

# **Welcome to the start of your transformation journey**

**Please check your audio before we start, you should hear some music playing whilst you wait...**



**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**



**All volunteers invited to have their say**  
Over 5,000 people so far

**Members of the public and leavers**

**Those we want to welcome in**

**All UK nations**

**British Scouts Overseas**

**Other volunteering organisations**

**Young people**

**A wide range of backgrounds and communities**

**Groups and sections**

**Volunteer managers**



3

This slide shows some of the work which has been done prior to the changes being launched in May 2022.

The amount of people will have increased substantially by now.

# What we learned

Leaders deeply enjoy volunteering, to give young people skills for life.

But challenges still exist....



# The world is changing ...

Only **30%** of potential volunteers want to give time regularly

Volunteers have less time and want more flexibility



5

Regularly... When someone says “Oh I would love to come and help” do we always think outside of the box and look at what the person can offer...

I personally cannot give my time on the same night every single week... So what tasks can I do? [tasks! Not a role, that will become clear later]

**We cannot grow to meet our  
ambitions for young people  
without making some  
fundamental changes**



**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**

The North Star is our ultimate aim, we want to be able to support more young people to gain Skills for Life.

This was started in 2017 with the launch of the Skills for Life Strategy at Summit17. Delayed due to the pandemic, but now we are back on track to begin delivering the changes needed.



**A WARMER WELCOME**



**NEW ROLES AND STRUCTURE**



**DIGITAL TRANSFORMATION**



**MORE ENGAGING LEARNING**



Four topics for change... Each will take different amounts of time, some will be more challenging than others but all will enhance our volunteer journey in the end.

When we go through the changes, keep in mind these changes have come from months/years of surveying, focus groups and now, realtime, feedback. The examples may not be how it is in Cornwall, but it is how its done somewhere...



# MORE ENGAGING LEARNING



# More engaging learning

'I completed my training over a year ago but the trainer has no time to validate me, I am really let down.' – **Volunteer**



# More engaging learning

## Move away from

- "Training" and Training teams
- Time-consuming to do & validate
- Hard work to track and manage
- Off-putting digital experience
- Wood badge for almost every role



11

Move from training, to learning.

Volunteers will still need supporting – so don't feel the roles trainers currently have will be redundant, they just may look different...

# More engaging learning

## Move to

- 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
- Easy to manage and report compliance
- Digital first (but not digital only), bite-sized, in one place
- Wood badge optional and available to all



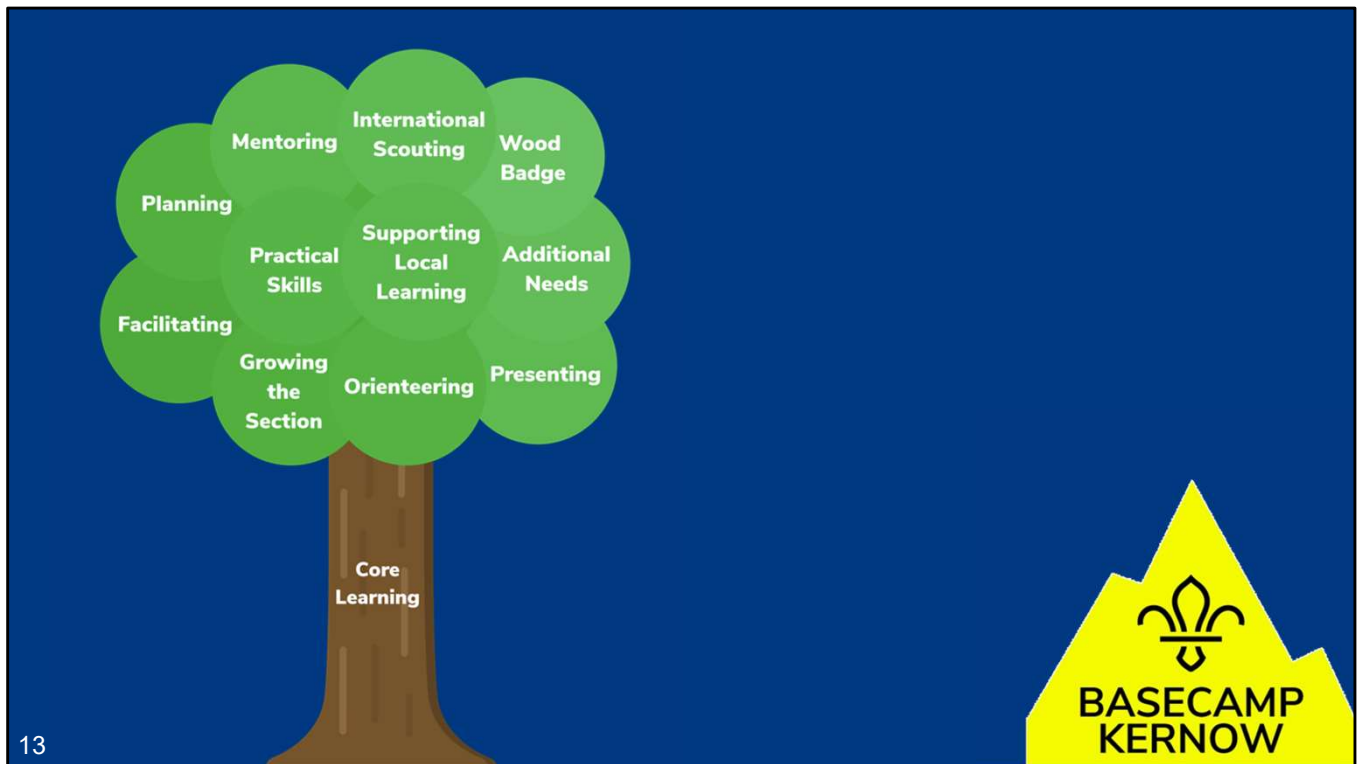
12

Personalised – once you have done your core learning you can then branch off to look at modules or packages which are more relevant to your role...

Existing Skills – easier way to transfer your current skills and qualifications into the system

Digital First – the world has changed since the current module matrix was designed. If a volunteer can just log on at home, completed a package or two from the sofa online it is much more accessible. It isn't just digital, so the training will be available to be run face to face

Wood Badge – yes it will be optional, however it will be down to us to encourage people to do it. There will be two one for leaders and one for managers, that's it...



The Core Learning will be done by all, a replacement for the “getting started” modules done at the moment.

The others will be “optional” but useful for the role the person is doing...

