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| Recruitment & Warm Welcome Templates  Invite adults to support or join Girlguiding in your area  1 July 2023 |

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The templates in this pack can be used to let people know you’re recruiting volunteers. You can tailor them to meet the needs in your area. They’re best suited to use in emails, postal mailings or could be attached to a Girlguiding volunteer flyer (available through the [Online Design Centre](https://www.girlguiding.org.uk/information-for-volunteers/resources/our-brand-and-how-to-use-it/create-a-resource/)) for you to hand out. If you’re looking for adverts to share on social media, check out our [social media recruitment pack](https://www.girlguidingscotland.org.uk/wp-content/uploads/2023/08/Recruitment-Social-media-posts-and-templates.docx) on the Girlguiding Scotland website or contact [membershipadmin@girlguiding-scot.org.uk](mailto:membershipadmin@girlguiding-scot.org.uk).

Don’t forget local logos can be created using [Girlguiding’s Online Design Centre](https://www.girlguiding.org.uk/making-guiding-happen/resources/online-design-centre/).

# Parent/Carer Recruitment

Parents/carers are a huge volunteer resource, who are already invested in supporting Girlguiding, whether their child is already a member or if they’re on the waiting list for a unit. Emails or physical letters to the parents/carers of young members or waiting list girls can encourage them to come along and help out. Some of them are super keen to volunteer and are just waiting to be asked.

## Can you help girls join Girlguiding?

My name is xxxx. I’m a volunteer for Girlguiding xxxx. I’m really pleased to be able to share some exciting news with you – we’re about to set up a new section group in your child’s school. This new group will offer girls aged x to y the chance to experience the fun and exciting opportunities Girlguiding Scotland has to offer. The group will run for 2 hours each Friday afternoon during term time.

Space to add photo

I can’t wait for the new group to start, but to help us get off the ground we need some help! Could you lend a pair of helping hands so that more girls can experience the fun of Girlguiding? If that’s not possible, please share this opportunity with someone else who you think might be interested. We have lots of roles available for men and women of all ages and they don’t all involve attending meetings. Whatever skills and interests someone has to offer and no matter how much or little time they can give, we value your contribution.

For those of you who aren’t already familiar with Girlguiding, we help all girls know they can do anything! Being a member is all about belonging to a group, learning new skills, making new friends and helping others. Each girl is encouraged to achieve her own personal goals through a progressive programme. Girls work together in groups of four to eight, and, with the support of an adult Leader, choose (and run) some of the activities themselves.

As a volunteer with Girlguiding UNIT/DISTRICT you’ll have the opportunity to use your talents, learn new skills, develop existing skills, and make new friends.

**Who are we looking for?**

Anyone can get involved as an occasional helper. You don’t need any prior knowledge of Girlguiding or volunteering experience to get involved. You must be aged 18+ and be prepared to join the PVG Scheme (paid for by us).

**How do I find out more?**

Please contact me by email (insert email address) so we can set up a time to chat further.

## Help us give your child a great guiding experience

Did you know that everyone involved in delivering guiding in our unit is a volunteer? We all contribute whatever time we can to make guiding happen.

We’re appealing for help to ensure we’re able to deliver great experiences in the coming year. There are lots of ways to lend your support. We know that some of you would prefer to stay behind the scenes or can’t give much time, but there really is an opportunity for everyone.

If you can support us in some way, please let us know by returning the below form. We’ll then contact you if a specific opportunity arises.

Thank you!

YOUR NAME

|  |  |
| --- | --- |
| Tasks | I can help! |
| Working directly with girls | |
| Help out at Rainbows (4-7 years) |  |
| Help out at Brownies (7-10 years) |  |
| Help out at Guides (10-14 years) |  |
| Help out at Rangers (14-18 years) |  |
| Helping run activities online |  |
| Helping run activities outdoors |  |
| Helping run activities in the meeting place |  |
| Helping on occasional weekend trips or outings |  |
| First aid |  |
| Taking photos |  |
| Helping with cooking activities |  |
| Helping with craft activities |  |
| Helping at camp |  |
| Assisting with badge work |  |
| Behind the scenes | |
| Ordering badges (can be done online or by telephone) |  |
| Updating girl records to show badge work completed |  |
| Help preparing letters and other admin |  |
| Help with budgeting and account-keeping |  |
| Help with Gift Aid claims |  |
| Coordinating the parent helper rota |  |
| Help plan events or trips |  |
| Help transport equipment to events or camps |  |
| Help set up/clear down after camp |  |
| Help plan fundraising activities |  |
| Update our social media |  |
| Collecting shopping on behalf of the unit |  |
| Carry out risk assessments |  |
| If you’re able to support the unit in another way, please let us know here… | |
|  | |
| How we'll look after your data | |
| **What will you do with my data?**  It’s simple. We need the information you share with us to manage these opportunities and to satisfy our legal responsibilities. We’ll keep it safe for as long as long as your child is a member of our unit.  We promise we’ll only share your information if:  – you ask us to  – the law requires us  – in order to comply with our policies so your child can enjoy an activity safely  – we carry out market research  – it’s in the public interest  Don’t worry – we’ll never sell your data or share it for any other reason. Girlguiding Scotland is the registered data controller (the organisation that manages and looks after your data) for all our members’ personal information, both in the UK and around the world.  Want to find out more about how we use your information – and your rights? You can view our [privacy notice](https://www.girlguidingscotland.org.uk/privacy/) | |

