

## A Warmer Welcome



Appointments Advisory Committees will be removed.  
A new process will be created to include welcoming new volunteers by a team members and nominated person ideally at their section or somewhere they are volunteering.

## Why?

Volunteers have told us the current welcome process can be off-putting and it takes up a lot of admin time.

The current welcoming process isn't very clear to new volunteers, and usually happens out of order.

## Simplifying Roles and Structures



The majority of Exec role titles will remain the same, as committees already follow Charity Commission structures, however going forward you will be called Trustees and the Committee will be called the Board of Trustees. There will still be a Chair, Treasurer. The role of the Board of Trustees will change to focus only on governance, moving some tasks, like fundraising to operational teams.

The secretary role will be removed and replaced with a Non-Trustee who will take notes.

Some role titles will be updated to improve perception of tasks, which will ensure a better understanding to prospective volunteers.

## Why?

Current structures and roles are confusing. External research has shown that the majority of role titles aren't understood by those outside of Scouts. This directly affects recruitment of volunteers.

The role of the Board of Trustees needs updating to reflect current charity regulation and best practice.

We have a small number of people with lots of responsibility placed on them. New structures will offer flexibility and choice of tasks.

## More Engaging Learning



Trustees will be able to access learning easily, and keep track of the mandatory modules they need to completed.

Additional learning specific for trustees will be presented to the person. Trustees won't need to go searching for training.

## Why?

"I've completed my training over a year ago, but the trainer has no time to validate me, I feel really let down".

We need to make learning more accessible, personalised, and relevant. The current training matrix is 20 years old and out of date.

## New Digital Tools and Support



New Welcome, Membership and Learning systems will be accessed via a single log-in on scouts.org.uk They'll be easy to access on all devices, and they have been extensively tested with our own volunteers.

Trustees will have more control over their information on Scouts.org.uk systems. Ways to contact other Trustees or Leaders will be easier to find (depending on what the other leader wants to show)

## Why?

Compass is no longer up to the job of providing us with detailed information about our adult membership. Only a quarter of volunteers have ever used it.

Most of our current digital tools don't work well on mobile devices.

Other new tools will provide a digital first approach.