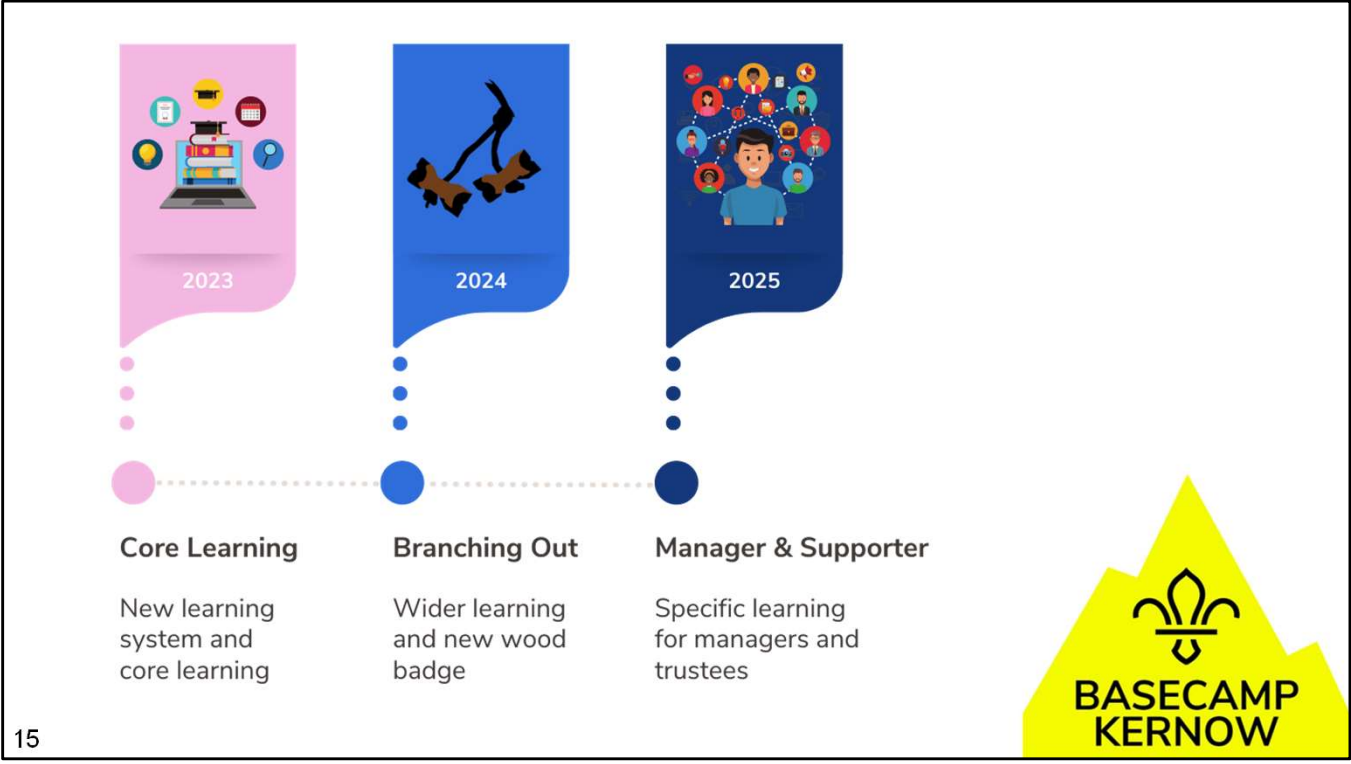
# More engaging learning



'The training I've completed so far has been so helpful and easy to absorb – I really enjoyed it.'

**What might new volunteers say**





15

You can see that the whole training scheme won't be changing straight away and that we still need to provide the modules not covered in Core Learning until 2024 +

**DON'T STOP WHAT YOU'RE DOING!**

# SIMPLIFYING HOW WE VOLUNTEER



16

This is the change which I can tell you most about, and it will be one of the areas to come in first...



# Simplifying how we volunteer

‘We don’t feel very supported by the District. And it scares me, because I quite often worry that I’m just gonna melt and say, ‘I can’t do this anymore’.’ – **GSL/Scout Section Leader**



# Simplify how we volunteer

## Move away from

- Individual, inflexible fixed roles
- Unclear expectations of volunteers
- A small number of people with lots of responsibility (and stress)
- Feels like work

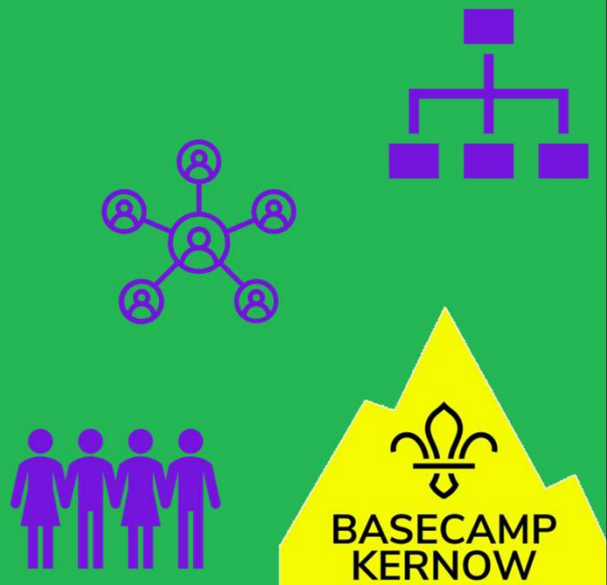


# Simplify how we volunteer

Every team has a team leader (or leaders) and team members

Role titles will change

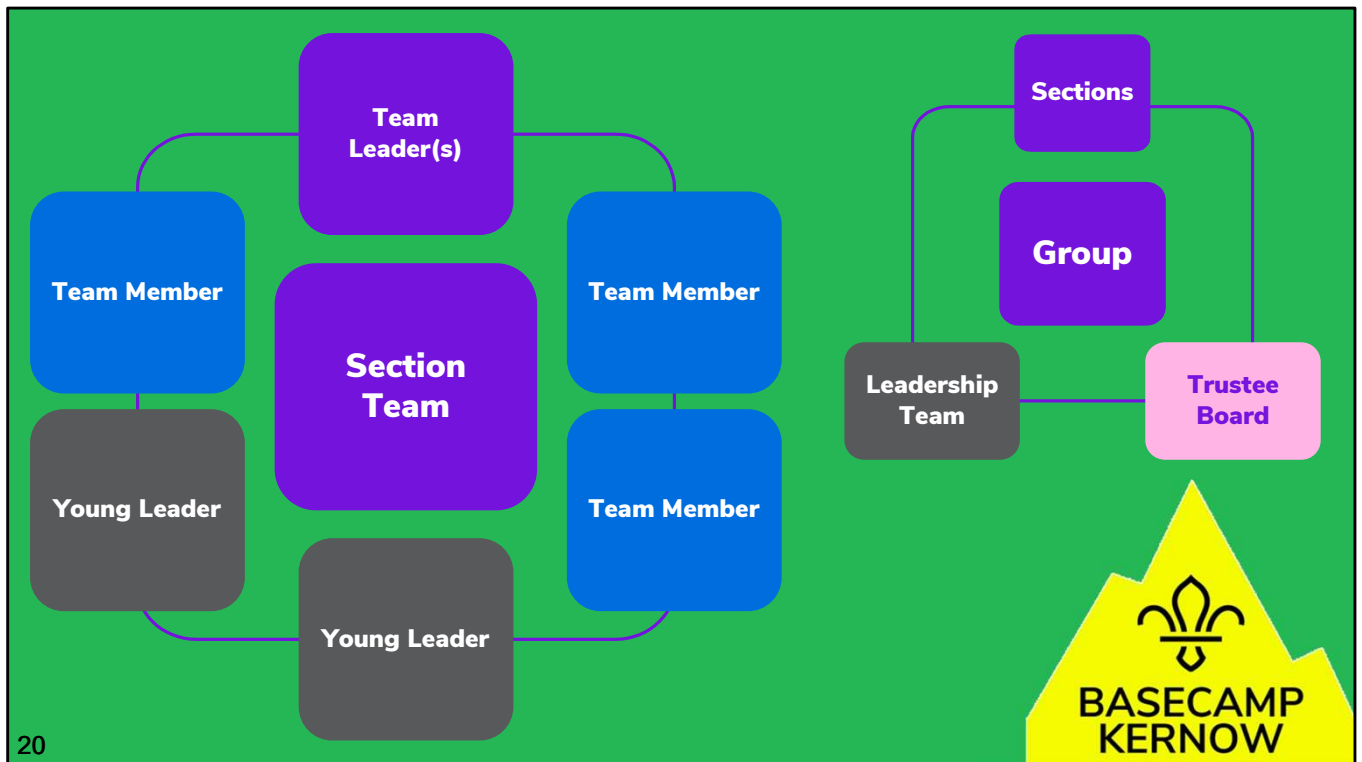
Named roles retained where they serve a clear purpose



