Join Us
Help Documents for Managing Girl Enquiries
Introduction

In an ongoing effort to reduce the numbers of girls and volunteers on Join Us, Girlguiding Midlands has received funding from Girlguiding to help us tackle this problem in our area. At present, in the Midlands area, we have 11,407* girls who are eligible to join and 1,269* volunteers looking to help, who have either not been contacted or who are ‘stuck’ at some point in the Join Us system.

The funding we have received from Girlguiding is being used in a number of ways to help us reduce these numbers. Firstly we have reproduced all the Join Us help files into two handy hard copies. All Commissioners will get the help files for managing adult enquiries and all unit leaders will get the help files for managing girl enquiries. We will also be using the funding to run one to one and group training sessions in areas we have identified as having significant problems with Join Us.

Hopefully through this targeted intervention we will see a significant reduction in the numbers of enquirers who are not contacted within the specified 21 day period.

In addition to this support available with Join Us, we are also able to offer you support to grow guiding in your area. We can support you if you wish to open new units or hold a recruitment campaign for new volunteers. The Growing Guiding team can be contacted at Girlguiding Midlands Office to help with any queries you may have. See the back cover for contact details.

We look forward to hearing from you.

Laura Price - Growing Guiding Development Officer  
Rosie Austin - Growing Guiding Administrator

*Correct as of 09/09/2014
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Quickstart Guide: Join Us

Welcome to Join Us

What is Join Us?
Join Us is Girlguiding’s online enquiry system, accessed via the Girlguiding website. The system allows prospective volunteers and parents of girls to register their interest in guiding. The new system offers enquirers the choice of selecting preferred units by name, meeting day or distance. It also helps local areas to manage new enquiries and target the areas needing additional support to help grow guiding. Continue to use ( ) to update existing members’ details, including members transferring sections or units.

Who can access Join Us?
• Unit user groups (Assistant Leaders, Leaders, Leaders in Training, Unit Key Users)
• District user groups
• Division user groups
• County Join Us Coordinators and County user groups
• Growing Guiding Coordinators (reports only)

Let prospective volunteers and parents of girls know that they should visit www.girlguiding.org.uk/interested to register their interest. They can do this using web-enabled devices such as PCs, smartphones and tablets, or by using public PCs in libraries and so on.

Potential volunteers who enquire through Join Us will be contacted by the local Commissioner for the area of their choice. For girl enquiries, the unit Leader will make contact with the parent/carer of the girl to arrange the girl’s first trial meeting with her desired unit. It is after this meeting that the prospective member will decide whether she wants to join.

The process of managing an enquiry from a prospective member

How will I know someone wants to join?
As the main contact for the unit/District/Division, you will receive an email to your main email address registered on ( ). This will notify you of a new enquiry for your level (for example unit, District or Division) and will ask you to log in to the members’ area of the Girlguiding website for more details and to contact the enquirer.

How to access Join Us

Members training to use the system should use the Join Us training site: https://joinustraining.girlguiding.org.uk. Enter your normal log in details as you would for the members’ area.

Please remember to click the button at the top of the screen to reset the system to the default training settings before logging out.

Log in to the Girlguiding website’s members’ area and using your membership number, password and date of birth as usual. Click on the Join Us link on the members’ area welcome page to enter the Join Us system.

• If you hold more than one role, please select the appropriate level name (for example unit, District, Division or County) from the drop-down list and click .
• On your click to see new enquiries for your level.
What do I do next?
Contact the parent/carer of the girl to discuss availability of places at your unit and arrange for the girl’s first trial meeting. If your unit does not have space, discuss alternative options, for example trying a different unit that may have space or joining your unit’s waiting list.

For information on dealing with volunteer enquiries, see page 4.

How do I contact the enquirer?
1 Click on the enquirer’s name. A pop-up screen will appear with their details.
2 Select the Details tab to see the enquirer’s details and preferred method of contact.
3 If the enquirer prefers to be contacted via email, you can compose and send a message from within the Join Us system by clicking Messages. You can also use template emails in order to confirm meeting arrangements, a place on your waiting list and so on.

What do I do after I have contacted the enquirer?
Note: It is important to update the enquiry in case you are asked for progress.
1 Search for the enquirer in the Search box and click in the enquirer’s name.
2 Select the ‘Enquirer/Parent Contacted’ option on the Update tab.
3 Select the appropriate ‘Unit Confirmation’ option:
   • Yes it’s appropriate, call back enquirer to arrange meeting. (If the enquirer is unavailable, enter a time to call back.)
   • Yes it’s appropriate, arrange meeting for the enquirer now. (Enter the arranged time and date using the Calendar button.)
   • Yes it’s appropriate, place enquirer on the waiting-to-join list. (Enquirer moves to your unit’s waiting-to-join list.)
   • Yes it’s appropriate; enquirer has decided not to join. (Select a reason from the list.)
   • No, this is not an appropriate unit. (Select a reason from the list.)
4 Click the Update button.