## Parent rota opportunity

Insert local logo from online design centre <District/Unit Name>

T: <xxxxxxxxxxxx>

E: <xxx@xxxxxxxxxxxxxxx>

Insert date

Dear parent/carer,

Please find enclosed our unit programme for this term.

As you can see, the girls have chosen a really exciting set of activities. We can offer all these activities only because of the support and involvement of parents on a rota.

For this reason, I’m asking more people to sign up to the rota. It’s not only mums who can volunteer – other family members or family friends can help too, and adult helpers can be male or female.

From the programme, you might see an activity that you’re interested in helping with, so do contact me as soon as possible. Different activities require different help, for example, the craft evening might involve putting tables out, helping the girls with an activity and helping them to clear up afterwards, while the outdoor evening may involve you helping to run a game and keeping an eye on the girls.

We hope that you will be able to help, so that we can continue to offer the girls an exciting and varied range of activities. All parents who have been involved say how much they enjoy it and that they get so much out of it.

If you’d like to discuss how you can support our unit please get in touch.

I look forward to your help this term.

Best wishes

<name>

Unit leader

P.S. Of course, if you would like to volunteer more than once this term or could offer help in some other way (eg, with accounts or admin) we would love to hear from you. Just drop me an email or give me a call.

## Urgent request for support

Insert local logo from online design centre

Insert date

**URGENT REQUEST FOR SUPPORT**

Dear parent/carer

Xxxxx district have had a great year this year, doing exciting adventures and challenges like xxxx. All of this has been made possible by the volunteers who run each unit. We are hoping next year will be just as exciting for all the Rainbows, Brownies, Guides and Rangers in our area. We are looking forward to anything planned for future months.

However, due to a shortage of volunteers we may be forced to close the group that your child attends at the end of the xxxx term. We would hate to have to do this. The unit is attended by xx girls in the local area so its closure would impact not only these girls but all those Brownies and Rainbows in the area too. **If no volunteers come forward to support the unit, the last meeting will be on X.**

In order to prevent the group from closing, we are looking for a group of enthusiastic people to help run the unit and we wondered if you would be interested in becoming a volunteer yourself? We would, of course, provide free training and ongoing support.

Volunteering with Girlguiding is an amazing opportunity. As well as giving something back to your local community, you would also have the opportunity to meet new people, develop skills to support your career and boost your own abilities and confidence. As a volunteer with us you will be working with closely with girls, helping them to learn through having fun, and having fun yourself in the process. You can find out more about us by visiting our website at [www.girlguidingscotland.org.uk](http://www.girlguidingscotland.org.uk).

If you are interested in finding out more about becoming a unit leader, please get in touch with me by phone or e-mail, or alternately register your interest at <https://go.girlguiding.org.uk/join-us/join-as-volunteer/>.

Yours sincerely,

*Insert name*

District/Division commissioner – *insert area*

Email:

Phone:

## End of term letter to parents

Insert local logo from online design centre

Insert date

Dear parents/carers,

**Thank you**

As our current term draws to a close, we wanted to thank you for helping your child be part of such an exciting range of activities and fun meetings in our [insert section name] unit.

Your child has achieved so much, from gaining their [insert badge name] badge to [insert activity]. Together the girls ­­­­have [insert activities/community action /events] - we’re already excited to see what the next term will bring.

**What’s coming up?**

We’ve been making plans for the term ahead and arranging activities chosen by the girls. We’ve listed [some of these/next term’s programme] below for your child to look forward to, with key information that might be useful for you to know.