19

Moving to a teams based approach to volunteering

Named roles – Chair, Secretary, Treasurer – these are already a standard in charity speak, so will remain the same.



20

### Group team

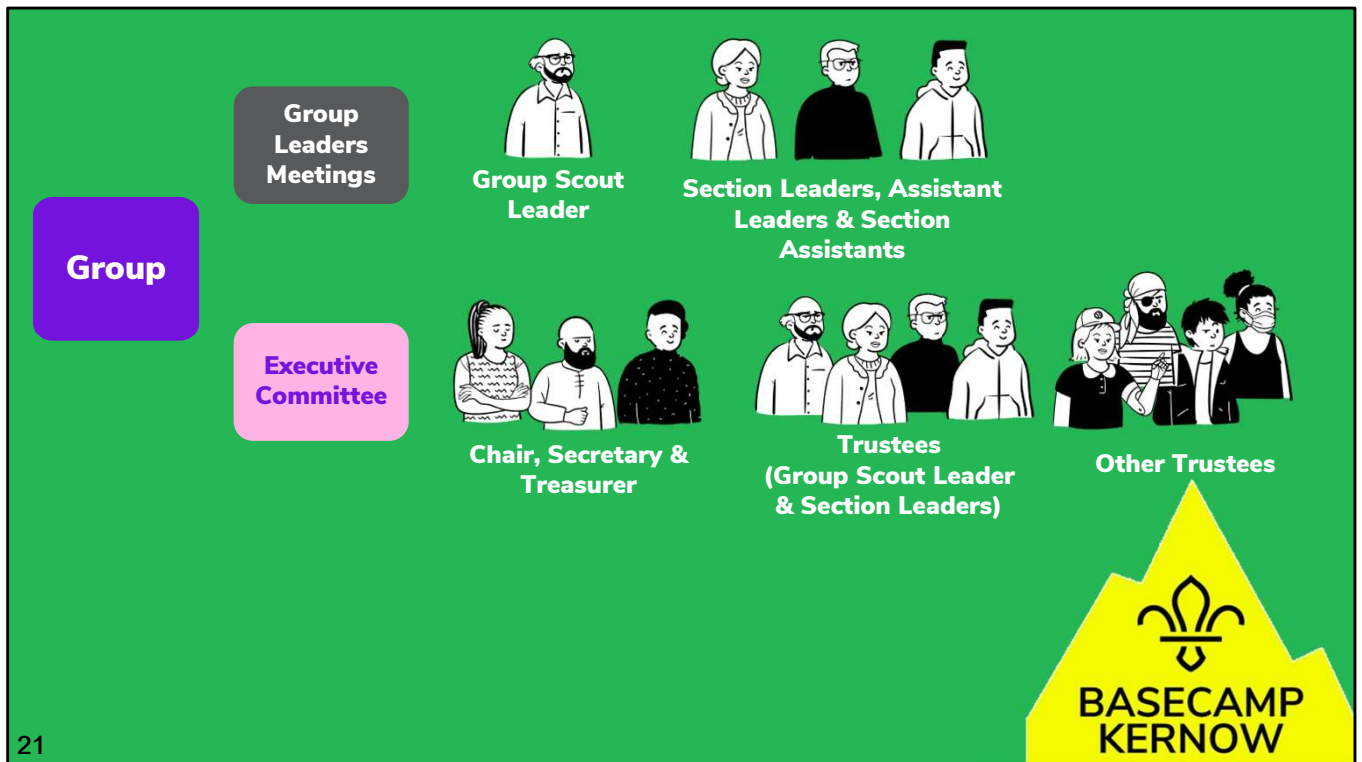
In each Scout Group, there are three types of teams:

- The Section Teams run high-quality programmes safely.
- The Group Leadership Team helps all volunteers in the Group (including Young Leaders) work together to plan and run high-quality programmes.
- The Group Trustee Board provide charity governance for the Group.

Some Groups might find it helpful to use sub-teams, such as a climbing sub-team of the Leadership Team, or a finance sub-team of the Trustee Board.

### Section Team

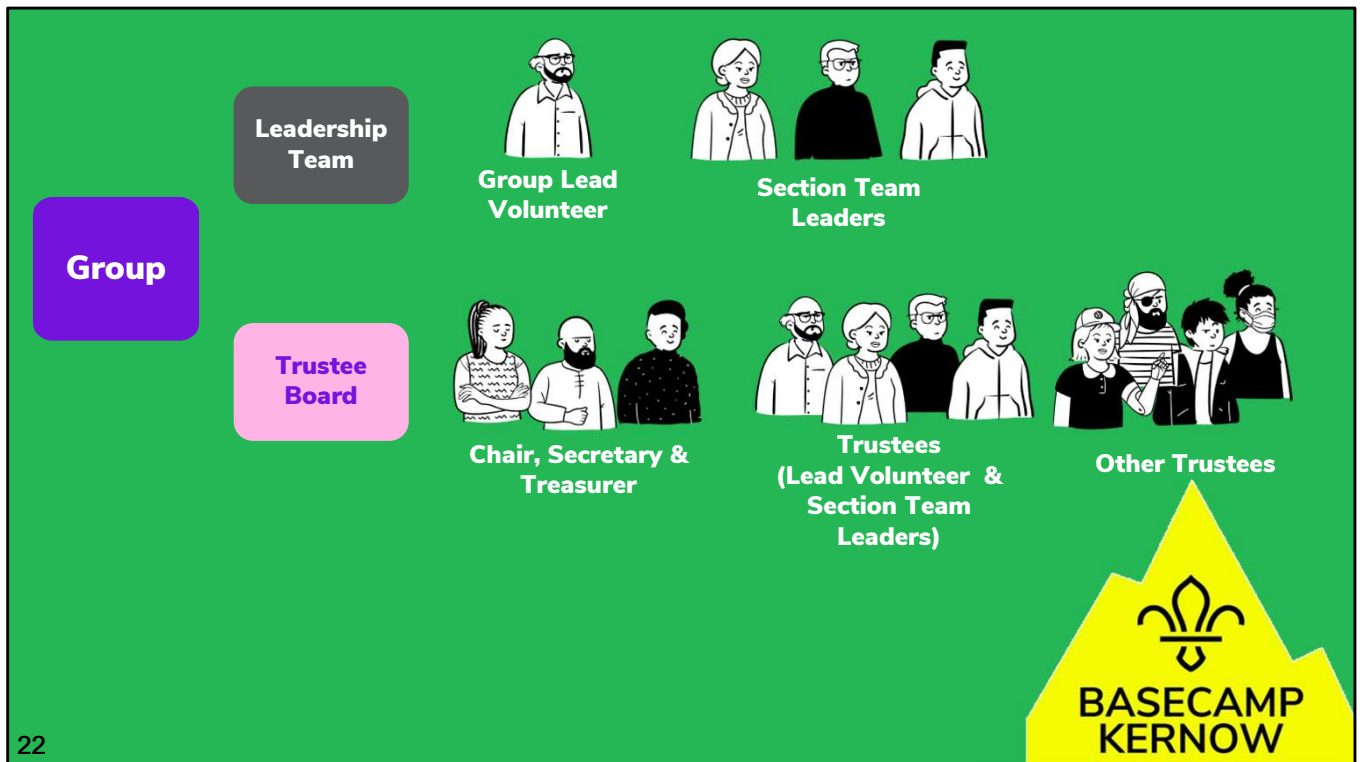
The Section Team is supported by people outside of Scouts, who informally help run part of the programme.



