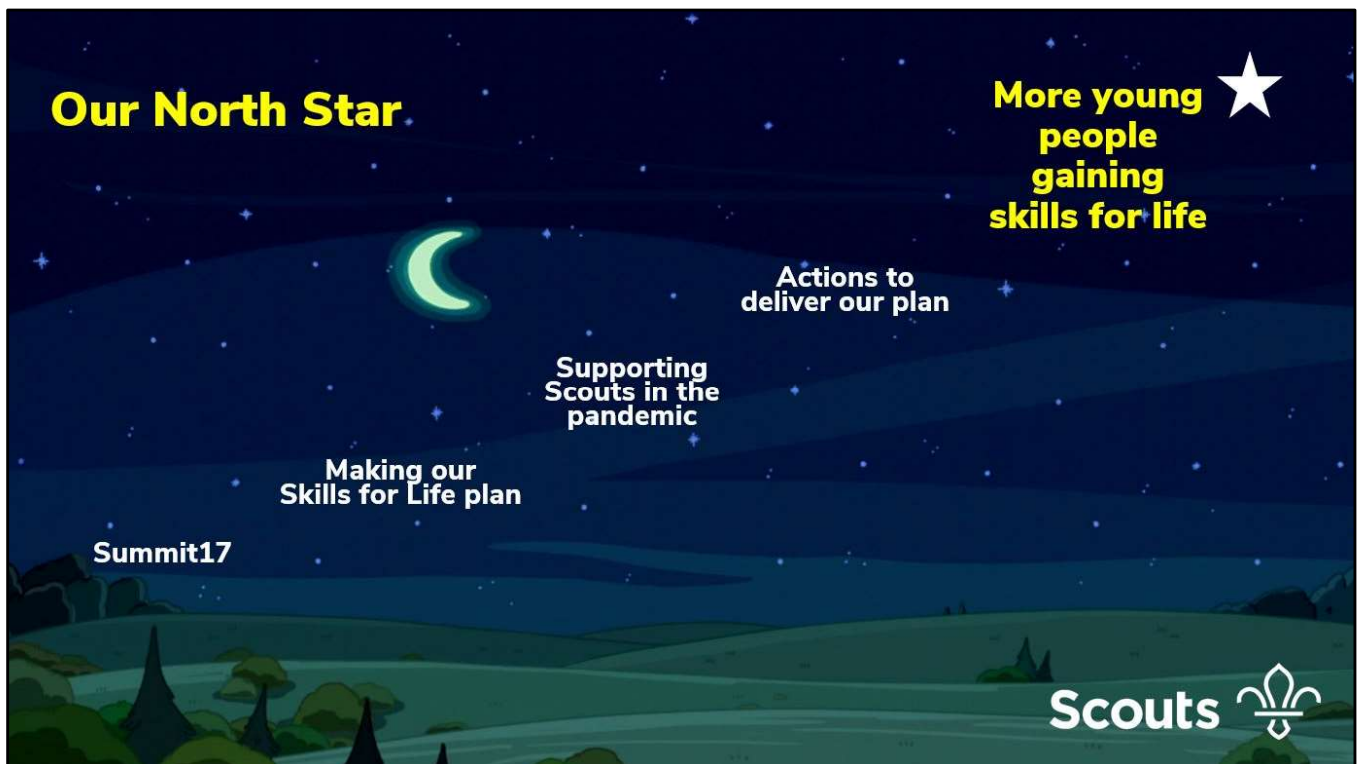




### Things that might come up

- Trustee Board Membership changes – this will be covered in future resources and webinars – people can watch [Trustee Board Membership Changes Webinar | Events | Scouts](#)



All part of the 2018-2023 Strategic plan for Scouts – delayed due to Covid

### What's the latest

- The digital tools are built, and have had excellent feedback from volunteers at the digital engagement day and in testing to date.
- We're tackling some challenges in accurately transferring a large amount of data of varying quality from Compass to our new digital system.
- It's important we take the time and care to make sure data in the new system is accurate so all can have the best possible user experience.

### What's happening now

- Programme staff, volunteers and our suppliers are working hard to resolve the challenges with the data transfer.
- We are looking at the pros and cons of different go-live timings later in 2024.

### What can be done now

- Continue working on your team structures and consider how you can build inclusion into your teams, sub-teams and local processes. Use the [Team Descriptions](#) to get started with sharing out tasks.
- Continue to champion [Our Volunteering Culture](#) and help local teams get familiar with this by running the activities.

- Watch the Preparing for a Warmer Welcome [online call recording](#), and share it with your County Volunteering Development Team Leader(s), if appointed.
- Explore the new [Welcome](#) and [Learning](#) webpages and share these locally.
- Continue to locally prepare your data on Compass ready for the digital tools using the [Updating Compass Guide](#).

# The Transformation Team

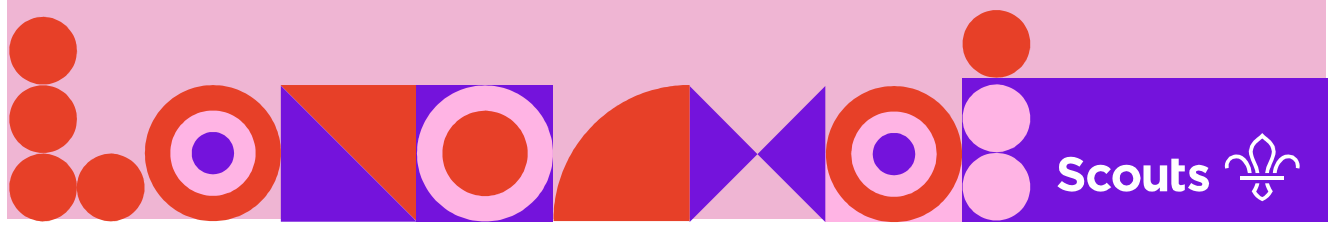
- **John Rickard**, County Transformation Lead  
*District Chair, Group Supporter*
- **Vicki Griffiths**, Executive Committee to Trustee Board  
*Group Scout Leader*
- **Chris Buss**, Welcome conversations  
*Assistant Section Leader,  
ADC Scouts*
- **Emma Glasspool**, Embracing our Volunteering Culture  
*County Team,  
District Explorer Leader*
- **Kevin Allen**, Training to Learning  
*County Training Manager*
- **Donna-Marie Jones**, Welcome conversations  
*Section Leader*

**Support and representation from:** *County Trustee Board, County Youth Leads, County Team Members*

We are really lucky in Cornwall to have a Transformation Team who come from a variety of backgrounds and have a wealth of experience

They are all available to support anyone through Transformation, just email the team or message via WhatsApp/Facebook. Details are at the end

# Simplifying how we volunteer



### Our principles



Shared expectations of what it means to volunteer at Scouts



Clear tasks within teams, rather than individual roles



Every team has a clear and distinct purpose



Flexible volunteering the norm, available to everyone



Individuals contribute in a way that matches their skills, interests and availability

Moving to a team based approach to make volunteering more flexible, clearer and easier. (<https://www.scouts.org.uk/volunteers/volunteer-experience/volunteering-together/>)

Everyone should have clearer expectations about what their volunteering at Scouts means.