What happens after the first trial meeting?
1 Find out from the parent/carer whether the girl would like to join your unit. Do not make any assumptions.
2 Search for the prospective member in the Search box and click on her name.
3 In the Update tab, select ‘Meeting Decision’.
4 Select one of three options:
   • Decided to join. The record will be moved to the ‘Pending Transfer to Go!’ list.
   • Decided not to join Girlguiding. Select an appropriate reason.
   • Would like a different unit. Select a reason for referral. This will move the enquiry to the next preferred unit.
5 Click the Update button.
Transferring individuals to their unit.

Once a prospective member decides they wish to join, their record needs to be updated to say they have ‘Decided to join’. For a girl enquiry, the record will then move to the unit’s ‘Pending Transfer to’ list. For adult enquirers, when the decision to join has been updated, the record will then move on to the recruitment check process (depending on the role accepted) before moving to ‘Pending Transfer to’ list.

Unit teams and District/Division user groups must ensure that they confirm the enquirer’s membership in the ‘Pending Transfer to’ list in order for the record to transfer to the relevant unit on this list. The list will be automatically updated and a membership number will be allocated to each girl after 10am the next day. Give this number to the girl’s parent/carer along with the relevant Starting… leaflet and obtain the other details you need from the parent/carer such as emergency contact information and photo/video permission.

* The system transfers data every 15 minutes between 9.30am and 10.30pm, everyday. Any records escalated after 10.30pm will transfer the next morning.

How do I manage the waiting-to-join list?

1. Click on Waiting List on your Dash Board.
2. A list of all the girls added to your unit’s ‘waiting-to-join’ list will appear. District/Division user groups can view all girls waiting to join in their level.
3. The default order of the list is by age, with the oldest at the top. You can change the order of your list by using the buttons next to each category.

Why can’t I keep my own list?

As an adult member of Girlguiding you have agreed to adhere to the Girlguiding Data Protection Policy, which conforms to the requirements of the Data Protection Act 1998 when storing personal data. By keeping your own records you do not comply with this policy. Please read the Data Protection Policy in the online Guiding Manual for guidance.

What if I get an enquiry for someone who is too young?

Contact the parent/carer to discuss the option of the girl joining a younger section. If she does not wish to do so and is happy to join your unit’s waiting-to-join list, update the system following the steps below.

1. Click on Assigned on your Dash Board and click on the enquirer’s name.
2. Select the ‘Waiting to join’ option in the ‘Update Actions’ tab.
3. Select the ‘Incorrect age for entry to section’ option.
4. Click the Update button. The enquirer will now appear on your unit’s ‘waiting-to-join’ list.

Note: If the enquiry is not for an existing member wishing to transfer to the next section, you can refer the enquiry to a unit in the appropriate section. Please ensure you discuss this with the parent/carer when you contact them to explain why the girl has not been given a place at their desired unit.

How do I move someone off my unit’s waiting-to-join list?

Inform the parent/carer that there is a space available in your unit and invite the girl for a first trial meeting. Remember to keep the system updated.

1. Click on Waiting List on your Dash Board, search for the girl’s name and use the Update tab. Click Update.
2. If the parent/carer asks for the girl to come off the waiting list for any reason, click on the ‘Decided not to join’ option and select the appropriate reason.
FAQs

What happens if I don't respond? (The escalation process)

It is important that the enquirer gets a good first impression of Girlguiding. We ask that you respond as soon as possible and within at least 21 days of receiving an enquiry. The system recognises if an action has not been recorded against an initial enquiry after more than 21 days. At this stage an email will be sent to the unit Leader (for a girl enquiry) or the local Commissioner (for an adult enquiry) asking them to log in to the system and take the next steps.

If after 42 days an enquiry has received no action against it, an email will then be sent to the local Commissioner (for a girl enquiry) or the County Join Us Coordinator (for an adult enquiry) asking them to contact the unit Leader or local Commissioner to offer support and contact the enquirer as soon as possible.

What if someone wishes to join but does not have internet access?

If an enquirer does not have internet access, a member of the unit user group can enter the information on their behalf through the Join Us system. To lessen the risk of incorrect information being entered, this method should only be used as a last resort. Remind the enquirer that the Join Us system can be accessed through public PCs.

What's different about volunteer enquiries?

Local Commissioners listed as the main contact for their level will be notified by email of enquiries from prospective volunteers. The Commissioner will contact the enquirer to discuss the roles and options available to them. Depending on the role, the joining process may require recruitment checks, which will include a criminal record disclosure and two references.

How do I edit an enquirer's details?

