

Headquarters Services

Supporting Scouting



0845 300 1818

Item Code FS320523 June 2010

Introduction

Volunteers give of their time so that half a million young people can enjoy the fun and friendship of Scouting. Headquarters is committed to providing a range of quality services to help Leaders and Administrators in making this possible.

This factsheet contains a comprehensive list of the services available to be used by Members. It also contains up-to-date information about where the money comes from and how it is spent. Fully accountable to the Board of Trustees, Headquarters constantly evaluates the cost and performance of its services to ensure they are both relevant and economically viable.

The Chief Executive

The Chief Executive is responsible for the work of all Headquarters staff, wherever situated, and for the implementation of the policies of the Board of Trustees.

Programme and Development

Programme

The Programme Team provide regular support and assistance to the 6 to 25 Programme.

The five Sectional teams of volunteers and staff provide day to day support of the Member programme for 6 to 25 year olds and develop resources to support programme implementation across the UK. The Team also supports the work of Youth Involvement and the Association's representation on the British Youth Council.

The Team also provide technical advice on all aspects of Activities (water, land and air) and work with NGO's and Government Departments to ensure the Association is aware and has an

opportunity to contribute to proposals that may impact on our rules and ability to run effective programmes. The Team also is the Operating Authority for The Scout Association (Scotland and England) on behalf of the Duke of Edinburgh's Award and provides support to the Movement of the programme.

The Team also promote international opportunities including camps and projects such as the International Camp Staff Programme (ICSP). The Team creates resources, promotes links with other countries (including through its pen-pal scheme), administers grant aid for visits abroad and advises the Association's Overseas Branches and British Groups Abroad. The Team support the work of the International Commissioner and ACC/AAC's (International) in maintaining relationships with Scouting around the world and promoting International in the member programme.

Contingent

The Contingent Team is responsible for supporting The Scout Association's participation at World and European events. Primarily, these include, The World Scout Jamboree, The World Scout Moot, The World Scout Conference, The World Scout Youth Forum, Roverway and The European Scout Conference. More information is available at www.scouts.org.uk/ukcontingents

Adult Support

The Adult Support Team gives support to all adults in Scouting. It is divided into four main areas, as follows.

The Adults in Scouting Team is responsible for focussing on the recruitment and retention of adult volunteers and for the ongoing development of the support and information available to all adult volunteers in Scouting.

The Scout Information Centre

Gilwell Park Chingford London E4 7QW Tel + 44 (0)20 8433 7100 Fax + 44 (0)20 8433 7103 email info.centre@scout.org.uk www.scouts.org.uk

The Adult Support Team supports all aspects of training and development for Adults in Scouting. This includes training and development materials, resources and support for Leaders, Commissioners and training teams, practical support through running courses and workshops on a national and local level, communications and updates to training teams and the development of training through specific projects and research.

The Team supports Scout Active Support. This is a flexible approach to volunteering for adults. A Scout Active Support Unit could be based at Scout Group, District or County/Area level and support any area of Scouting as deemed appropriate by the Group Scout Leader or responsible Commissioner.

The Team supports the Diversity and Equalities work of The Scout Association. This involves implementing The Scout Association's Diversity Strategic Framework to enable Scouting to operate in an accessible and inclusive way in every community it serves. This helps young people and adults from different backgrounds and with different needs to fully access and participate in all aspects of Scouting. The Team also produce and manage a range of support resources.

Regional Development Service

The Regional Development Service covers the eight English Scout regions.

Each region has a small team consisting of a Regional Development Manager and Regional Development Officers providing direct development advice and support to Groups, Districts and Counties. The RDS also provides support to County and District Commissioners in the management of critical incidents.

Examples of some areas where the RDS may be able to offer development support include:

DC Inductions; District and Group Health Checks; Development Support to GSL's; Recruitment and Retention of Adults and projects including the opening of new Scout Groups/Sections and working with minority communities.