Tasks that are the responsibility of the teams, rather than relying on individual roles. (<https://www.scouts.org.uk/volunteers/volunteer-experience/volunteering-together/team-descriptions/>)

Each team has a clear purpose, so they know what they are doing and how this is different to what other teams do.

It is normal for people to volunteer flexibly, making sure that we help people to fit their volunteering around other commitments.

(<https://www.scouts.org.uk/volunteers/volunteer-experience/volunteering-together/what-this-means-for-you/>)

**Example: How a team shares tasks**



		Hannah Team Leader	Tom Team Member	Mita Team Member	Jamal Team Member	Arnold Team Member	Jess Helper
<b>Tasks for the Whole team</b>	Task 1 Whole team						
	Task 2 Whole team						
	Task 3 Whole team						
<b>Allocated tasks</b>	Task 1 Allocated						
	Task 2 Allocated						
	Task 3 Allocated						
	Task 4 Allocated						
	Task 5 Allocated						

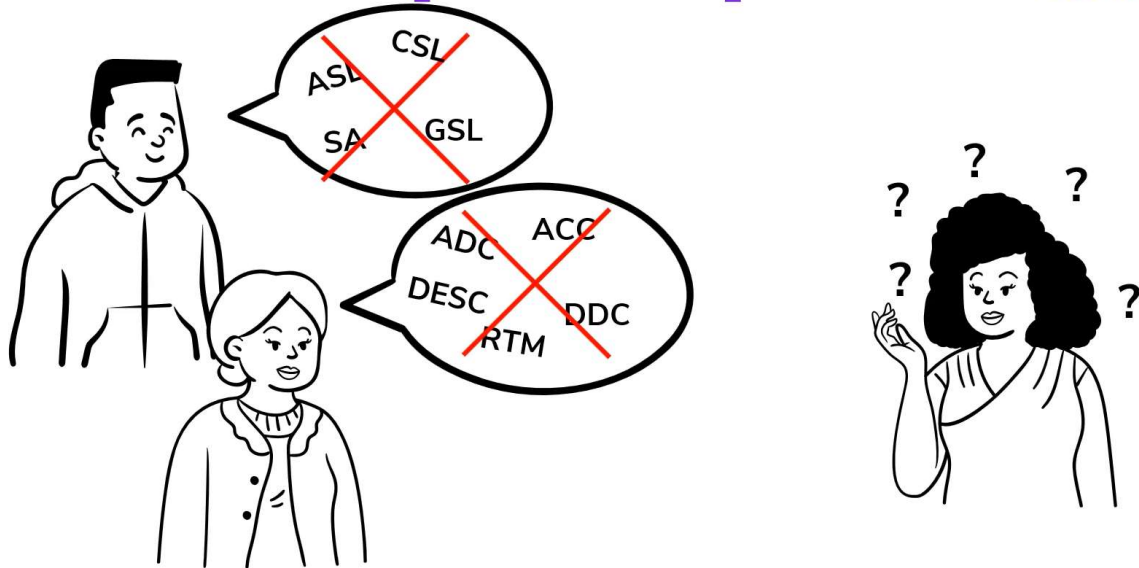
Each team will have team description, with clear team tasks, some for everyone to to and some that can be shared out.

Each team will decide how to use these in a way that works best for them.

Using the team descriptions along, with other rules and guidance will help the team work out how best to do things.

How we volunteer together

# Keep it simple!



We are changing our role titles, with an emphasis on being part of a team roles will be simpler, clearer and more easily understood.



### How we talk about teams and roles



Many volunteers will become Team Members and Team Leaders with clear tasks and responsibilities for everyone.

This also makes sure that as volunteers, each of us can say how we want to be a volunteer to make sure it works for us and our lives.

This doesn't change how section teams in particular might use different names such as Akela or the Beaver Leaders or more informal terms that parents may know you by.

### How we talk about teams and roles



Group Scout Leaders, District and County Commissioners who'll become Lead Volunteers.

This brings us in line with other charitable and youth organisations and will make it easier for people outside of Scouting to understand us.

They will be able to share and delegate responsibilities with their teams more easily when the new digital systems are introduced, through accreditations.

This is a way that specific tasks or responsibilities can be given to people. Some of these might involve permissions in our new digital tools, other will be real world responsibilities like Activity Assessor, Safeguarding Lead or Adult Awards recipient



**Beavers Section Team Member for Anytown Scouts**

Previously Assistant Section Leader - Beaver Scouts

**Social:**

'I help at Anytown Beavers.'

**Parents and carers:**

'I'm Elliott, one of the Beaver Leaders, but the young people know me as Rabbit.'