1. Search for the enquirer in the Search box and click on the enquirer’s name.
2. Select the Details tab to view the enquirer's details.
3. Click on the Edit button in the top right-hand corner of the details box you are editing.
4. Edit the required details and, when complete, click the Update button.

What about existing members moving to a new area?

Members moving area should submit an enquiry through the Join Us site (www.girlguiding.org.uk/interested). When completing step 1 of the enquiry application they should select the 'Want to rejoin or transfer area' option and enter their Girlguiding membership number provided by their previous Leader. If an individual wishes to move to the next section in the same area, this should be done through (30).

I am involved in more than one unit. How do I view my other units in the system?

1. Click on the Role Management button at the top of the screen to return to the level selection screen.
2. Follow steps 1 and 2 of the 'How to access Join Us' instructions on page 1.

Useful tips

- Don’t forget that the Join Us training site (see page 1) is there to help you get started and understand the system.
- If in doubt about an enquiry, speak to the prospective volunteer or the parent/carer of the girl for more information, or speak to your County Join Us Coordinator.
- Your County Join Us Coordinator can provide system training support when needed and can assist you in finding alternative units when previous unit choices have been unsuccessful.
1) You, as the unit’s main contact, have received an automated notification email. Log in to www.girlguiding.org.uk > Members’ area & Go! > Join Us.

2) If you hold more than one role you will need to select and confirm the appropriate level.

3) Click on the ‘Girl Enquiries’ tab at the top of the page and select ‘Assigned Enquiries’ from the process map. This is a list of enquirers who have selected your unit as their preferred choice.
4) Click on the enquirer’s surname and select ‘Details’ on the pop-up. This will provide you with the contact details for the enquirer, including their preferred method of contact.

5) Once you have discussed the options with the enquirer, update the enquirer’s record as applicable. Click on the ‘Update’ tab.

6) Select ‘Enquirer/Parent Contacted’. You will then see the screen on the right.

From this screen you need to select the appropriate option, based on the conversation with enquirer. See table on page 3 for how to select the correct option.
<table>
<thead>
<tr>
<th>Unit confirmation option</th>
<th>When you would select this</th>
<th>What happens next</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes it’s appropriate, call back enquirer to arrange meeting.</td>
<td>I did not manage to get hold of the enquirer so need to try again.</td>
<td>Enter a date and time using the calendar button. It is recommended you include this in the ‘Comments’ section for later reference. The enquiry moves to your ‘Contacted’ box. See ‘Section 2 - Contacted enquiries’</td>
</tr>
<tr>
<td>Yes it’s appropriate, arrange meeting for the enquirer now.</td>
<td>I have a space and the girl is going to come and try guiding (arrange the date of first unit meeting).</td>
<td>Enter a date and time using the calendar button. The enquiry moves to your ‘Meeting arranged’ box. See ‘Section 3 - Meetings arranged’.</td>
</tr>
<tr>
<td>Yes it’s appropriate, place enquirer on the waiting-to-join list.</td>
<td>I don’t have a space but she wants to join. The enquirer is going to wait in order to join my unit.</td>
<td>The enquiry moves to your ‘Waiting to join’ box. See ‘Section 5 - Joining from the waiting list’</td>
</tr>
<tr>
<td>Yes it’s appropriate, enquirer has decided not to join.</td>
<td>The enquirer has changed their mind about joining Girlguiding and wants their information to be deleted.</td>
<td>The enquiry will be deleted from Join Us.</td>
</tr>
<tr>
<td>No this is not an appropriate unit.</td>
<td>The unit does not meet the enquirers needs (day, facilities and distance).</td>
<td>Select the reason why your unit is not appropriate. Click update. The enquiry will move automatically to their next choice. For information about referring to a specific unit see ‘Section 6 - Referring an enquiry’.</td>
</tr>
<tr>
<td>Contact made - awaiting a response from the enquirer.</td>
<td>The parent/enquirer needs to return your call or reply to your email to confirm the next action you will take.</td>
<td>The enquiry moves to your ‘Contacted’ box. See ‘Section 2 - Contacted enquiries’.</td>
</tr>
</tbody>
</table>
1) Click on the ‘Girl Enquiries’ tab at the top of the page and select ‘Contacted’ from the process map. This is a list of enquirers who you need to contact again for more information, or to enable the enquirer to make a decision about joining the unit.

2) Click on the enquirer’s surname and select ‘Details’ on the pop-up. This will provide you with the contact details for the enquirer, including their preferred method of contact.
3) After you have contacted the enquirer again, or they have returned your original contact, update the action as required.

Click on the ‘Update’ tab and, based on the conversation you have had, select the appropriate update. Use the table below to help you select the correct option.

