



Transforming the volunteer journey

Our transitional welcome process

Everyone who wants to volunteer with the scouts needs to complete our welcome process which has four easy stages, these are:



1. **Welcome and induction:** welcome buddy is identified and introduced to the new adult who shows them the ropes and helps them get stuck in
2. **Application:** the new volunteer completes their paperwork – that's our Adult Information Form and the Disclosure and Barring Service (DBS) record check
3. **Approval:** the new adult's completed Disclosure and Barring Service (DBS) record check and two references have been received
4. **Appointment:** the new adult takes part in the welcome conversations and completes the relevant parts of our 'getting started' learning.

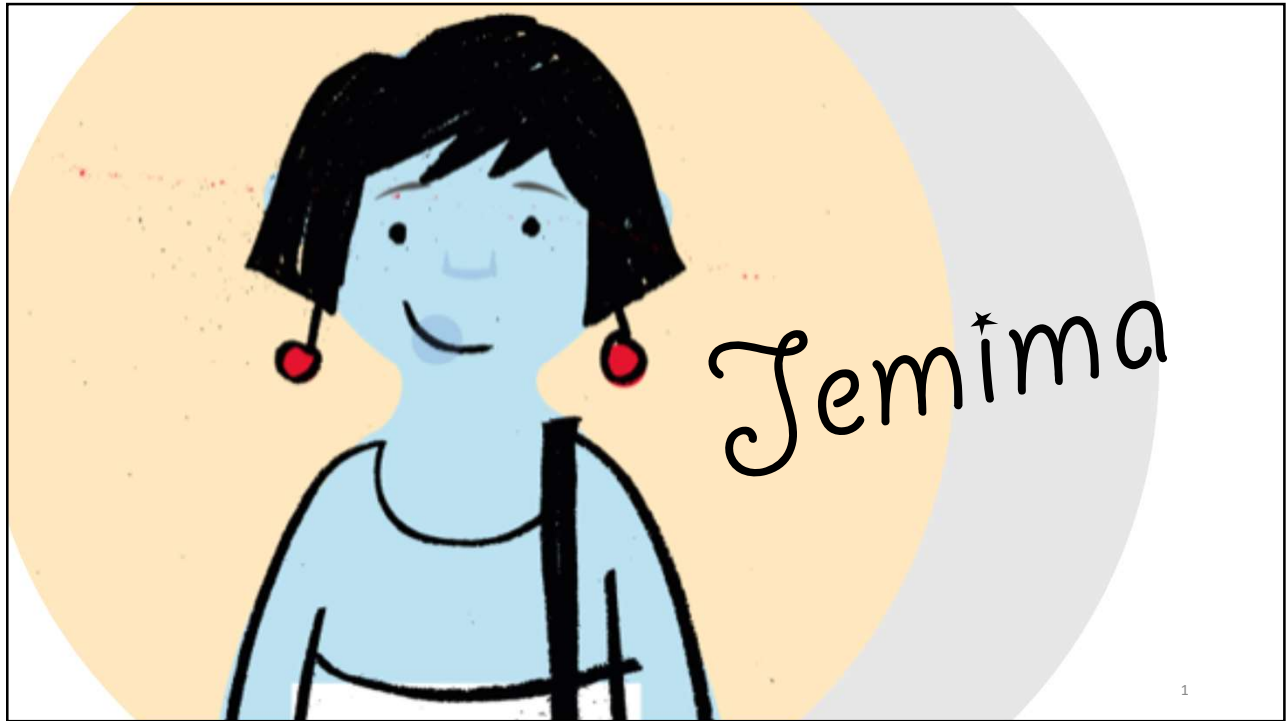


The transitional welcome process...

