

If you've joined in with the BUILD campaign - and most importantly, if you've asked people to get involved and undertake specific jobs or roles - you'll be having some new volunteers say "Yes - I'll help".

At that point we don't want to lose them, so here are some tips and tricks to keep them engaged and retain them as a volunteer

1. **Say 'yes' and say thank you.** Follow up the offer, accept it and thank them for volunteering with you. Remind them that they'll learn new things, have fun and that our youth members will benefit from their volunteering.
2. **Let us know.** Durham Scouts have invested in the BUILD campaign and it would be good for us to know what the return on the investment has been and whether we should run more campaigns in the future. Please take a few minutes to fill in the [new adult recruitment form](#) on the county website. Invite them to join us at Confido '19 and use the same form to provide contact details to ensure that we invite them to Confido '19 and so that they can see some of the best of what Scouting has to offer.
3. **Don't push them into a role until they're ready.** Take time to make sure that it's the right job and the right role for everyone. Don't force them into a role if it isn't right - make use of what they want to do and don't force them to do something they don't want to. We lose too many volunteers within six months if they feel forced to do a job they don't enjoy or get forced into a role which overwhelms them. You can always change their role later if they want to do more.
4. **Get them involved.** Get them involved in doing something useful straight away. Be sure to say thank you and reaffirm how important their job is - but be sure to supervise them until their DBS is returned clear.
5. **Put them on Compass and perform a DBS check, following best practice.** You have 30 days to complete the DBS application after you enter their role on Compass (regardless of what role start date you enter). Only put them on Compass once you know that they have all the documentation required to complete a DBS check. Ideally, add them to Compass and complete the DBS check at the same time.
6. **Organise a meeting with the Appointments Advisory Committee.** Work with your GSL and the Secretary of the Appointments Advisory Committee to arrange a meeting as soon as possible. Schedule extra AAC meetings if needed and if you have several new adult volunteers ask the AAC to come to you. Explain to the new volunteer what the purpose of the AAC is and offer to accompany them to the meeting.
7. **Allocate a Training Advisor.** Work with your GSL / Local Training Manager to appoint a suitable Training Advisor as soon as possible. Make sure that the new volunteer meets their TA and understands that the TA is there to support them through training. Explain that training takes place over months and years. Make sure that the new volunteer is in the right role and that they haven't committed to too much training e.g. someone who has offered to collect weekly subs and run the tuck shop should be a Sectional Assistant and does not need to complete a Wood Badge as an Assistant Section Leader.

## Build Adult Recruitment Campaign

### New Adult Volunteer Good Practices

8. **Introduce them to a mentor.** Scouting can be strange and full of jargon at times and new volunteers can sometimes feel a little lost. A mentor should be someone with experience in the same or a similar role and someone who the new volunteer can get along with. It might be someone in your Group or another Group, but should be someone they can talk about the job/role with, and someone who can share practical experience.
9. **Check how they're doing.** Keep saying thank you and make sure to involve them in the life of the section or Group. Avoid 'cliques' or 'in-crowds', invite new volunteers to additional, appropriate meetings, let them know what's going on and invite them to social events. In simple words, make sure that they're okay and make them feel welcome – and never stop doing that.
10. **Make sure they receive regular role reviews.** As well as a formal role review every five years, make a point of catching up over a coffee or a drink, and make time to ask how they're getting on, if they have any issues or suggestions, or if there is anything else they'd like to try.

It's hard to recruit new adult volunteers, so use these tips and tricks to welcome, induct, appoint, support, train, review and – most importantly of all – to RETAIN your new volunteer. If your district is being slow making DBS checks, appointing Training Advisors, or organising AAC meetings raise the issue with your District Commissioner.

And please do take a few minutes to fill in the [new adult recruitment form](#) on the county website, to let us know that you've been successful in recruiting a new volunteer, and whether they want to come to Confido.

**KEY POINT: Too many new volunteers stay with Scouting six months or less. We need to recruit and retain more adults to help Scouting grow.**