*NOTE: If you already know your programme for next term you could share using the below table:*

|  |  |  |
| --- | --- | --- |
| **Date** | **Activity** | **Useful info** |
| *Eg. September* | *E.g. Trip to local swimming pool* | *E.g. Need to bring swimming costume, towel and water bottle. You will need to return the attached consent form for your child to take part.* |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Share a skill – help make guiding happen**

We’re always on the lookout for some extra help to run our weekly meetings and events. If you or anyone you know would be happy to spare an hour or more to volunteer with us next term, let us know. In particular, we’d really like some help with [insert skill, event or task]. Or if you have a skill or hobby you could share with the girls, we’d love to hear about it. The girls are always excited to meet new people and try new things – it’s great to see them having fun as they try new things.

**Happy holidays**

We hope you have a wonderful holiday. Don’t forget your child can continue to learn new skills by working on badges or continuing to build on the things she has tried and loved this term, if she is able to, or would like to.

We look forward to welcoming the girls back on [insert date], for more fun and adventures.

Best wishes

[Leader name]

## Role models, super helpers, and specialist supporters

Insert local logo from online design centre

**Calling all role models, super helpers & specialist supporters!**

Hello,

The volunteer team for AREA within AREA district wish all our girls, families and supporters a Happy New Year. We’re really looking forward to a fantastic new term full of adventure, fun and challenge.

We currently offer opportunities for over xxx girls and young women in our district - run by a small volunteer team of just over xxx regular adult and young volunteers. Many thanks to our parent rota helpers and occasional helpers/supporters without whom we wouldn’t be able to run our groups.

Last year we opened our first Rainbow group (for girls aged 5-7), which is run by a group of mums and has quickly filled - creating 15 new opportunities for girls in this area.

We’re writing to our families at the start of the new term as our area challenge for the rest of 2023 is to find new role models, super helpers and specialist supporters. This will help us keep all our wonderful activities running.

We’d like our families to help us reach more potential helpers by shouting out to friends, family, work colleagues and anyone else who might be interested in supporting us!

We’re looking for people aged 14+ to join us as:

**Role models:** volunteers interested in helping regularly at one of our current groups in the evening and occasional weekends. We offer free leadership training and development to help you run a fantastic programme and support the smooth running of the groups. If you know someone who can’t help in the evenings, but would be keen to volunteer as a role model please still ask them to get in touch as we are looking into the potential of running monthly group meetings, holiday groups, weekend groups, etc to tackle our waiting lists.

**Super helpers:** volunteers who can give a few hours a term to support groups at their meetings or supporting area/group events. Super helpers can still access all our awesome opportunities. This is an ideal opportunity for someone who wants to make a difference, but can only help occasionally.

**Specialist supporters:** people who can give a few hours this year to help with some special projects. In particular, we are looking for someone interested in helping with INSERT TASKS. This is a great opportunity for someone with specialist skills, or who is looking to further develop the skills they have. The role would be flexible, time limited and suit someone with a few hours to give over the course of a year to support the smooth running of our groups.

Do you know someone (male or female) looking to develop new skills or give back to their community? Do you work for/run a local company with an Employer Supported Volunteer scheme which could promote our volunteer opportunities? Could you help us send out/put up some volunteering posters/leaflets?

If every family involved in guiding in our area shared these opportunities with at least one person they know…we would reach over 120 people. If even a small number decided to volunteer, it would make a BIG difference.

Please help us - fill in the below and return by DATE to your local leader or email NAME at: EMAIL ADDRESS

——————————————

**GROW GUIDING IN LOCATION - 2023**

**NAME:**

**CONTACT:**

# General adult recruitment

## Email to community groups

Hello,

My name is xxxxx and I am a ROLE for Girlguiding in AREA.

I am currently involved in a project to bring more guiding opportunities to girls and young women in the area, providing everything from camping and adventure to community projects in a girl-only space. I have been working closely with schools and community groups to make guiding more visible in the local community.

We rely completely upon local volunteers to lead our groups and run activities. Without community volunteers we wouldn’t be able to bring guiding opportunities to so many girls. We offer our volunteers great training and support, including first aid, leadership and basic book-keeping.

I am contacting you to see if I would be able to put some posters up and provide some leaflets for local people to pick up. I also wanted to ask if there were any upcoming events where it might be appropriate for a Girlguiding volunteer to attend to meet people from the local community or any newsletters that go out that might be able to include some volunteering adverts.