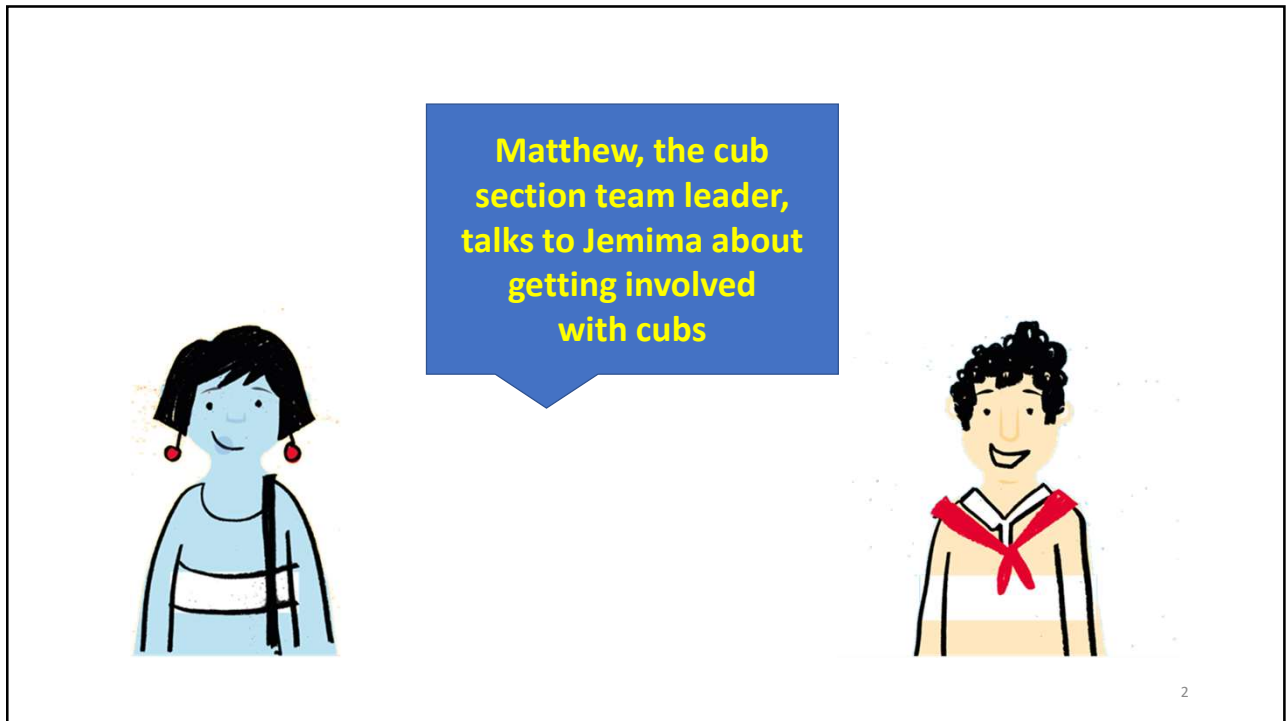
Process Step	What needs to happen	Step owner
1. New volunteer starts to help in a section	A welcome buddy is assigned to the new adult	Lead volunteer for the group
2. Show them 'the ropes'	Help the new adult settle into their new role, talked them through the things they need to know, and explain what's going on during the section meeting	Welcome buddy
3. Explain the welcome process	Walk the new adult through our welcome to scouting process, making sure to explain what each step involves	Welcome buddy
4. Complete the paperwork	The new adult... 1. Is given a welcome pack 2. Fills in the Adult Information Form	Welcome buddy
5. Add them to Compass	The new adult is added to Compass using the details provided on the Adult Information Form	Lead volunteer for the group or Group Supporter or District Appointments Secretary
6. Welcome conversation 1*	Conversation 1 takes place	Lead volunteer for the group
7. Check I.D.*	The new adults I.D. is checked, and the details collected and added to Atlantic Data	Member of the group / Lead volunteer for the group
8. DBS & References 1*	DBS and references are requested	Member of the group / unit or the District Appointments Secretary

Process Step	What needs to happen	Step owner
9. New volunteer completes getting started learning*	The new adult starts (and completes), getting started learning	New adult
10. Welcome conversation 2*	Conversation 2 takes place	Member of the district volunteer development team conversation pool (Not connected to the group)
11. Supporters' discussion	The lead volunteer for the group, the member of the district volunteer development team conversation pool and the welcome buddy have a conversation to agree the new person suitability to become a volunteer in scouting.	Lead volunteer for the group
12. Getting started learning is validated	The new adult provides screenshots of their completion certificates for each of the learning modules and they are validated on Compass	New adult / Lead volunteer for the group
13. Conversation notification	Inform the District Appointments Secretary of the outcome of the three supporters discussion	Lead volunteer for the group
14. DBS & References 2	Satisfactory DBS clearance and both references have been received	District Appointments Secretary
15. Appointment approved	All the steps in the appointment process are marked as complete on Compass and the role is made a 'full appointment'	District Appointments Secretary
16. Appointment notification	Notification is sent to the 'new adult' (CC to the lead volunteer for the group, or equivalent), to let them know that they have completed the welcome and joining process and their role is now full	District Appointments Secretary

