

A warmer welcome for all

You may have heard there's big changes happening – here's a summary of why we're creating a warmer welcome.

Why do we need a warmer welcome?

Research has told us that the current welcome process can be off-putting and the admin takes a lot of time.

We want to make sure our welcome and onboarding process:

- Makes a good first impression
- Makes volunteers feel welcome, valued and supported
- Helps them to be prepared at the start of their journey
- Identifies whether Scouts is right for them
- Allows volunteers to understand and commit to our values and Promise and how we keep young people safe
- Gives the volunteers a chance to ask questions



What's changing?

A new digital tool to help recruit and welcome volunteers:

- Recruiters will be able to easily create adverts and opportunities to reach new people.
- Potential volunteers will be able to explore opportunities, enquire, be matched to their roles and follow their progress.
- You can monitor where new volunteers are on their volunteer journey – and easily spot where things might need progressing.
- You won't need to enter data twice into unconnected systems.
- Members can update their details in the digital tool, and use their existing information to apply for another role in the movement.
- You can enquire about and make reasonable adjustments for the needs of the volunteer through the welcome conversation.

Replacing the appointments panel with a welcome conversation:

- The new welcome conversation will involve two existing volunteers meeting with the new volunteer. One person will work directly with the new volunteer, such as a member of a Group Leadership Team. The other person will be from a different team, such as a volunteer from a Support Team or Section in a different group.
- The chat can happen in the usual meeting place of the new volunteer or via video call when suitable. It should be informal, feel supportive and put the new volunteer at ease.
- It'll take place no more than six weeks after the new volunteer has started their role. The suitability of this timescale will be tested.

What about support tools?

- To carry out Welcome Conversations, volunteers will need to have a 'Welcome Conversation Volunteer' accreditation. Before being accredited, there will be three short videos to watch to support understanding of carrying out the welcome conversation.
- There will also be a checklist available to act as a reminder of what needs to be covered when carrying out Welcome Conversations

Are inductions changing?

Induction will run alongside the appointment process and is about ensuring that new volunteers have the local and central information they need to do their role.

We're changing inductions by:

- Ensuring there is central information and support for the induction process
- Supporting key knowledge to be shared locally with volunteers
- Identifying a local welcome buddy to support volunteers