**Email and formal situations:**

Team Member  
Anytown Beavers



**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

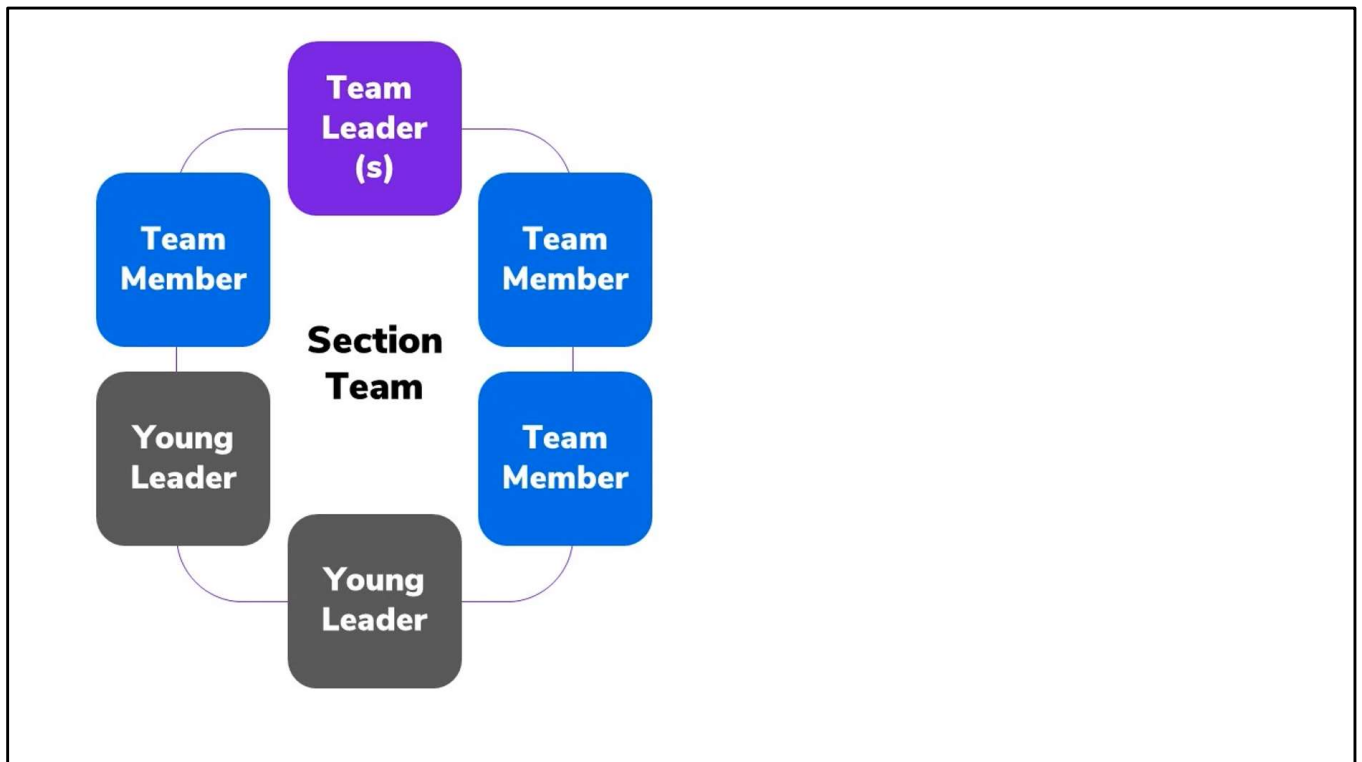
**On the phone to an external agency:**

'I lead the volunteers at Anytown Scouts.'

**To Scout volunteers or staff:**

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

Be clear that this doesn't mean the volunteer won't be "Akela" or "Baloo", they will still be "Scout Leaders"



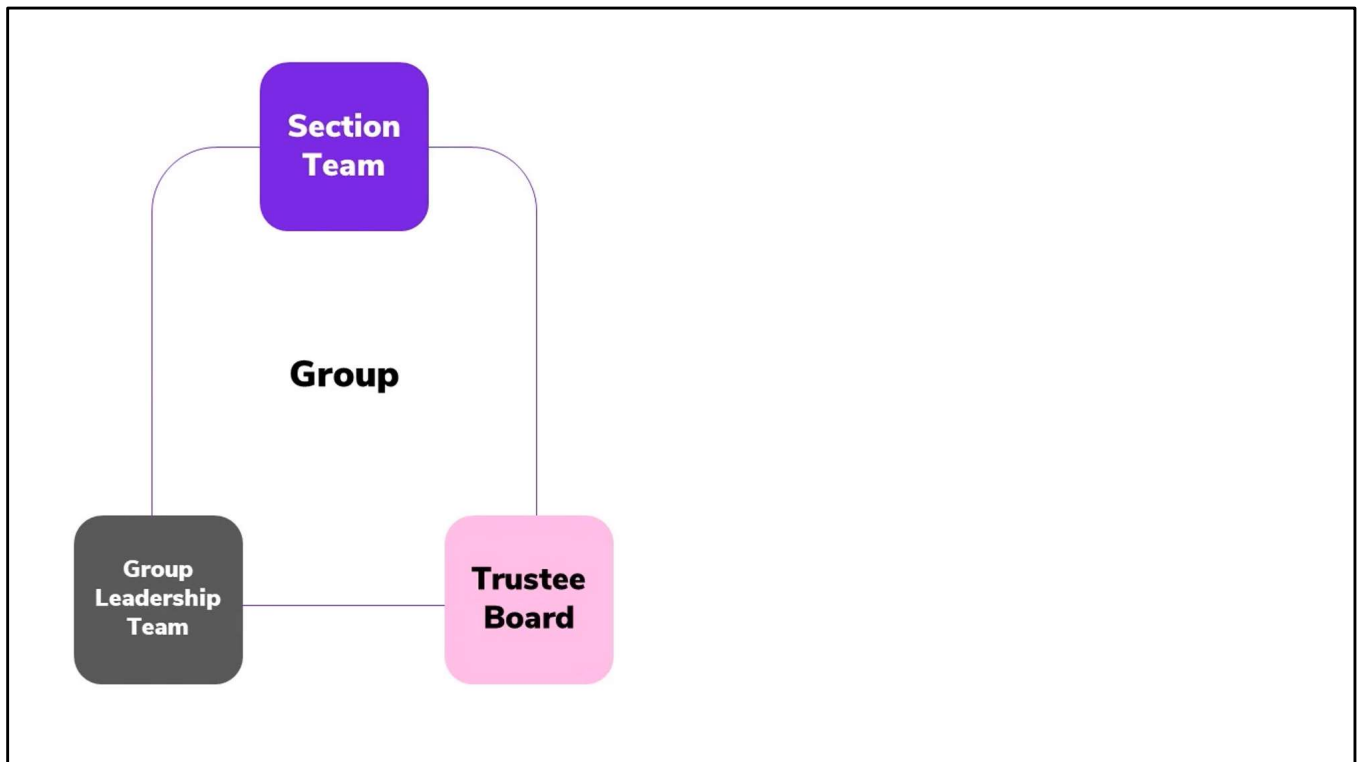
So, what does this mean for volunteers?

For section teams – Squirrels, Beavers, Cubs and Scouts, the role titles and tasks will be clearer.

A section team will have Team Leaders, Team Members and Young Leaders.

Explorer Section Teams will have the same roles just without Young Leaders. Explorer Units (or Sections) sit under a District structure and not a group!

Section Teams will share out tasks, based on people’s skills, interest and availability. We know that in many places, this shared approach to leading a section will already be working successfully and these changes will build on those strengths.



A Group will be made up of each of the Section Teams, the Group Leadership Team and the Trustee Board.