This is the structure at the moment

**Group Leaders Meetings** – include everyone in the group to focus on the delivery of programme and the operational running of the group.

**Executive Committees** – in a group would involve your GSL, each of the Section Leaders (not the Asst Leaders or Section Assistants), and other nominated or elected people. All are trustees of your group.



22

This is the structure after transformation

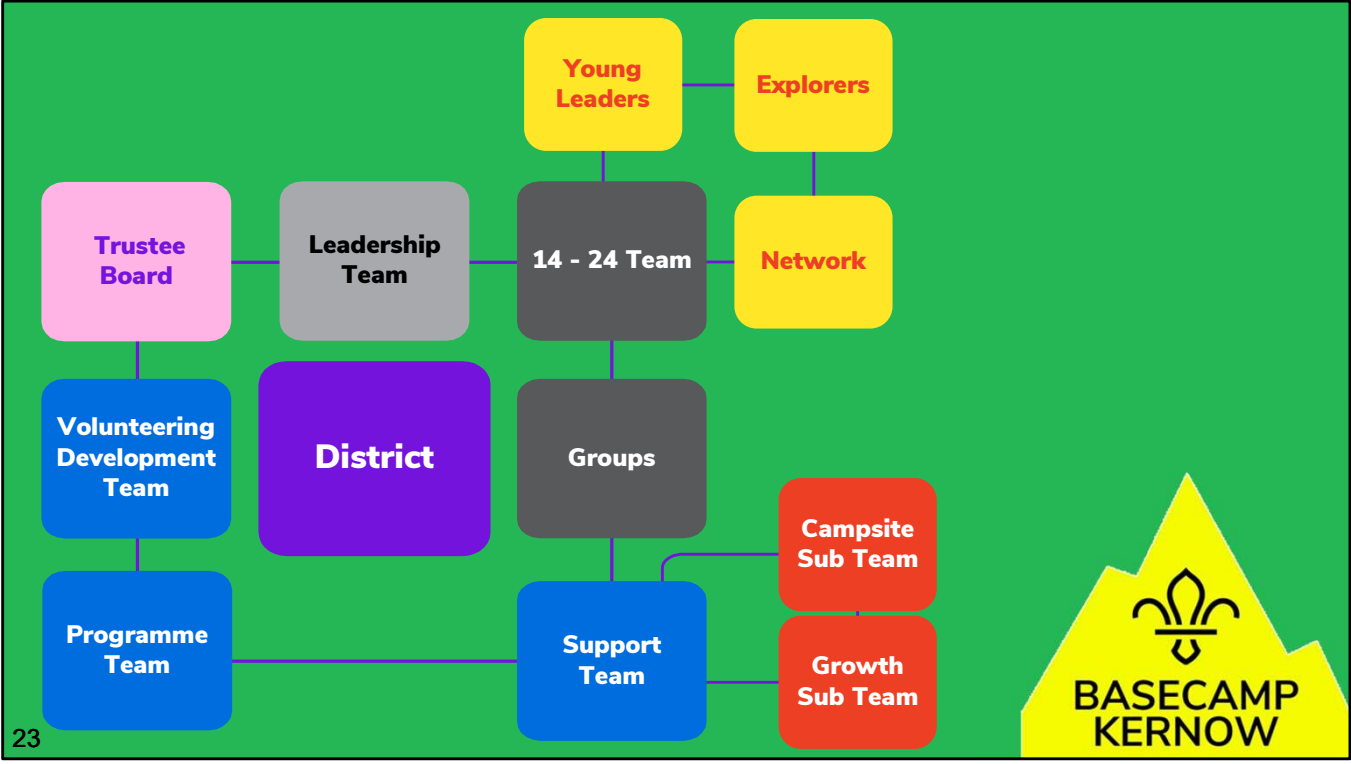
**Group Leadership Team** – include Group Lead Volunteer and Section Team Leaders in the group to focus on the delivery of programme and the operational running of the group.

**Trustee Board** – Is the same!

POR will be updated to reflect these changes over the next months and years...

April 2023 – start changes to Trustee Board section

Then a version will be released for Counties to transform – but this will be communicated out as and when. You will see it come out before we transform, as the early adopter cohort need it to be live to be able to transform ahead of us... and then we can learn from them!





**Leadership Team** (District Lead Volunteer, District Youth Lead, Lead Volunteers of each Scout Group, 14–24 Team Leader, Programme Team Leader, Volunteering Development Team Leader & Support Team Leader also Other volunteers in the team are called Leadership Team Members.)

**Volunteering Development Team** (Attract and welcome new volunteers to District and Group teams, Make sure volunteers are well supported, Help volunteers with learning & Recognise volunteers)

