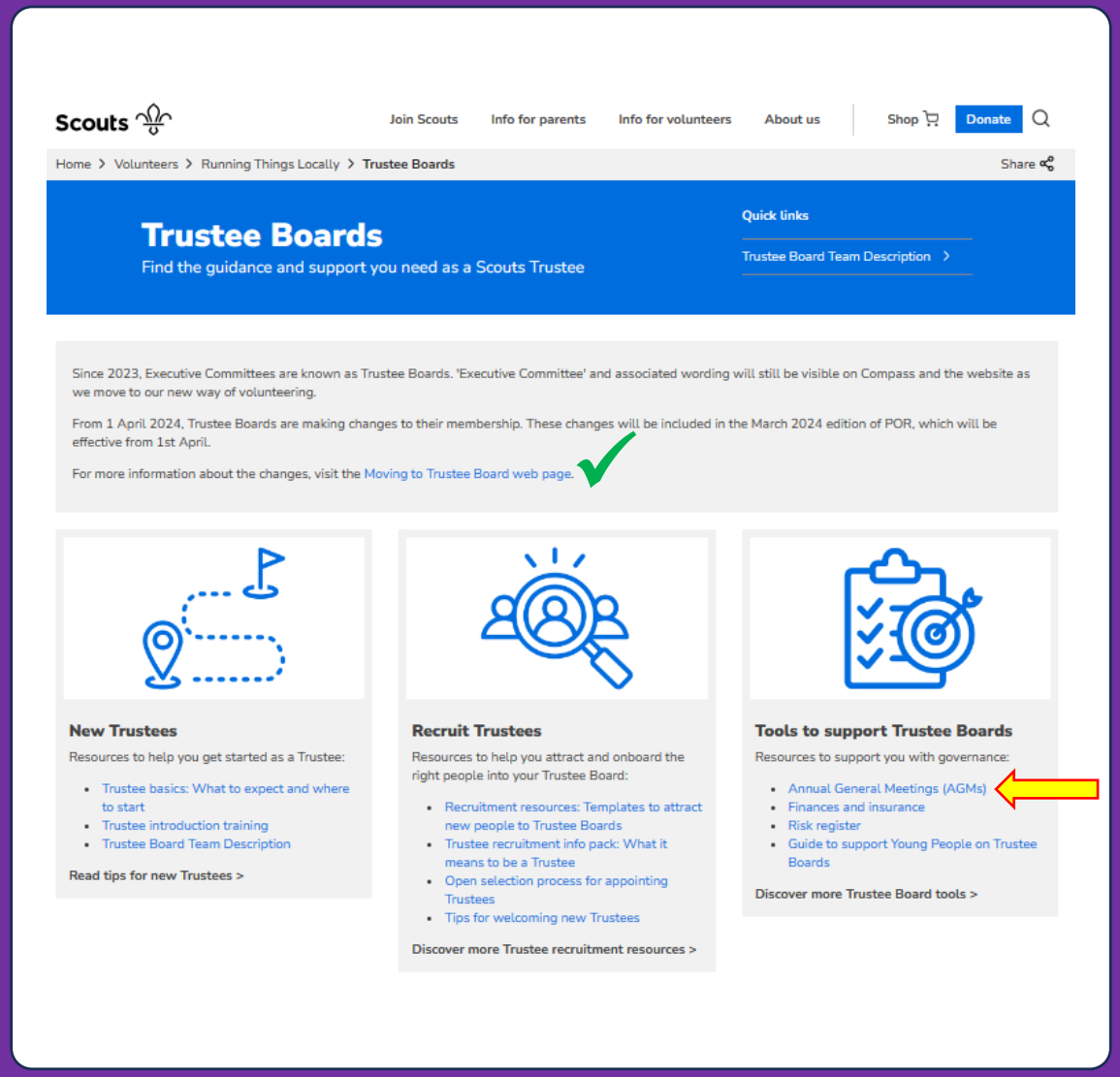
Guidance for Trustee Boards



- Trustee recruitment / selection
- Trustee induction
- How to run Trustee Board
- Risk (increased focus)
- Finance
- Youth involvement
- Annual General Meetings …

