

## The Welcome Process:

### **1. Will there still be a requirement for Districts and Regions to have an Appointments Advisory Committee with a Chair, Secretary and Members?**

Whilst we won't have an Appointments Advisory Committee, the organisation will still require people to carry out Welcome Conversations with new volunteers. This is not a separate role but rather a function that an existing volunteer will do. For a new volunteer taking on a section role, for example, they will have a conversation with a Team Leader or Lead Volunteer from the Group or Unit that they are to volunteer with and with an independent person from the District who is in Scouts but outside of their Group or Unit.

### **2. Who will be responsible for the other functions of the Appointments Advisory Committee e.g. meeting with volunteers coming back after a suspension, supporting appointment reviews etc?**

The other tasks that an Appointments Advisory Committee carry out will move into the relevant teams (Leadership, Volunteering Development, Programme or Support depending on the task). The volunteers who are currently part of an Appointments Advisory Committee will be given the option to move into those other teams as appropriate.

### **3. Where will non-member PVG people fit in?**

The new membership system will still record non-members who require a Disclosure. They are not members and will not be part of any team. We also hope with reduced complexity and increased flexibility in section teams, that this will enable more people to volunteer as part of a section team. These volunteers will continue to be recorded at the Group/District/Region level, rather than as part of a Section.

### **4. Currently the PVG process includes an email from Disclosure Scotland directly to the applicant which can get missed in their spam folder. Will that email still happen in the new process or will it be handled automatically?**

The process will still include an email from Disclosure Scotland, which needs to be acted upon within 14 days. ID Checks via the membership system will hopefully make that stage happen sooner. Lead Volunteers should inform volunteers when the ID check has been accepted by the Safe Scouting Team, so that they can actively check inboxes and junk folders.

### **5. Will the digital system check the referees entered and flag up if more than one current volunteer is being used as a referee?**

Lead volunteers will still be able to check the names as they do now - the change is that the new volunteer is the person who will enter the information on the membership system.

## **6. What will happen if no referees respond to request to provide a reference?**

The new volunteer should ask their referees if it is ok to use them and if none respond, the new volunteer can follow up. With the new membership system, the new volunteer will have full sight of the process and responses given.

## **7. Does the Welcome Conversation have to be held in the volunteer's meeting place?**

There is no restrictions on where a Welcome Conversation can be held. If the normal meeting place doesn't suit, it could, for example, be held in a local cafe or a park. In the case of a rural location where substantial travel may be involved, it may be better for it to be held online. The key element is for it to be welcoming.

## **8. How is this new process safer or even as safe as it is now? Will artificial intelligence really be able to do the job?**

The new process is completely in accordance with the NSPCC's guidelines on safer recruitment. All checks must be completed satisfactorily, not just references - PVG, Scout internal checking, Welcome Conversation and two references. Artificial intelligence is a very small part of this and will only respond to closed questions. Any free text responses or negative logic will be referred to line managers for a decision.

## **9. How will Return from Suspension interviews be handled?**

This is still being worked on by The Scout Association.

## **10. How do you record on the new membership system that the Welcome Conversation has been carried out?**

The Team Leader/ Lead Volunteer will update the membership system. A notification will be sent to the other Welcome Conversation Volunteer to ensure transparency.

## **11. At what stage can an adult start attending meetings?**

A new volunteer can start immediately; however they cannot have unsupervised access to young people until the Disclosure Scotland PVG is returned.

## **12. Are there steps in place to prevent the automated reference process being circumvented? For example, will the process be able to prove the referees are real people?**

References are only one of the checks. All checks must be completed satisfactorily - PVG, Welcome Conversation, Scout Internal Checks and References. The automation is designed to make best use of a volunteers time and reduce unnecessary delays; however, Team Leaders and Lead Volunteers will have full sight of the referees inputted and responses. Currently there is no proof they are real people.

**13. If a member is suspended elsewhere and moves into a new location and looks to get involved in scouting, will the system flag this?**

This would be flagged through the Scouts Internal Checks. These are carried out every time someone takes on a new role.

**14. How can members change their name if they are transgender or get married or divorced?**

As names are linked to disclosure checks, only the Scout Information Centre can make these changes - but it will be possible to request the change via the new membership system, in future. However, a member can enter an 'Also Known As' name.

**15. When should the Welcome Conversation take place?**

It's not totally rigid, but it is a Welcome Conversation. Between 4-6 weeks into the role would be an optimum time to formally welcome the new volunteer and have that discussion. A change of role conversation doesn't have any stipulation re timescale but if you are asking someone to take on a new role you would want to discuss it with them pretty early on.

**16. Can the Lead Volunteer be part of the Welcome Conversation?**

The Lead Volunteer can be part of the Welcome Conversation and will need to be for members to whom they are the Team Leader, if they are new to Scouts. The only restriction is that Welcome Conversation Volunteers need to be independent e.g. not family. It is best to have a team of people who can be part of the Welcome Conversation so that the burden doesn't sit with only a few people.