*** These steps can happen simultaneously**



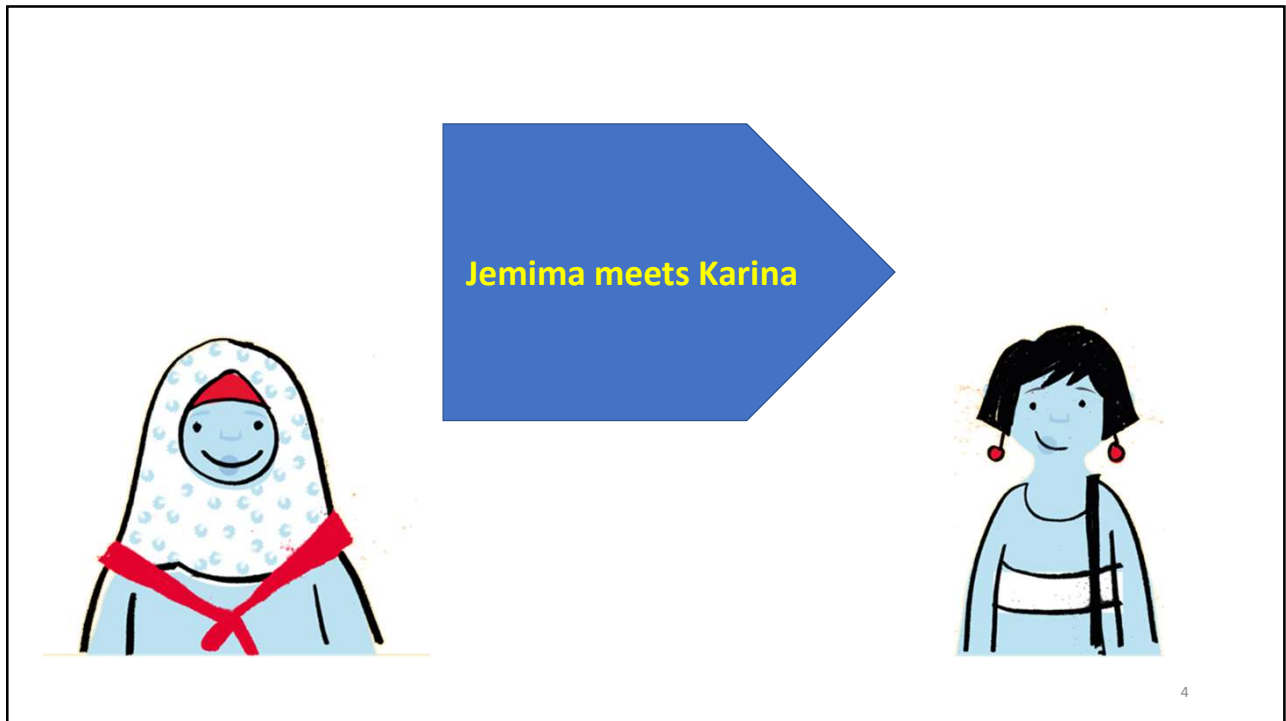
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Karina gives Gemima a welcome leaflet and yellow card that directs her to our online Adult information form