<table>
<thead>
<tr>
<th>Update actions</th>
<th>When you would select this</th>
<th>What happens next</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change call-back time.</td>
<td>I need to contact them again (eg they were unavailable).</td>
<td>Enter a date and time using the calendar button. It is recommended you include this in the ‘Comments’ section for later reference. The enquiry moves to your ‘Contacted’ box. Follow this help file again until a decision is made.</td>
</tr>
<tr>
<td>Decision not to join.</td>
<td>The enquirer does not wish to join my unit and/or Girlguiding.</td>
<td>Select the relevant reason from the drop-down list. Selecting ‘No longer interested in guiding’ will delete their enquiry. For the other options, you will be able to either choose a unit to refer them to, or select ‘No’ to refer them automatically to their next choice.</td>
</tr>
<tr>
<td>Waiting to join.</td>
<td>The enquirer has agreed to wait in order to join my unit.</td>
<td>The enquiry moves to your ‘Waiting to join’ box. See ‘Section 5 - Joining from the waiting list’</td>
</tr>
<tr>
<td>Arrange meeting.</td>
<td>The enquirer is going to attend her first unit meeting.</td>
<td>Enter a date and time using the calendar button. The enquiry moves to your ‘Meeting arranged’ box. See ‘Section 3 - Meeting arranged’.</td>
</tr>
</tbody>
</table>

Please note that if you are waiting for them to return the call you will not have the option ‘Change call-back time’.
1) Click on the ‘Girl Enquiries’ tab at the top of the page and select ‘1st unit meeting’ from the process map. This is a list of enquirers who you have invited to attend a trial meeting at your unit.

2) Click on the enquirer’s surname and select ‘Update’ on the pop-up.
3) After the enquirer has been to her first unit meeting, update the action as required. Use the table below to help you select correct option.

<table>
<thead>
<tr>
<th>Update actions</th>
<th>When you would select this</th>
<th>What happens next</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rearrange meeting.</td>
<td>Enquirer was unable to make the meeting, so need to rearrange.</td>
<td>Enter a date and time using the calendar button. The enquiry will stay in your ‘Meeting arranged’ box until she has attended her first meeting.</td>
</tr>
<tr>
<td>Meeting decision.</td>
<td>The enquirer has decided to join or not to join the unit.</td>
<td>Select the relevant choice from the list.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A) ‘Decided to join’ - see ‘Section 4 – Decided to join’</td>
</tr>
<tr>
<td></td>
<td></td>
<td>B) ‘Decided not to join’ - selecting ‘No longer interested in guiding’ will delete them from Join Us.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C) ‘Would like a different unit’ - select a reason. You will then be able to either choose a unit to refer them to, or select ‘No’ to refer them automatically to their next choice.</td>
</tr>
<tr>
<td>Move back to waiting-to-join list.</td>
<td>Enquirer has decided to wait to join until a later date (wait for friends, not ready etc).</td>
<td>Select a reason and then select update. The enquiry moves to your ‘Waiting to join’ box. See ‘Section 5 - Joining from the waiting list’</td>
</tr>
</tbody>
</table>
Girl Enquiry - Section 4
Decided to join

1) Click on the ‘Girl Enquiries’ tab at the top of the page and select ‘1st unit meeting’ from the process map. This is a list of enquirers who you have invited to attend their first trial meeting at your unit.

2) Click on the enquirer’s surname and select ‘Update’ on the pop-up. As the enquirer has been to her first unit meeting, select ‘Meeting decision’.

If she has not yet attended her first meeting for any reason, see ‘Section 3 - Meeting arranged’.
3) If the enquirer wants to stay with your unit, select ‘Decided to join’ and tick box to confirm you have consent from parent/carer.

If she does not want to join your unit at this time for any reason, see ‘Section 3 - Meeting arranged’.

4) Click ‘Confirm’ to add the new member to your unit’s Go! record on.

Within 15 minutes the girl will show up in your unit’s ‘Active young members’ list on Go!. You should then update her full emergency contact and medical details on Go! from her Starting Rainbows/Brownies/Guide/The Senior Section registration form. She will be allocated a membership number and will start appearing on reports from the following day.
1) Click on the ‘Girl Enquiries’ tab at the top of the page and select ‘Waiting-to-join list’ from the process map. This is a list of enquirers who are waiting to join the unit.

2) Click on the enquirer’s surname and select ‘Update’ on the pop-up. Select ‘Arrange meeting’.

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**Joining from the waiting list**

- Click on the ‘Girl Enquiries’ tab at the top of the page and select ‘Waiting-to-join list’ from the process map. This is a list of enquirers who are waiting to join the unit.

- Click on the enquirer’s surname and select ‘Update’ on the pop-up. Select ‘Arrange meeting’.
3) Enter the time and date of their first unit meeting using the calendar button.