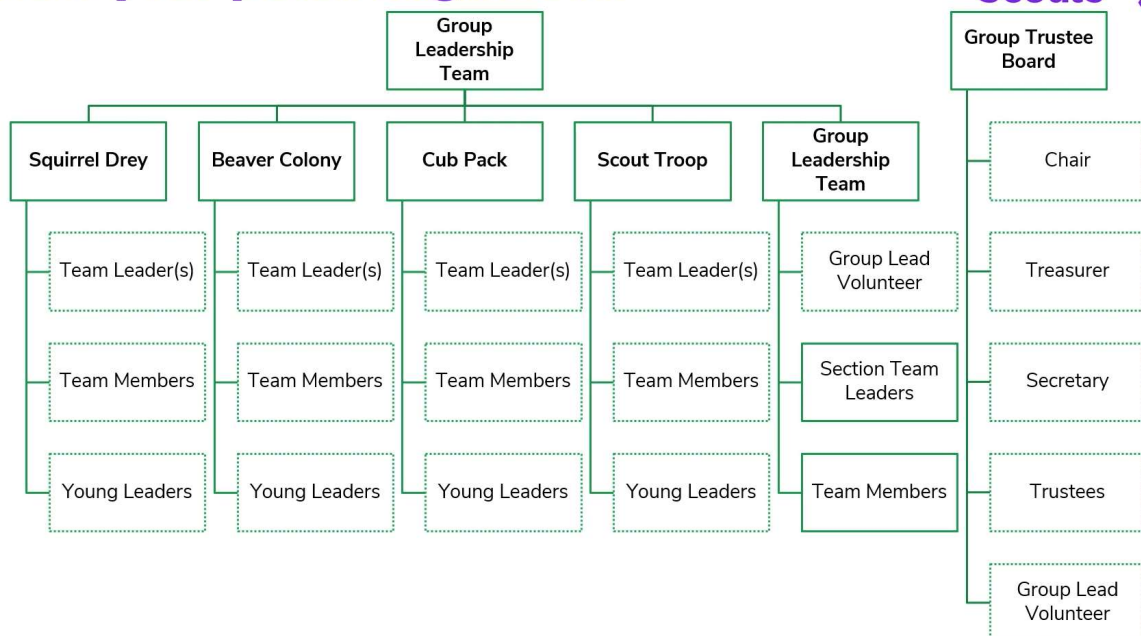
The Group Leadership Team is really important to leading the group.

It is led by the Lead Volunteers (currently what we call GSL) and each of the Section Team Leaders.

Trustee Board will focus on governance and trustee matters.

Support or operational matters will be done by other teams. Eg: in the Group Leadership Team

## How your patch might look



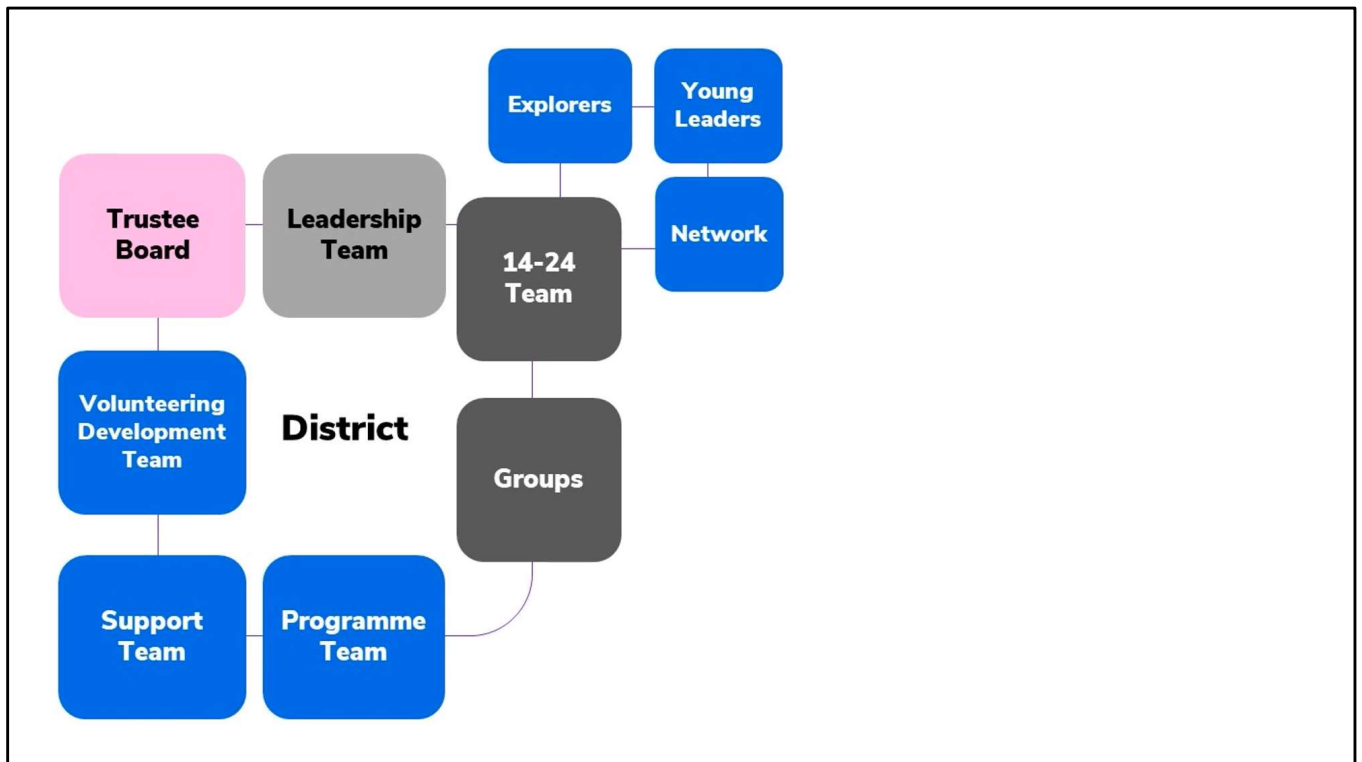
Here is an example of what a group might look like:

You can see that each section team can have Team Leaders, Team members and Young Leaders.

Group Leadership Teams are led by Group Lead Volunteers and involve each of the Section Team Leaders.

You can also have Group Leadership Team Members.

The Group Trustee Board has all the roles that you'd expect, shown on the right hand side of the diagram



In Districts and Counties, there are a few changes to the structure.

The Explorer, Young Leader and Network are part of the 14-24 Team.

