

Where do I start? – Scenarios

Using MoSCoW as a tool, think about what you **must** do and then actions you should, could or won't do to tackle each situation below.

- 1) **Volunteers in your area are not completing their ASS2 within the deadline.**
What steps would you take to address this?

Must do – use GO reports to check who is due to complete or renew and prompt volunteers to complete on time. If the deadline has passed the volunteer reaches the sanction stage. They must not attend meetings whilst the compliance process is in progress and the role is formally ended by the Chief Commissioner. This takes a few weeks and during this time the training can be completed.

<https://www.girlguiding.org.uk/information-for-volunteers/commissioners/your-responsibilities/a-safe-space-compliance/>

How – start with gentle prompts & reminders, offer help, give firmer prompts with deadlines, find out what the problem is – can't or won't? (get the volunteers confidence so they can admit if they are struggling), recognise disability such as dyslexia or sight loss, offer to work with the volunteer (maybe set a time to complete ASS or offer F2F training), take the compliance route as a last resort

- 2) **A Unit in your district has not produced annual accounts for the past 3 years.**
What steps would you take to address this?

Must do – 'something' to stop the situation getting worse and must escalate if the situation is unresolved.

Ref: Whilst it's the responsibility of commissioners to ensure that each unit in their area has its accounts independently reviewed by someone outside of the year unit once a year, making sure that units are keeping their accounts up to date and providing regular support to the leaders is a task that commissioners can delegate. However, commissioners must escalate

any concerns they may have.

<https://www.girlguiding.org.uk/information-for-volunteers/policies/finance-policy/#:~:text=Setting%20a%20budget%20and%20following,shared%20with%20the%20level%20above.>

How – start by giving gentle prompts, find out what the problem is – can't or won't? (get the volunteers confidence so they can admit if they are struggling), offer to work with the volunteer (set a time to do the accounts together) or find someone else to take on that, use the compliance route as a last resort, offer a carrot – e.g. make grants available only to those with up-to-date accounts.

3) You are receiving alerts from Girlguiding and notice that a unit is not responding to young member enquiries or keeping GO up-to-date. What steps would you take to address this?

Must do – 'something' – there are implications of doing nothing such as the risk of complaints affecting Girlguiding reputation, or impacting on Guiding growth plan – 'every member matters'

Ref: Membership Administration section & GO help files

<https://www.girlguiding.org.uk/information-for-volunteers/running-your-unit/membership-administration/>

How – find out what the problem is – can't or won't? (get the volunteers confidence so they can admit if they are struggling), offer to work with the volunteer and offer training or find someone else to take on that.

4) A unit in your district suddenly announces that one leader is moving, another is taking maternity leave and another has a job which means they cannot commit to attending every meeting. They have good unit helpers and young leaders. How can you support this unit?

Must do – The unit – must not meet without ASS3 & 1st Response cover and a leader or LIT. It's ok to cancel a meeting if it's not safe to continue.

Ref: Adult to child ratio page

<https://www.girlguiding.org.uk/information-for-volunteers/running-your-unit/safeguarding-and-risk/adult-to-child-ratios/>

How – if a meeting is cancelled at short notice consider how you ensure parents are informed, set up a rota of other leaders to cover meetings, parents rota to cover ratios (could ask a trusted parent to set up the rota), merge units temporarily, help unit plan an 'easy' programme.

5) Attendance at district / division meetings is low. How can you encourage leaders to engage with the district / division?

Must do – ensure information is communicated & leaders feel supported, comply with your area's constitution.

Ref: Running successful meetings

<https://www.girlguiding.org.uk/information-for-volunteers/commissioners/taking-the-lead/running-successful-meetings/>

How – Consult re nights, times, venue (location, cold hall v pub), F2F / Zoom. Why are you having a meeting? Is it what leaders want? Can you communicate in different ways? Email / WhatsApp / G:drive to share information. Do you include a training element? Is it to plan events or to share support? Offer food!

6) Young members in your district / division are not being given the opportunity to experience residential events or activities and events outside of their unit. How can you help facilitate a wider range of experiences?

Must do – 'something' to ensure we are offering every member an exceptional experience and to avoid reputational risk.

Ref: Doing our Best standards (Five Essentials)

<https://www.girlguiding.org.uk/information-for-volunteers/programme-and-activities/doing-our-best-standards/five-essentials-checklists/>

Region Strategy <https://www.girlguidinglaser.org.uk/resource/Region-Strategy-V3.pdf>

How - Is there a need? Signpost to county / region / national events they can join, buddy up units for joint residentials, share ideas on simple, successful activities, set up a small group to plan a district event.