Trustee Boards | Scouts

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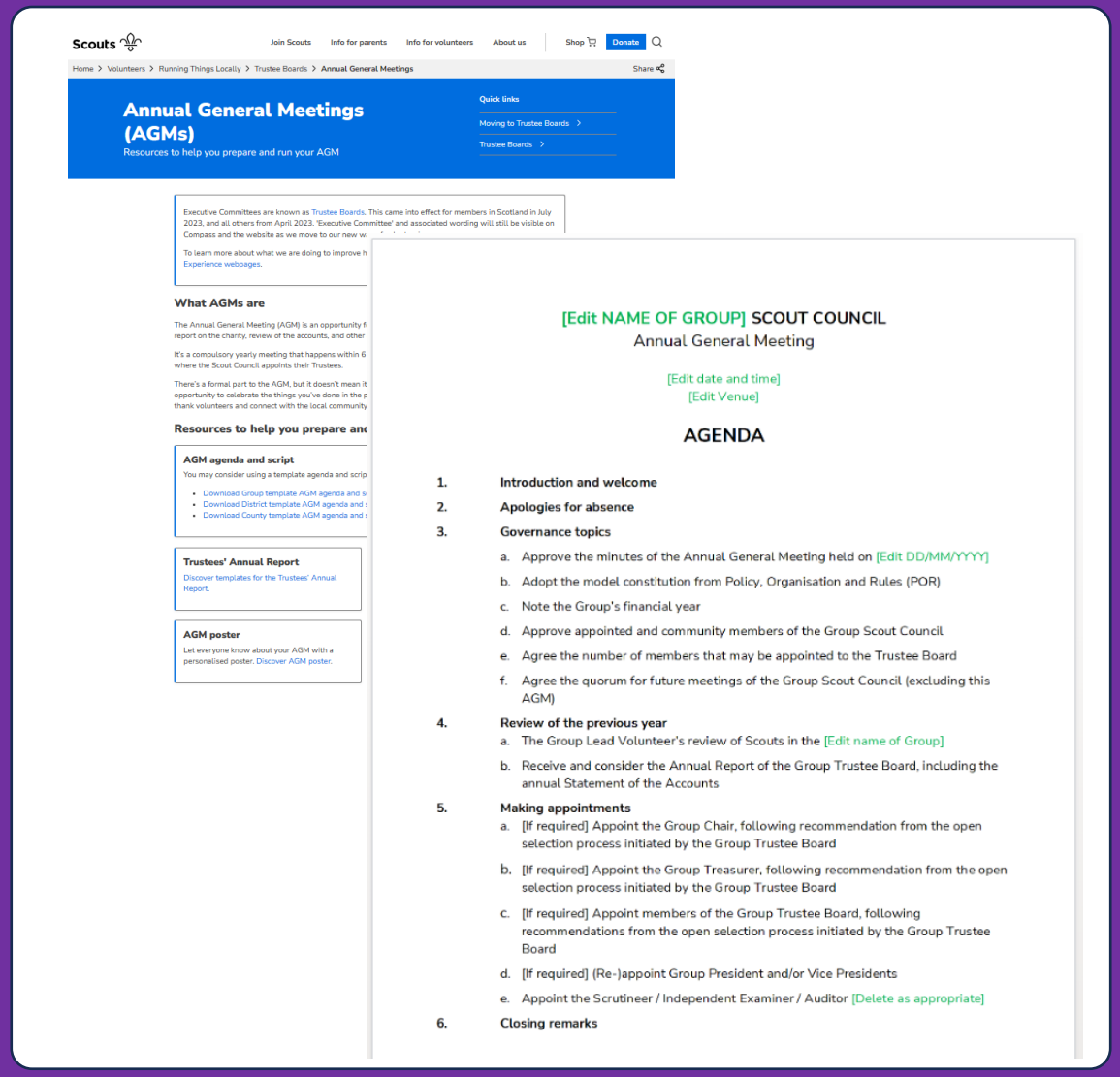

AGM Guidance

- Take time to prepare / choreograph
- Use the templates / script
- Implement changes:
  - Membership
  - Constitution
  - Secretary / admin arrangements
- Scottish templates due very soon

Annual General Meetings | Scouts

group-template-agm-agenda-script-and-timelines-mar-2024.docx (live.com)

