

EXTRAORDINARY GENERAL MEETING
14 SEPTEMBER 2024

DOC 7 EGM EVALUATION REPORT

NOVEMBER 2024



WORLD ASSOCIATION
OF GIRL GUIDES
AND GIRL SCOUTS

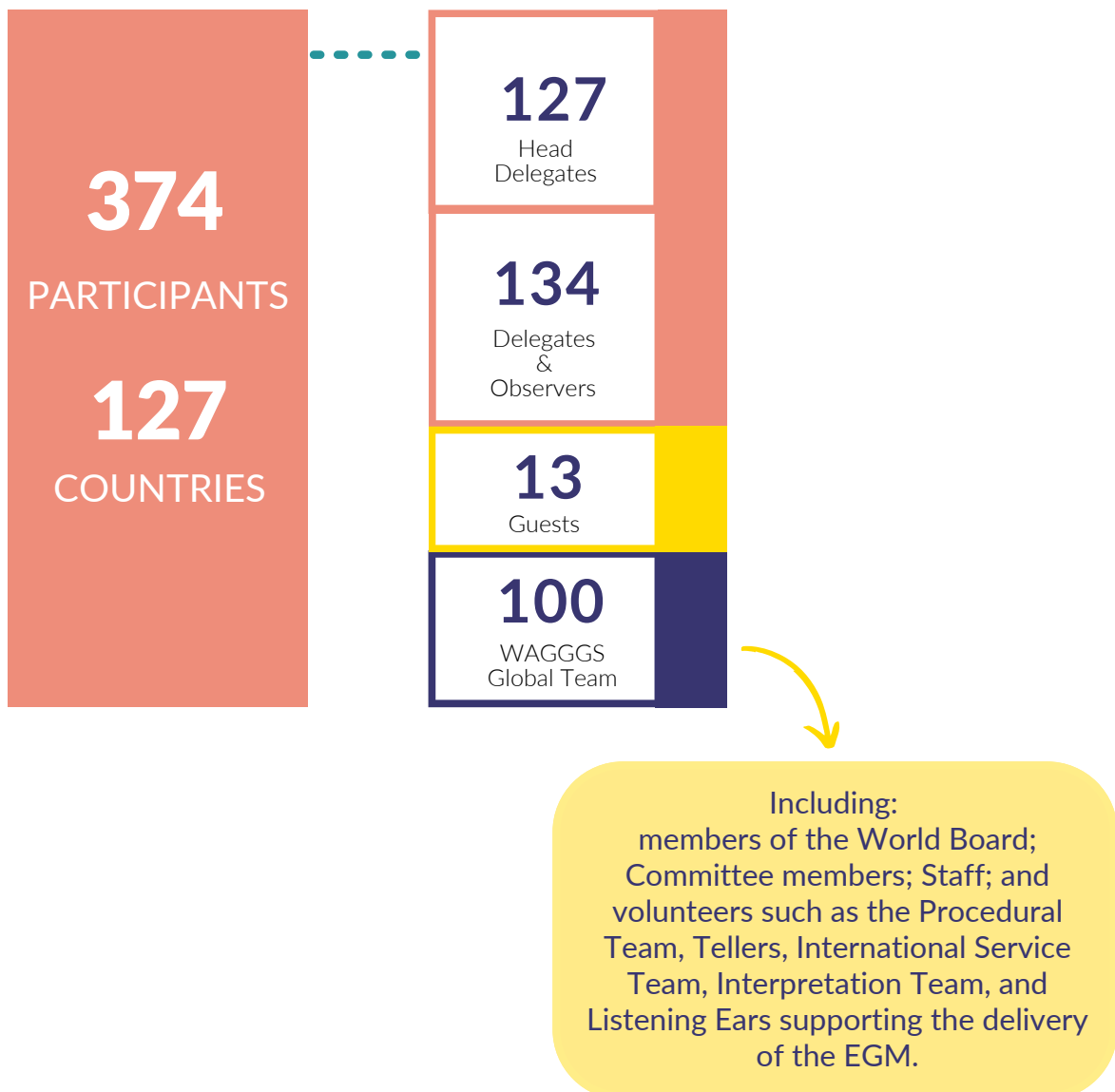
OVERVIEW

Welcome to the report of the WAGGGS Extraordinary General Meeting (EGM), held virtually on 14 September 2024.

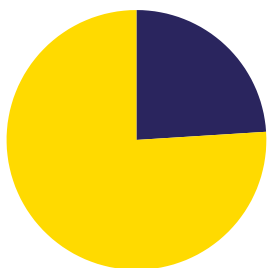
After the EGM, participants were invited to complete an evaluation survey either via their Head Delegate (if they attended as part of a Member Organisation delegation) or individually if they attended as a Guest or a member of the WAGGGS Global Team.

Thank you to all those who completed the evaluation survey. This information will be useful for planning future WAGGGS governance events and ensures we continually improve our virtual event provision. In total 101 responses were received, representing 80 Member Organisations (MOs).

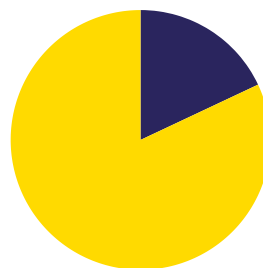
The following report provides a summary of the EGM with feedback received through the evaluation.