Any information or assistance would be greatly appreciated. If you have any questions, please feel free to get in touch.

I thank you for your time and look forward to hearing from you.

Kind regards,

NAME

ROLE  
CONTACT DETAILS

## Reach out to schools

**REACH OUT TO SCHOOLS (YOUNG LEADERS) – REMOVE HEADING BEFORE USE**

LOCAL COUNCIL WEBSITES OFTEN LIST CONTACTS FOR HEADTEACHERS/OFFICE STAFF

Hello,

My name is NAME and I am a ROLE with Girlguiding Scotland in AREA district.

We are hoping to open new youth groups in your local area to provide girls and young women with opportunities to develop new skills, make great new friends and work closely within their local community as a powerful force for good. We believe all girls have the right to be a part of Girlguiding, and are working across AREA to improve access. Volunteers are essential to this aim.

As part of Developing the Young Workforce, volunteering with Girlguiding is a powerful way to access skills for work: leadership, teamwork, communication, as well as experience in youth work and supporting young people. There are qualification benefits, such as First Aid training, as well as the prestige of being connected to Scotland’s leading charity for girls and young women.

If there are any members of staff coordinating the delivery of DYW, a PT of Recognising Achievement, or a Head of House working on providing experiences for school leavers, I would really appreciate this email being forwarded along to them. We have lots of volunteering opportunities and would love to support your students in this!

Please feel free to contact me with any questions or queries, my email is EMAIL and my contact number is NUMBER.

I thank you in advance for your time and look forward to hearing from you.

Best wishes,

NAME

**REACH OUT TO SCHOOLS (UNIT HELPERS) – REMOVE HEADING BEFORE USE**

Dear (LOCAL COUNCIL WEBSITES OFTEN LIST CONTACTS FOR HEADTEACHERS)

My name is NAME and I am a ROLE with Girlguiding in AREA district.

I am contacting you to let you know that Girlguiding are hoping to open new youth groups in the local area to provide girls with opportunities to develop new skills, make great new friends and work closely within their local community as a powerful force for good.

Girlguiding is about helping all girls know they can do anything, from camping to campaigning, investigating to inventing! We believe all girls have the right to be a part of guiding and as such are working across AREA to improve access to guiding. Volunteers are essential to this aim.

We rely completely on volunteers to lead the groups. Our volunteers contribute in many ways, from being a leader to helping out once a month with accounts and administration. In order to open new groups, we need to work closely with local schools and community members to find new volunteers. To support our volunteers, we provide training in leadership, first aid, accounts and much more, as well as making sure they are mentored and supported.

I am contacting you to see if there are ways in which the school can help get the word out about our volunteer recruitment in the area. I am currently working with a number of local schools attending events, providing leaflets and business cards for book bags and putting adverts in newsletters.

If you feel this is something you may be able to support in any way I would be very grateful and would be more than happy to discuss by email, telephone or in person. Please feel free to contact me with any questions or queries. I have attached a PDF that has more information about Girlguiding for your information.

I thank you in advance for your time and look forward to hearing from you.

NAME

ROLE AND UNIT

## Youth group helpers and team leaders

**This advert can be used on Third Sector Interface adverts, local free press, Facebook groups or printed for leaflet drops.**

**Youth work helpers and team leaders with Girlguiding Scotland**

**Location: Throughout LOCATION**

**Minimum Age: 18 years**

Would you like to go on fun adventures, explore and laugh with friends?

At Girlguiding we do everything from camping to campaigning! We’re all about girls and young women laughing, learning and having adventures. Why not join the fun?

Meetings usually run on weekday evenings for about an hour, and you can choose how much or how little you can help out! Our different sections cover ages 4-18, so there’s something for everyone.

Youth volunteering with Girlguiding Scotland looks great on a CV, and can improve skills like teamwork, leadership, communication, creativity and IT. It’s great experience if you want a career in youthwork or education. You can get extra training like First Aid, the disclosure check for working with children is paid for by us and we’ll help you every step of the way. There are loads of meetings happening all over **LOCATION**, so you can join one close to you.

Our volunteers are what makes Girlguiding amazing, and we welcome people of all backgrounds and walks of life. Come have a chat with us, you won’t regret it!