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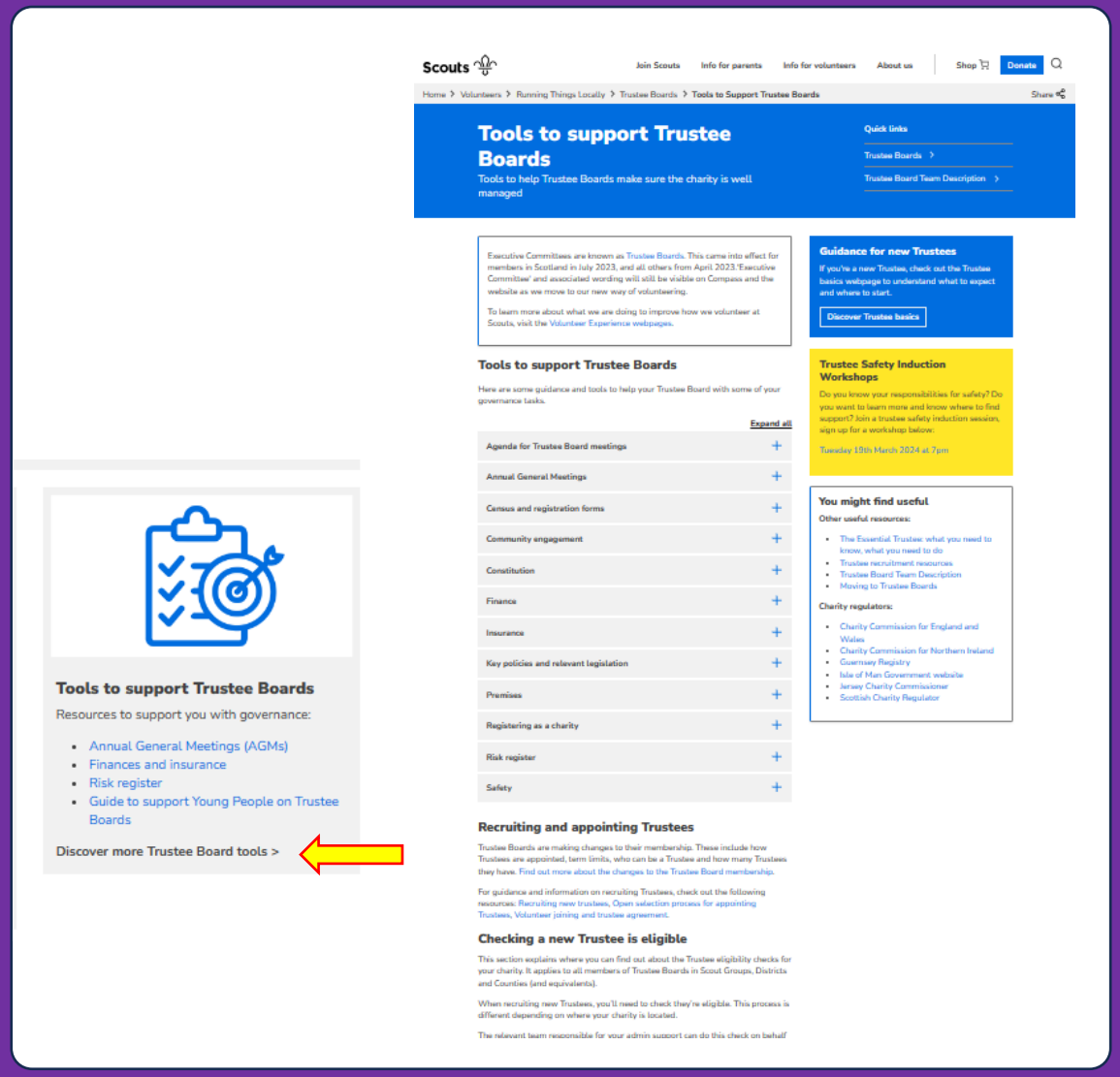
Tools for Trustee Boards



- Practical advice
- Reference materials
- Training / induction
- Eligibility checks
- Templates
- Key policies
- Useful links
  - Internal (eg POR)
  - external (eg OSCR)