EGM PARTICIPANTS

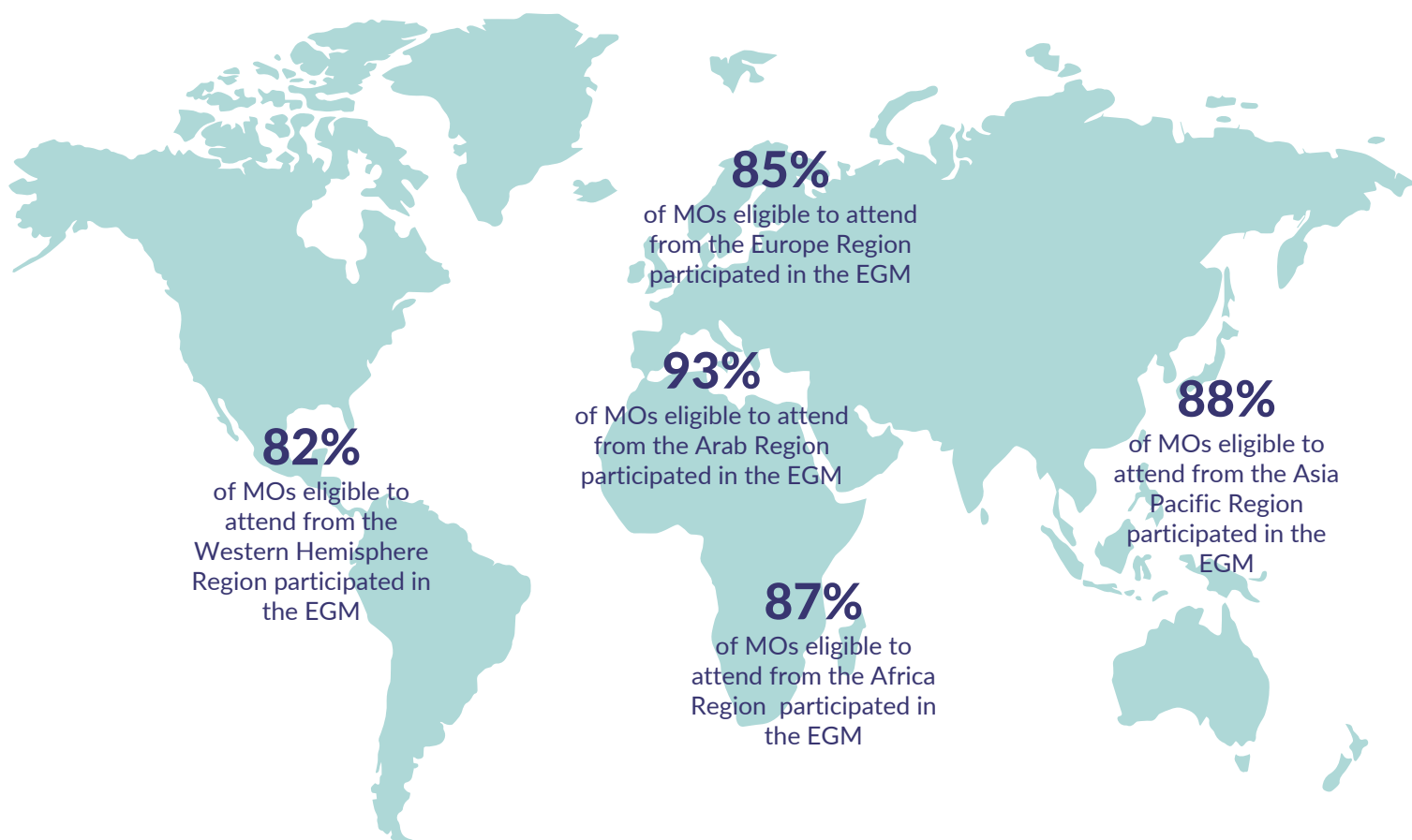


24%
of participants were
under the age of 30



18%
of Head Delegates
were under the age of
30

The 127 MOs present at the EGM represent **83%** of our total membership. This is an increase from 106 MOs present at the 38th World Conference held in Cyprus last year (69% of the total membership), but slightly less than the 135 MOs present at the virtual 37th World Conference in 2021 (89% of the total membership).



82%
of MOs eligible to
attend from the
Western Hemisphere
Region participated in
the EGM

85%
of MOs eligible to attend
from the Europe Region
participated in the EGM

93%
of MOs eligible to attend
from the Arab Region
participated in the EGM

87%
of MOs eligible to
attend from the Africa
Region participated in
the EGM

88%
of MOs eligible to
attend from the Asia
Pacific Region
participated in the
EGM

BUDGET

The EGM was arranged in response to [Motion 12](#) passed at the 38th World Conference in July 2023. As this Motion was approved at the conference after the adoption of the WAGGGS Global Strategy (including the 2024-26 budget), WAGGGS had to explore a range of funding options to deliver the EGM in 2024. WAGGGS recognises the need to ensure that the resource implications of all Proposed Motions are fully identified and shared with MOs alongside the Proposed Motion in future.

Our thanks go to the [World Foundation for Girl Guides and Girl Scouts, Inc.](#) for their generous grant to support this event. This helped to support the attendance of the Head Delegate of each MO free of charge, as well as contributing to some of the costs associated with delivering the event e.g. paid translations.

There was also an open call for all attendees to donate a registration fee (a 'solidarity grant') for another attendee. Thank you to the individuals who contributed towards this. We received donations to cover the attendance costs of four individuals who may otherwise not have been able to participate.

Delegates and Observers from MOs were asked to pay a discounted registration fee of £35. Guests were asked to pay the full registration fee of £50 to attend. As shown in the table below, costs not covered through grant income or registration fees were covered from WAGGGS's unrestricted funds. Wherever possible, existing platforms (such as Campfire, Zoom and SurveyMonkey) were utilised to minimise costs. WAGGGS is also immensely grateful to the volunteer translators and interpreters who supported the EGM. In addition, the budget below does not include costs of existing staff in the Governance and Membership and Regional Support Teams who dedicated significant time to the EGM.