**17. Is a welcome conversation required for volunteers returning to Scouting after a break?**

A formal Welcome Conversation is not required; however, depending on the role that the volunteer is coming back to, a welcoming conversation would be helpful for the volunteer.

**18. A formal Welcome Conversation is not required; however, depending on the role that the volunteer is coming back to, a welcoming conversation would be helpful for the volunteer.**

The new membership system will have a list of members who hold Welcome Conversation Volunteer accreditation. This will be overseen by the Volunteer Development Team.

## **Adult Learning:**

### **1. How will volunteers know what learning they need to do for their role?**

Learning will be guided by a brand-new digital tool, linked to the membership system, which will help volunteers know exactly what they need to do for their role. Volunteers will complete Growing Roots learning, which will consist of the learning that everyone needs and the learning that some people need (depending on your role). Branching Out learning, which is available for those who choose to do a Wood Badge (or want to do some extra learning) will also be guided by the new digital tool.

### **2. Will Activity/ Nights Away Permits be revoked if mandatory ongoing learning is not kept up to date?**

If a member does not complete their mandatory ongoing learning, they will be suspended and therefore unable to make use of their Activity/ Nights Away Permits.

### **3. Will Volunteer Development Teams be able to access e-learning in advance of roll out?**

The learning is being tested by a group of volunteers at present in order that it is ready to be launched to early adopter Regions. It is unlikely that others will see it until they have been transferred to the new digital platform.

### **4. Will there be additional wood badges for volunteers who assume additional roles?**

Each adult will only complete one wood badge if they desire to do so. Wood badges will be optional. In the period of transition those who are currently working towards a wood badge have the option to finish it, thereafter, no further wood badge is required.

### **5. How does the move to digital learning align with the warmer welcome and wider engagement desire?**

The current Getting Started training moved to online learning several years ago, therefore, continuing with Growing Roots as online learning is a natural progression. Face to face learning will still be available for some branching out modules. Face to face is indeed an important part of getting to know your role but will be supplied in a less formal ways through networking opportunities at all levels such as practical skills sessions, volunteer meetings and volunteer get-togethers. The completion of First Response can be undertaken in one of three ways, however, all involve face-to-face practical sessions.

### **6. Will you still need a wood badge to get a Good Service Award?**

The Wood Badge will be optional and therefore it will not be a pre-requisite for adult recognition; however, a volunteer's commitment to learning and the achievement of a Wood Badge will be considered by the National Awards Advisory Group.

## **Roles and Structures in Scotland:**

### **1. Will moving from roles and titles to a team-based approach really make a difference?**

Whilst some positions such as District Commissioner will retain a title i.e. District Lead Volunteer, the majority of volunteers will be part of a team and that team will have a responsibility shared amongst the team's members. The new team-based approach should make it much easier for people to volunteer flexibly and to bring their strengths and skills to the team.

### **2. Will there be an option to share the responsibilities of being a Team Leader?**

It's important to recognise the value that all team members bring with them, as well as the importance of making sure that all teams are well-led. We encourage one or more of the team members to take on the Team Leader role. They're responsible for coordinating the team and bringing people together but it doesn't mean they have to take on responsibility for all of the tasks that the team complete. Being part of a team means the workload is shared out. A Team Leader can step back to be a team member or move to another team at any time that suits, giving more people the opportunity to take on leadership roles and gain that type of experience.

### **3. Where will first line management responsibility lie when someone is in multiple teams?**

There is no such thing as first line management. You will be responsible to the line manager in each role that you hold as is currently the situation.

### **4. What does the clean-up of Compass actually mean?**

Please refer to the [Compass Cleansing Update](#) on the Scouts Scotland website.

### **5. How will current adult volunteers be mapped from their current role to the appropriate team or teams?**

Current adult volunteers will be mapped to one or multiple teams and instead of some current roles, there will be accreditation instead. It is likely that there will need to be some local corrections made.

### **6. Which team will slightly more obscure Scout Active Support Units be part of e.g. pipe bands, amateur radio etc?**

Scout Active Support Units will no longer exist; however, the members and the tasks that they did could be part of the District or Region's Teams (Programme, Volunteer Development or Support) or if substantial in number, a sub-team can be created, which would require a Sub Team Leader. The Sub Team Leader would be a Team Member of the

relevant Team. A pipe band or amateur radio team would most likely be part of or a sub-team of the Programme Team.

**7. What differentiates those adult volunteers who can lead a meeting and those who can not?**

Meetings will be able to be led by any member of the Section Leadership Team who has completed the Growing Roots learning.

**8. Where are Scout Active Support in the group team structure? Is there still a Scout Active Support Manager role?**

Scout Active Support Units will no longer exist; however, the members and the tasks that they did could be part of the Group Leadership Team or if substantial in number, a sub-team can be created, which would require a Sub Team Leader. The Sub Team Leader would be a Team Member of the Group Leadership Team.