4) Click on the ‘Girl Enquiries’ tab at the top of the page and select ‘1st unit meeting’ from the process map. This is a list of enquirers who you have invited to attend their first trial meeting at your unit.

5) After the enquirer has been to her first unit meeting, select ‘Meeting decision’.
6) Select the appropriate outcome and tick box to confirm you have consent from parent/carer. Select ‘Update’. For more information see ‘Section 3 - Meeting arranged’.

7) Click on ‘Confirm’ to add the new member to your unit’s Go! record.

Within 15 minutes the girl will show up in your unit’s ‘Active young members’ list on Go!. You should then update her full emergency contact and medical details on Go! from her Starting Rainbows/Brownies/Guide/The Senior Section registration form. She will be allocated a membership number and will start appearing on reports from the following day.
Girl Enquiry - Section 6
Referring an enquiry to another unit

At any stage of the process, the enquirer may decide to change the unit they wish to join. This help file explains how to update this.

1) Search for the enquirer using the ‘Quick search’ facility on the home screen.

2) Click on the enquirer’s name and select the ‘Unit(s)’ tab.

3) Click on the green ‘Refer to alternate unit’ button.

4) Use the postcode and map finder to select a more appropriate unit. Click on ‘Choose this unit’.
Enquirer/Parent

Initial enquiry (Young member enquiry pages)

Join Us III System

Referred Enquiries (Join Us Coordinator refers to alternative unit)

Assigned (Enquiry matched to preferred unit)

Contacted (unit team contacts enquirer)

Is the unit suitable for the enquirer?

Are spaces available?

Not Joining (Decision not to join)

Decision to join Girlguiding

Pending transfer to Go!

Data stored in Go!

1st Unit Meeting (Enquirer visits unit meeting)

1st Meeting arranged

Waiting-to-join list

Agreed to wait for a space?

Yes

No

Yes

No

Time/day not convenient / Meeting venue not convenient

Not Joining (Enquiry deleted)
Template letter/email

Unit Full - Waiting List

Dear <Insert parent/carer name>,

Thank you for your recent enquiry for your daughter, <Insert girl’s name>, to join Girlguiding.

I am sorry to say that <Insert unit> is currently full, so we are unable to take <Insert girl’s name> at this time. If you would like her name to be added to the unit’s waiting list please let me know. We are hoping to have a space for <insert girl’s first name> within <insert time period eg 6 months>. In the meantime, I would encourage you and your daughter to visit our [insert section] website, [www.girlguiding.org.uk/rainbows / www.girlguiding.org.uk/brownies / www.girlguiding.org.uk/guides / www.girlguiding.org.uk/theseniorsection - please delete as appropriate]. It’s full of fun learning games, stories and other information that will help your daughter find out more about what she can look forward to.

Alternatively, if you would like to be referred to your next preferred unit or to another unit in the area, please let me know and I can pass your details on to the Unit Leader.

With best wishes,

<Insert Unit Leader’s name>

Unit Leader

<Insert unit name>

Girlguiding relies on the support of our adult volunteers, who share their time, skills and energy to help make a positive difference to the lives of girls and young women in the UK. So that more girls can get involved and experience the great opportunities our charity offers, please consider volunteering a little of your time. Please go to www.girlguiding.org.uk/interested to find out how you could help.

You can find and save this template by visiting the Girlguiding member’s area or by following the address http://www.girlguiding.org.uk/docs/Girl_Meeting_Visit.doc
Template letter/email

Confirmation of meeting place visit

Dear <Insert parent/carer name>,

I am writing to invite you and your daughter to visit <Insert unit name>.

Date: <Insert meeting date>

Time: <Insert meeting time>

Place: <Insert meeting place>

Unit Leader: <Insert Leader’s name>

Telephone: <Insert contact telephone number>

Email: <Insert contact email address>

At the meeting, you will meet the team of volunteers and the young members of the unit. Your daughter is welcome to stay for the whole meeting (which lasts for <Insert time>) to find out what <insert section eg Brownies> do.

While your daughter settles in and takes part in the activities, we could have a short chat about Girlguiding and you could ask any questions you may have. You are welcome to stay on after that to watch the rest of the meeting, or to return at the end.

If you and your daughter are unable to attend or need to arrange another date, please contact me using the details above.

With best wishes,

<Insert Unit Leader’s name>

Unit Leader

<Insert unit name>

You can find and save this template by visiting the Girlguiding member’s area or by following the address http://www.girlguiding.org.uk/docs/Girl_Meeting_Visit.doc
Template letter/email

**Incorrect Age for Section**

Dear <Insert parent/carer name>,

Please change to

Thank you for expressing an interest in Girlguiding and for registering your daughter for Rainbows/Brownies/ Guides/Senior Section [please delete as appropriate] at <insert name of Unit>.

