

Vision 21 Volunteerism and social services: teaming up to tackle social exclusion in the 21st century

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CHAPTER 1: ABOUT THE PROJECT

This publication presents the results of a 2-and-a-half-year project, “Vision 21 – Volunteerism and Social Services: teaming up to tackle social exclusion in the 21st century” (www.vision21.neostrada.pl) – carried out, with the financial backing of the European Union’s Socrates/Grundtvig programme, by organizations from Poland, France, Italy and Spain, respectively: the Institute for the Development of Social Services (IRSS, the project coordinator), The Institute for Research and Information on Volunteering (IRIV), Lunaria, and the San Isidro Comprehensive School.

The objective of the project was to facilitate, through a series of seminars, fact-finding trips and discussions, exchange of knowledge, experience and good-practice solutions in the partnership between public social-services and the voluntary sector in tackling social exclusion. The latter has emerged as a key social problem in today’s Europe, and with many European countries beset by fiscal crisis and forced to shed or, at best, freeze public-sector jobs, the engagement of voluntary services offers an alternative, affordable strategy to extend the range of non-financial benefits to groups in, or in danger of, social exclusion.

In Chapter Two, profiles of the project’s partner organizations are presented. Chapter Three contains a comparative analysis of the traditions, legal frameworks, and key actors at the intersection between social services and the voluntary sector in France, Spain, Italy and Poland. Chapter Four presents a selection of good-practice solutions in the use of voluntary service in public social-services in the four countries. Finally, Chapter Five offers a comparative overview of the national arrangements, and general conclusions as to the nature, impact and prospects for the partnership between social services and the voluntary sector in tackling social exclusion in the 21st century.

CHAPTER 2: PROJECT PARTNERS

2.1 PROJECT COORDINATOR:

INSTITUTE FOR THE DEVELOPMENT OF SOCIAL SERVICES – INSTYTUT ROZWOJU SŁUŻB SPOŁECZNYCH (POLAND)

Founded in 1996, **IRSS** is an affiliate of the Polish Ministry of Labour and Social Affairs. The Institute's mission is to develop and disseminate knowledge and expertise on the practice and theory of social work and social policy, and thus raise the quality of public policy in those fields. IRSS' activities focus on three major, interconnected spheres.

The Institute is Poland's leading provider of specialist training for social workers and the management of the country's social-assistance infrastructure. It is, inter alia, solely authorized to run ministerial courses for 2nd degree specialization in social work, a pre-requisite for the post of the director of public social welfare centre; it also runs e.g. training programmes for heads of voluntary services at the centres.

The IRSS' policy-research department aims to inform social-policymaking in Poland by providing quality analysis, in a local, national and cross-country, dynamic and synchronic, perspective, of the design, operation and impact of various social-policy instruments. Recent research projects include a comparative analysis of non-pension disability assessment institutions in France, Spain and the United Kingdom, a study of the emerging social-economy sector in Poland, and, in collaboration with the UN-affiliated Centre for Social Welfare Research in Vienna, a cross-national comparison of trends in the scalar configuration of different social-policy programmes in the European states.

Finally, the institute publishes three quarterly periodicals: *Social Work, Disability and Rehabilitation*, and *Problems in Childcare and Upbringing*. Addressing the three core areas of social policy, these publications combine a focus on case studies of local problems, with providing a forum for the unveiling of the latest developments in theory and empirical social-policy analysis internationally.

2.2 PARTNERS

IRIV: THE INSTITUTE FOR RESEARCH AND INFORMATION ON VOLUNTEERING (FRANCE)



www.iriv.net

IRIV was created in 1997 by Bénédicte Halba, doctor in Economics. The Institute is a permanent structure making studies, providing councils and organising training on volunteering and non profit sector.

Works made or being made by IRIV in the volunteering field are:

