

The Want to Join Process

Want to join enquiries - the magic behind the process. As this has been running over 15 months now and over 1,000 enquiries have been processed, I thought it was the right time to give you some more information and more importantly some please if you get an enquiry of steps to be taken to follow it up.

The allocation process

This is manual based on the postcode – and we try our best to match to the nearest group but sometimes may get it wrong.

We are now also asking for the school the young person is attending to point us in the right direction. When in receipt of an enquiry please do respond to it – or if not suitable for your group – copy in another local group or District ACC to your response – any issues please do contact me.

If your group has a waiting list, please do let the parent/carer know and ask if they would like to look at other groups locally – if positive and you do not have all the contact details please do pass back to me.

If the child is too young, please do not ignore the enquiry – please respond and let the parent/carer know and also add to a list if you hold one ready to get in touch again nearer the right start date.

The follow up

30 days after the initial enquiry the parent/carer will get an email asking for a follow up response – have they been contacted, has the young person started/been added to a waiting list, plus any further information they want to tell us about the want to join journey.

As you can imagine if all has gone well – we do get the odd positive response and thanks but mostly these are the negative ones that come back. These will be forwarded back on by email to the group they were sent to and the DC copied in incase they can assist at all.

Volunteer information

All enquirers are asked if they would be willing to volunteer – about 70% of the responses which are forwarded to groups say yes in some capacity – but from a recent dip survey none of the ones contacted had been asked to get involved – are we missing out on new volunteers ?

What can you do to help?

Please ensure your compass is up to date – especially for GSL's with the correct email address as 90% of the time this is where we send these onto.

Please come back to me if any issues – am more than happy to help.

We will shortly be advertising for a new County Administrator to work on the want to join process – for those of your that may be interested - the system is now tested and robust and you would be given to access to it to work from home, just need a map of Norfolk to hand (google maps!) and the desire to assist with the Growth of Norfolk Scouts.

Jane Warden

Deputy County Commissioner Growth

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