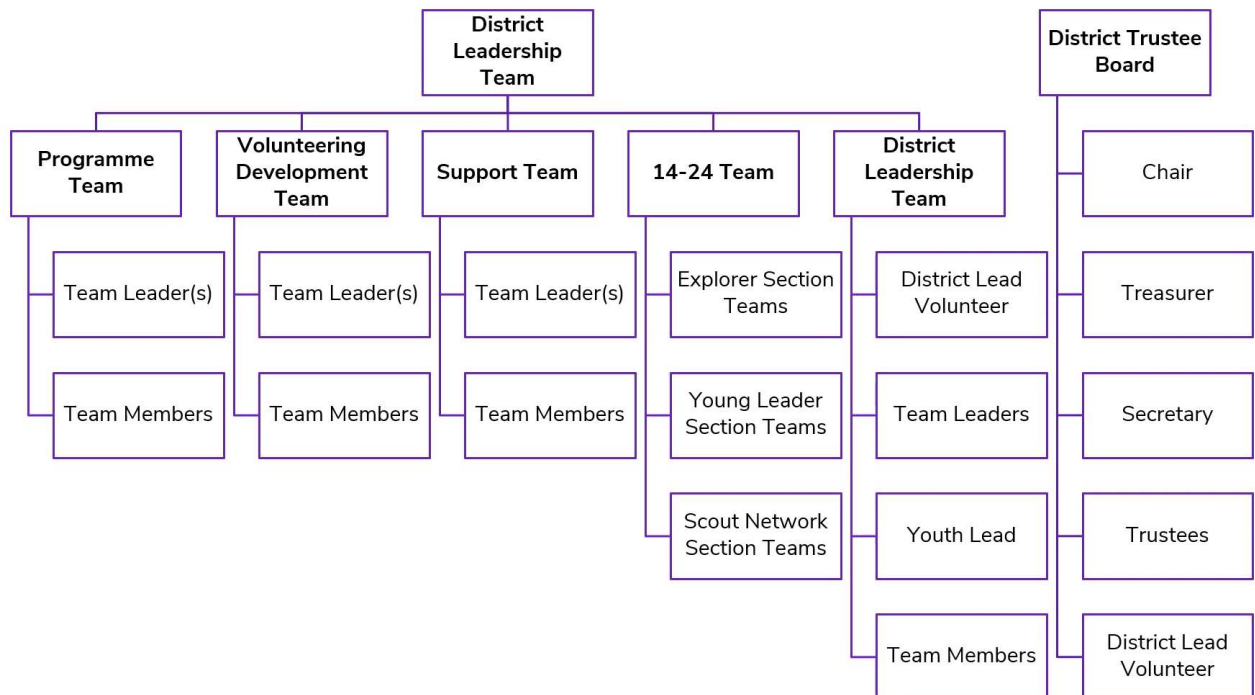
There is a Leadership Team similar to the group structure and a trustee board which will focus on governance.

There is a volunteering Development Team, who will make it easy for people to join and to learn new skills. They will help attract and welcome new volunteers joining the District and Group teams. They will make sure that volunteers are well supported and will help them with learning and help recognise and appreciate volunteers for their brilliant work.

A support team who will help Scouts run smoothly. They'll open new sections, build support from the local community, look after property and equipment and make sure things are running effectively.

And there is a Programme Team who will help sections to run great programmes for young people and help volunteers to get expert advice and support.

## How your patch might look



Here is an example of what a District might look like.

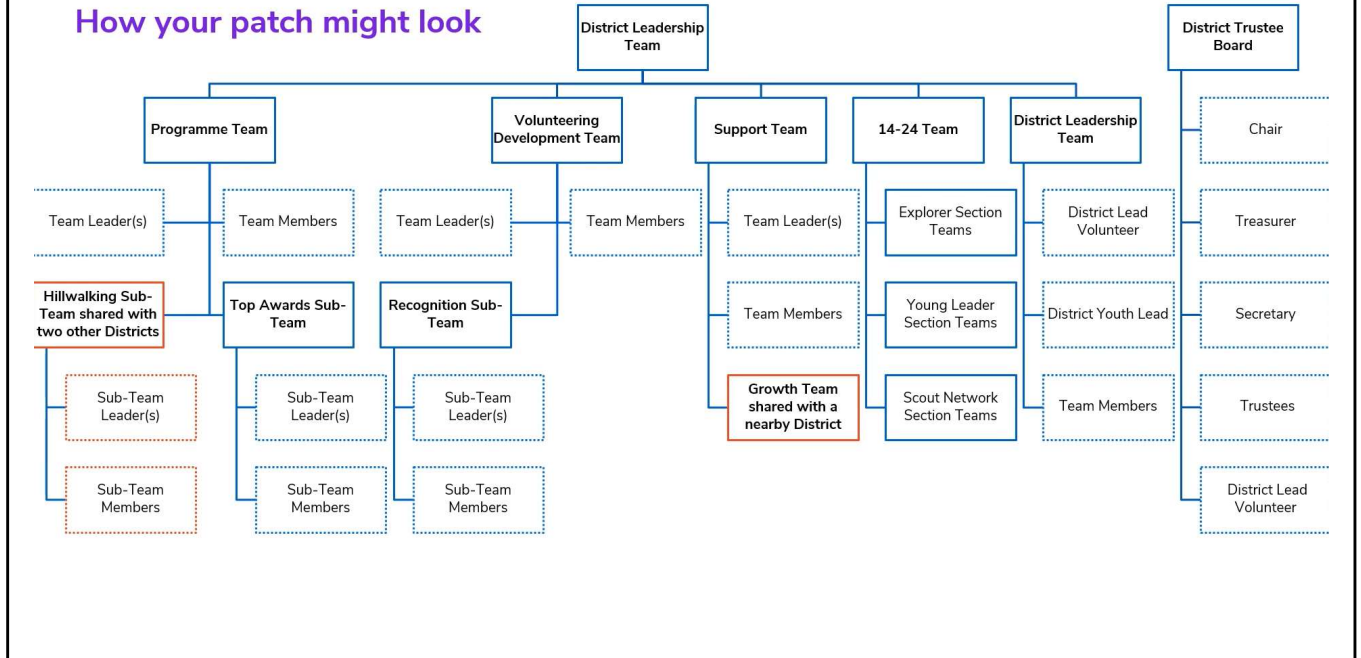
You can see that each team has Team Leaders and Team Members and how the District Leadership Team and Trustee Boards are similar to the group example that we looked at previously.

The Explorer, Young Leader and Network Section teams, sit here within the District 14-24 team.

They are managed by the 14-24 Team Leader in the way that the Explorer Scout Commissioner or Scout Network Commissioner would do today.



## How your patch might look



Another example here of a District, this time with sub teams and some of those that might be shared with other Districts.