[Become a volunteer - Girlguiding Scotland](https://www.girlguidingscotland.org.uk/become-a-volunteer/)

**PVG (Disclosure Scotland):** Yes, free of charge.

## Youth work teenage helpers

**This advert can be used on Third Sector Interface adverts, local free press, Facebook groups or printed for leaflet drops.**

**Youth work teenage helpers with Girlguiding Scotland**

**Location: Throughout LOCATION**

**Minimum Age: 14 years**

Would you like to go on fun adventures, explore and laugh with friends?

Are you aged 14+?

At Girlguiding we do everything from camping to campaigning! We’re all about girls and young women laughing, learning and having adventures. Why not join the fun?

Meetings usually run on weekday evenings after school for about an hour, and you can choose how much or how little you can help out!

Youth volunteering with Girlguiding Scotland looks great on a CV, and can improve skills like teamwork, leadership, communication, creativity and IT. It’s great experience if you want a career in youthwork or education, and counts towards your Duke of Edinburgh award. Colleges and universities love seeing volunteering on an application too! There are loads of meetings happening all over **LOCATION**, so you can join one close to you.

Our volunteers are what makes Girlguiding amazing, and we welcome people of all backgrounds and walks of life. Come have a chat with us, you won’t regret it!

[Become a volunteer - Girlguiding Scotland](https://www.girlguidingscotland.org.uk/become-a-volunteer/)

## Admin support for youth groups

**This advert can be used on Third Sector Interface adverts, local free press, Facebook groups or printed for leaflet drops.**

**Admin support for youth groups with Girlguiding Scotland**

**Location: Throughout LOCATION**

**Minimum Age: 18 years**

Do you know your way around a database or spreadsheet?

Do you want to support girls and young women to have fun and be empowered?

At Girlguiding we do everything from camping to campaigning! We’re all about girls and young women laughing, learning and having adventures. Why not join the fun and be an admin support?

We need volunteer admins to help add new members, contact parents/carers, keep records up to date, organise amazing trips, or help us get funding and keep our finances ship shape.

You can choose how much or how little you can help out, and do it all from the comfort of your own home!

Youth volunteering with Girlguiding Scotland looks great on a CV, and can improve skills like teamwork, leadership, communication, events planning and IT. It’s great experience if you want a career in admin or IT. You can get extra training like First Aid, and the disclosure check for working with children is paid for by us and we’ll help you every step of the way.

Our volunteers are what makes Girlguiding amazing, and we welcome people of all backgrounds and walks of life. Come have a chat with us, you won’t regret it!

[Become a volunteer - Girlguiding Scotland](https://www.girlguidingscotland.org.uk/become-a-volunteer/)

**PVG (Disclosure Scotland):** Maybe, free of charge.

## Flexible one-off volunteers

**This advert can be used on Third Sector Interface adverts, local free press, Facebook groups or printed for leaflet drops.**

**Flexible volunteers for one-off youth group workshops and activities with Girlguiding Scotland**

**Location: Throughout LOCATION**

**Minimum Age: 18 years**

Do you have a passion you love sharing with others?

Do you want to support girls and young women to have fun and be empowered?

At Girlguiding we do everything from camping to campaigning! We’re all about girls and young women laughing, learning and having adventures. Why not join the fun?

Meetings usually run on weekday evenings for about an hour, and our different sections cover ages 4-18, so there’s something for everyone. You could run a woodland walk, a kite making session, or a ukulele lesson. We could visit your stables, get muddy in your allotment, or have a bake off in your community centre kitchen. Whatever your passions or hobbies are, we’d love to share them with you!

Youth volunteering with Girlguiding Scotland looks great on a CV, and can improve skills like teamwork, leadership and communication. There are loads of meetings happening all over **LOCATION**, so you can get in touch with one close to you.

Our volunteers are what makes Girlguiding amazing, and we welcome people of all backgrounds and walks of life. Come have a chat with us, you won’t regret it!

[Become a volunteer - Girlguiding Scotland](https://www.girlguidingscotland.org.uk/become-a-volunteer/)

# Warm Welcome

## Email response to volunteer enquiries

**This can be a short, friendly introduction before you get back to them in more detail. Or if you would like to learn more about what they’d like to do and when and where, now is the time to find out. Then you can pass it on to the most appropriate unit or find the role that’s right for them. Use the information they have already provided in their GO enquiry, to suit their specific needs. After you’ve sent your first email, remember to mark the enquiry as ‘Contacted’ on GO.**

Hi NAME,

I hear you're interested in being a volunteer with Girlguiding Scotland. It will be lovely to welcome you into a group local to you! We’re all about empowering the next generation of girls and young women to know they can do anything! Volunteering with us looks great on CVs, job applications, and can really build your confidence and skills. Plus, it's great fun to be part of!