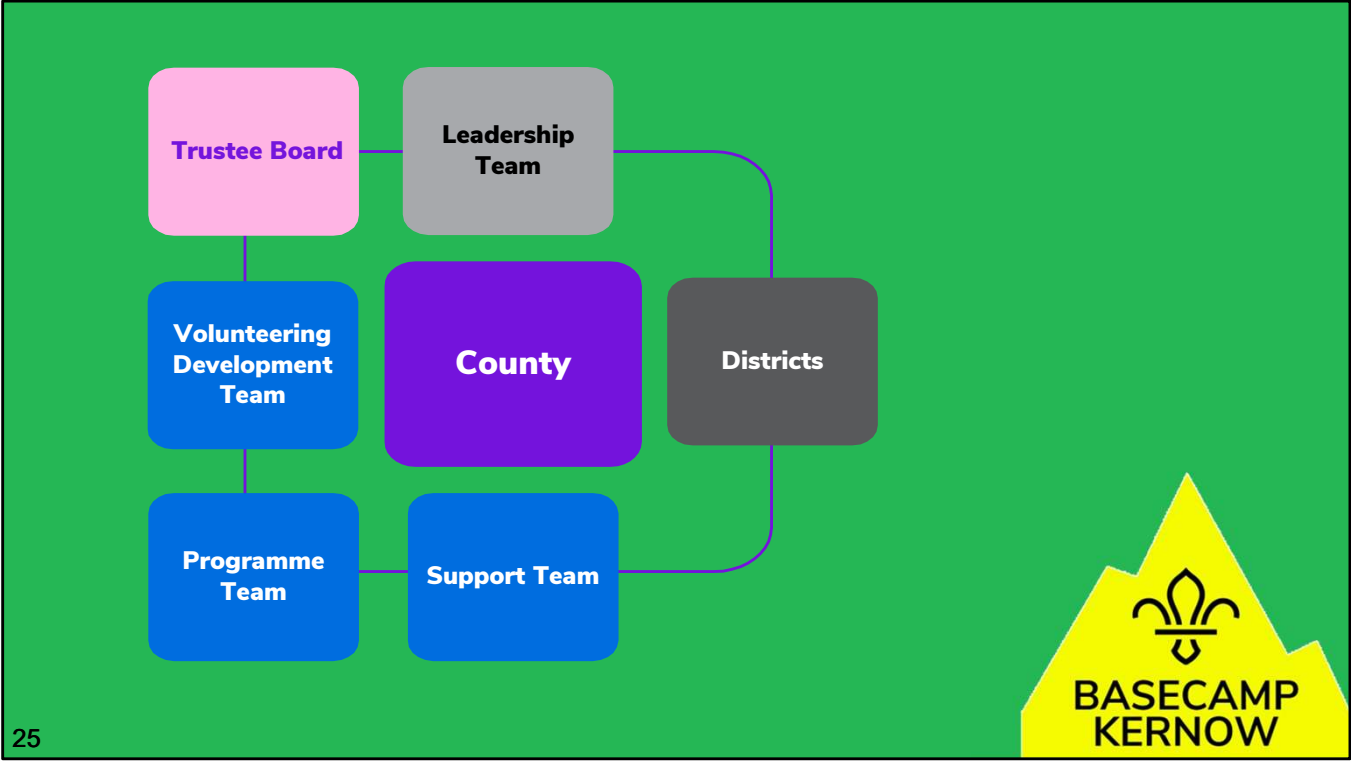
**Support Team** (Support Scouts locally by engaging with the community, Open new provision, Support effective processes, Look after property and equipment)

**Programme Team** (Help Section Teams run high-quality programmes, Facilitate programme networking opportunities, Help Section Teams access expert advice and support & Approve activities and permits (when delegated by the Lead Volunteer))

**14 – 24 Team** (To meet the needs of 14–24 year olds in the District through the Explorer or Network programme, and creating opportunities to volunteer as a Young Leader)



**Sub Teams** – More details to come out, but the general feeling is they can be used for teams who do specific tasks. For example the maintenance team for your campsite, the team who run District events or a team who identify people who have earned reward and recognition). It is the new name for the SAS groups out there who support Scouts in specific functions.



# DIGITAL TRANSFORMATION



# Digital Transformation

Our new membership system will provide:

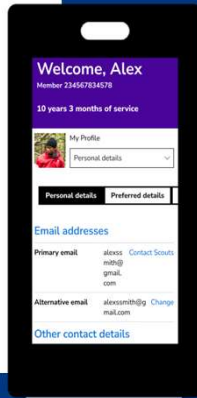
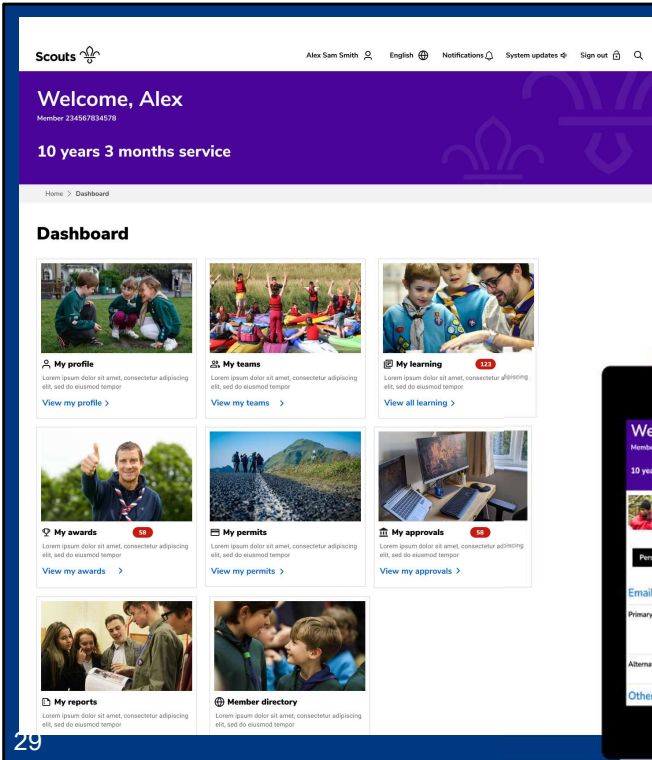
- A joined-up experience through a single [scouts.org.uk](https://scouts.org.uk) login
- Specialist functionality for Welcome, Membership and Learning
- Easy to use and mobile friendly
- Fewer steps and less administration



# Digital Transformation

- Provide & improve existing functionality
- Add new functionality requested by members
- Move to self-service where possible
- Reduce administration time for GSLs, DCs, CCs
- Less "clicks" to find things
- Provide a platform to meet our future requirements
- Sympathetically support volunteers where "digital" will not be their first choice






- Improved look & feel
- More intuitive design
- Mobile friendly
- Everything in one place
- One click away from information you need



29

MOBILE FRIENDLY

Scouts  Alex Sam Smith English Notifications System updates Sign out

Welcome, Alex  
Member 234567834578

10 years 3 months service

Home > History

**Profile** [More info](#)

Personal details Preferred details Contact information Diversity and Inclusion Medical details Emergency contact

**Personal details** [Change](#)

Salutation / Title Mr  
First name Alex  
Last name Smith

**Date of birth** [Contact Scouts](#)

Please note, any changes to personal details will need to be checked by an administrator prior to being actioned. The administrator may need to contact you via email or phone, if appropriate please add a reason for the change to help the administrator make their decision.

Date of birth 20th April 1973

**My profile**

- Personal details >
- Roles >
- Permits >
- Training >
- Awards >

- Everything about you in one place
- More “self-service” ways to change your details
- Easy uploading of your profile picture



Scouts Alex Sam Smith English Notifications System updates Sign out

Welcome, Alex  
Member 234567834578  
10 years 3 months service

Home > History

**Profile** More info

Personal details Preferred details Contact information Diversity and Inclusion Medical details Emergency contact

**Edit personal details**

Please note, any changes to personal details will need to be checked by an administrator prior to being actioned. The administrator may need to contact you via email or phone. If appropriate please add a reason for the change to help the administrator make their decision.

Salutation / Title  
Mr

First name  
Alex

Last name  
Smith

Reason for change

Attachments  
Upload attachment(s)\*

You can send up to 25 MB in attachments. If you have more than one attachment, they can't add up to more than 25 MB.