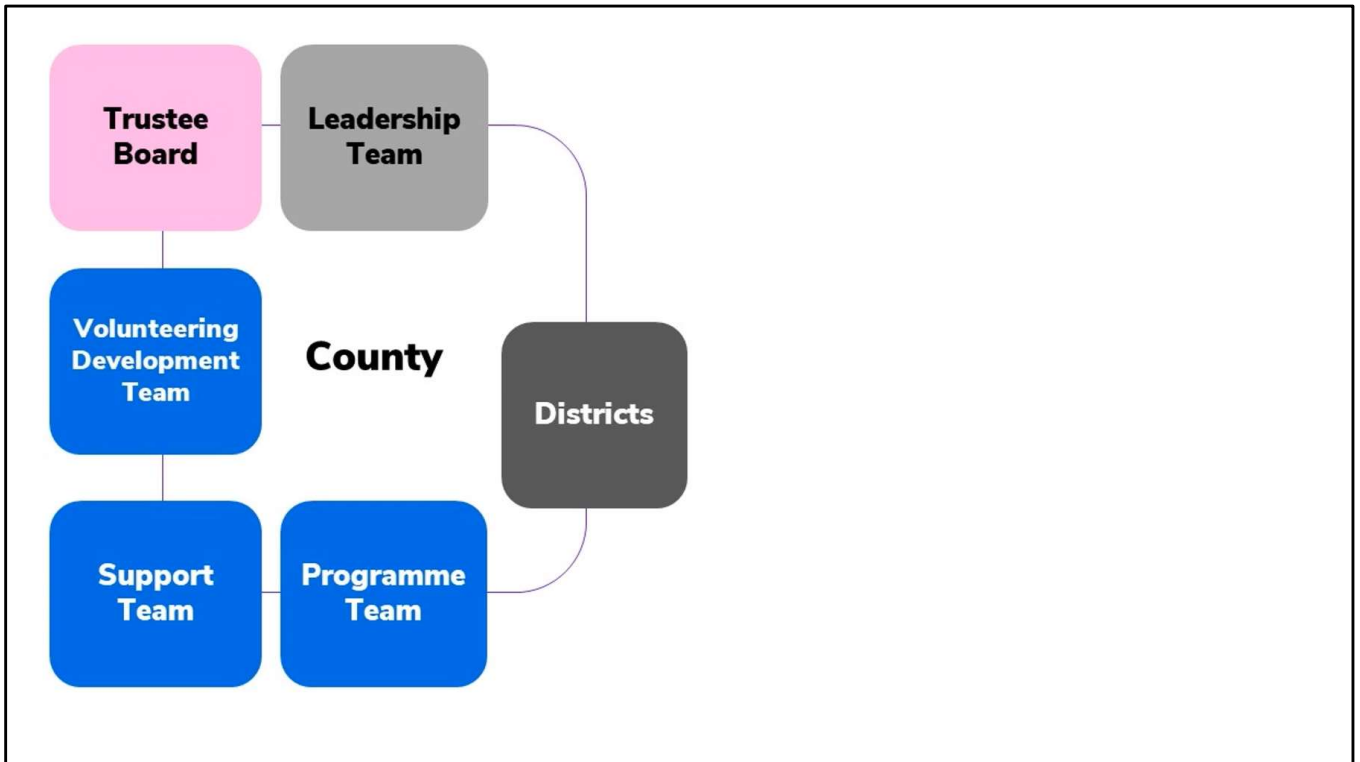
There's some flexibility in how you set up your teams to make it work for your local area.

As we saw earlier, there's some flexibility in the use of sub-teams or to share with nearby Districts.

Some Scout Activity Support Units might become sub teams depending on what their purpose is. Here you can see a Hillwalking Sub-Team within the Programme Team and a growth Sub-Team within the Support Team.

There is flexibility within the framework to keep things nice and simple or to involve some more localised approaches.

By talking to volunteers, you will know what your local needs are and then your structure and approach can work towards this.



The structure of teams in a County is similar to that in a District.

County Teams will focus on specific areas at scale.

Eg: adventurous activities, coordinating networking between Districts

# What are accreditations?

We previously mention that Lead Volunteers (County District and Group) will be able to share and delegate responsibilities with their teams more easily through accreditations.

Accreditations are a way of sharing tasks and responsibilities, where a volunteer needs to be given certain permissions to take these on.

At Scouts, we want to make it easier for people to give their valuable time in a way that really works for them. To make this happen, under our new approach, everyone in Scouts will be part of a team. Then, it's up to volunteers in each team to agree who does which tasks, based on their skills, interests and availability.

Sometimes a volunteer needs permission to do a specific task. This is where accreditations come in.

Lead Volunteers can also share some of their leadership responsibilities through accreditations, including:

- Award Nominations Supporter
- Data Lead
- Disclosure Support Volunteer (see [Volunteering Development Team accreditations](#))
- Nights Away Approver
- Permit Approver
- Recruiter
- Resolutions Lead
- Safety Lead
- Suspension Lead
- Visits Abroad Approver
- Volunteer Safeguarding Lead

Lead Volunteers make sure volunteers with the right skills and experience take on these responsibilities through accreditations.

Most of the accreditations exist only for District, County (or equivalent),

Only the Recruiter and Nominated Person accreditations can be shared by the Group Lead Volunteer.

Volunteering Development Teams make sure all our volunteers have a positive and enjoyable volunteering experience. They make it easy for new volunteers to join and for all volunteers to learn new skills.

Awards Parcel Recipient

Disclosure Support Volunteer

First Response Trainer

Learning Assessor

Trainer

Welcome Conversation Volunteer

Volunteering Development Teams make sure all our volunteers have a positive and enjoyable volunteering experience. They make it easy for new volunteers to join and for all volunteers to learn new skills.

Many tasks for [Volunteering Development Teams](#) can be organised flexibly, based on volunteers' skills, interests, and availability.

For other areas in supporting our volunteers' experience, a volunteer needs permission to do specific tasks or take on certain responsibilities.

Volunteering Development Team Leaders and Lead Volunteers make sure volunteers with the right skills and experience take on these responsibilities through accreditations.

Programme Teams support every section to run a safe, enjoyable and high-quality programme.

Adventurous Activity Assessor

King's Scout Award Parcel Recipient

Manager of the Activity Permit Scheme

Nights Away Assessor

Unit Leader

Visits Abroad Recommender

For other Programme activities, a volunteer needs permission to do specific tasks or take on certain responsibilities. For example, tasks around [adventurous activities](#) or [nights away](#).

# Where should we be now?

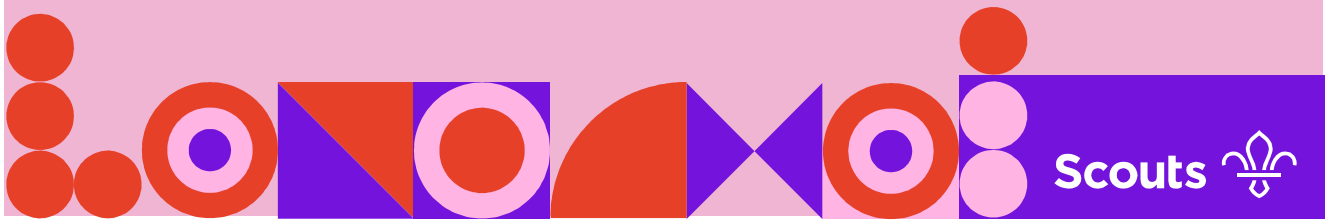
Groups	District	County
Your Executive Committee should now be a Trustee Board		
You should be able to tick the Census 24 box to say you have adopted a constitution		
You should have a plan for what team all your leaders will be in when we change to the new structure. Ending any roles which are now longer active. Making any pre-provisional roles full, or ending them.		
Express an interest to your District Lead Volunteer if you want to get involved in the District Teams	You should have had conversations with all members who have only an Appointments Committee role	You should have had conversations with all members who have only an Appointments Committee role
	You should have had a conversation with all SASU members to ensure they have a team or will retire	You should have had a conversation with all SASU members to ensure they have a team or will retire
Close any occasional helper roles which are no longer relevant. As a general rule of thumb, if the person has not helped in 6 months, close the role.		

