

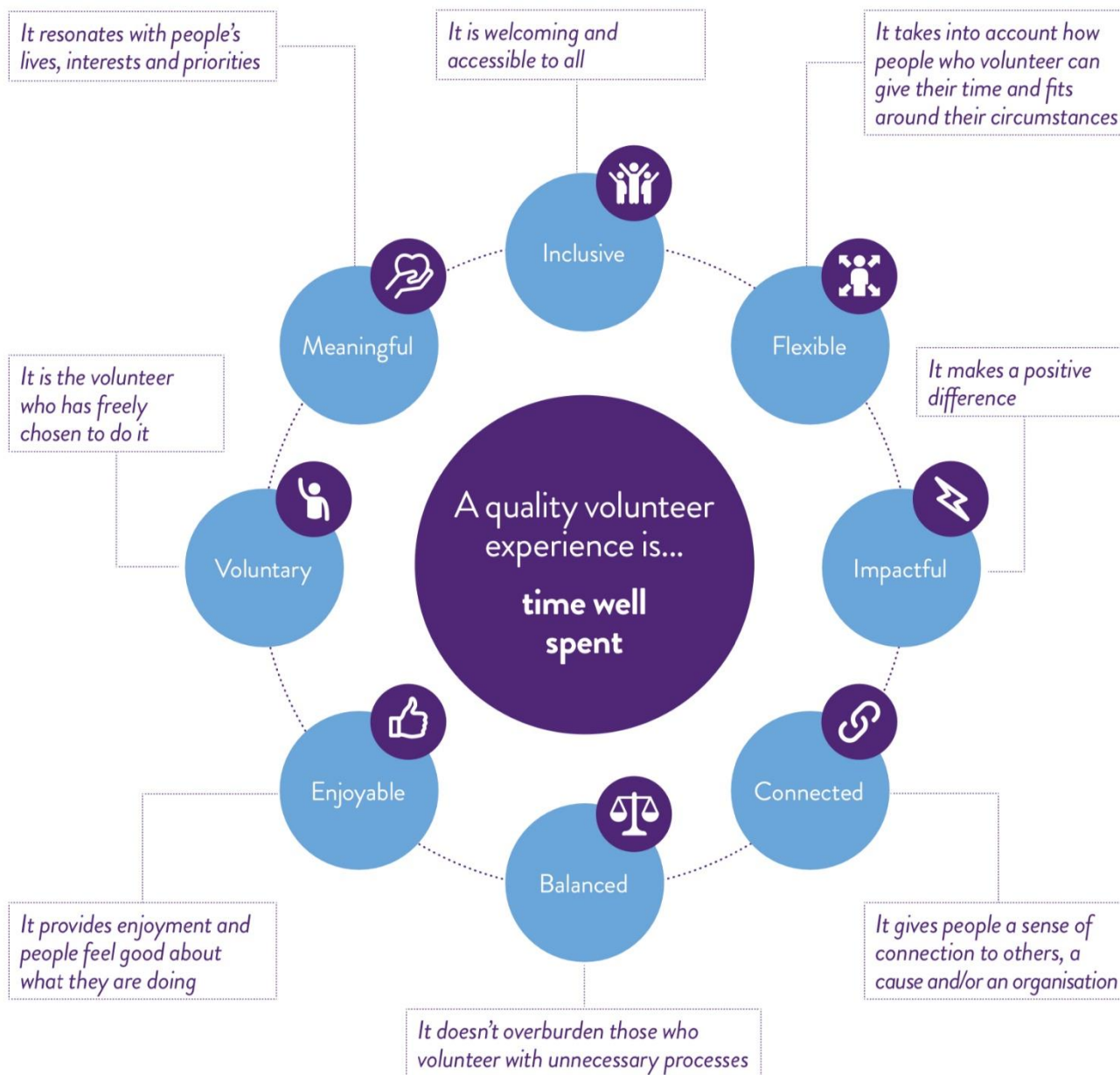
Quality volunteer experience checker

Recent research, by the UK National Council of Voluntary Organisations (NCVO), suggests eight key elements that make-up a quality experience for volunteers.

The research strongly suggests that volunteering is shaped by a mix of factors within each element and no single factor or element will result in more people volunteering. But, a good mix of factors across the elements should help with better participation.

This checker highlights these elements and factors and will help you identify things you can do to support your volunteers and promote to potential volunteers so they know that their time will be well spent.

In order to make the most of this checker you need to be open, honest and constructive. This will enable you to make sure that you can continue to develop the great opportunities you have to get involved and support your amazing team of volunteers.



What to do...