**9. Where do Explorers fit into the Group and District teams? Does the Explorer function just become another Group structure?**

A review and refresh of the programme for 14-24-year olds is one of the key initiatives currently ongoing as part of the Skills for Life strategy due to conclude in 2025. Until this time Explorers will continue as it is currently – a District provision with partnership agreements. The District 14-24 team includes the 14-24 Team Leader, Team Members and Section Team Leaders of each 14-24 Section (Explorer Scouts, inc Young Leaders and Scout Network). Section Teams will be structured in the same model as other sections with Team Leaders and Team members.

**10. Can a District or Region have multiple Lead Volunteers, each responsible for a geographical area?**

A Leadership Team can have more than one Lead Volunteer and other Teams can have more than one Team Leader to allow an effective sharing of tasks including geography.

**11. Whilst the changes to role titles will help, what else is being done to improve the racial diversity of our volunteers?**

The Scouts have a separate Programme of Work looking at race equity. More information can be [found here](#).

**12. We're being asked to change at Group, District and Region. What is happening at National level?**

Scouts Scotland will embrace the new volunteer experience with teams, sub-teams, leaders, members in the same way that Groups, Districts and Regions are.

## **Trustee Boards:**

### **1. Can you clarify why a Secretary is no longer to be a Trustee?**

A Secretary's time is often taken up with administrative responsibilities including invitations, agendas and minutes and they are distracted from the responsibility of being a Trustee. Members who are currently Secretaries can choose whether they wish to be appointed as a Trustee and fulfil that responsibility or if their skills are best suited to administration, they may choose to be part of the Group Leadership Team or a District/ Regional Support Team instead where good administrative support for Trustee Boards will come from.

### **2. If operational matters and fundraising are no longer matters for the Trustee Board, which forum should deal with them and what bridges the gap between governance and operational?**

The Trustee Board are responsible for the financial health of the Scout Group including decisions if fundraising is required. Members who are Trustees may get involved in fundraising but we need to be clearer that they are not doing these tasks as a Trustee and that quality time is allowed for Trustees to ensure good governance.

Operational tasks will be the responsibility of the Group Leadership Team of which there may be a specific sub-team if the tasks require it e.g. property maintenance sub-team. Members who are Trustees may also be part of this team/ sub-team but we need to be clearer that they are not doing these tasks as a Trustee.

### **3. Is there guidance as to how often we have Trustee Board meetings?**

It is up to individual Trustee Boards to determine how frequently they meet however Scottish Variations from POR will recommend that Trustee Board meetings should be held at least four times per year and at least once in each of the three terms.

### **4. Will there be templates for agendas, constitutions and risk assessments?**

There is lots of useful information for [Trustee Boards here](#). You should refer to Policy, Organisation and Rules and Scottish Variations thereof for template constitutions.

A suggestion has been made to UK team looking at Trustee Board resources to provide a template risk policy and risk register. If this is not developed we will look to creating something in Scotland.

## **Digital Support:**

### **1. Will we still have to show certificates to line managers to prove that learning has been completed?**

Printing off and passing certificates to line managers will not be required on the new platform. The new system will record completed modules, and this information will then be visible to line managers.

### **2. Is it only adults being administered on the new system?**

At present yes. Further research is ongoing that will lead to decisions about how we will record young people's data, in the future.

### **3. Can the digital tool be used on a range of devices?**

The new digital tool can be used on laptops, tablets and mobile phones. This is to provide volunteers with multiple options to access it. The aim is for the learning content to be digital first, but not digital only. This is to support volunteers who have limited access to IT.

### **4. Will the new system offer existing OSM functions for groups/sections?**

The new membership system will manage adult records – personal details, permits, training, disclosures, awards etc. For now at least, it will be completely unrelated to admin or finance for Groups/Sections, so you can continue to use OSM for this.

### **5. What help is available to promote the benefits of the new digital tool?**

Transformation Leads in each Region will be working with Groups and Districts to promote the changes and support their implementation, so please ask for their help. Some are also recruiting 'Digital Champions'. The Scouts do recognise that some people will need some training to boost their confidence or develop their IT skills and learning is available for that.

## **Communicating the Changes:**

### **1. What communications material/ collateral do you have to support the changes?**

There is a growing library of materials which can be found on our [website](#) which is being added to as we get further into the transition. The Areas of Change has sections on 'why' changes are being made and how this will positively affect volunteers.

### **2. What are the key messages that we should share about Volunteer Experience transformation?**



We should share the benefits that everyone will feel from these changes. Current volunteers will have their workload spread out amongst teams, training will be made more accessible and more specific to each role. New volunteers will experience a warmer, more inviting welcome into the movement.

## **Other:**

### **1. Who was at Summit 17? What was the Scottish and grass roots representation?**

Summit 17 was open to District Commissioners, Regional Commissioners and Scouts Scotland.