Development Grants Board

Known as the 'DGB', the Board receives all applications for Headquarters grants, with the purpose of providing grants for the development, growth and support of local Scouting.

Funds are available to support adult and young leader training, new Sections and Groups, a range of growth and development initiatives, special needs, international projects, and individuals who are in need of financial support for such things as purchase of uniform, cost of camps, travel to events and other needs.

The DGB Grants Manager is able to provide advice and support on details of the funds and how to make application.

National Centres

The primary function of the National Centres Team is to provide programme opportunities for members to enjoy residential experiences and associated outdoor activities at the national Scout Activity Centres and Conference facilities and services at the two Scout Conference Centres.

The Team are responsible for the marketing, management and delivery at the Association's Scout Activity Centres: Downe, Gilwell Park, Hawkhurst and Youlbury and Scout Conference Centres at Baden-Powell House and Gilwell Park.

Estate Services

The Team ensures that Headquarters properties are maintained and meet statutory compliance obligations. Additionally, the team supports all building projects across HQ, delivers all office based services at Gilwell House and manages the equipment held in the Training Stores at Gilwell Park.

- Gilwell Park Conference Centre, on the outskirts of north-east London, provides a facility for Scouting and non-Scouting conferences, meetings and events.
Tel: 020 8498 5300
www.scouts.org.uk/conferences

- Baden Powell House Conference Centre, South Kensington, London, provides a facility for Scouting and non-Scouting conferences, seminars, training courses and event facilities.
Tel: 020 7590 6909
www.scouts.org.uk/conferences
- Baden-Powell House Hostel, in Central London provides Hostel facilities for Members of the Scout and Guide Movements world-wide, their families and other youth organisations and schools. The Hostel is managed by Meininger UK in partnership with The Scout Association.
Tel: 020 7590 6900
- Gilwell Park Scout Activity Centre is set within 108 acres of woodland on the edge of Epping Forest. It is a popular camping and residential activity centre offering programmes for Scouts, schools and colleges. It also plays host to major outdoor events such as Cub and Beaver Scout Fun Days, The Winter Camp, Gilwell 24 and the Gilwell Reunion.
Tel: 020 8498 5411
www.scouts.org.uk/sac
- Downe Scout Activity Centre is set within 86 acres of woodland next to Charles Darwin's Downe House in Kent. It is a popular camping and residential activity centre offering programmes for Scouts, schools and colleges. It also hosts 'Camp Downe' international camp every 4 years.
Tel: 01959 572121
www.scouts.org.uk/sac
- Hawkthirst Scout Activity Centre is located within 200 square miles of Kielder Forest, Northumberland and surrounded on three sides by the vast expanse of Kielder Water. The Centre offers residential activity and water based programmes to Scouts, schools and other youth organisations.
Tel: 01434 250217
www.scouts.org.uk/sac

- Youlbury Scout Activity Centre is situated in the heart of rural Oxfordshire. It is a popular camping and residential activity centre offering programmes for Scouts, schools and colleges.
www.scouts.org.uk/sac

Management and Committee Support

Programme and Development services are provided with the guidance and assistance of the Operations Sub-Committee and are managed by the Director of Programme and Development.

Corporate Services

The Corporate Services

The Corporate Services Team provide the following support to the Movement:

- Updating and general interpretation of Policy, Organisation and Rules
- Dealing with complaints to Headquarters
- Support to County/Area/Region Commissioners and Secretaries
- Co-ordination of Board of Trustees, Executive Committee and General Purposes sub-Committee meetings
- Co-ordination of Scout Insurance Services Limited meetings
- Co-ordination of The Council of The Scout Association, including the Annual General Meeting
- Co-ordination of National Membership Subscription for Members of the Movement (registered only to Headquarters)
- Co-ordinating Headquarters Speakers for local events as and when requested
- Administration of the Caravan and Camping Exemption Schemes

Archives and Heritage

The Archive and Heritage Department are the custodians of The Scout Association's and Baden-Powell's family historical memory. This includes archives, library, audio-visual, fine art, museum objects and structures.