Rainbows/Brownies/ Guides/ Senior Section [please delete as appropriate] is for girls aged 5-7/7-10/10-14/14-25 [please delete as appropriate] so we will need to wait until <insert girl’s name> is 5/7/10/14 [please delete as appropriate] years old before she can join the group.

At this time I can put your daughter on the waiting list, but if you change your mind and no longer wish for her to join please do let me know and I will remove her details.

I will be in contact with you closer to <insert girl’s name> 5th/7th/10th/14th [please delete as appropriate] birthday with more details of when she will be able to join us.

With best wishes,

<Insert Unit Leader’s name>

Unit Leader
<Insert unit name>

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This template is not currently available online, however it will soon be available on the Girlguiding Midlands Website along with a variety of other letter/email templates and help documents.
Join Us FAQs

What is Join Us?

Join Us is an enquiry system for all prospective new members. This means girls, young women and prospective volunteers who have not been involved in the organisation before and are not recorded on Go!. Join Us will enable Girlguiding to manage expectations, monitor enquiry levels and reduce entry errors.

How do I access the training site?

The training site is available at https://joinustraining.girlguiding.org.uk using your Girlguiding membership number, date of birth and password (this is the same password that you use for Go!).

When can I access the training site?

The training site is available 24 hours a day. Any planned downtime will be communicated with members in advance.

How long will the training site be available for?

The training site will be available to members for the foreseeable future and we currently have no plans to remove access to the site. The site will also be updated with new developments to enable local training and for members to keep their knowledge up to date.

What choices do parents get?

Parents can choose up to three preferred unit choices for the same section in their initial enquiry. The enquiry will be discussed in order of unit preference, in the local area. Any additional requirements or preferences can also be discussed at this time.

Why can parents select weekends for a unit?

There are units that meet over the weekend. If your County does not have any at present, it may be that due to Join Us, it becomes apparent there is a requirement for weekend units in the local area, and you may find volunteers who are also available at the weekend.

I get a lot of parents that come to me directly, does this have to stop?

Of course parents can still come directly to you, as you will know more information about the local area and the spaces that are available. We ask that you direct them to the website to register their information, but if they are not able to do this, then you can add them to the site yourself.

By adding enquiries through the site, it means that there is the option of finding other units if local units are full. It also means that your local area can track enquiries to ensure that enough units are available and can guarantee the contact information is as accurate as possible.

*Where the terms ‘parent’ and ‘daughter’ are used, they refer to any adult with parental responsibility, and their ward.
Some of our parents don’t have access to a computer?

Parents can fill in this information on a smart phone or using a public computer, such as at a library or school, alternatively parents can call 0800 1 69 59 01 where a member of the Join Us team will enter the details on their behalf.

Alternatively if they do not have access to the site a member of the unit team is able to enter the information using the same site (http://www.girlguiding.org.uk/interested). This is a last resort as Go! currently has a vast number of duplicate records, due to inconsistencies when interpreting handwriting. If you are adding an enquiry you must always get the parent/carers permission before entering the information.

If a unit doesn’t have space does the Unit Leader contact the parent?

Yes. Just as it is with the current process it is really important that the Leader contacts the parent to discuss whether they have space. If no space is available the Leader can offer to pass the request to the next selected unit or add the girl to their own waiting-to-join list.

Does a parent get a further choice if all three units are full?

Parents can agree to go on a waiting-to-list for one of the three preferred units. Alternatively, the County Join Us Coordinator can speak with the parent to identify any local units with spaces and what the next steps would be.

How do I select a fourth unit if a parent does not wish to be added to one of their previous three unit choice waiting-to-join list?

A fourth unit can be selected. The system will prompt the final unit Leader for this information when the decision not to join their third choice is made. It is at this stage that the Leader should ask the Join Us Coordinator to contact the parent/carer to discuss an alternative unit with the parent, or they may choose to be placed on their first unit’s waiting-to-join list.

Do current members need to use Join Us?

Join Us is an enquiry system for prospective members, therefore current members should not use Join Us. The system can be useful for students moving away from home, or young members moving home and in need of finding a new local unit. In both of these cases the individual’s membership number should be used (parents should be provided with this when their daughter joins a unit).

How do I add a Rainbow to my Brownie list?

Existing members of the organisation should not be added to Join Us; instead local conversations should be used to identify the unit that the girl would like to transfer to. The new Leader will add the member to their waiting-to-transfer list on Go! using the girl’s membership number.

*Where the terms ‘parent’ and ‘daughter’ are used, they refer to any adult with parental responsibility, and their ward.*
How does the system decide which District/Division to send the enquiry to?

The system finds the most local unit to the postcode provided and selects the parent level for this unit. The main contact for this level is then sent an automated notification that an individual would like to volunteer in the area.