# Q & A





# More support to get everyday things done

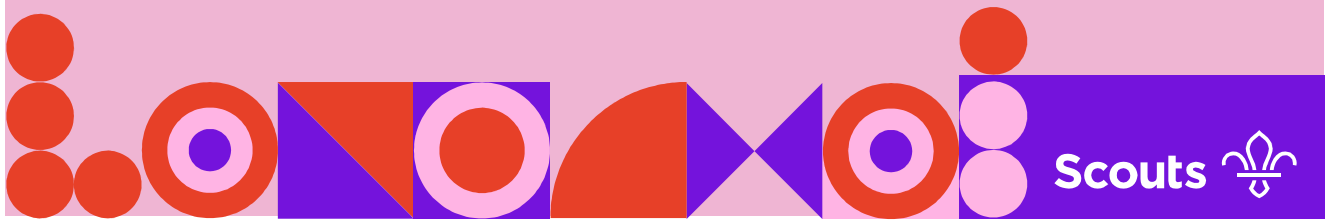


# Where should we be now?

Groups	District	County
Confirm every volunteers details are correct on Compass. <b>Important to note: Email addresses;</b> <b>Volunteering:</b> this will be used as the username for the new system and <b>must</b> be unique <b>Scouting Enquiries:</b> this will be used for communications from the system and Scouts. <i>If the person only has one email address in Compass, it will be used for both username and communications</i>		
Ensure all roles on Compass are correct. This will include ending any old roles.		
Ensure everyones training on Compass is up to date <b>and validated</b>		
Close any role on Compass of Occasional Helper who is no longer a regular helper		
Update Section and Organisational records on Compass.		



# A warmer welcome for everyone



## What have we learnt?

In our research with volunteers, we have learnt that:

- Joining us can feel daunting for new volunteers
- New volunteers feel like our [appointments](#) panels are more like a job interview
- Appointments are time consuming and rely on inefficient tools and processes
- We want more volunteers locally but need the support to make it happen
- We're often reliant on our existing networks to get new volunteers - Parents, Carers, Ex-Members and current volunteers...



## What's changing?

From	To
Intimidating appointments process and inefficient processes	Volunteers feel welcomed, value and at ease from day one
Appointments Panels - (Part of Appointments Advisory Committees)	Welcome conversation where you volunteer A buddy throughout your induction
Volunteers feeling unsupported when joining	Volunteers being provided with the information, key knowledge and skills required to ensure they can be successful in their role
Manual, time-consuming admin	New digital systems which: <ul style="list-style-type: none"> <li>• Reduce administration</li> <li>• Have self-service and automated referencing</li> <li>• Empower new volunteers</li> </ul>
Reliance on existing networks to recruit	Capability to connect with popular apps and platforms, ensuring more people know about volunteering with Scouts



### Digital systems supporting this change

New recruitment and attraction tools supporting this area of change will form part of the new digital systems. Features include:

- Improved visibility of volunteering opportunities with easily shareable advertisements
- Improved attraction of volunteers who have no previous experience of Scouting
- Transparency for new volunteers, showing them each step of their recruitment journey
- An automated and mobile friendly referencing system

## Steps to becoming a member



The journey for a new volunteer should be smooth and flexible. The steps in the middle of this diagram can be done in any order and the digital systems will automate the majority of them, once the volunteer inputs their own data on the new systems.

Team Leader enters new volunteers name, dob and email address on the new system > The new volunteer will get a link to complete their profile > The checks and references are then automated

DBS checks can be done online, including ID checks if the person has the right documentation

The Volunteer Development Team oversee the welcome conversation process, but they don't have to do the organising and/or the running of the conversations... More detail later in the presentation...





Things that might come up

- Trustee Board Membership changes – this will be covered in future resources and webinars – people can watch [Trustee Board Membership Changes Webinar | Events | Scouts](#)

## Welcome Conversations – Who should carry them out?

### Two volunteers carry out the Welcome Conversation together:

- The Lead Volunteer or Team Leader who is responsible for the new volunteer's recruitment. They must have completed the Welcome Conversation Learning and be someone that the new volunteer has met previously.
- A second volunteer, who is not part of the same Group or Team, who has a Welcome Conversation Volunteer accreditation
  - To have a Welcome Conversation Volunteer accreditation, you'll need to be an active member of a Group, District or County Team, who's completed the necessary learning, and agreed with the Volunteering Development Team Leader that you can take on these responsibilities

### Can current members of the Appointment Advisory Committee carry out Welcome Conversations?

- Yes, anyone who meets the above criteria can deliver welcome conversations as part of their role. Delivering welcome conversations cannot be a role in itself.

### Do people carrying out Welcome Conversations need to complete any learning?

- Yes. This consists of 3 videos which will include any necessary validation.

The second person being independent from the group gives an unbiased perspective on the new volunteer. This process has been developed with the NSPCC.

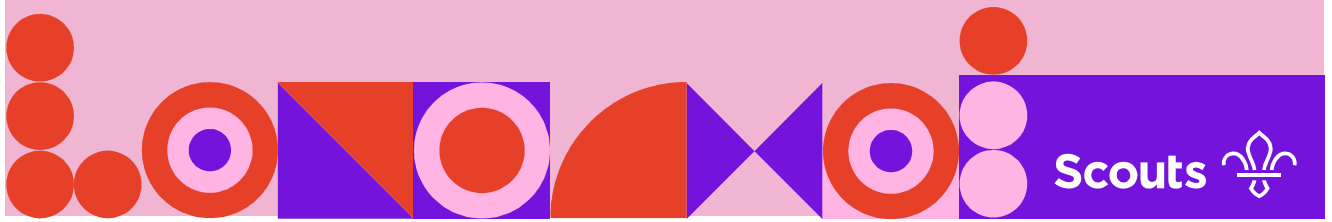
The welcome conversation is there to ensure the new volunteer is appropriate to be a member of Scouts, but also for the new volunteer to make sure they're happy too. It's a informal welcoming process but does have a checklist which needs completing. NO MORE INTEREGATION PANELS!