Day to day work involves accessioning, cataloguing and answering enquiries regarding the international Scout movement, providing advice on records management with regard to retention of records, Copyright and Data Protection Acts.

Human Resources

The Human Resources Team provide HR support and advice to all employees as well as Scout Districts, Counties, Areas and Regions on the employment of local staff and other employment issues.

Legal

The Legal Team has three main functions. It:

1. Acts as solicitor for Headquarters;
2. Handles the legal work for The Scout Association Trust Corporation "SATC" (which holds title as Custodian Trustee to 5,000 properties on behalf of Scout Units i.e. Regions, Counties, Areas, Districts and Groups); and
3. It offers general legal advice to Members or Scout Units.

It is important to note that in operating as a charity, the Association is only able to provide a limited legal service to its Members and therefore the Legal Team comprises one Solicitor, assisted by one Legal Executive and one Secretary. Thus, due to the logistics, the Team is only able to provide general legal advice to Members or Scout Units and will assist as much as possible in this. If the Scout Unit has specific or ongoing concerns then they are advised to either negotiate directly with the other side or instruct a local solicitor to do so. Please note, also due to the logistics, the Legal Team should be contacted in writing (including email) wherever possible. This ensures that the query is properly received, that a response can be given more speedily/efficiently and that a proper record is kept for future purposes.

Membership & Customer Service

The Scout Information Centre opened in April 1999 and was set-up as a one-stop shop for all Scouting information. The Centre is open from 8am-7pm weekdays, and from 9am-12pm on Saturdays and can be contacted via a local rate number (0845 300 1818) or landline (020 8433 7100), email (info.centre@scouts.org.uk), Fax (020 8433 7103) or by post to the Gilwell Park address.

The services the Team offer include:

- Information and advice on Scouting issues
- Secure on-line ordering
- Roadshows for large events
- Providing local contact details for people wanting to join Scouting
- Researching and answering a range of diverse questions
- Identity badge ordering service

The Membership Services Team provides access to information, resources and tools to assist with the recruitment, retention and management of Members. By combining scouts.org.uk with a range of Membership tools and tailored content it helps improve communication within the Movement and significantly reduces administration.

The centralised storage system (instead of multiple databases all containing similar data) allows, for example, Section Leaders to access and update the data on the young people with whom they work directly. In addition, individuals can manage their own information, keeping administration to a minimum and ensuring they receive up to date information.

The Appointments and Membership Team is responsible for supporting users of the on-line membership database. The Team is also responsible for supporting and developing the 'want to join' system, working with Counties/Areas/Regions to set up effective local processes for dealing with Membership enquiries. The Team also process Module Completion forms, Wood Badge recommendation forms and registrations, amalgamations or closures of Groups/Districts.

Confidential

The Confidential Section administers the comprehensive Personal Enquiry system and facilitates the Disclosure application service, advising Counties/Areas/Regions and Districts accordingly.

Awards

The Awards Section issues Awards to Scouting for good service, meritorious conduct and gallantry, together with awards for length of service. For more information please contact awards@scouts.org.uk.

Safeguarding

The Safeguarding Team supports the implementation of the Association's Child Protection and Anti Bullying Policies.

The Safeguarding Team has a number of specialist staff, based both at Gilwell Park and in the field. Direct support is also provided to

Commissioners and a network of County/Area Safeguarding Awareness Co-ordinators.

The Safeguarding Team can be contacted by email on safeguarding@scout.org.uk

Management and Committee Support

Organisational support is provided with the guidance and assistance of the General Purposes Sub-Committee and is administered by the Director of Corporate Services.