- Assessing Voluntary Experiences in a professional perspective (2003-2006), European project under the Leonardo da Vinci Programme, gathering, France, Austria, Germany, Hungary, Italy, Poland and the United Kingdom; second Leonardo project on Valuing Prior Learning (VPL 2) initiated by the Han University (Netherlands) in 11 countries (2005-2007) ;
- in the field of training programmes: “Work with volunteers” for social workers, social education workers and familiar professions (2000-2001) European project under the Leonardo da Vinci Programme gathering Austria, France and Germany; “Evaluation of a volunteers network” (2001); “Study for a national Training centre for executive volunteers” (2000-2001); “Training program for volunteers “ (2000);
- in the field of migrants volunteering: Involve project (2005-2006) European project gathering Belgium, Germany, Austria, Spain, France, Hungary, the Netherlands and the United Kingdom; MEM VOL (2003) European project gathering Denmark, Germany , Austria, France, the Netherlands, United Kingdom;
- in the field of new technologies of information and communication (NTIC): access and use of Internet in associations and its impact on volunteering in Ille et Vilaine (2002), Haute-Garonne (2002) and Isère (2002); Pool on Internet for innovative voluntary experiences (1998-1999), European project gathering Germany, France, Greece, the Netherlands, Luxembourg ;
- in the field of youth volunteering: European team on Youth volunteering issues (2000) European project under the Youth for Europe Programme gathering France,

Germany, Italy, the Netherlands, Spain and the United Kingdom; Youth volunteering in Champagne-Ardenne (2000), in Midi-Pyrénées (2000).; Youth volunteering in Ile de France (1998).

- in the field of Youth: “Youngsters and association” (2002-2003); « Youth in Seine-Maritime » (2001); Being 20 in 20 years in the Mediterranean area (1999).

IRIV proposes **training programmes** for paid staff and volunteers working within the non profit sector (non governmental organisations, public authorities, private firms).

The Institute has published so far 3 books:

- **Volunteering: an opportunity for youngsters in Europe:** a European team on youth volunteering issues ¹;
- **Volunteering and employment: Competition or Complement ?** analysis of the links between paid work and voluntary work²,
- **Which status for the Volunteer ?**³ analysis of the rules and recognition of the volunteers and the volunteering in France and abroad.

Its website is: www.iriv.net

Since September 2004, the Institute has been publishing a Newsletter, every four month: **les rives de l'Iriv** (www.benevolat.net)

LUNARIA (ITALY)

Lunaria is an independent and non-profit association started in 1992 carrying out research, information, training and action on the social economy, immigration, globalization, youth policies and voluntary service.



Lunaria has 20 staff members, 5 long term volunteers and 50 short term volunteers. The association is strongly involved in the promotion of the voluntary service in Italy, thanks to a large network of association and groups as we are devoted to a grass-root working methodology.

Voluntarism has continued to be our most pragmatic activity, involving a relevant number of youngsters and adults. It provides a unique educational experience and an opportunity for self-growth while experiencing new forms of social participation and community service.

Our activities include:

- **youth information**, managing a Centre in Venice;
- **voluntary service**, with activities of the European voluntary service (coordinating, sending and hosting); and **youth exchanges**
- **international workcamps in Italy and abroad**, for youth and solidarity activities;
- **euopean coordination of senior volunteers** 'international exchanges
- **research**, with projects on public expenditure, employment and work in the social economy, ethical finance, immigrants, globalization;
- **communication and information**, with the newsletter "Infoluna", the website and collaboration to newspapers and magazines;
- **social auditing**, advising non profit organizations on law, fiscal and financial opportunities;
- **training**, with courses on voluntarism, social economy, management of non-profit organizations and globalization.

Our website is: www.lunaria.org

Our email: lunaria@lunaria.org

SAN ISIDRO COMPREHENSIVE SCHOOL (SPAIN)



San Isidro is a state school that offers the following studies:

- compulsory education from ages 12 to 16
- specific programmes within the compulsory stage that cater for the needs of the socially or culturally disadvantaged on one hand and for the intellectually and physically disadvantaged on the other; finally, there is a programme for those who don't succeed in obtaining the compulsory education certificate that offers pre-vocational training
- non-compulsory studies, divided into :
 - * those that lead to university studies
 - * vocational training in Office Management and Social Integration (whose teachers and pupils are involved in the present Grundtvig project).

San Isidro Comprehensive School is connected in various ways to the youth and social local resources:

- the vocational training programmes include a paid work experience placement for all its students during the last stage of the studies. Teachers must find these jobs in the area and must monitor, together with the company, the labour integration and skills of the trainee
- the school has a paid worker that makes a link with the families of those students that are playing truant or beginning in any way their disconnection from school before the age of 16. An important social factor is immigration. The town and surrounding areas has been receiving men and families from the north African countries, eastern Europe and Latinamerica in the last 10 years and the influx is increasing, which has a direct impact in the needs for the linguistic, cultural and social integration of youngsters between 12 and 18 years of age
- connections outside the school continue with the town council social services, the minors' court and the local police, who should work in coordination with the students' tutors and the school managing team to channel some young people's tendencies to get away from school and bring them back to social integration through alternative workshops, youth services and sports

CHAPTER 3:

VOLUNTEERISM AND SOCIAL SERVICES: THE NATIONAL CONTEXTS

3.0 A COMPARISON OF NATIONAL LEGAL FRAMEWORKS

The following is a synopsis of information provided by project partners.