BUDGET

Income	
Registration fees	£6,172
World Foundation grant	£9,843
Solidarity grants	£140
Total income	£16,155
Expenditure	
Translation	£8,690
Membership Fee Review Project and EGM event support costs, including staffing for project management and event coordination	£51,152
Travel, accommodation and meals for planning team	£975
Bank charges	£254
Grant payments	£4,585
Total expenditure	£65,656
Total deficit (covered by WAGGGS unrestricted funds)	(£49,501)

Reflections for the future:

- Ensure that the resource implications of all Proposed Motions are fully identified and shared with MOs alongside the Proposed Motion in future.



MEMBERSHIP FEE REVIEW PROCESS

WAGGGS sought to deliver an inclusive membership fee review consultation to provide opportunities for all MOs to expand their global fee knowledge and to actively engage in seeking a sustainable future model, building a consensus across the Movement.

Five virtual language-based consultation sessions were conducted in March and April 2024, following the publication of a [consultation pack](#). 164 individuals representing 94 MOs attended these sessions, alongside 44 WAGGGS Global Team members.

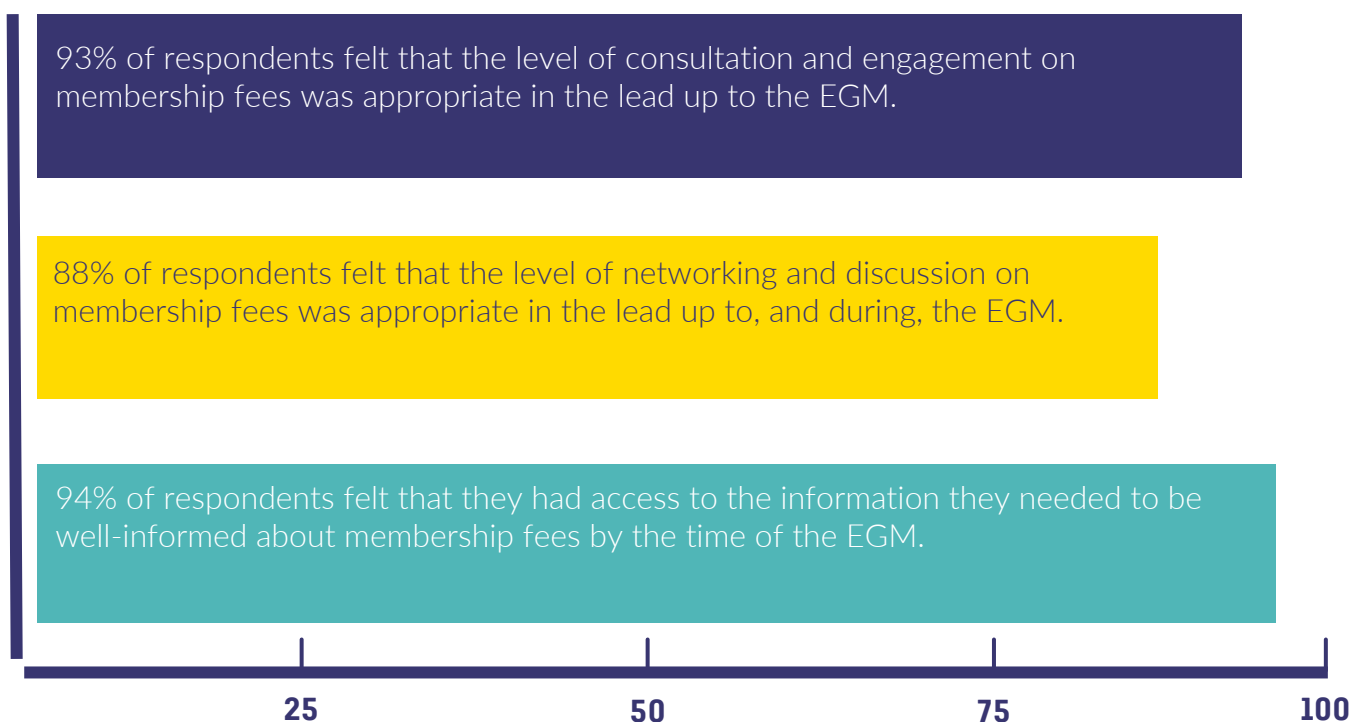
Following the publication of [Document 4a: Membership Fee Proposal \(Version 1\)](#) in May 2024, which included a summary of the consultation feedback, there was a further opportunity for MOs to share comments.

Then five region-based sessions were held in June 2024 which provided an opportunity for MOs to discuss the final publication of [Document 4b: Membership Fee Proposal \(Version 2\)](#) and 91 MOs were represented at these sessions.

In addition to group discussions all MOs were offered the opportunity to meet 1:1 with a member of the Steering Group, if they felt this would be beneficial to them, and ten MOs used this opportunity.

In total, the consultation process reached **80%** of all MOs.

Overall feedback about the consultation process was very positive, with MOs appreciating the opportunity to participate in sessions to explore the proposals in more depth and ask questions. Respondents felt that their voice was heard and it is clear that the input gathered shaped the [Document 5b: Proposed Motions and Proposed Amendments](#) which was published in July 2024.