Marketing and Communications

Ambassador and Luminary Relationships

The Ambassador and Luminary Relationships Leader works to increase the profile of existing Scouting Ambassadors and their promotion to the Movement. This includes:

- Management support and retention of existing Ambassadors and Luminaries.
- Identifying and recruiting new Ambassadors and Luminaries, making sure that the range of people will appeal to the appropriate audiences and showing the diversity of Scouting.
- Development of best practice guidelines and protocols for The Scout Association around Ambassadors.
- Being the main point of contact for other teams, if they are interested in working with Ambassadors and Luminaries and keeping a record of all contact with existing and potential new Ambassadors.
- Supporting local Scouting in using high profile supporters.
- Communicating back to the Movement on news around Ambassadors.

Public Affairs

The Public Affairs Team is responsible for building relationships with people in public life, including politicians, civil servants, academics and policy makers, at both a local and national level, on behalf of The Scout Association. It maintains and oversees the Association's primary contact with these people and their organisations, ensuring that the voice of Scouting is effectively represented in Government and public policy.

It also oversees and organises campaigning activities on behalf of the Association to support its activities and highlight the contribution Scouting makes to British society. To support this work, the Public Affairs Team is also responsible for building the capacity of Scouting and its Membership to effectively advocate for the Association. It does this through offering campaign and advocacy training to Youth Members, developing free resources for Leaders and Youth Members to use to address and support their own local campaigns and provides briefings to Leaders and senior volunteers. For more information please email citizen@scouts.org.uk.

Media Relations

The Media Relations Team helps to improve the public image of the Scout Movement. This is done by developing media strategies to promote and deliver inspiring stories and campaigns, raising awareness of Scouting activities and helping to build the Scout Brand. They also support and develop young people and adult Members of the Movement with their media and external communication needs.

The Team increases public awareness of the role of Scouting in the development of young people and is essential if the Movement is to continue to attract support for its work.

The Team is the main point of contact between the Association and national and international media outlets (press, radio, online and television). The Team has relationships with key media contacts, which covers the whole of the United Kingdom, along with all our Media Development Managers.

As well as being a contact point for the media, the Team exists for the benefit of Members who need help to deal with the media when things go wrong. We have a support service and on duty Media Relations Officer operational 24/7. Details of how

to make use of this EMERGENCY service can be found at www.scouts.org.uk/media.

Internal and Creative Communications

The Creative Communications Team aims to produce inspiring, practical, instantly recognisable resources that support the recruitment and retention of adult volunteers.

Primarily providing communications support to all HQ teams, it also aims to help local Scouting

communicate the fun, adventure, mission and values of Scouting in a striking and consistent way. It is responsible for the following key functions:

- The production of the Association's magazine, Scouting. Published six times a year and reaching more than 87,000 Members, the magazine provides news, in-depth features, practical training and programme support.
- The production of six supplements, published six times a year to provide specific programme support for Section Leaders; also the production of Focus, again published with each issue of the magazine to provide support for Managers in Scouting.
- The delivery of general and targeted ecommunications including the weekly ScoutingPlus news message sent to all members with a valid email address on the membership services database.
- The production of Scouting resources including programme support, books for young people, training materials, factsheets, leaflets, posters, banners and questionnaires.
- The development and promotion of the Scout brand, logo and visual identity including the production of written and visual material to promote consistency of message.
- Monitoring the use of the Scout name and trademark by external publishers and organisations.
- Copyright and translation requests from both commercial organisations and other Members of the World Organisation of the Scout Movement, especially those relating to Scouting for Boys.

- Maintaining and updating of the national website www.scouts.org.uk

Marketing and Fundraising

The fundraising part of the Team works to raise funds for the Association to use to meet its key strategic objectives. It also aims to assist local groups by offering advice and information.

It is sub-divided into the following areas:

- Commercial Partnerships
- High Value Fundraising
- Legacy & International
- Trusts and Institutional Giving

The marketing part of the Team leads on the continuous development of The Scout Association's membership marketing strategy. This includes communicating with warm audiences such as parents and lapsed Leaders as well as those audiences who know less about Scouting i.e. via partnerships with other charities such as Comic Relief, exhibiting at The Outdoors Show and placing articles and adverts in external publications.