**My profile**

- Personal details >
- Roles >
- Permits >
- Training >
- Awards >
- History >
- Profile visibility >
- My communications >

- Updates to your profile can be made easily through the system
- Add preferred details and info on Diversity and Inclusion
- Easy to update your emergency contact details if required



31

How many of your profiles on compass have up to date emergency contact details?



Scouts Alex Sam Smith English Notifications System updates Sign out

Welcome, Alex  
Member 234567834578

10 years 3 months service

Home > History

**Profile** More info

Personal details Preferred details Contact information Diversity and Inclusion Medical details Emergency contact

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You can send up to 25 MB in attachments. If you have more than one attachment, they can't add up to more than 25 MB.

Submit request Discard

- Increased opportunity for you to decide who can see your details
- Adjust your profile visibility for member directory
- Adjust visibility of length of service on header



Scouts Alex Sam Smith English Notifications System updates Sign out

Welcome, Alex  
Member 234567834578  
10 years 3 months service

Home > Dashboard > Permits

Permits [Find 8 permits](#)

Permit	Type	Date of issue	Date of expiry	Status
Bowing	Personal	23 Jan 2021	23 Jan 2022	Granted
Climbing	Leadership	23 Jan 2021	23 Jan 2023	Granted
Kayaking	Personal	23 Jan 2021	23 Jan 2022	Granted
Hiking	Leadership	23 Jan 2021	23 Jan 2023	Granted
Camping	Personal	23 Jan 2021	23 Jan 2022	Granted
Cycling	Leadership	23 Jan 2021	23 Jan 2023	Granted
Paragliding	Personal	23 Jan 2021	23 Jan 2022	Granted
Archery	Leadership	23 Jan 2021	23 Jan 2023	Granted

Permits: Active, In-progress, History

1-8 of 8

## All permit information in one place

- See your own permits with expiry dates
- Links to information about any permit you want to acquire
- Managers will see those that need approving
- Manager will see those that are ready for renew



Scouts

Welcome, Alex  
Member 234567834578  
10 years 3 months service

Home > Permits > Apply permit

### Mountaineering

Add health factors and restrictions

Date of application  
16/02/2022

Permit details  
Mountaineering

Category  
Terrain 1 leader

Type  
Personal

Health factors (relevant to the activity)  
Asthma

Any restrictions entered  
A group of 8 people


#### Mountaineering assessors

Internal assessor  External assessor

Name	County
<input checked="" type="radio"/> Anita Poon	Westmorland
<input type="radio"/> Anita Thomas	Greater Manchester
<input type="radio"/> Anita Rogers	York & Wair
<input type="radio"/> Anita James	West Midlands

- Intuitive, online application form to renew a permit or request a new permit
- System will help guide you through the application process
- Ability to search for assessors
- You will be able to see the progress of your application for a permit



Scouts  Alex Sam Smith English Notifications System updates Sign out

Welcome, Alex  
Member 224567834578  
10 years 3 months service

Home > Dashboard

### Notifications

<input type="checkbox"/>	From	Subject	Message	Date and time
<input type="checkbox"/>	Jake Anderson	Mountainering	Permit will be lapsed in 12 months time and renew	10/02/2022 10:23am
<input type="checkbox"/>	Jake Anderson	Mountainering	Permit will be lapsed in 12 months time and renew	10/02/2022 10:23am
<input type="checkbox"/>	Jake Anderson	Mountainering	Permit will be lapsed in 12 months time and renew	10/02/2022 10:23am
<input type="checkbox"/>	Jake Anderson	Mountainering	Permit will be lapsed in 12 months time and renew	10/02/2022 10:23am
<input type="checkbox"/>	Jake Anderson	Mountainering	Permit will be lapsed in 12 months time and renew	10/02/2022 10:23am
<input type="checkbox"/>	Jake Anderson	Mountainering	Permit will be lapsed in 12 months time and renew	10/02/2022 10:23am
<input type="checkbox"/>	Jake Anderson	Mountainering	Permit will be lapsed in 12 months time and renew	10/02/2022 10:23am
<input type="checkbox"/>	Jake Anderson	Mountainering	Permit will be lapsed in 12 months time and renew	10/02/2022 10:23am
<input type="checkbox"/>	Jake Anderson	Mountainering	Permit will be lapsed in 12 months time and renew	10/02/2022 10:23am
<input type="checkbox"/>	Jake Anderson	Mountainering	Permit will be lapsed in 12 months time and renew	10/02/2022 10:23am
<input type="checkbox"/>	Jake Anderson	Mountainering	Permit will be lapsed in 12 months time and renew	10/02/2022 10:23am
<input type="checkbox"/>	Jake Anderson	Mountainering	Permit will be lapsed in 12 months time and renew	10/02/2022 10:23am
<input type="checkbox"/>	Jake Anderson	Mountainering	Permit will be lapsed in 12 months time and renew	10/02/2022 10:23am

1 of 13 < >

Mark as read

- You (individual) will receive notifications of an expiring permit
- District & County Teams will be able to see permit expiry dates
- Renewal process will be online and intuitive





**My reports**  
 Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor  
[View my reports >](#)



**My awards** 58  
 Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor  
[View my awards >](#)



**My teams**  
 Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor  
[View my teams >](#)



**My learning** 123  
 Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor  
[View all learning >](#)

- Disclosures process stays the same
- Mandatory learning compliance visible to individuals on “My Profile” page
- Ways to reduce time processing awards
- Easier online appointment process for new members



## Learning the Lessons of Compass

- Completely new digital organisation at HQ
- 500+ Volunteers involved at all levels
- Extensive supplier search
- Robust supplier contracts
- Strong project management
- Test and Learn at each stage of development
- Change management team appointed
- Reduce risk with phased go live
- Building on a proven Microsoft Platform with an experienced supplier
- Implementing the findings of our independent Compass learnings report



This slide is from HQ

## Our Digital Principles

Digital is a state of mind which changes the way we think, work and act.

1. We put people at the heart of everything we do
2. We're bold and open to change
3. We create digital-first, responsive and accessible services
4. We use data and insight to drive our decisions
5. We measure, test and learn
6. We engage, collaborate and partner
7. We provide safe and secure services
8. Our systems are flexible, sustainable and interoperable



This slide is from HQ

# A WARMER WELCOME FOR ALL





# A warmer welcome for all

'The appointments panel] is usually made up of the old guard [...] who sit there and talk about their day. And this new person who's really enthusiastic just completely gets put off straight away.' – **Volunteer**



40

I am sure we can all remember a time where we have sat in an appointments interview... It should not be like that and it's putting people off.