This checker will help you identify the areas where your group is strong, and areas where you might need to do some work. It is a guide for you to use with your leadership and executive teams. Once you have completed the review, give some thought to how you can tackle the area where you have an opportunity to improve things.

It is important to state that this is not a test or a league table. It is also not a set of standards that all groups are expected to achieve.

The checker falls into three main categories as follows:

- ★ Green – good progress
- ★ Amber – initial progress
- ★ Red – opportunities for Improvement

Most groups will have a mix of zones. Remember to celebrate your greens and identify what you can do to improve your ambers and/or reds.

For each element, choose your groups status, bearing in mind that the statements might not always be appropriate to your situation. This is a snapshot in time for your group so choose the category that most closely reflects your current situation.

Once you have completed the review, it's important that you actually do something with it and your answers will assist you in looking at the immediate, medium term and long-term goals for your group.



Offering inclusive volunteering opportunities and experience

Success criteria		R A G Status	Constraints	Opportunities
1	Our scout group / explorer scout unit makes it easy to get it involved, e.g., we offer taster sessions (the 4-week challenge or section rota)			
2	We reach out to different people using a range of recruitment methods depending on the person and task or role, e.g., encouraging parents/guardians to become volunteers, peer recruitment, working with community and faith organisations			
3	The culture of our scout group /explorer scout unit actively encourages equality, diversity, and inclusion at all levels			
4	We talk about volunteering and being an adult in scouting in a way that people can understand and engage with			
5	We encourage our adults to be themselves and bring their lived experience to their role			
6	We ensure our volunteering opportunities are accessible and well-supported			



Ensuring volunteering feels truly voluntary at all times

Success criteria		R A G Status	Constraints	Opportunities
29	We check in on volunteers, especially the most involved, to avoid burnout			
30	We don't put pressure on anyone and ensure volunteers feel free to give us the time they can or leave			
31	We regularly hold appointment reviews and discuss the volunteers' roles with them to see if their expectations are being met and plan for the future			



Creating volunteer journeys that can adapt to the variety of volunteers and their life circumstances

Success criteria		R A G Status	Constraints	Opportunities
7	We don't just think about what we need, we listen to what volunteers and potential volunteers are looking for and want to offer			
8	We recognise the common values volunteers share as well as their differences			
9	We are realistic and manage our volunteers' expectations,			
10	We make our volunteers aware of the other roles and opportunities there are to get involved in scouting so that their willingness to give time is not wasted			
11	Our volunteers are given the opportunities to shape their volunteering journey with the flexibility to change or leave their roles in they wish			
12	We offer and provide a 'good exit' for any volunteers who leave and keep the door open for them to come back again			



Strengthening the connections that are at the heart of volunteering

Success criteria		R A G Status	Constraints	Opportunities
18	We organise opportunities for volunteers to meet and socialise with others if they want to outside of our scouting activities			
19	We regularly organise opportunities to enable our volunteers to put their ideas and views forward			
20	We think about different ways to connect people in our group / unit and the activities they take part in			
21	We think about how to help connect those who might otherwise feel excluded			



*Maximising the impact
volunteering has on volunteers
and on those they help*

Success criteria		R A G Status	Constraints	Opportunities
13	Our volunteers are valued and recognised in a variety of ways, and this is communicated to both the volunteers themselves and others			
14	The impact of our volunteers' contribution is assessed, so we have something concrete to show			
15	We promote and help to changing the culture around the value of volunteering			
16	We invest in supporting volunteers to do the best they can in their role			
17	We value the role of our section leaders, group scout leader and group chair (where applicable) in supporting our teams to make a difference			



*Ensuring an appropriate
level of formalisation*

Success criteria		R A G Status	Constraints	Opportunities
22	We think about how to be proportionate in what we do and how we do it			
23	We explain why any necessary rules or processes are in place			
24	We look for ways of making the role rewarding for the volunteer			



Trying to make the experience enjoyable for volunteers

Success criteria		R A G Status	Constraints	Opportunities
25	We make the effort to ensure volunteering is an enjoyable experience			
26	We promote volunteer opportunities in a way that means potential volunteers will look forward to being part of our scout group / explorer scout unit			
27	We take an interest in our volunteers and what they want to get from volunteering			
28	We support our volunteers and ensure they know how to raise an issue if they need to			



Supporting volunteers to give time in ways that are meaningful to them

Success criteria		R A G Status	Constraints	Opportunities
32	We engage with our volunteers to understand what is important to them			
33	We support our volunteers to find a way to give time in a fulfilling way			
34	We match roles with what people want to give and their offer of time			
35	We are honest about our roles			
36	We give feedback on how people make a difference			
37	We manage people's expectations to avoid disappointment			