Management and Committee Support

Marketing and Communication services are managed by the Director of Marketing and Communications and supported and guided by the General Purposes Sub-Committee.

Finance

Accounts

The Accounts Team provide advice to Counties/Areas/Regions, Districts and Scout Groups on a range of financial, tax, VAT and investment matters. It also administers and provides information about the **Short Term Investment Service** for Groups, Districts and Counties/Areas/Regions wishing to invest funds at attractive rates for short periods.

The Accounts Team also supervises the cash flow of the Association, including Membership Subscriptions, manages the Association's cash balances and oversees the production of the quarterly management accounts and the annual financial accounts.

The Information Technology

The Information Technology Team is responsible for all IT resources at Headquarters sites as well as the support of remote workers. They ensure reliable internal and external communication links and help to identify and implement new ways in which information systems resources can be deployed for the benefit of the Movement.

This Team advises on matters relating to many aspects of IT in the Movement including desktop problems, application needs and issues, remote access, interactive publications, audio-visual presentations and many other areas. The Association's Intranet, corporate website and

Member's site are also supported by the Team in partnership with the Communications Directorate.

Management and Committee Support

Finance services are supervised by the Finance Sub-Committee and are managed by the Director of Finance.

Association Management

The Board of Trustees is the main policy and rule making body of the Association. It is responsible to the Council of the Association to manage the business of the Movement in the United Kingdom, and is supported by an Executive Committee and three Sub-Committees.

The UK Chief Commissioner and the Chief Commissioners provide direct support to Regional and County/Area/Regional Commissioners. They undertake a wide variety of representational functions both internally and externally, as the public face of Scouting. They provide a point of contact for regional/national meetings of County/Area/Regional Commissioners and manage Search Groups for national volunteer appointments.

The Annual Report and Accounts is required by law to provide the accountable report of the Trustees (Members of the Board of Trustees) to the Council of the Association.

World and European Fees are payable by virtue of our Membership of the World Organisation of

the Scout Movement and the European Scout Region.

National Events

Annual National Events include the National Scout Service and the parade of Queen's Scouts at Windsor, the National Presentations of Queen's Awards, the annual reception for Silver Wolf Holders and the Gilwell Reunion.

Subsidiary Companies

Scout Insurance Services Limited Trading as Unity Insurance

Unity Insurance Services is The Scout Association's Insurance broking business, based at Lancing, West Sussex. Its primary role is to provide, manage and administer all the insurance requirements for TSA and the Movement through specialist policies designed for Scouting.

The three core central block policies, which Unity manages are:

- TSA's Public Liability Insurance, which indemnifies all Leaders in the Movement against a third party injury claim;
- The Personal Accident and Medical Expenses Policy providing benefits to Members where injury or illness occurs during Scouting activities;
- Trustee Indemnity to protect all Trustees.

Additionally, Unity provides a whole host of other tailored insurance policies for Scout Groups, Districts and Counties/Areas to purchase directly for their Scout buildings and equipment including:- Campsites and Activity Centres operated by the Movement, supplementary accident insurance covers for Helpers and non-Members, travel insurance for camps and group trips, events, minibus, marine equipment and more.

Unity also manages TSA's central corporate HQ insurance needs, such as property including national activity centres, international trips and Jamborees and all other standard corporate and Charity insurance needs.

Unity has recently expanded to offer its services to other charities and particularly youth organisations, including Girlguiding UK, and other external organisations. It's vision is to become the preferred choice insurance broker to the UK youth and wider charity and voluntary sector, to

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help generate more income for Scouting as 100% of Unity's profits are donated back to Scouting.