# A warmer welcome for all

Move away from

- Intimidating appointments process and inefficient processes
- Appointments Panels & Appointments Advisory Committees
- Manual, time-consuming admin – c. 4 hours per new volunteer
- Reliance on siloed networks to recruit

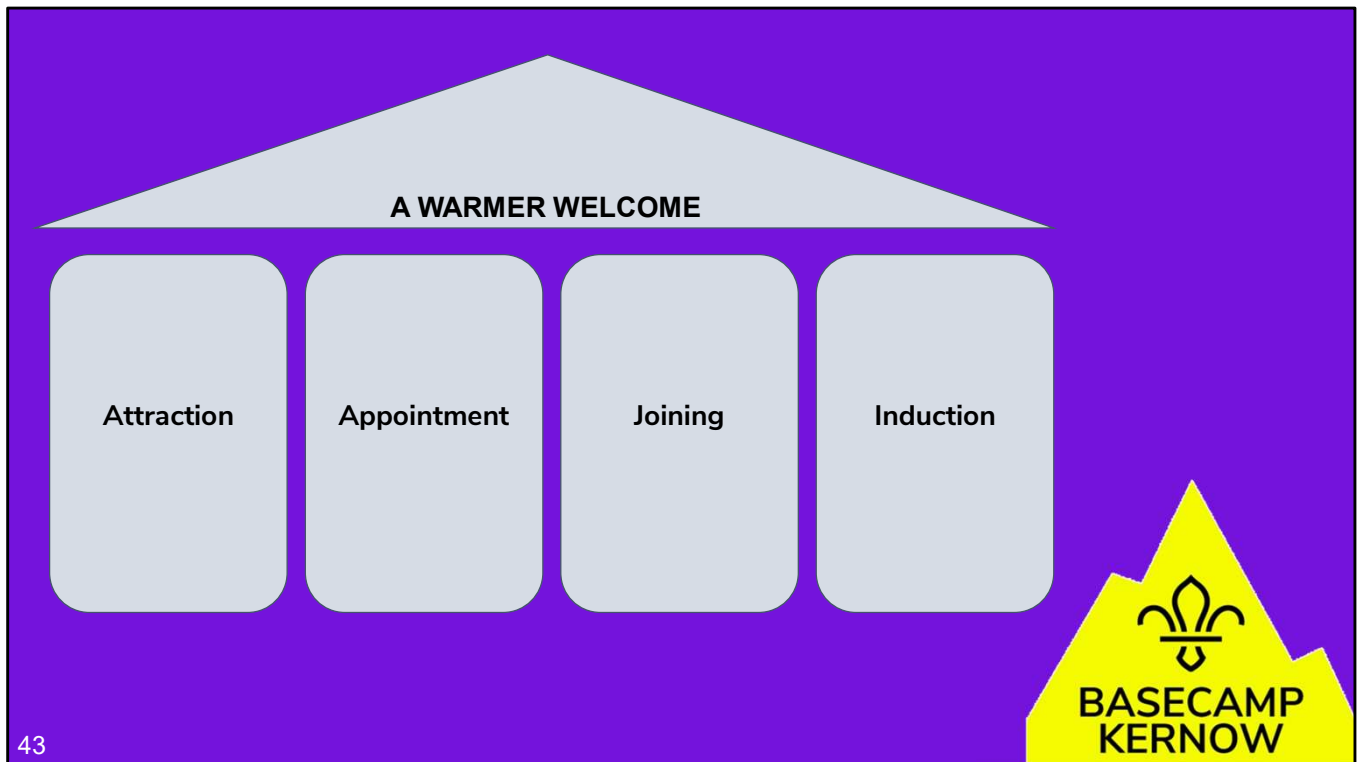


# A warmer welcome for all

## Move to

- 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





Scouting is a family and we all want to welcome new people into our homes. This is done by going through four stages (the wall of your house), without one wall the house will fall down.

This process is built around guidance from experts, for example the NSPCC

# Attraction

## Our vision

Allow existing and new volunteers to explore and find out about roles available

De-mystify Scouting and be more transparent

Flexible volunteering



## We are achieving this by?

New digital recruitment tool

Existing volunteers recruiting to share 'adverts' to help reach new people



44

- Deliver new digital tool to support volunteers with attraction, both those seeking an opportunity and those recruiting.
- Tool will enable us to link better with the wider volunteering community.
- Will work for those joining from outside the movement but also for those who already have an attachment to Scouting

# Appointment

We will have a more welcoming, easy to complete and consistent process.

We are removing the pre-provisional appointment to make it simpler

We are removing the 'Commissioner approval' step

Volunteers will have one welcome conversation when they join Scouting



45

- Welcome process – online “application” meaning the information we normally have to input manually will be done for us by the new volunteer
- Pre-provisional appointment – this has become a null state and a lot of people sit in this, incorrectly. There is no actual need for it.
- Commissioner Approval – this will be done in another way, but will be part of a teams responsibilities not put on a commissioner (or Lead Volunteer)
- One Welcome Conversation – with two people more related to the role they are interested in. They won't need a welcome conversation each time they move around, but perhaps just an informal chat about what the new position entails etc.

# Appointment

## We will have 6 step process\*

1. Disclosure check (Mobile friendly)
2. Streamlined checks where a flag is found
3. A welcome conversation that is supportive and friendly
4. A referencing system that is mobile friendly and automated
5. Updated Declarations dependent on role
6. Core learning

\*For trustee roles there will be an additional step



Trustee roles will just need to confirm they are eligible to be a trustee under the Charity Commission rules

# Joining

## Our vision

A transparent joining process, allowing volunteers, and line managers to track their progress

Working with volunteers to help them understand the details of their roles & responsibilities



## We are achieving this by?

Developing a new 'self-service' recruitment process through the digital system





# Induction

## Our vision

Every volunteer is welcomed and supported

Central information and support, with key knowledge being shared with you



## We are achieving this by?

Local welcome with a buddy to help you

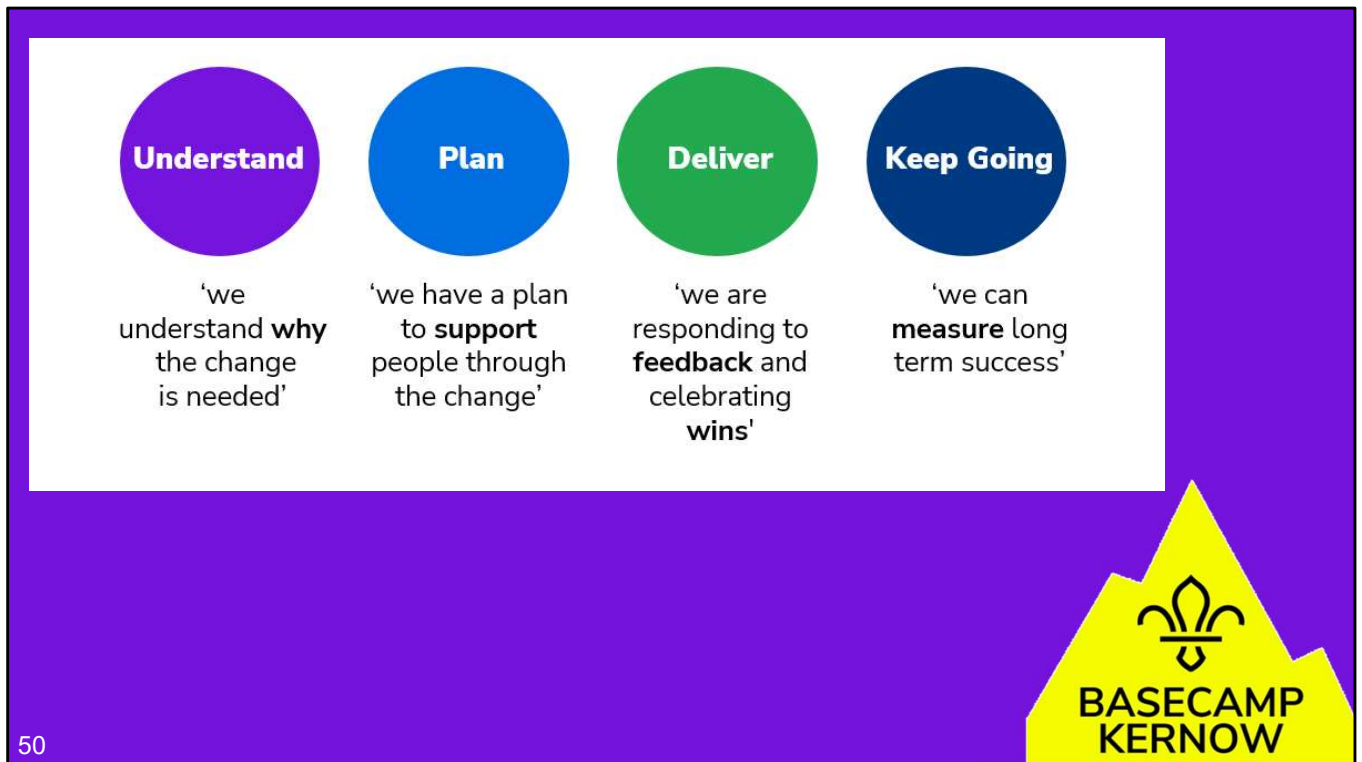
Provide information that a new volunteer requires to be successful