Tools to support Trustee Boards | Scouts

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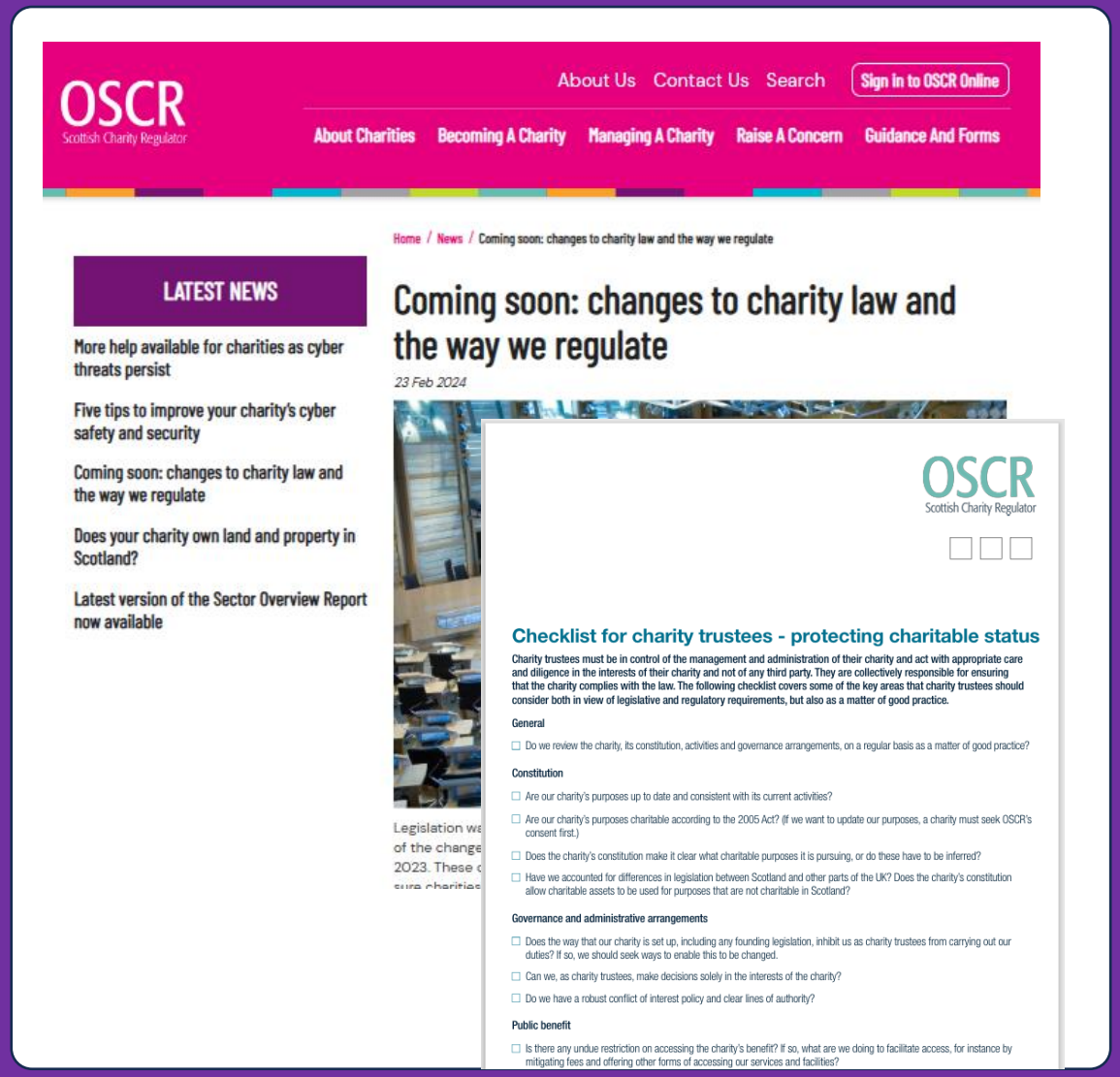

OSCR

- Great info source for trustees
- Useful resources (eg trustee checklist)
- Reporting / notification requirements
- Charities (Regulation and Administration) (Scotland) Act 2023 (implemented 2024 / 2025)
- Even useful for non-charity Groups