MEMBERSHIP FEE REVIEW PROCESS



“The overall preparation was very valuable to us, since we could actively help shape the models through the feedback sessions”

“The information provided was comprehensive. During the consultation sessions we were able to share our concerns and explain our unique situation”

“Campfire was extremely useful and the information was very well laid out. All the documentation was written in very accessible language”

“The level of communication for the EGM was excellent and we had no difficulty with anything”

“The sheets were not always simple to read so we were very much helped by being a small group working together. The efforts to explain and make it clear was appreciated”

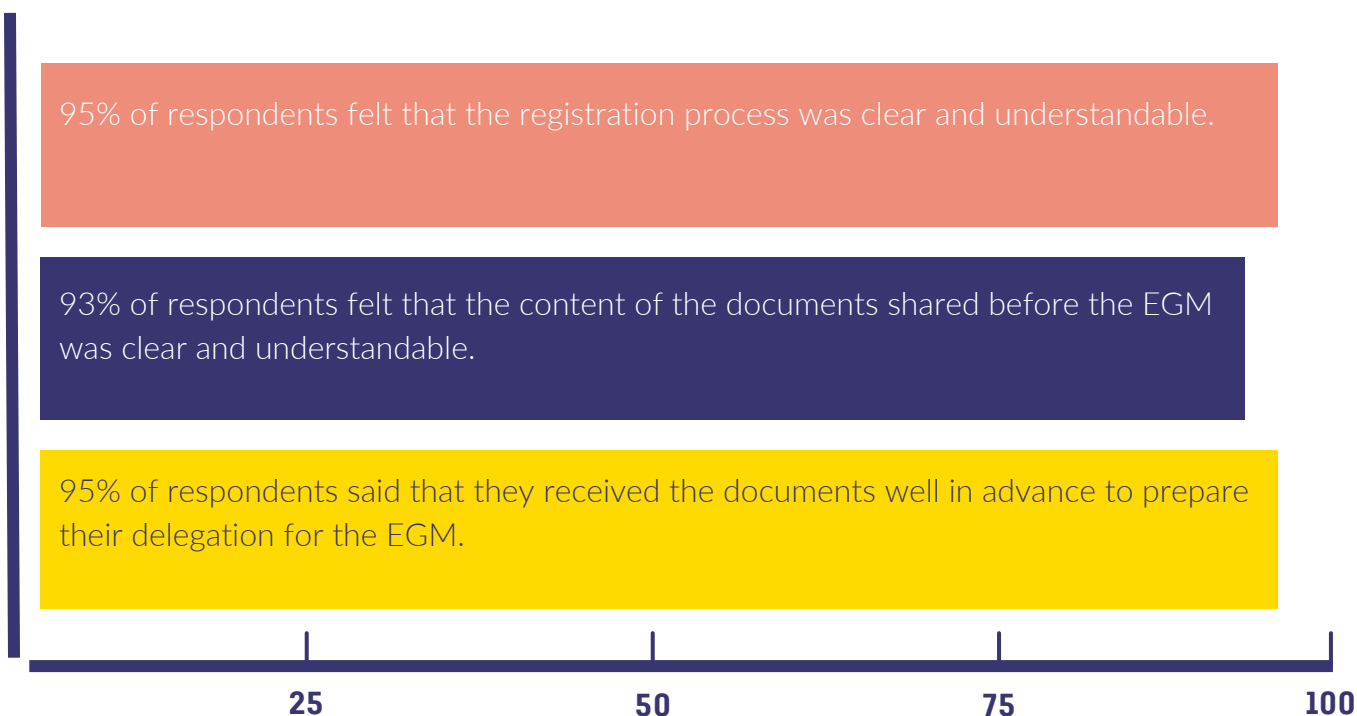
Reflections for the future:

- For similar strategic topics, continue to offer a multi-phase and diverse consultation process, including a variety of different engagement opportunities such as written materials, language-based sessions, region-based sessions and 1:1 meetings with MOs.

PRE-EGM PREPARATIONS

Registrations for the EGM opened on Friday 24 May, with a closing date of Monday 1 July and payment deadline of Monday 8 July. Most respondents to the evaluation survey found the registration process clear and easy to use.

Copies of all EGM circulars and documents were published on a special EGM dashboard on the Campfire platform, as well as being shared by email. Respondents to the evaluation survey commented on the comprehensiveness and quality of the documents, although some felt that the documents were long, and the content could have been made simpler.



PRE-EGM PREPARATIONS



“All information was distributed well in advance, in order and with complete clarity so that we at the national level could make mathematical estimates of the cost of our future membership”

“The documents were somewhat long winded and hard to understand”

“Clear, user-friendly documents”

“There were several emails that explained how guests could register and observe the proceedings, and they all included attachments that were informative about the matters under discussion”

“Everything was clear, the translations were great!”

Reflections for the future:

- Continue to provide comprehensive glossaries to ensure clarity of terminology used, especially for complex topics.
- Consider ways to improve information-sharing, for example sharing clear and precise summary information, with more detailed information provided as annexes for those who are interested to find out more.
- Continue to reflect on and publish answers to questions that can be expected from MOs or individuals (FAQs).