Core learning



# WHEN & HOW





We will all go through these four stages...

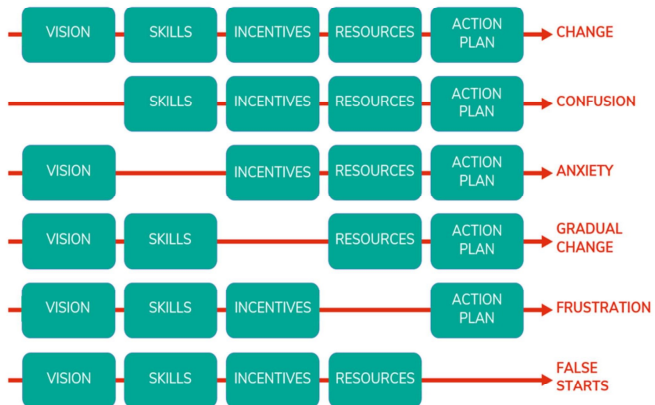
Everyone in the room is currently at the understand stage, and I expect some of you are already starting to think about how this will affect you.

That's where you'll be in a more of a planning stage, but this will be done with the support of me, and others going forward.

We will be developing a strategy to deliver this change and this will be communicated to all.

The aim at the end of this process, is that we can keep going... and these new ways of working are embraced by all volunteers

## Accomplishing Successful Change

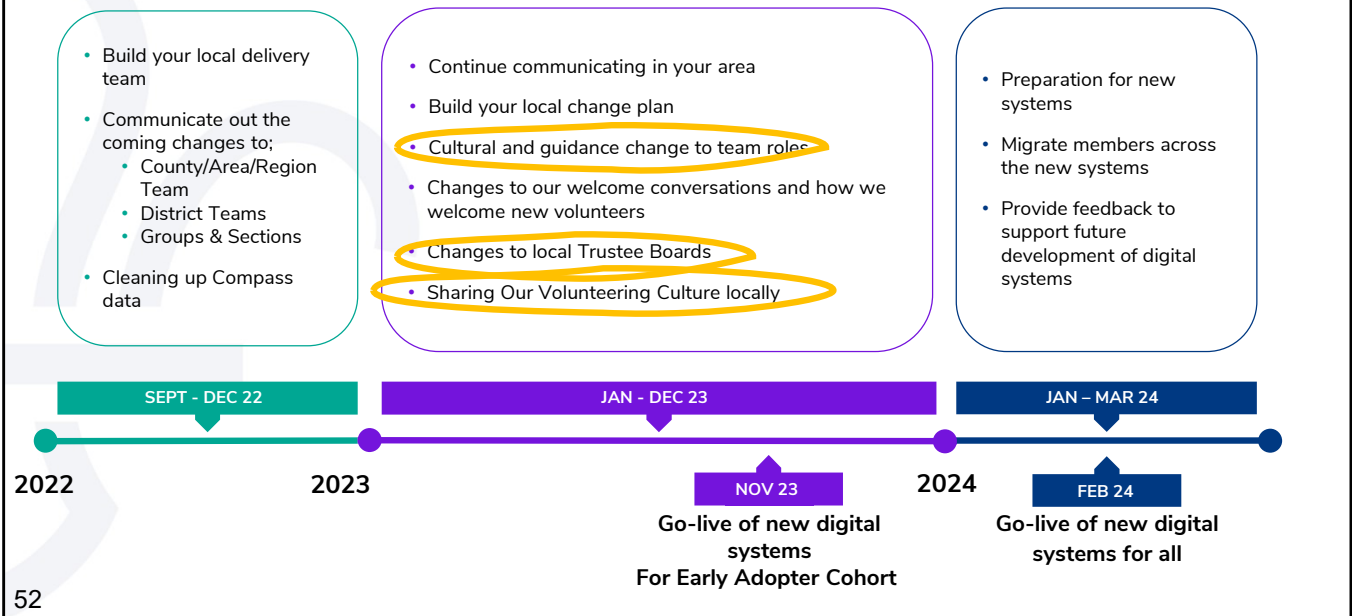


**BASECAMP  
KERNOW**

This model was shown as another South West event, produced by a local training team.

There are five requirements to get successful change. During the process of implementing the change, we can all look and see if we are ticking off all five, if we don't then speak to one of the County Transformation Team.

# Timeline for Transformation



What can we do now...

Cultural change to teams – I think we do this a lot anyway but promoting the idea of sharing roles and tasks associated with that role

Change to local trustee boards – being called an Executive Committee can change to being called Board of Trustees or Trustee Board from the next AGM. Guidance coming in Apr 23.

Sharing our Volunteering Culture locally – promote the teams locally, promote better Appointments Processes

The role names won't be changing on Compass, but the way we do it locally can. EG. Executive Committee Members will still be that on Compass, but they could be simply referred to as Trustees now.

# We're a movement, so let's keep moving...

**"In Scouting, a [person] is encouraged to educate himself instead of being instructed."**

Baden-Powell



53

To keep moving I need to build a team of people willing to support others and be change champions. I am expecting to have people who are almost subject matter experts, I am not expecting to have people experts in it all...

The team will then help to plan our way to deliver the changes, alongside the County Leadership Team.

If you think you would like to be part of the team please come and speak to me today, or email [transformation@cornwallscouts.org.uk](mailto:transformation@cornwallscouts.org.uk)

That has been a lot of information to take in, I suspect some of you are thinking "lets go" but I also know some of you will be thinking "what a load of rubbish"... I would encourage you to talk in your groups during the day, see what others are thinking and if you have questions or thoughts, please use the Facebook post or the post-it notes.

I am here to support the County and I hope to have a team with me...

Thank you everyone!



# Q&A