OSCR | Coming soon: changes to charity law and the way we regulate

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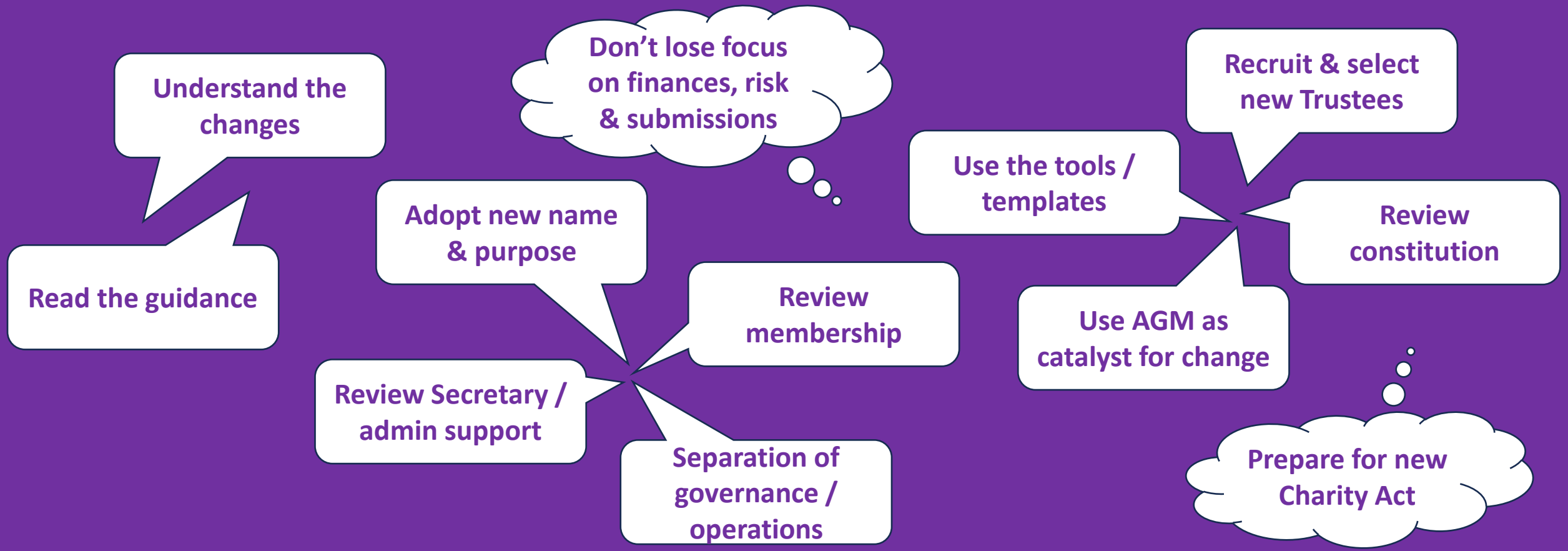
takeaway TASK

3. Move to Trustee Boards – what you can do now!
Key Talking Points for your Trustee Boards



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• Running things locally post-Transformation	Running things locally | Scouts
• The Scottish perspective	Transformation (scouts.scot)
• Scouts Scotland Summary Page	governance-one-pager.pdf (scouts.scot)
• Reprise of Trustee Board Changes	Moving To Trustee Boards | Scouts
• Impact on Governance and Administration	Running things locally | Scouts
• Guidance and support for Trustee Boards	Trustee Boards | Scouts
• AGM guidance	Annual General Meetings | Scouts
	group-template-agm-agenda-script-and-timelines-mar-2024.docx (live.com)

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- Tools to support Trustee Boards — Tools to support Trustee Boards | Scouts
- Office of the Scottish Charities Regulator — OSCR | Coming soon: changes to charity law and the way we regulate
  checklist-for-charity-trustees-protecting-charitable-status.pdf (oscr.org.uk)
- Trustee Board Webinar — Trustee Board Membership Changes Webinar | Events | Scouts
- POR Scottish Variations — Scottish POR | Scouts Scotland
- Model (Scottish) Group Constitution — july-2023-scottish-variations-group-constitution-template.docx (live.com)

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3. Move to Trustee Boards

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4. Improve our current District Appointments Panels (not covered tonight)

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Outcomes of these Changes:

These changes will make volunteering easier and more fun, so that:

- We recruit more volunteers and retain current ones.
- Volunteering at Scouts feels rewarding for everyone.
- We consistently and safely deliver a better programme.
- We make sure that more young people are gaining Skills for Life.

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Thank you