

Headquarters Services

Supporting Scouting in 2002



0845 300 1818

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Introduction

Volunteers give of their time so that nearly 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 Committee of the Council, Headquarters constantly evaluates the cost and performance of its services to ensure they are both relevant and economically viable.

Programme & Development

The **Programme Team** provides regular support and assistance to each of the youth Sections and is responsible for implementing and supporting the youth programme. The department also promotes spiritual and religious development and organises events and training opportunities for Members, including those people with special needs. This team is responsible for the Association's operation of the Duke of Edinburgh's Award Scheme.

Adult Support aims to ensure that all adults in Scouting have the personal support they need to help them support young people. This involves

providing information, advice and guidance on key areas such as recruitment, induction and review. Adult Support provides training courses and training materials for Leaders, Commissioners, and Trainers.

This team also supports the Scout Fellowship, which enables adults to actively support Scouting while enjoying social activities and participating in community service. Information is offered and help made available to its members.

The **Field Development Service** offers direct advice and support to Groups, Districts and Counties throughout England and to British Scouts Western Europe. It works on the development and expansion of Scouting in local communities and advises on funding from the **Development Grants Board** and insurance relating to registered Community Action projects. Advice is also given to County and District Teams on policies and sources of specialist assistance and support provided to County and District Commissioners in the management of critical incidents.

The **Activities Staff** liaise with a wide range of national governing bodies and draws upon the experience of our own specialist advisers in order to ensure activities within Scouting meet an appropriate standard and are safe for our Members. The staff provide support and advice to the Movement in the five key activity areas of land, water, air, creative and technology. This includes the production of an extensive number of

resources, visits to events (both Scouting and non-Scouting) and replying to individual enquiries on a day-to-day basis.

The **International Team** promote international opportunities including camps and projects such as the International Camp Staff Programme (ICSP) and the Global Awareness Partnership Project (GAPP). The team organises contingents to world events such as Moots as well as creating resources, promoting links with other countries (including through its pen-pal scheme) and administering grant aid for visits abroad. The staff support the work of the International Commissioner and ACC/AACs (International) and co-ordinates and advises the Association's Overseas Branches and British Groups Abroad.

The **Jamboree Staff** work with the UK Contingent Management Team to organise all aspects of the United Kingdom's participation in the 20th World Scout Jamboree in Thailand in 2002/03. This includes the Join-in Jamboree programme which provides the opportunity for all Members of the Movement to share in the excitement, adventure, fun and sense of hope that Jamborees bring alive.

The **Technical Services Team** maintains the wide range of training equipment at Gilwell. This is made available, together with technical support, for use on courses at Gilwell, National Scout Events and other Scouting purposes throughout the UK.

Management and Committee Support

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

Organisational Support

Records, Awards and Vetting services are provided by the Records Team. Leader and training records are maintained on current and past Warrant holders and on some Administrator and Adviser appointments. The statistics from the Annual Census are collated and analysed here and Scout Group Registrations and cancellations recorded. Scouting Awards for gallantry, good service and meritorious conduct are issued, together with certificates and decorations for adults' length of service. The Records Team also maintains and administers a comprehensive system for vetting adults prior to appointment.

Membership Services are developing an integrated membership management system to be used by Sections, Groups, Districts, Counties and Areas. Once established, it will facilitate communications that will help support and grow Scouting.

The **Child Protection Co-ordinator** promotes the implementation of the Association's Child Protection Policy *Young People First*, which seeks to safeguard the welfare of all Members by protecting them from physical, sexual and emotional harm. Direct support is also provided to Commissioners, Field Development Staff and a network of County/Area Child Protection Co-ordinators.

Legal Services offer advice to Counties, Areas, Districts and Groups on a wide range of legal issues. The team monitors and interprets any new legislation which may affect the Movement. The department also administers The Scout Association Trust Corporation, which any Scout Council may appoint to act as Custodian Trustees of freehold or leasehold property. Advice is also given on the effective management of the Association's intellectual property rights.

The **Archives Team** actively maintains records, documents, artefacts and other historical reference material charting the development of Scouting.

The **Personnel Team** can advise Scout Districts, Counties and Areas on the employment of local staff and other employment issues. It is also responsible for all staff matters relating to Headquarters.

The Information Services Team maintains all information technology resources at Headquarters sites, ensuring reliable internal and external communication links with the Movement. They also help to identify new ways in which information systems resources can be deployed for the benefit of the Movement.

This team advises on matters relating to the Internet, Scouting CD-ROMs, interactive publications and audio-visual presentations. The Association's Intranet, corporate website (www.scouts.org.uk) and Member's site (www.scoutbase.org.uk) are supported by the IS team in partnership with the Communications Directorate.

Management and Committee Support

Organisation Support is provided with the guidance and assistance of the General Purposes Sub-Committee and is administered by The Secretary of the Association.