EGM ORIENTATION SESSIONS

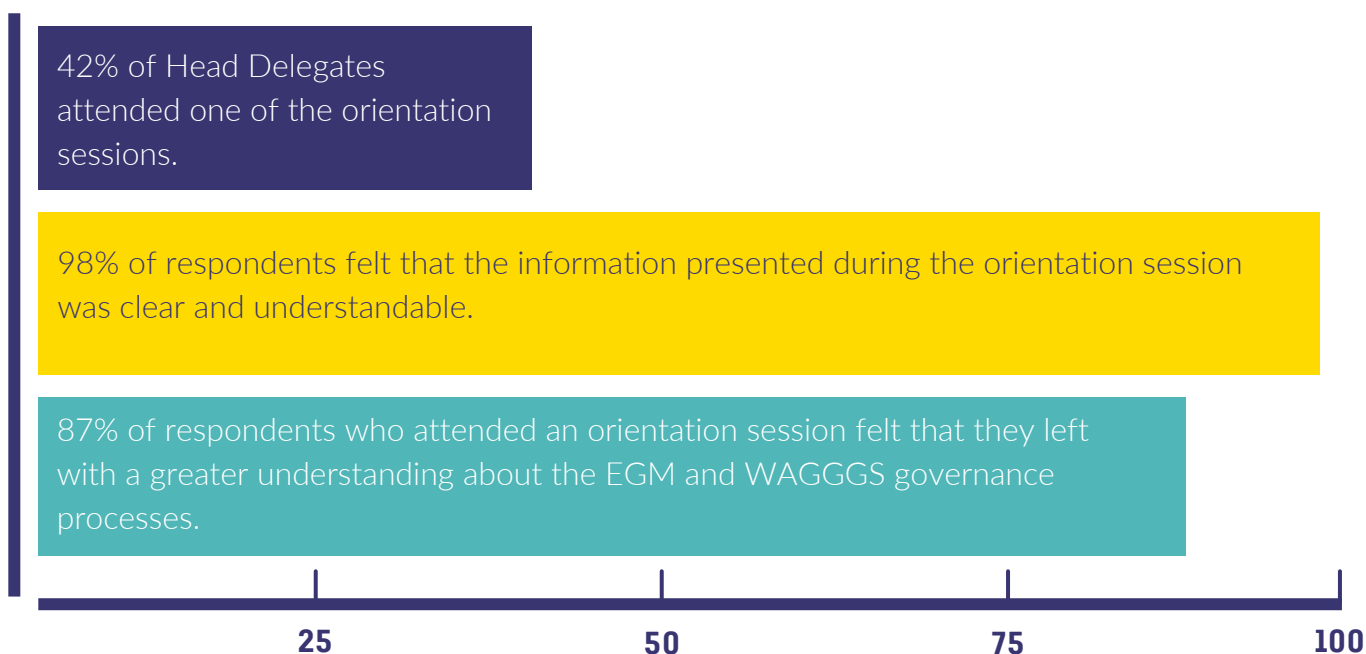
Two orientation sessions took place a fortnight before the EGM:

- Session 1: Saturday 31 August from 10:00 to 11:30 UTC (English, French and Arabic)
- Session 2: Saturday 31 August from 17:00 to 18:30 UTC (English and Spanish)

The orientation sessions were primarily intended for Head Delegates and Delegates, but anyone registered for the EGM was invited to attend. The orientation sessions covered a run through of the EGM programme, a summary of the Rules of Procedure and housekeeping arrangements. Importantly, the orientation session also included an opportunity for Head Delegates to undertake a test vote.

Unfortunately, only 42% of Head Delegates attended one of the orientation sessions. Therefore, other arrangements were made to ensure that Head Delegates had an opportunity to test the voting system before the EGM. For example, a test vote was kept open on the Campfire platform in the two weeks leading up to the EGM and Head Delegates were encouraged to complete the test vote in their own time. During the EGM, Head Delegates were also invited to participate in a test vote during the first break. Unfortunately, some Head Delegates did not use any of these opportunities. This led to significant additional work for the Procedural Team and staff in the lead up to, and during, the EGM and also contributed to delays during the EGM which affected other MOs and the overall timing of the event.

Overall, feedback on the orientation sessions was very positive but several comments were made that the orientation session was too long and that more sessions could have been offered.



EGM ORIENTATION SESSIONS



“

“All the steps were well explained. The mock vote was very useful”

”

“

“The sessions were clear and focused”

”

“

“We received all the information needed to understand the process. There were multiple avenues to relay any concerns or clarifications needed”.

”

“

“The sessions were beautiful, in all languages, and the translation was very clear. We hope that the time period in the future will be larger”

”

“

“Have shorter sessions and follow up sessions to make sure everyone is understanding the voting process”

”

Reflections for the future:

- Offer multiple orientation sessions, ideally at different times of day and on different dates to support participation.
- Identify ways to make the orientation sessions shorter whilst still retaining important information.
- Explore alternative ways of delivering some of the core information covered in the orientation sessions, for example short videos.

EGM GLOBAL DISCUSSION FORUM SESSION

In the lead up to the EGM, the Planning Team shared with all EGM attendees an MO-to-MO contact list to encourage MOs to network and connect with each other on the membership fee proposals.

A Global EGM Discussion Forum was also offered as a space for MOs to come together from across Regions, ahead of the EGM, to exchange ideas informally on the Proposed Motions and Proposed Amendments. This session was arranged following requests from MOs to hear wider views from across the regions. The session took place on Saturday 31 August from 13.00 to 15:00 UTC and covered all WAGGGS official languages (Arabic, English, French and Spanish). 116 individuals representing 48 MOs attended the session, alongside 46 WAGGGS Global Team members.

Overall feedback from those who participated in the Global Discussion Forum was positive, with many MOs welcoming the opportunity to engage with, and hear from, MOs outside their own Region. However, several MOs also came to the session with technical questions they wished WAGGGS to answer about the impact of the proposals on their own situation, rather than utilising the opportunity to hear the views of other MOs and engage in wider discussion. Such questions could have been more appropriately raised and answered through email, a 1:1 conversation with a member of the Membership Fee Review Steering Group or through the FAQ page on Campfire. This could have contributed to more time for exchange between MOs and their perspectives.

It was suggested that similar sessions be organised in future, perhaps with breakout rooms for MOs from similar or different contexts to meet together for discussions, and/or a longer session to enable more contributions to be shared.



EGM GLOBAL DISCUSSION FORUM SESSION



“There was limited discussion in the session I attended. Maybe if we had been asked to submit questions prior as well that might have generated more conversation”

“Different points of view came up that helped to understand better”

“I think it was a good initiative but that very few people seemed confident enough to ask questions or participate. I noted that more people took the opportunity during EGM when the motions were presented in more detail”

“It gave us a better understanding of the positions of other MOs”

“Maybe a few prepared frequently asked questions in the beginning of the session could have encouraged more people to participate? Anyhow, it was good that the session was offered!”