# Where should we be now?

Groups	District	County
Start to embed the volunteering culture into welcoming your new volunteers	You should have had conversations with all your Appointments Advisory Committee to make sure they know which team they will be in	
Have a plan for who will do the accreditation learning to take part in Welcome Conversations		
	Have a plan for who will be in your Volunteering Development Team, who will oversee the whole welcome journey	



# A more engaging learning experience



## Learning Data Migration



'Getting Started'  
modules validated



Relevant 'Growing  
Roots' complete



Some 'Getting Started'  
modules validated



Complete some of the  
new 'Growing Roots'



Relevant 'Growing  
Roots' complete

Getting Started training will become Growing Roots Learning.

If a volunteer has done all their Getting Started modules, they will be signed off as completing Growing Roots in the new platform.

If a volunteer does some Getting Started, but not all, at the time we migrate to the new systems. They will need to complete some parts of Growing Roots to complete their initial learning.

## First Aid - Principles

As part of the move to the team-based approach, a review of who requires First Aid was undertaken and the following principles agreed:

- Every young person should have direct access to first aid treatment when on Scout activities
- Parents and carers should be confident that every adult leader, who is regularly and directly involved with their child's Scouting, has completed, or is working towards completing, first aid training
- No young person should ever miss out on a Scouts activity due to a lack of qualified adult first aid cover
- Having a body of first aid trained volunteers has a positive impact on our communities



## First Aid

- First Aid is required for roles which:
  - Work directly with young people on a regular basis; or
  - Might reasonably be required to step in and work directly with young people
- This includes the following roles:
  - All Section Team Leaders & Members (Squirrels, Beavers, Cubs, Scouts, Explorers)
  - Group Lead Volunteers
  - 14-24 Team Leaders
- This also means several leadership roles will no longer be required to have first aid



Some volunteers will not be required to have first aid, but it's a feeling that all should be encouraged.



## Timeframes

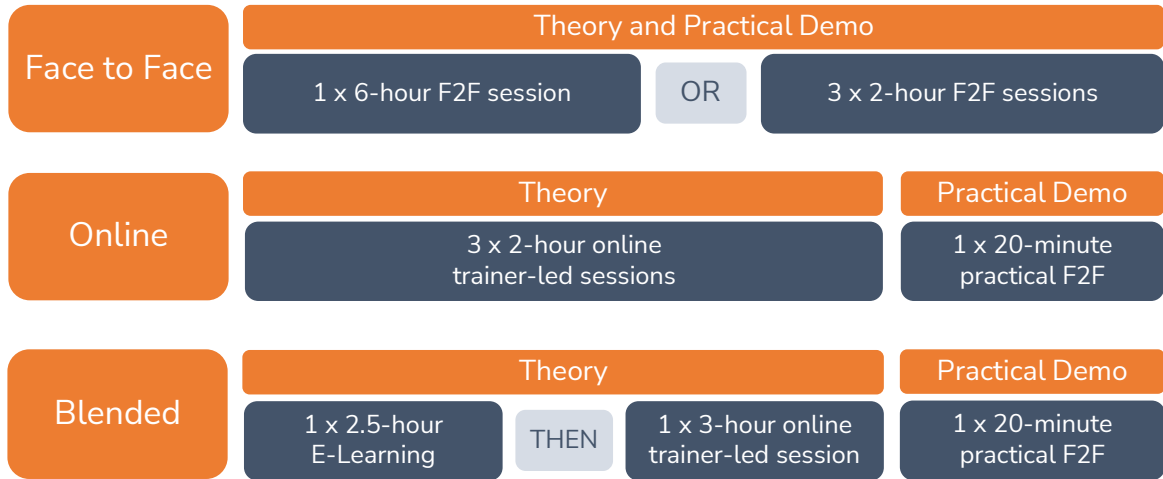
- Any volunteers who transition into a role/team requiring first aid will have at least 2 years from transition to complete this (Exact timing TBC)
- Any volunteers joining a team that requires first aid after the transition will have 1 year to complete this
- More details on the transition timings for first aid will be shared after approval



The new rules for First Aid will mean some people (Section Assistants) will now be required to hold first aid. This is reflected in giving them 2 years from the point of transformation to get on a course. This only counts for people in a role before transformation which didn't need it.

If someone is moved into a team after transformation and then is needing first aid, they will have 1 year to get on a course.

## First Response delivery models



## Completing the Wood Badge from transition to 2025



### Section Wood Badge

- Safe Scouting
- Data Protection in Scouting
- Who we are and What we do
- Creating Inclusion\*
- Delivering a Great Programme\*
- Module 8 - Skills of leadership
- Module 9 - Working with adults
- Module 11 - Admin
- Module 13 - Growing the section
- Module 16 - Residential
- Module 18 - Practical Skills
- Module 19 - International

### M&S Wood Badge

- Safe Scouting
- Data Protection in Scouting
- Who we are and What we do
- Creating Inclusion\*
- Leading Scout Volunteers\*
- Module 11 - Admin
- All current Manager & Supporter skills courses

\*Any volunteers who have been signed off during transition as having completed Growing Roots will be required to complete this new learning

Wood badge, when we transform, will be optional. Again its something which we feel should be encouraged, but it its optional and shouldn't be a forced thing if a volunteer just doesn't want to do additional learning.

## Modules to continue delivering locally



- **Module 8** - Skills of leadership
- **Module 9** - Working with adults
- **Module 11** - Admin
- **Module 13** - Growing the section
- **Module 16** - Residential
- **Module 18** - Practical Skills
- **Module 19** - International
- **Module 25** - Assessing Learning
- **Module 27** - Instructing Practical Skills
- **Module 28** - Facilitating
- **Module 29** - Presenting
- **Module 36** - Adjustments to Scouts
- **Module 38** - Skills for Residential Experience
- **Module 39** - Mentoring and Coaching
- Manager & Supporter Skills Courses
- First Aid training

As new learning content is produced during 2024 and 2025 these modules will be retired

There is awareness from the County Training Team that some modules from our current matrix will still need to be delivered. At this moment it's the modules here, but by the time we transform some more new learning may have been developed.

# Where should we be now?

Groups	District	County
Ensure all training is validated		
Encourage leaders to continue with their training to gain a wood badge		
Ensure all mandatory training is kept up to date for all volunteers		
Identify volunteers who may need First Aid following the structure change. Book them onto a course as soon as possible.		

**County Training Manager**  
**Kevin.allen@cornwallscouts.org.uk**

# Q & A



# Thank you



[www.facebook.com/cornwallscoutstransformation](https://www.facebook.com/cornwallscoutstransformation)



[transformation@cornwallscouts.org.uk](mailto:transformation@cornwallscouts.org.uk)

Scouts 

Ways to get hold of the team...

**WhatsApp** – There are two groups you can join depending on your current role. Scan the QR code with your phone to open WhatsApp and join.

**Facebook** – The latest information is posted online before it comes out on the bimonthly updates

**Email** – anyone is welcome to send in questions to the team via email

There are also a rath of resources on the County website  
<https://www.cornwallscouts.org.uk/transformation>