NB: // If you are entering a volunteer who is joining from out of the area; then you should use the postcode of a unit meeting place.

Who is notified when an enquiry is made?

When an enquiry is made for your unit, an email notification will be sent to the main contact as recorded on Go!. All members of the user group can log into Join Us to see this. It is important that the main contact has an email address recorded on their Go! record and is a member of the user group.

What emails will be sent from the system.

There are a series of automated emails that are sent at various stages in the process. These include ‘notification of enquiries’, ‘notification of place on the waiting list’ and ‘data protection clarification’ once every six months to ensure the parent is happy for their daughter to remain on a waiting list and recorded on the system.

Can I have an email address, specifically used for Join Us enquiries?

It is not possible for a level to have various email addresses for specific areas of guiding i.e. Join Us enquiries. Notification emails are sent to the level’s main contact. Units should consider having a generic unit email account that can be assigned to the main contact so the whole team can access it.

How do we edit enquirer’s information?

Members of the unit/District/Division user group can make changes to enquirer’s details if an error has been made when the information was entered, or if circumstances have changed by using the ‘edit’ button.

Why do volunteer enquiries go to a District or Division and not to a unit?

Many prospective volunteers will not know which role is for them. By having contact with the local Commissioner and her team, the new volunteer is able to identify a role and if appropriate the section that is suitable for them. This also enables the Girlguiding recruitment checks to be completed at an early stage in the process, as the system will prompt the Commissioner to complete them if required.

How do I handle an enquiry from a male volunteer?

Although men are unable to fill some roles within Girlguiding it is important that all opportunities are explained to the enquirer so they can make a choice of what role would be suitable for them. The conversation with a male enquirer may take longer than other volunteer enquiries, as there will need to be some tactful discussions about what skills they have, and how at a local level you could put these into practice. Any individual can

*Where the terms ‘parent’ and ‘daughter’ are used, they refer to any adult with parental responsibility, and their ward.*
volunteer to join Girlguiding, regardless of gender, faith, race, culture, nationality or any other circumstance.

Dependent on the role your new volunteer takes on, they may need to complete the Girlguiding recruitment checks. Not all roles require recruitment checks, to confirm if the role taken on requires checks please use the relevant document here.

**Could we have a Unit Join Us Coordinator role?**

Access to Join Us mirrors that of Go! so there is no need to create any extra Join Us roles. If a unit has a Unit Key User, that person could take on the responsibility for Join Us as they do Go!. All active Leaders, Assistant Leaders, Leaders in Training and Unit Key Users in a unit can access Join Us and so this task can be shared and/or delegate to cover holidays.

**How does Join Us affect volunteers with multiple roles?**

As with Go! you will be able to select a different access level for the role you are undertaking at the time. Once you log in, you will be asked to select from a list your level name, e.g. either the District or Unit you work with depending on what you have logged in to complete. You can move between your roles once you have logged in using the ‘Role Management’ button.

**Will the starting leaflets be kept?**

The starting leaflets are currently being reviewed.

**How does Join Us link with Go!?**

Once a Leader has met with the parent/carer and the parent/carers have indicated that they are happy for their daughter to join the unit, the Leader will tick the appropriate box on Join Us and all of the information the parent/carer has provided will be transferred onto Go!. The membership number will be generated overnight.

A volunteer enquiry will be moved onto Go! once the individual’s recruitment checks have been completed if required. If recruitment checks are not required the record will be moved overnight.

**I have a paper waiting-to-join list and it works for me, why do I have to use the system?**

Join Us ensures that Girlguiding complies with the Data Protection Act 1998 by gaining parent/carer or individuals permission to store their personal details. In addition the enquirer will receive an email every six months if they have not yet joined the organisation to check they still want their details to remain on the system; to ensure data compliance.

*Where the terms ‘parent’ and ‘daughter’ are used, they refer to any adult with parental responsibility, and their ward.*
We have a District/Division waiting list what do I need to do?

Join Us enables local areas to run a centrally managed waiting-to-join list i.e. District/Division waiting list.

Girl enquiries will be assigned to their preferred unit as chosen on their application. At a District/Division level these enquiries can be monitored and actioned where required. Assigned enquiries can be added to the waiting list for their preferred unit. As spaces become available in the District/Division these can be offered to those at the top of the list. If the enquirer does not want to take the space available they can continue to wait for a space at their preferred unit.

The Leader of the unit the enquirer will be attending must arrange the girl’s first meeting and consequently confirm their membership.

How do I sort my waiting list?

There are filter arrows at the top of each column heading, by clicking on these you can choose how they are shown on the screen.

What does Unit/District/Division/County User Group mean?

These groups set the access levels within Join Us. They have been set up in relation to the access various roles have on Go!. Therefore, if the role has access to update records on Go! it will also have access to Join Us. More details about the user groups can be found here.