Reflections for the future:

- Continue to offer opportunities for MOs to engage with each other to share views on Proposed Motions in advance of an event.
- Ensure clear messaging about the purpose of such discussion forums in future to encourage more MOs to actively participate and keep the focus of the session on sharing views and discussion between MOs.
- Identify ways to facilitate more discussion during sessions, for example through break out rooms, requesting questions in advance and/or a slightly longer session to allow more time for discussion.

VIRTUAL DELIVERY AND LOGISTICS

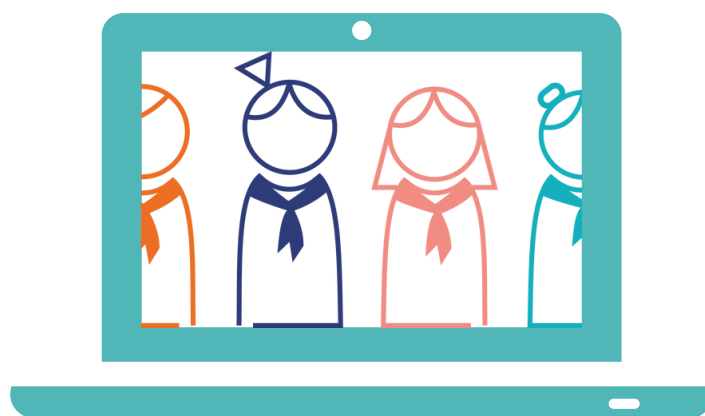
The EGM and all pre-sessions took place on the Zoom platform – a platform that many MOs are comfortable using.

Overall, the Rules of Procedure were upheld by all participants during the EGM. There were some challenges with using Zoom as a platform, including participants needing to manually rename themselves which led to some delays in conducting the roll call. A suggestion was made in the evaluation survey to provide 'how-to' videos in future, in addition to the written documents, covering topics such as how to use the voting platform, how to rename yourself on Zoom and how to use the interpretation function on Zoom. Thank you to the Procedural Team, Tellers, International Service Team and WAGGGS staff for supporting the governance processes of the EGM and ensuring they were upheld to a high standard.

Voting took place via the Campfire platform. Head Delegates were sent instructions on how to set up their Campfire profile in late August along with a written Voting Guide. Several reminders were sent to Head Delegates in the lead up to the EGM. However, a small minority of Head Delegates did not set up a Campfire account until the very last minute, which impacted resources, and put additional pressure on the EGM team on the day.

Unfortunately, despite assurances from the supplier, on the day of the EGM the Campfire platform did not perform at the speed we had expected, which caused delays during the voting and led to the meeting running late. Whilst Head Delegates generally found the voting platform easy to use, there was inevitably frustration with the slowness of the platform and with the meeting not ending at the announced time.

We have raised the performance issues with the external developers of the Campfire platform, who are investigating this. Although the investigation is still ongoing, we are committed to taking proactive measures to prevent similar issues from arising in the future. It is of the utmost importance that the platforms used for virtual governance meetings and voting are stable and reliable, and WAGGGS will continue to work to ensure this. We would like to thank all EGM participants for their patience whilst we worked to rectify the situation and complete the voting. We would also like to thank the Campfire Team for providing tech support for last minute Head Delegate changes and for working with the Campfire platform provider to make sure that the voting could still take place during the EGM.

