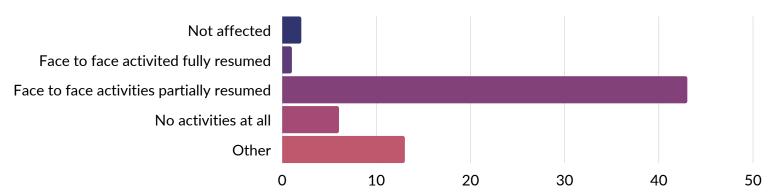


# **Engagement report - Phase 3**

Earlier this year we asked you to complete the third of our three COVID-19 engagement reports, to understand how you were impacted by the pandemic, and how WAGGGS can best support you. A total of 97 Member Organisations completed the survey - we want to thank you so much for taking the time to fill out what we know was a very extensive survey, this information is hugely important and will help us to shape our 2022-23 strategy.

### Status of guiding

we asked you to tell us how you are currently operating guiding activities



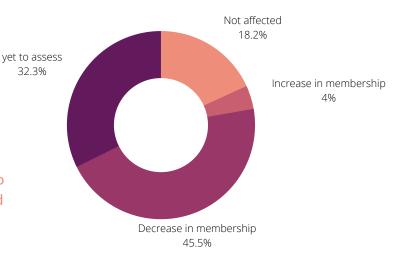


## Our challenges

We asked you to tell us what your biggest challenges are. You told us that in particular, membership recruitment, finance and membership retention were of concern.

## Impact on volunteering

One of the biggest impacts from COVID-19 on the Movement is the impact on our volunteer retention. Nearly 50% of respondents told us that they have seen a decrease in membership of volunteers, while 4% have reported an increase. We asked what WAGGGS could do to support with volunteer retention and recruitment, and 75% of respondents stated that training and capacity building would be valuable.



Provide trainings on delivery and facilitation of online programmes

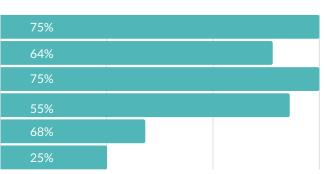
Provide ready to use at unit / troop level resources and tools

Capacity building in volunteer recruitment, retention and succession planning

Capacity building in volunteer training and development

Provide more opportunities for awards and recognition

Provide support with recognition of employment transferable skills



## The impact on membership

Membership has been impacted in many ways which it was difficult to predict at the beginning of last year. Here is some of the feedback you gave.

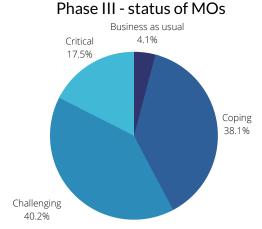
"The requirements for starting face to face activities will be very challenging for most units as they will have to be compliant all Covid-19 protocol and this can be a financial burden, as changes are being made regularly."

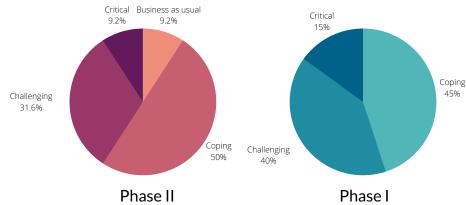
COVID-19 halted all physical activities but through online engagements we were still able to connect to our membership and engage some new ones.

"Collection of membership fees has dropped drastically. Members are not able to pay their annual membership fees" "It has opened new ways of engagement with members"

In each of the engagement surveys we've shared, we have asked you to assess the current status of your MO. Here is what you have said for each phase

### The status of the Movement





### **Role of WAGGGS**

We asked you to tell us what the role of WAGGGS is to you: for many, the most important areas are providing international experiences and connections, supporting with capacity building and training, and being the global voice and unifying force of the movement.



"Connectivity is still our major challenge"

"We didn't see training webinars in the region advertised" "Our members attended the webinars and these webinars were informative and helped us to understand the best practice."

"We were able to attend some sessions and appreciated the sharing amongst MOs"

#### **IMPACT OF SUPPORT**

77% of respondents stated that they benefited from the COVID-19 webinars which we conducted over the last year