

**How we'll create
a great volunteer
experience together**



We're now at the point where we can move our focus from keeping Scouts going to making it better.

**We want
to make
volunteering
with Scouts
easier and
more fun.**





We're working on lots of improvements based on feedback from members and non-members.

To begin with, these will include:

- a warmer welcome for everyone
- a more engaging learning experience
- more support to help get everyday things done

Change 1

**A warmer
welcome
for everyone**





A new digital experience

- As self-service as possible for new volunteers, reducing admin for our current volunteers and making the process quicker and smoother
- Personalised volunteering opportunities
- An easy way to monitor volunteers' progress



- The ability to streamline vetting and joining tasks where possible
- More resources and templates for local recruitment, supported by our national **#GoodForYou** recruitment campaign



Changes to our in-person processes

- A welcome conversation in place of the formal appointments panel
- Better support for inductions

Change 2

**A more
engaging
learning
experience**





- Learning needs to be flexible, accessible, and easy to deliver and record
- Our approach will be digital first but with workshops and ‘on the job’ stuff too
- The digital experience will include a learning section that’s personalised to you
- There are some things we all need to know, but the majority of learning will be optional



- Learning shouldn't be about spending time on administration and validation – we'll cut this down to make sure the focus is on the practical stuff that helps all of us to be better
- You'll be able to chat to others who are learning about the same topics and support each other

Change 3

**More support
to help you
get everyday
things done**





Our volunteering roles need to be clear, manageable, and flexible.

- We'll think about volunteering as teams-based
- We'll ask volunteers to read and use our volunteering culture guidance
- The new experience at **scouts.org.uk** will include everyday membership management tools that better support the way we do things



These changes will help us to make sure that:

- every volunteer is welcomed
- every volunteer is supported
- every volunteer is valued
- every volunteer gains skills (and has a good time!)
- every volunteer matters

What do you think?