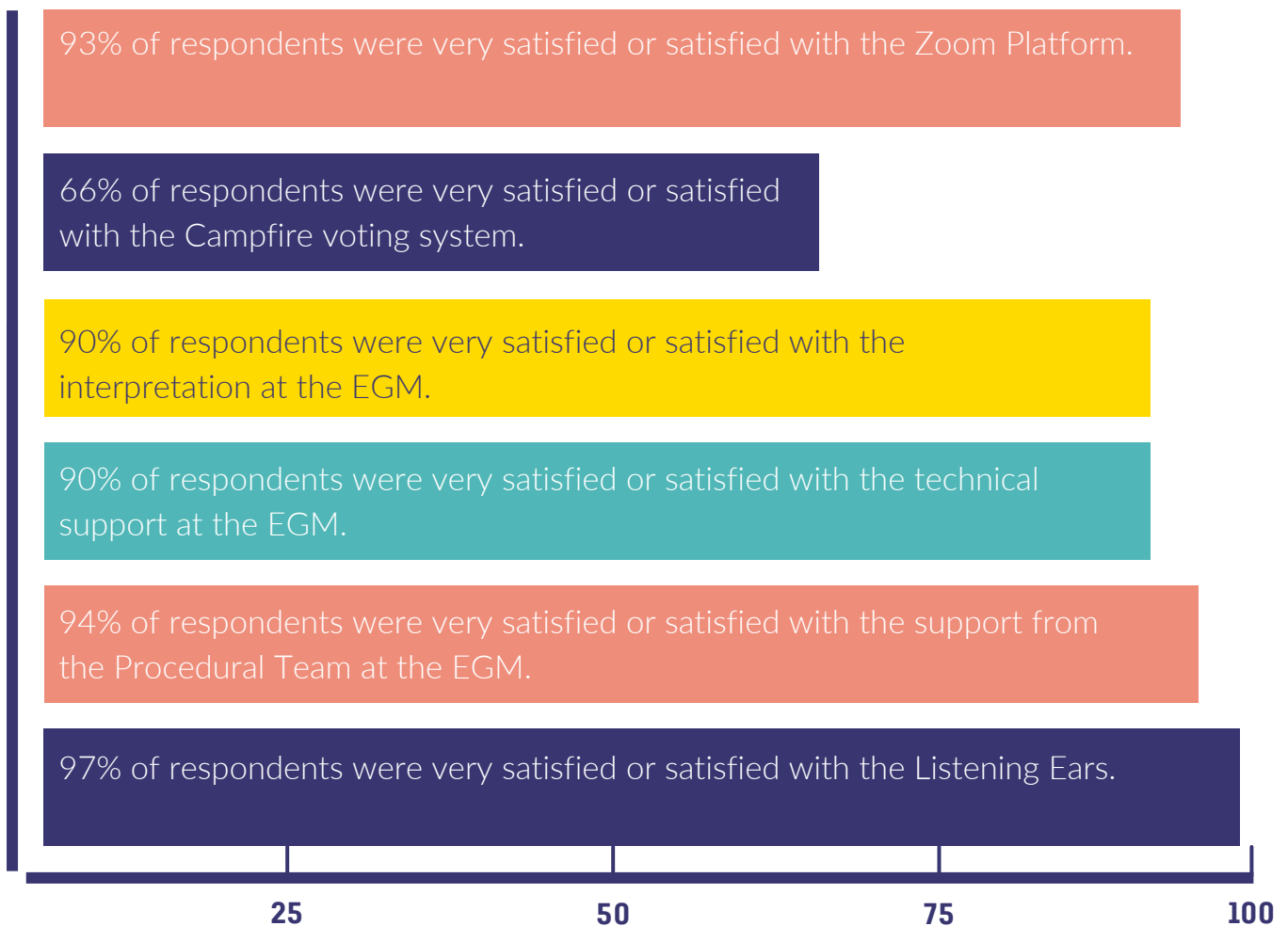


VIRTUAL DELIVERY AND LOGISTICS

The EGM Planning Team recruited some International Service Team volunteers to provide logistical support in the run-up to the EGM and during the EGM. The team assisted with technological and language support. We would like to thank the International Service Team for providing tech support and updates to the EGM attendees to keep all attendees informed in a timely manner.

All plenary sessions at the EGM were available in the four official languages of WAGGGS: Arabic, English, French, and Spanish. Respondents to the evaluation survey were very appreciative of the volunteers who provided interpretation services during the meeting. A small number of participants reported that at some points during the EGM there were some issues with the Arabic interpretation and the Languages Team is looking to mitigate this in future.

During the EGM, we had a dedicated team of volunteers on standby as 'Listening Ears'. The Listening Ears volunteers were the first point of contact for attendees for any safeguarding and wellbeing concerns, providing a welcoming, confidential, safe, brave, and non-judgmental environment for anyone who wished to seek help proactively on behalf of themselves or others. On this occasion participants did not feel the need to call on the Listening Ears for support, but many participants valued the fact that the Listening Ears volunteers were there in case they were needed. We would like to thank the Listening Ears team for being on standby to provide safeguarding and well-being support for all attendees and Global Team members.



VIRTUAL DELIVERY AND LOGISTICS



“The interpretation was excellent”

“It was generally a good experience. The technical difficulties were understandable due to the volume of voting occurring simultaneously”

“The voting platform is clear and practical, the only problem is the processing time”

“Technical support and procedural team support - big thank you to your fast responses and hard work, as well as to the interpretation team”

“The delivery of the EGM was excellent. All the governance standards were upheld. The negative was only that the Campfire voting system was too slow”

“The chairpersons did an excellent job of remaining patient when the voting was happening”

Reflections for the future:

- Consider providing 'how-to' videos in future, in addition to the written documents, covering topics such as how to use the voting platform, how to rename yourself on Zoom and how to use the interpretation function on Zoom.
- Continue to review and streamline processes for the roll call.
- Ensure advance 'stress-testing' of the voting platform that will be used during a virtual event.
- Continue investigating the issues with the Campfire platform and implement a corrective action for the future.
- Continue utilising the Listening Ears team to provide support to attendees during events.

PROGRAMME

The EGM was divided into four sessions, with breaks between each session:

Session 1	Welcome and Reflection Opening Business WAGGGS Global Update Presentation and Discussion of initial Proposed Motions and Proposed Amendments
Session 2	Voting on Proposed Motions/Amendments discussed in Session 1 Presentation and discussion of further Proposed Motions and Proposed Amendments.
Session 3	Voting on Proposed Motions/Amendments discussed in Session 2 Presentation and discussion of further Proposed Motions and Proposed Amendments.
Session 4	Voting on the Proposed Motions and Proposed Amendments discussed in Session 3 Closing Business.

Overall, participants were satisfied with the EGM programme, giving an average score of **8 out of 10**.

Participants shared that their highlights from the EGM were:

- meeting with members from all over the world and feeling part of a truly global Movement;
- the WAGGGS Global Update;
- the videos showcasing programmes and activities from across the world;
- and the democratic process of being able to vote upon, and shape, the future membership fee model.

The WAGGGS Global Update was included in the programme in order to ensure the EGM responded to all elements of Motion 12. However, some respondents felt that the WAGGGS Global Update was not necessary, and the time could have been better spent focussing on discussion of the Proposed Motions instead.

Understandably, many respondents to the survey commented upon the length of the meeting which ran significantly over the allocated time due to the delays with the voting process. We would like to thank all participants for their patience and perseverance in remaining in the meeting to complete the EGM business. We recognise that for similar meetings in the future, two shorter days may be preferable rather than one long day – especially given the wide range of time zones covered by our MOs. We would particularly like to thank those who were up very early or stayed up very late to be able to participate in the EGM.

PROGRAMME

94% of respondents were very satisfied or satisfied with the Reflection.

97% of respondents were very satisfied or satisfied with the Opening Business session.

90% of respondents were very satisfied or satisfied with the WAGGGS Global Update.

85% of respondents were very satisfied or satisfied with the presentation and discussion of Proposed Motions and Proposed Amendments.

70% of respondents were very satisfied or satisfied with the voting sessions.

92% of respondents were very satisfied or satisfied with the Closing Business session.