Tel: 0845 0945 703
Fax: 01903 751044
Email: info@unityins.co.uk
Web: www.scoutinsurance.co.uk

Scout Shops Limited

Scout Shops Limited is the retail arm of The Scout Association. It operates a sales office and distribution centre based in Lancing, West Sussex.

In addition to supplying a range of Scouting merchandise including uniforms, publications, souvenirs and badges, it also offers a wide variety of quality branded camping equipment.

In addition to the essentials of Scouting, core lines include outdoor clothing, tents, rucsacs, sleeping bags, travel equipment and camping gear. The website www.outdoors.co.uk provides full details of all camping equipment ranges as well as the latest product offers.

To view the full range of Scout merchandise visit www.scoutshops.com

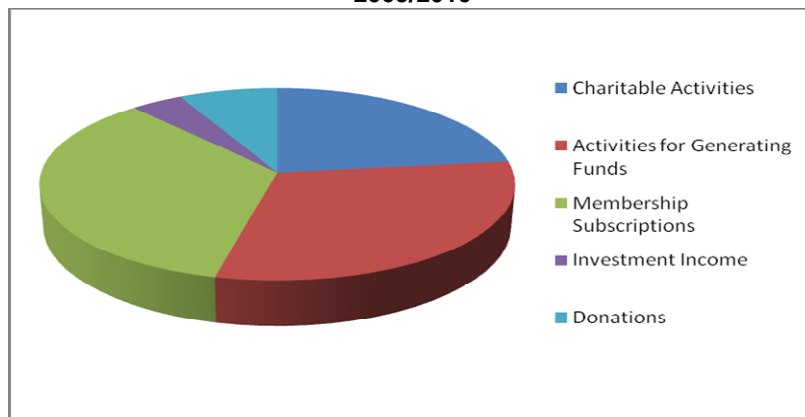
All products can be purchased by mail order, telesales or online.

Tel: 01903 755352
Fax: 01903 750359
Email: enquiries@scoutshops.com

Income and Expenditure

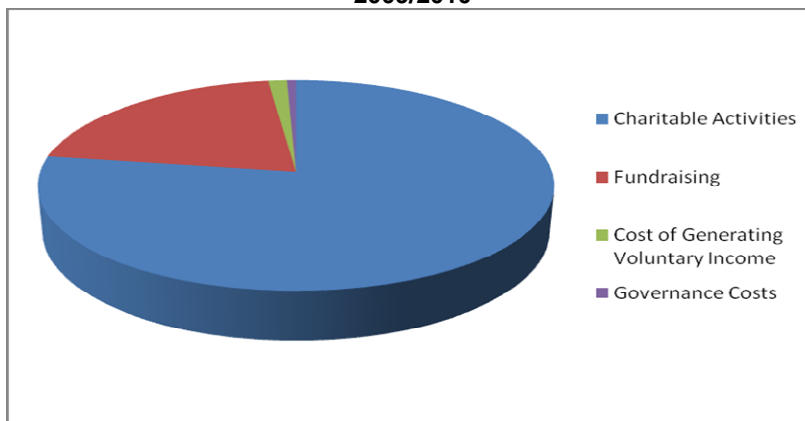
	2008/2009 £'000	2009/2010 £'000
Income		
Charitable Activities	5,710	5,536
Activities for Generating Funds	6,759	7,337
Membership Subscriptions	8,048	8,319
Investment Income	2,260	959
Donations	1,310	1,808
Net Incoming Resources	24,087	23,959

2009/2010



	2008/2009 £'000	2009/2010 £'000
Expenditure		
Charitable Activities	17,963	17,819
Fundraising	5,037	4,753
Cost of Generating Voluntary Income	281	305
Governance Costs	99	148
Total Resources Expended	23,380	23,025

2009/2010



Membership

Census of Membership in the United Kingdom

	2008/2009	2009/2010
Youth Membership	390,901	405,110
Leadership	74,653	77,680
Organisational Support	16,892	17,099
Total Membership	482,446	499,889

2009/2010