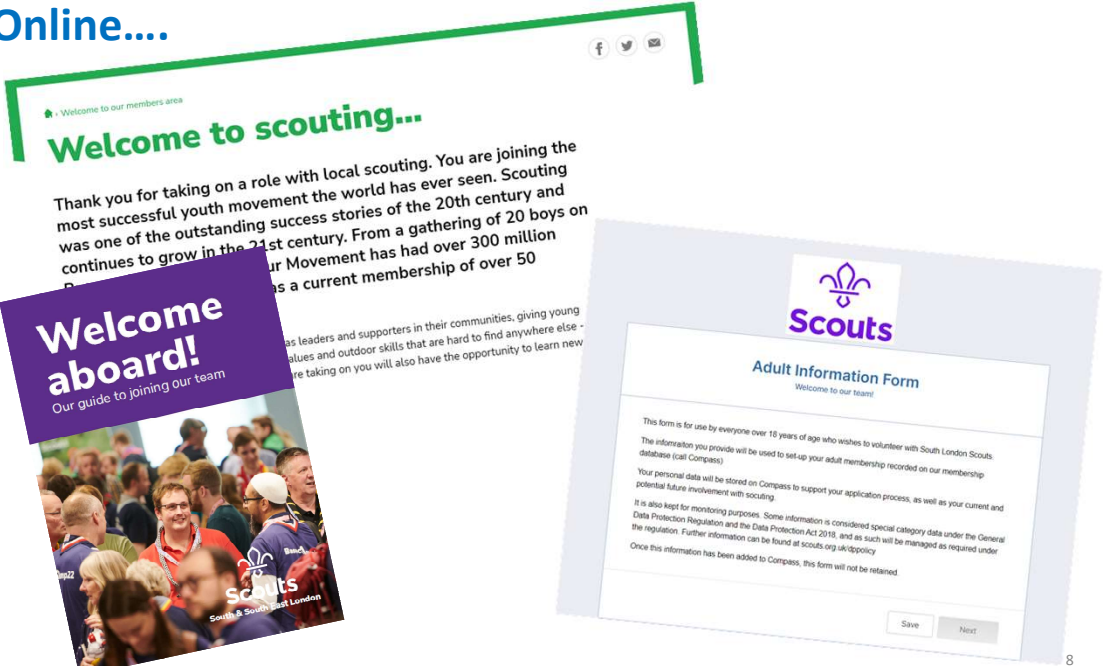




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Online....



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(or provides the paper if she can't access online)....

Welcome aboard!
Our guide to joining our team



Welcome to scouting, you have joined a team of over 130,000 volunteers who help the scouts to provide fun, friendship, challenge and adventure to over 420,000 young people all over the UK!



Supporting you
Whatever your volunteering role, we aim to get you settled into it as quickly as possible so that you too can enjoy all the benefits that scouting has to offer. Over the next few months, members of your team will support you in getting to grips with all the things you need to know and will help you develop the skills that you need to be able to really get stuck in. For now, this quick guide will highlight some of the things that you might find useful early on.

information form



Young people first
Safeguarding – a code of practice

This card contains essential information for all adults in Scouting. Please keep it with you at all times.


Version 7 Nov 2018
scouts.org.uk/safeguarding




Jemima visits our welcome web page, where she finds lots of useful information and completes our online Adult Information Form

(or returns the paper form#0






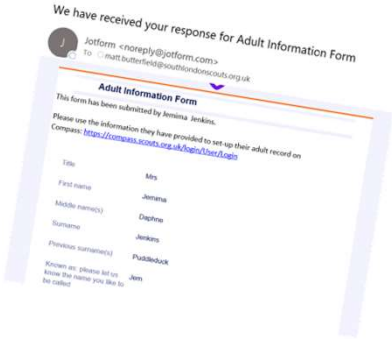
Jemima submits her form and receives an automated email from her district with lots of helpful information and a remind of the steps in the welcome process including the getting started learning she needs to complete



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Bob, or he's nominated team member, receives Jemima's completed Adult Information Form by email



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Jemima's details are used to set-up her compass record

We have received your response for Adult Information Form

Adult Information Form

This form has been submitted by Jemima Jenkins.
Please use the information they have provided to set-up their adult record on Compass: <https://compass.scouts.org.uk/login/her/login>

Title	Mrs
First name	Jemima
Middle name(s)	Daphne
Surname	Jenkins
Previous surname(s)	Puddoock
Known as: please let us know the name you like to be called	Jim

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Email is disposed of correctly