Communications

The **Scout Information Centre** provides a single point of contact for anyone seeking information or resources relating to any aspect of Scouting. Its opening hours are 8am until 8pm Monday to

Friday and 9am until 12 noon on Saturdays, making it highly accessible to volunteers.

Tel: 0845 300 1818

Fax: 020 84337219

email: info.centre@scout.org.uk

SCOUTING Magazine is published monthly and is available by subscription or at local newsagents. The magazine provides information on a range of subjects of interest to both adult and young Members of the Movement and provides a vital news link between Members.

Publications co-ordinate the writing and editing of Scouting resources, including books, factsheets, leaflets, questionnaires, Intranet and corporate website pages (www.scouts.org.uk). It also oversees the commissioning and production of Scout Annuals and monitors the use of UK Scout protected marks and items by both commercial publishers and Member organisations of the World Organisation of the Scout Movement.

ScoutBaseUK (www.scoutbase.org.uk) is the Members' website. It was created and is maintained by a network of volunteers working in partnership with Headquarters' teams.

The **Press and Public Relations Team** works with the media at both a local and national level, to promote the work of the Scout Movement. Other services include advice to the Movement on good public relations techniques, practical help in dealing with communication problems, support for national events, exhibitions and promotions. It also produces *Talking Points*.

Talking Points, a digest of news and information, is published five times a year and distributed widely to Members of the Movement. 11,000 e-mailed copies are sent out in addition to 33,000 copies of the paper-based version. It is also

reproduced on ScoutBaseUK (the Members' website.)

The **Design Studio** provides creative and design support to all Headquarters teams and advises on the use of the corporate identity and Section sub-brands.

External Relations are maintained with other major national organisations. These are normally like-minded organisations which work with young people, such as the National Society for the Prevention of Cruelty to Children (NSPCC), the National Council of Voluntary Organisations (NCVO), the National Council for Voluntary Youth Services (NCVYS) and the National Youth Agency (NYA). The Association also maintains links with government departments and agencies on Scouting matters. Headquarters provides support to the All-Party Parliamentary Scout Group of MPs at Westminster.

Management and Committee Support

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

Finance and Marketing

Fundraising from charitable trusts and other grant making bodies helps provide resources for national projects and Headquarters funds. Services provided by the Fundraising Team include information and advice to the Movement on potential sources of funding including charitable trusts, companies, the National Lottery and tax effective giving such as Deeds of Covenant, Gift Aid and Payroll Giving.

Fundraising to support the redevelopment of the Gilwell Park Campsite is also conducted within this team.

Marketing develops and implements national business-supported fundraising initiatives and seeks sponsorship for a range of Scouting activities and badges.

Scout Insurance Services - based at Lancing, West Sussex - administer the Legal Liability Policy and the Association's Personal Accident and Medical Expenses Policy, which provides benefits to Members where injury or illness occurs during Scouting activities. Services also include arranging supplementary accident insurance cover at competitive premiums on a Group basis, and arranging insurance for property, equipment, boats, visits abroad and other Scouting needs, if required.

Tel: 01903 768524

Fax: 01903 751044

email: insurance@scout.org.uk

Operations and The Conference and Activity Centres market and manage the Association's properties at Baden-Powell House, Gilwell Park and Hawkhurst, particularly to ensure revenue generation from other commercial customers at times when the facilities are not being used for Scouting.

- **Baden-Powell House** in central London provides residential and catering facilities for Members of the Scout and Guide Movements world-wide and their families. It offers facilities for conferences, seminars, training courses and social events.

Tel: 020 7590 6900

Fax: 020 7590 6902

email: bph.hostel@scout.org.uk

- **Gilwell Park Conference Centre**, on the outskirts of north-east London, provides a facility for Scouting and non-Scouting conferences and meetings.

Tel: 020 8498 5300

Fax: 020 8498 5303

email: whitehouse.reservations@scout.org.uk

- **Gilwell Park Camp Site** is set within 108 acres of woodland on the edge of Epping Forest. It is a popular camping ground for Scouts as well as for local schools and other youth organisations. Open fifty weeks of the year, the campsite has a capacity of 2000, with indoor accommodation for up to one hundred people. It also plays host to major outdoor events such as Cub and Beaver Scout Fun Days, The Winter Camp and the Gilwell Reunion.

Tel: 020 8498 5411

Fax: 020 8498 5417

email: gparkcamp@scout.org.uk

- **Hawkhurst Adventure Camp** in Kielder Forest, Northumberland, is The Scout Association's flagship centre for outdoor activities. With extensive camping and water sports facilities, it provides Scouts and other organisations with year-round opportunities for developing a wide range of outdoor interests.

Tel: 01434 250217

Fax: 01434 250350

email: hawkhurst@aol.com

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

The Accounts Team also manages the operation of **The Scout and Guide Trust Fund** for long term investments. In addition, it 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.

Management and Committee Support

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

Administration

In January 2001, as part of a long-term plan to reduce costs and improve efficiency, the Headquarters of The Scout Association co-located to a single site at Gilwell Park. All Headquarters services, with the exception of Scout Insurance Services, are now administered from this site.