The quickest way to get involved is through the website here - [Join as Volunteer (girlguiding.org.uk)](https://go.girlguiding.org.uk/join-us/join-as-volunteer/). There are a few questions about where you live in LOCATION (and you can select the unit closest to home), what you're interested in, and how to contact you. Someone will get in touch after you've filled in the form on the website, and get you started!

Do you have any questions about what being a helper will look like? Here's a great video to give you an idea - [Girlguiding | Come Start with us - YouTube](https://www.youtube.com/watch?v=69v3ua7itSo). Or email me with any questions!

Speak to you soon,

NAME

ROLE

## Follow up email if no response

**Sometimes people need a reminder, or they might not have seen your first message. Always make another attempt to get in touch to show you’re keen to have them join. Send it about a week after your first email**

Hi NAME

You recently made an enquiry about volunteering at Girlguiding. I sent you an introductory email, but I don’t seem to have had a response.

Could you let me know if you’re still interested in volunteering, or not? If you haven’t had chance to get back to me, that’s fine, just let me know.

If I don’t hear back from you then I’ll have to delete your enquiry from our system. But if you’d like to enquire about volunteering again in the future, we’d love to hear from you again.

NAME

ROLE

## Final reminder email

**If still no response, send the following reminder. A warm goodbye is just as important as a warm welcome.**

Hi NAME

You recently made an enquiry about volunteering at Girlguiding. I sent you an introductory email, but I don’t seem to have had a response.

As I haven’t had a response from you, I must now delete your enquiry from our system in order to keep our enquiries list up to date. If you’d like to enquire about volunteering again in the future, we’d love to hear from you again!

NAME

ROLE

## Phone call template

If you prefer to chat to someone on the phone, or can’t reach them by email, here are some things you might like to cover in an initial phone call. Use the information they have already provided in their enquiry as a starting point.

* Are you already involved in a unit? Have you already been in touch with someone in guiding who has asked you to register online?
* Would you like to volunteer with girls and young women? Or prefer an administrative or supportive role?
* Is there a particular age range you’re interested in volunteering with?
* How often/regularly would you like to volunteer? (you can change your mind later!)
* What day are you available to volunteer?
* How far are you willing to travel? (have they considered volunteering near to their work, rather than home?)
* Have you been a member of Girlguiding in the past? If yes, where was this and do you know your membership number?
* How did you hear about volunteering with Girlguiding?
* What got you interested in volunteering with us?
* Once we have found you a suitable role, we expect you to go through our recruitment check process. This requires reference checks and potentially a criminal record check, are you happy to complete these?
* Do you have any questions for me?

Let them know what will happen next and when they can expect to hear from you or a leader again.

Tell them about the information we have on the Girlguiding website to find out more – look at **Get involved > Become a volunteer**

Thank them for their interest and share what’s great about guiding!

## Invitation to a welcome meeting

**A welcome meeting is a great way to introduce prospective volunteers to guiding altogether. This way, they meet each other and existing volunteers and feel like part of something bigger. Holding a welcome meeting after a recruitment event, or just when you’ve received quite a few enquiries, also helps conversion rates from those who are interested to those who actually sign up as volunteers, or enquire through the website. If your unit meets in a large hall, welcome meetings can be held alongside a unit meeting in action so that volunteers get a good idea of what guiding is all about. These can be either drop-in or at a set time, depending on how many existing volunteers can help out.**

Hi NAME

Thanks so much for your interest in joining Girlguiding as a volunteer!

We rely on amazing people just like you to bring fun and excitement to over 30,000 girls and young women.

We’d love to invite you to our next welcome meeting!

Date: X

Time: X

Place: LOCATION

Along with other people who wish to volunteer with Girlguiding, this is a great opportunity to meet existing volunteers in your local area over refreshments to find out more about what Girlguiding is, how it works, and decide what you’d be interested in helping out with – whether that’s working with girls in one of our units or supporting us in an admin or supervisory role.

Please RSVP as soon as possible by replying to this email if you’d like to come along to the welcome meeting. If you can’t attend this time round, just let me know a suitable time for us to have a phone call so I can find out a bit more about you. In the meantime, take a look at our welcome video to find out what guiding’s all about - [Girlguiding | Come Start with us - YouTube](https://www.youtube.com/watch?v=69v3ua7itSo).

We hope to see you at the welcome meeting!