GDPR

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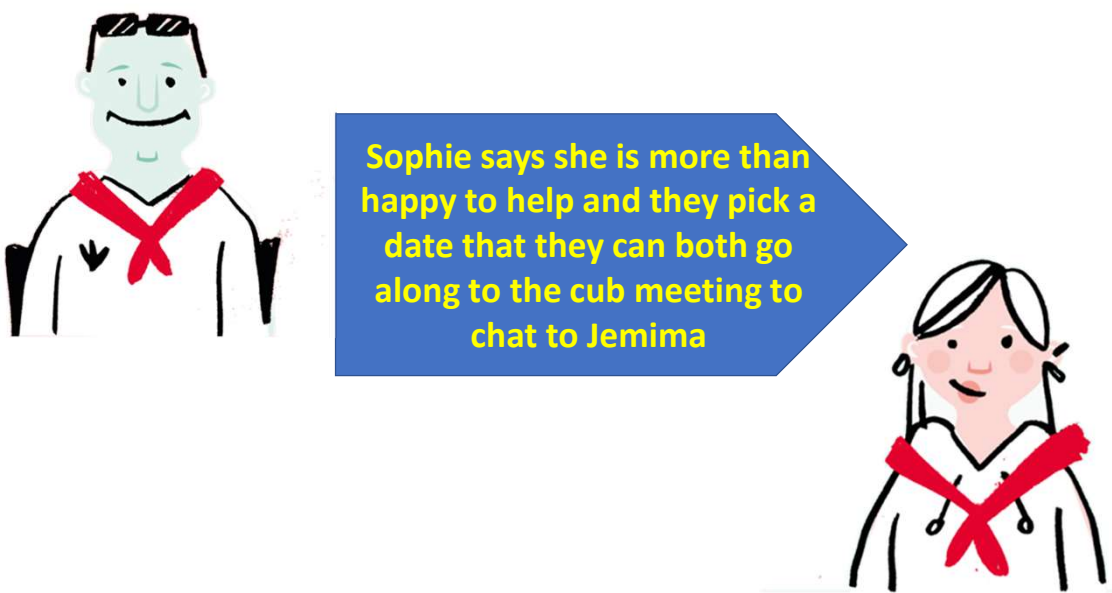
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Bob asks a member of the district volunteer development team to assist with Jemima's welcome conversation

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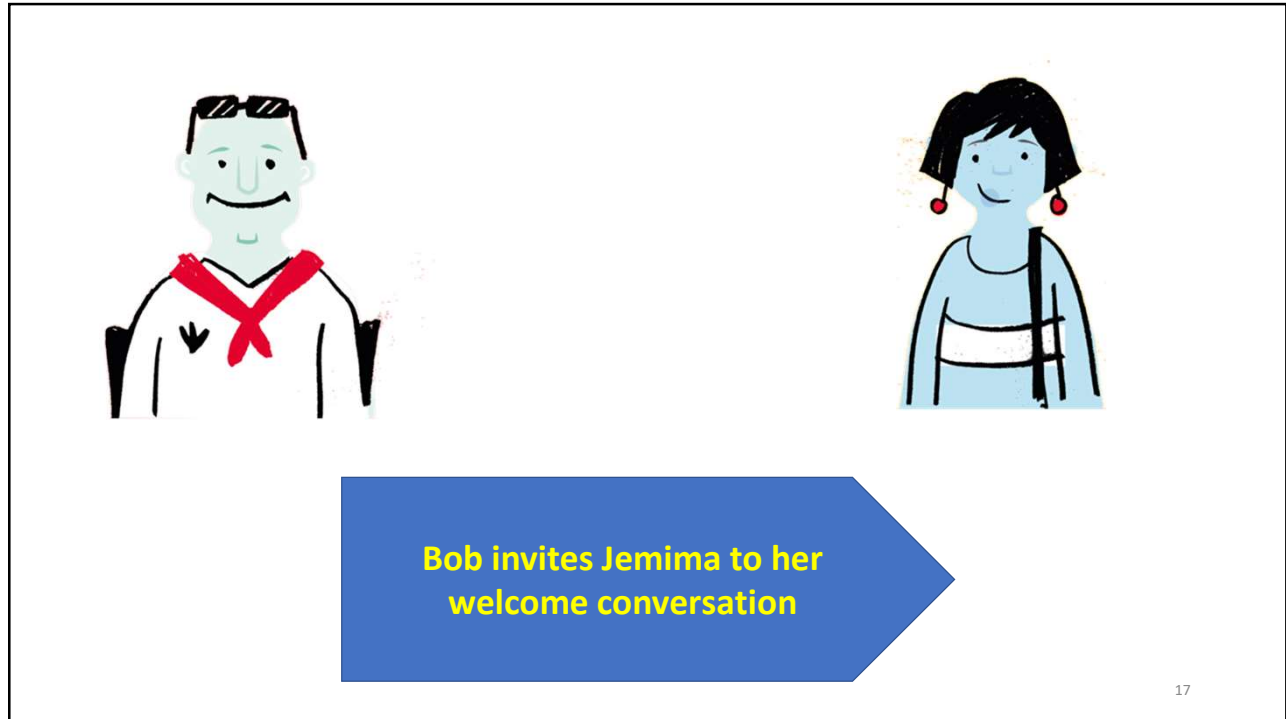
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Sophie says she is more than happy to help and they pick a date that they can both go along to the cub meeting to chat to Jemima