Association Management

The **Committee of the Council** 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 **Chief Scout** and the **Chief Commissioners** provide direct support to County/ Area Commissioners. They undertake a wide variety of representational functions both internally and externally, as the public face of Scouting. When meeting together as the **Chief Scout's**

Committee, they provide a point of contact for regional/ national meetings of County/ Area Commissioners and manage Search Groups for national volunteer appointments.

The **Chief Executive** is responsible for the work of all Headquarters staff, wherever situated, and for the implementation of the policies of the Committee of the Council.

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

The Association has established **Scouting 2007 Ltd.** to manage all preparations for the 2007 Centenary of Scouting. Activities include the logistical and resource planning for the Centenary World Scout Jamboree in the UK and the accompanying UK and World celebrations. The company is based at Gilwell Park.

Tel: 020 8433 7100

Fax: 020 8433 7103

email: scouting.2007@scout.org.uk

Outdoors is the retail arm of The Scout Association. It operates a chain of high street shops across the United Kingdom and a sales office at the company's head office and distribution centre in Lancing, West Sussex.

In addition to supplying a range of Scouting merchandise including uniforms, publications and badges, *Outdoors* also sells a wide variety of quality products from brand leaders. There is also a range of excellent value for money own brand merchandise at competitive prices.

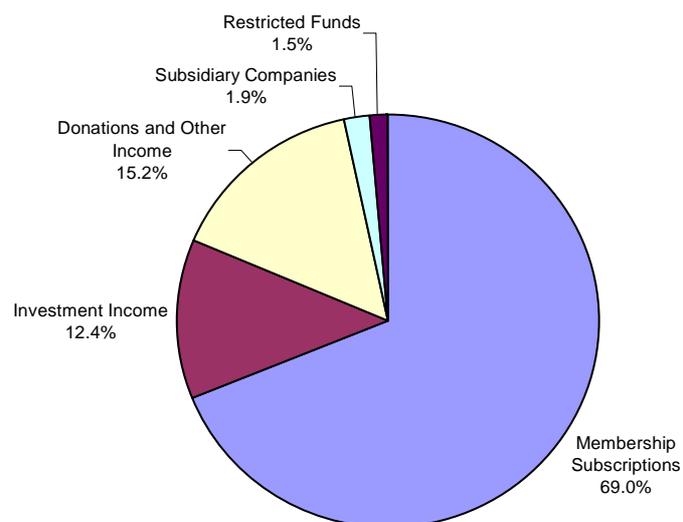
Core lines include outdoor clothing, footwear, tents, rucsacs, sleeping bags, travel equipment and camping gear. The *Outdoors* website (www.outdoors.ltd.uk) provides full details of all ranges as well as the latest product offers. Items can be purchased by mail order and on-line.

Tel: 01903 755352

Fax: 01903 750993

email: enquiries@outdoors.ltd.uk

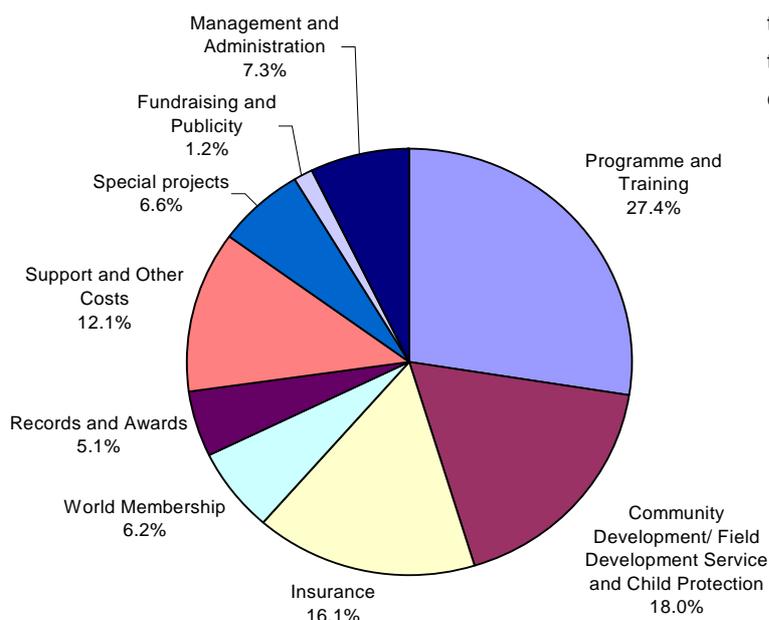
Where the money came from . . .



Note:

These charts are based on indicative figures taken from the results for three financial years ending 31 March 2001.

. . .and how the money was spent



Membership

Year ending 31 March 2001

Youth Membership	400,939
Leadership	82,381
Organisational Support	13,147
Total Membership	496,467
Number of Scout Groups	8,994