25

50

75

100

Overall level of satisfaction with the EGM programme: average score:

8 / 10

For future events, **50%** of participants would prefer two or more shorter days compared with **27%** who preferred one long day

PROGRAMME



“Taking part in my first ever EGM and feeling the vast size of WAGGGS and its importance”

“I thought the standard of presentation and adherence to governance rules and procedures was exemplary and I felt very proud to be part of such a well run global organisation”

“The amazing chair team who delivered EGM in all four official languages. Hats off for that! It was clear to follow all along and they delivered with great energy. Also nice to see all members of the World Board presenting”

“A larger and more diverse group of MOs were able to attend than most in-person conferences, which moves to more equitable practices by WAGGGS”

“Sense of respect between MOs during the discussion - felt like a safe and open space for people to speak.”

“Too long. Time zone meant being up through the night”

Reflections for the future:

- For future similar events, consider planning for the event to last for two shorter days instead of one long day.

YOUTH PARTICIPATION AND PUBLIC SPEAKING OBSERVATORY

The evaluation survey explored if MOs had actively ensured they had young people (18–29 years old) included in their delegation for the EGM. 45% of respondents said they had done so.

24% of participants in the EGM were under the age of 30. This equalled the percentage of young women participating in the last virtual governance event, the 37th World Conference in 2021, but falls below the 38th World Conference in 2023 at which 31% of participants were under the age of 30.

In addition, 18% of Head Delegates were under the age of 30 – this is higher than at the 37th World Conference in 2021 (when 11% were under 30), but slightly lower than at the 38th World Conference in 2023, when 21% were under 30.

Of those speaking during the EGM, 13% were young members of MO delegations under the age of 30 at the time of EGM registration. This compares with 68% of speakers during plenary sessions at the 38th World Conference.

The evaluation survey explored with MOs how engaged they felt the young people in their delegation were in the EGM. Of the MOs that responded to the survey, the results show that:

44%

of young members of delegations were very engaged or engaged with the membership fee review consultation.

53%

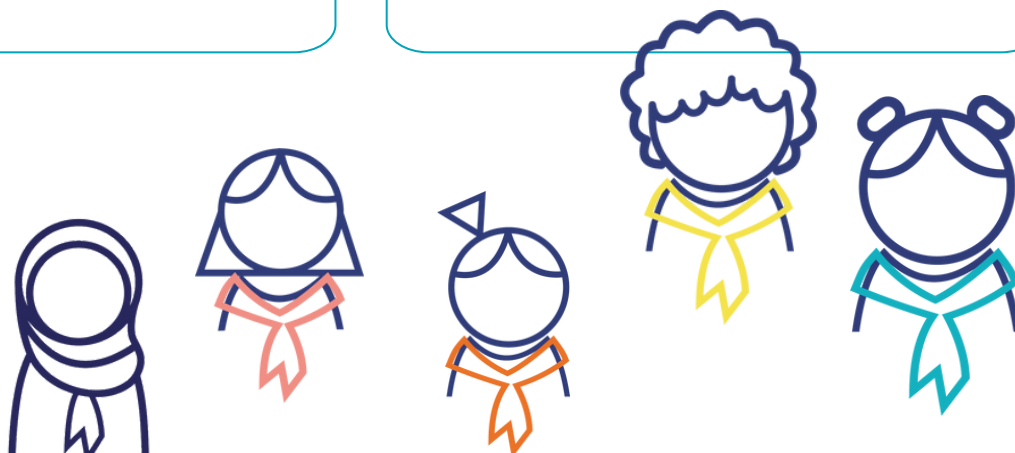
of young members of delegations were very engaged or engaged with reading circulars and documents.

44%

of young delegates were engaged or very engaged with the Orientation Session and Global Discussion Forum

59%

of young delegates were very engaged or engaged during the EGM.



It would be useful to explore why there was higher engagement during the EGM in comparison to the consultation, reading circulars and documents and pre-EGM sessions. For example, if levels of engagement were due to time constraints, information not reaching young members of delegations, information not being clear, young members of delegations needing greater knowledge of the subject, not being included in discussions within MOs, or something else.

There were some comments from MOs which could help to explain the engagement levels of young people, *“Since this was a complicated process which we put a lot of energy and time on participating in, we did not actively seek participants under 30 this time but rather chose people according to role current and future IC and International Secretary one of which happened to be under 30”*.

Another MO explained *“We did not prioritize young delegates to this event because of the digital forum, length and limited learning potential for them. We did engage them in the preparations for EGM, but none was interested in attending”*. An insight from another MO was *“For us, we did not realize that guides between the ages of 18 and 29 have the right to participate with us in the EGM”*.

A private group was created on Campfire for young members of delegations participating in the EGM to engage and connect with other young participants and provide a safe space to ask questions. There was very little engagement within the group, which could be due to the space being set up very close to the time of the EGM. This was noted by one MO who explained *“the invitation reached us very late after registration was done so it was not easy to follow”*. Another MO pointed out that *“The creation of a group for young participants on Campfire is to be renewed and developed around strategic topics”*, which highlights the need to delve deeper into the purpose of the group so it is a meaningful space.

Reflections for the future:

- Continue to offer a private group for young participants of a governance event to engage with each other but ensure this is set up well in advance of the event and clear instructions given on how to access and utilise the group shared with youth delegates.
- Continue to encourage MOs to include young members under the age of 30 within their delegations at governance events and support their active participation.
- For the Regional Conferences in 2025 and World Conference in 2026, continue to deliver pre-events specifically aimed at young participants to support their active participation in WAGGGS governance spaces. Such pre-events should be planned and delivered by teams that include young women under the age of 30.

EXTRAORDINARY GENERAL MEETING

14 SEPTEMBER 2024



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