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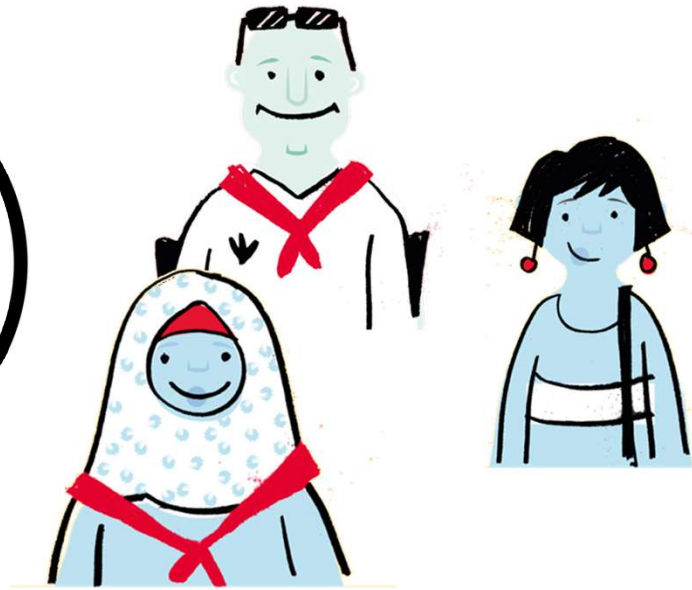


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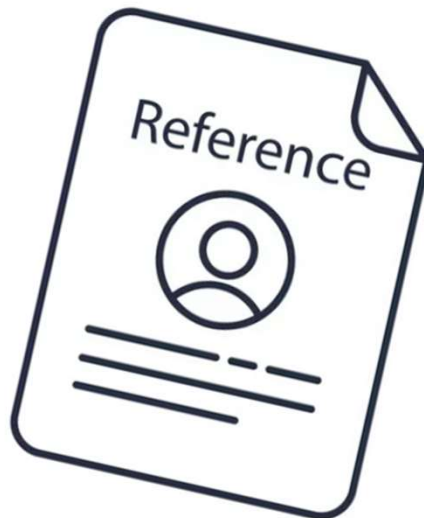
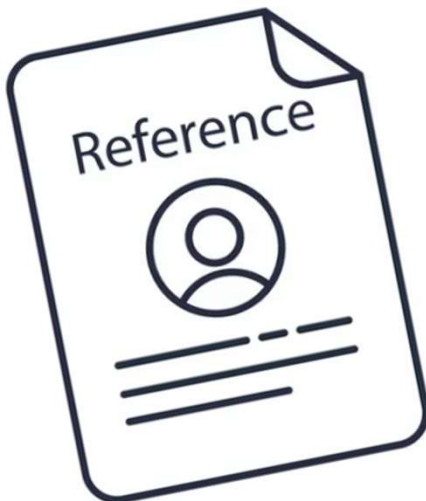
Meanwhile....



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Meanwhile....



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Meanwhile....

Jemima completes her getting started learning



Getting Started

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Jemima passes her completion certificates on to Bob or Karina



Getting Started

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Bob updates Jemima's getting started record as complete on compass



00000001 Robert Stephenson Smyth Baden-Powell, 1st Baron Baden-Powell of Gilwell (Pre-Pov)

Approval Process

Role Status: * Required fields

Line Manager:

Review Date:

Approval

CE Check: * Required fields

Disclosure with Barring Required:

References:

Appointment Advisory Committee Approval:

Commissioner Approval:

Getting Started Modules

Module	Validated By	Validated On
Personal Learning Plan		
Tools for the Role (Section Leaders)		
General Data Protection Regulations		
Essential Information		
Safety Training		
Safeguarding Training		

Updated by: The records department at UKHQ

Updated by: District Appointments Secretary

Updated by: Lead volunteer for the group or Training Adviser

Bob, Karina and Sophie have a chat to check that they are all happy to recommend Jemima's appointment as a member of the cub team