NAME

ROLE

## Invitation to a group induction

**If a volunteer has been through the enquiry and welcome stages, and they’d definitely like to be inducted, you can invite them to an induction session** [**welcome-toolkit-induction-session-plan.pdf (girlguiding.org.uk)**](https://www.girlguiding.org.uk/globalassets/docs-and-resources/growing-and-promoting-guiding/welcome-toolkit-induction-session-plan.pdf#:~:text=Introduce%20planning%20templates%20and%20discuss%20the%20Five%20Essentials,about%20which%20of%20the%20Five%20Essentials%20it%20covers.)**. Doing this as a group helps to create a sense of belonging amongst volunteers, regardless of which units they’ll be helping at.**

Hi NAME

We really enjoyed seeing you at the welcome meeting. Thank you so much for joining Girlguiding as a volunteer! We can’t wait to help you begin your journey with us.

We’d love to invite you to our next induction session for new volunteers.

Date: X

Time: X

Place: LOCATION

Along with other people who are about to volunteer with Girlguiding, this is a great opportunity for us to find out a bit more about you, how much you already know about guiding, and take you through some important information about the organisation and what it means to volunteer for us. There’ll be snacks, a presentation and maybe even a game or two!

Please RSVP as soon as possible by replying to this email if you can make it to the induction session. If you can’t attend this time round, just let me know a suitable time for me to go through your induction.

We hope to see you there!

NAME

ROLE

# Waiting list work

We’ve piloted this across Scotland with great results. On average, 25% of enquiries can be removed because they’re no longer interested, are duplicates, or don’t even live in the area anymore.

We follow the principle of contacting parents/carers 3 times by 2 different methods.

* We send out an initial email to parents informing them of our long waiting lists and ask them to respond and confirm within 2 weeks that they are still interested in waiting for a space. The email also says that we will remove their child from the waiting list if we don’t hear from them.
* We then send out a follow up email 2 weeks later, giving parents/carers 1 week to respond.
* And finally, a text or phone call with 1 week to respond.

The whole process can take up to a month for all parents/carers to respond to the emails and texts, giving them a similar time to respond as our own 21 day window.

In these emails we explain that units are run by volunteers and to create new spaces we need…volunteers! In some cases, the parents/carers have never been asked if they would like to volunteer, and by sending the link to the registration page, we make it easy to register their interest.

## Waiting list email to leaders

Hello,

**This email is being sent to Leaders, Assistant Leaders, Unit Administrators and District Commissioners (where those roles are filled and recorded on GO) in X district.**

I’m NAME and ROLE. I’m getting in touch to tell you a bit about the work I’ll be doing to streamline waiting lists.

We have plans for recruitment activities and before we start, we want to make sure we’ve got an accurate picture of the waiting list. We know that during Covid, some girls may have aged out of the section they were waiting for, or maybe they’ve taken up other activities on the night your unit meets and have forgotten to let you know.

We want to get a clear picture of how much demand we have for spaces by contacting all waiting list parents/carers for new enquiries to check they are still interested in joining. This will let us remove girls who are no longer interested (or have already found their way into another unit).

Every waiting list parent/carer will be contacted by me at least twice before their application is removed.

1. I will send an email to the parents/carers of young member **new** enquirers aged 4+ added before month 2023

This email will ask parents/careers to confirm whether the girl has already joined; is still interested; or is no longer interested.

They will also be asked whether they are interested in becoming a volunteer.

Parents will have 2 weeks to reply.

1. A reminder email and text message will be sent if no reply after 2 weeks. Parents will have 1 week to reply. This will give parents a total of 21 days to respond.
2. If after 3 weeks, no reply has been received, parents will be advised that their application will be removed in 7 days’ time. They’ll be invited to apply again if they should decide they’re interested in joining in future.
3. When a parent responds to me, I will contact the unit main contact, so you’re kept in the loop. I won’t be able to remove girls or move them along the joining process so I’ll let you know if any action is needed (such as removing those that are no longer interested)

I plan to begin emailing parents on **X date** so please let me know if you have any concerns or questions about this before then.

Our hope is that once we have a clear idea of exactly how many girls are waiting in each area, we can get stuck into recruiting the adults we need to grow our existing units or open new ones.

Many thanks,

NAME

ROLE

## Waiting list email to parents/carers – initial contact

Hello,

I’m writing to you as you have registered your child’s interest in joining Girlguiding (either Rainbows 4-7 year olds, Brownies 7-10 year olds, Guides 10-14 year olds, or Rangers 14-18 year olds).