Will the Leadership Qualification and Commissioner training be updated to include Join Us information?

When any resource is due for reprint, Volunteer Support will review it to ensure the appropriate membership systems information is correct and up to date. This is usually around every 12 months.

I have received an enquiry notification email but I can’t find the enquiry when I login as instructed?

The parent/carer or individual may have contacted us to move their enquiry as they have selected an incorrect unit/level, a duplicate enquiry has been found or we have been informed that they are already a member of Girlguiding. Please ignore the notification if this maybe the case.

How do we open a new unit?

A new unit must be added to Go! first. Once the ‘unit meeting place’ address has been recorded, enquiries will then be able to be added to the new unit on Join Us. More information about setting up a new unit can be found in the Members’ Area.

My unit isn’t showing, what do I do?

Check that the ‘unit meeting place’ address recorded on your unit’s information on Go! is correct and includes the town and postcode. This information is taken from Go! overnight

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and updated onto the map. If after 48 hours your unit is still not showing, please email membershipsystems@girlguiding.org.uk, quoting your level number and name.

**Why does my closed-sponsored unit show on the geomap?**

All units are required to show on the geomap or it will not be possible to add any new girls to the unit. We are investigating various options to help manage parents’ expectations regarding these units, however there should always be a conversation with the parent to let them know about the sponsorship of the unit, and to help them find a more suitable unit.

“Where the terms ‘parent’ and ‘daughter’ are used, they refer to any adult with parental responsibility, and their ward.”
INTRODUCTION

Why do we need guidelines?

The vision for Girlguiding, within the 2012 to 2014 Strategic Plan, is that “By 2014 Girlguiding will be where more girls choose to be …..”

It is important that we welcome as many young people as possible into guiding so they can enjoy everything that we have to offer them.

We aim to treat all of our ‘not yet members’ fairly and equitably so that their experience before they join is as positive as the one they will have once they are members.

OVERALL AIM OF THE GUIDELINES

To clarify best practice and establish a consistent UK wide process for all youth membership.

Girlguiding is a membership organisation and as such it should be best practice to allow an existing member the smoothest possible way of moving on between units. Therefore priority should be given to existing members and these guidelines will encourage best practice management of not-yet-members.

However the need to use local judgement on individual cases is important. Ideally the priority should be to support the membership journey and then to consider allocation of places by age.

Overall Girlguiding promotes maintaining and growing its membership.

No matter whether we are looking at new or existing members we need to ensure that it’s transparent to parents and that we set expectations of how long they may be on the waiting list.

EXISTING MEMBER: TRANSITIONS AND TRANSFERS

Existing members should receive priority, particularly those who are moving to the next section or are relocating to a different area of the Country

This could include:

- a girl in your ‘local guiding area’ who is ready to move up from the younger section
- a girl from outside your ‘local guiding area’ (including BGIFC) who is ready to move up from the younger section
- a girl from outside your ‘local guiding area’ (including BGIFC) who wishes to transfer from another group of the same section
• a girl in your ‘local guiding area’ who wishes to transfer from another group of the same section. This can be a difficult situation to manage when local units are full and there are waiting lists - consider and understand why the girl wants to transfer, try to work with all parties including your Commissioner to consider all the options to resolve this situation.

We should do all we can to ensure these girls continue to enjoying their guiding experience.

POTENTIAL NEW MEMBERS

For new members there are a few best practice guidelines to consider.

We want girls to enjoy as much of the guiding adventure as possible and so priority should be given to older girls.

A nine year old who does not join Brownies is less likely to join Guides, whereas an eight year old has another years’ worth of opportunity for a place.

Where an older sibling is already a member of the unit they should be given priority.

Try and recognise special situations and work with all parties to accommodate - but do remember it is acceptable to say “no” to a new member - However you would need to be able to explain your reasoning and offer a plan of how and when the girl could join a local unit.

A WORD ABOUT RATIO’S

Remember that except when leaving the meeting place ratios of adults to young members and the maximum number of girls in a unit are recommendations. Therefore if a unit is running well with regular Risk assessments undertaken and is providing a good quality programme there is no reason why one or two more people couldn’t join. If a rota of parents or occasional helpers could be introduced it might mean that the unit could take two or three more girls.
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<thead>
<tr>
<th>Access Levels</th>
<th>Unit User Group</th>
<th>District User Group</th>
<th>Division User Group</th>
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## Join Us Access Levels

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Correct as at 28/02/2014
For more information or further support please contact the Growing Guiding team at Midlands Region.

Email:
Laura.Price@girlguiding.org.uk
Rosie.Austin@girlguiding.org.uk

Telephone: 01530 412703

Visit us online at www.girlguiding-midlands.org.uk