Bob completes the conversation notification form



Transforming the volunteer journey

Welcome conversation notification

The bit about you...
Please complete this section so we know who is completing this form

Your name:
First name Last name

Your Scout District:

Your Group or Unit:

Your membership number:

Your Email address:

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Rita, a member of the district volunteer development team, receives Bob's completed form



South & South East London Scouts

Transforming the Volunteer Journey

Please see detailed below, information submitted by a member of your district to notify you of a welcome Conversation that has taken place.
Please use this information to update the persons appointment status on Compass

Your name:

Your Scout District:

Your Group or Unit:

Your membership number:

Your Email address:

Your phone number:

Welcome buddy name:

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Rita uses the information provided on Bob's form to update Jemima's Compass record





Updated by: The records department at UKHQ
Updated by: District Appointments Secretary
Updated by: Lead volunteer for the group or Training Adviser

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Rita send the district's standard congratulations email to Jemima



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Jemima receives an email from Willow and Don, the lead volunteers for her district, congratulating her on completing the welcome process and on her new full appointment as a member of the 1st Thames cub team



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Jemima is presented with her full appointment



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A warmer welcome for everyone

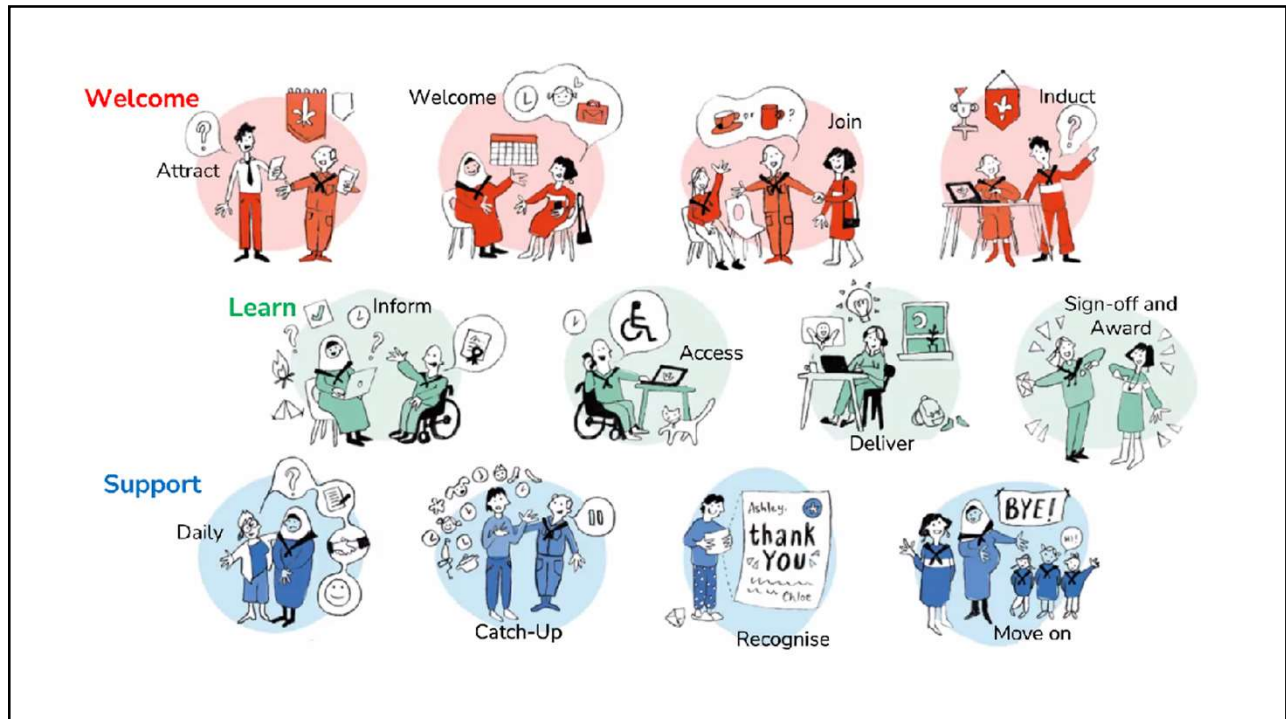


We want **Jemima** to think and say...

"I've been warmly welcomed and thoroughly introduced to my new volunteer role. The learning I've completed so far has been so helpful and now I can hit the ground running"



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