We wanted to update you about our waiting list, we currently have high demand for places. As we have long waiting lists, we wanted to make sure that everyone on our list is still interested in joining Girlguiding. **I’m contacting you to confirm – are you are still interested in waiting for a place for your child to join us?**

Please reply to me via email by **x date (two weeks today)** to let me know if you want your child to remain on the waiting list. I will be sending out follow up emails to remind you, but if **I don’t hear back from you, we will assume that you are no longer interested, and we will remove your child from the waiting list.**

We are trying to reduce the wait by recruiting more volunteers to open new units in the area. We would really appreciate your support in this, whether you would be interested in volunteering with us yourself or know someone who would be interested. **You can find out more information about volunteering and register to join us on our website:** [**https://www.girlguiding.org.uk/get-involved/become-a-volunteer/register-your-interest/**](https://www.girlguiding.org.uk/get-involved/become-a-volunteer/register-your-interest/)

If you have any questions, please get in touch!

Kind Regards,

NAME  
ROLE

## Waiting list email to parents/carers – follow up contact

Hello,

I’m writing to you again as you have registered your child’s interest in joining Girlguiding (either Rainbows 4-7 year olds, Brownies 7-10 year olds, Guides 10-14 year olds, or Rangers 14-18 year olds).

I emailed you 2 weeks ago to let you know we still have high demand for places. We want to make sure that everyone who is on our waiting list is still interested in joining Girlguiding. **I’m contacting you to confirm you are still interested in waiting for a place for your child to join us?**

Please reply to me via email by **x date (a week today)** to let me know if you want your child to remain on the waiting list. I will be sending out a follow up email next week to remind you, but if **I don’t hear back from you, we will assume that you are no longer interested, and we will remove your child from the waiting list.**

We are trying to reduce the wait by recruiting more volunteers to open new units in the area. We would really appreciate your support in this, whether you would be interested in volunteering with us yourself or know someone who would be interested. **You can find out more information about volunteering and register to join us on our website:** [**https://www.girlguiding.org.uk/get-involved/become-a-volunteer/register-your-interest/**](https://www.girlguiding.org.uk/get-involved/become-a-volunteer/register-your-interest/)

If you have any questions, please get in touch!

Kind Regards,

NAME  
ROLE

## Waiting list email to parents/carers – final contact

Hello,

I’m writing to you again as you have registered your child’s interest in joining Girlguiding (either Rainbows 4-7 year olds, Brownies 7-10 year olds, Guides 10-14 year olds, or Rangers 14-18 year olds).

I emailed you 1 week ago to let you know we still have high demand for places. We want to make sure that everyone who is on our waiting list is still interested in joining Girlguiding. **I’m contacting you to confirm you are still interested in waiting for a place for your child to join us?**

Please reply to me via email by **x date (a week today)** to let me know if you want your child to remain on the waiting list. **If I don’t hear back from you, we will assume that you are no longer interested, and we will remove your child from the waiting list.**

We are trying to reduce the wait by recruiting more volunteers to open new units in the area. We would really appreciate your support in this, whether you would be interested in volunteering with us yourself or know someone who would be interested. **You can find out more information about volunteering and register to join us on our website:** [**https://www.girlguiding.org.uk/get-involved/become-a-volunteer/register-your-interest/**](https://www.girlguiding.org.uk/get-involved/become-a-volunteer/register-your-interest/)

If you have any questions, please get in touch!

Kind Regards,

NAME  
ROLE

## Waiting list parents/carers concluding email

Hello,

Thank you for confirming whether or not you want your child to remain on the waiting list. Your response has been recorded and passed onto the unit leader that you are registered with.

If you said you are still interested and don’t hear from that leader that is because they still have a long waiting list, but you are still on the waiting list.

If you want to sign up again in the future, just re-register on our website - [Join as Member (girlguiding.org.uk)](https://go.girlguiding.org.uk/join-us/join-as-member/).

We are trying to reduce the wait by recruiting more volunteers to open new units in the area. We would really appreciate your support in this, whether you are interested in volunteering with us yourself, or if you know someone who would be interested. If you can give a little of your time or a lot, **find out more information about volunteering and register to join us on our website:** [**https://www.girlguiding.org.uk/get-involved/become-a-volunteer/register-your-interest/**](https://www.girlguiding.org.uk/get-involved/become-a-volunteer/register-your-interest/)

Thank you for your patience.

Kind Regards,

NAME

ROLE