Table 1: Key legal acts, by country

FRANCE	SPAIN	ITALY	POLAND
<ul style="list-style-type: none"> - 1986 & 1993 Ministry of Cooperation decrees on volunteering (<i>volontariat</i>) in developing countries - Law of 27.1.1993 requiring big-size NGOs and associations to provide insurance for volunteers - 1996 Law on voluntary fire service - Law of 1.9.1998 on voluntary service in Defence & Security, Social integration & Solidarity, International Cooperation & Humanitarian cause - 2005: law on volunteering in third world countries - 2006 : new law on associative volunteering (<i>volontariat associatif</i>) 	<ul style="list-style-type: none"> - Law of 11.10.1994 regulating voluntary service in state schools - Law of 9.10.1995 regulating the activity of Cultural Volunteers - Law of 15.1.1996 on Volunteers - Law of 7.7.1998 on International Cooperation for Development - Royal Decree of 17.12.1999 establishing the State Council of Charities of Social Action - Law of 22.3.2002 regulating the operation of associations - Law of 23.12.2002, regulating the tax status of charities and the tax bonuses to patronage - Law of 26.12.2002 on foundations 	<ul style="list-style-type: none"> - Law no. 266/1991 on volunteering; - Law 381/1991 on social co-operatives; - Law 49/1987 on co-operation to development voluntary service; - Law 64/2001 on national voluntary service; - Law 383/2000 on association of social promotion; 	<p>Law of 29.4.2003 on Public Benefit and Volunteerism</p>

Table 2: Legal definitions of volunteer & voluntary service, by country

FRANCE	SPAIN	ITALY	POLAND
<p>(no mention in any law) A person is considered as a volunteer, if s/he helps an NGO or association without receiving any form of financial support; in an activity that is not considered professional, i.e. paid, even if some professionals may practise their job as volunteers.</p> <p>There are two distinct categories: <i>bénévolat</i> (part-time, few-hours-per-week voluntary service, with no legal status) and <i>volontariat</i> ("full-time" voluntary service, with legal status).</p>	<p>Under the Law of 15.1.1996 on Volunteers:</p> <p>1. Voluntary service is any activity of general interest done by people, as long as it is not done in the frame of a working relationship, or as a civil servant, or as a form of trade or in any way paid – and satisfies the following additional criteria:</p> <ul style="list-style-type: none"> a. altruism and solidarity are the target b. the individual does the activity on his/her own free will, no personal obligation or legal enforcement happen c. the activity is not paid or compensated economically though the expenses derived from it should be covered for the volunteer c. the activities should be done through private or state associations and in accordance with specific programmes and projects <p>2. Any isolated occasional activity or otherwise done outside the private or state non-profit associations, for family, friendship or vicinity reasons, is excluded</p> <p>3. In any case the volunteer activity should substitute a paid job</p>	<p>Under the Law 266/1991 on volunteering: Voluntary activities are any actions carried out personally through the association to which the volunteers belong, spontaneously, freely, unpaid, on a regular basis (typically a few hours per week) and performed with the aim of reducing social discomfort.</p> <p>Voluntary activities can be carried out within public/private bodies, within a voluntary organisation or by the volunteer alone.</p>	<p>Under the Law of 29.4.2003 on Public Benefit and Volunteerism: Volunteer is a physical person performing, voluntarily and without material gratification, tasks for NGO's, public administration bodies and dependent units thereof</p>

Table 3: Key volunteer rights, by country

FRANCE	SPAIN	ITALY	POLAND
<p>Under law of 27.1.93: accident insurance coverage for volunteers at big-size associations and NGOs.</p> <p>Under MoC decrees: Volunteers for development (service in developing countries): subsistence allowance and some benefits in kind (lodging, food); equipment allowance for the needs of the mission; travel & repatriation costs reimbursal; preliminary training; a mutual benefit society coverage and a rehabilitation bonus upon return.</p>	<p>Under the law of 15.1.96 on Volunteers: service-related expenses reimbursal</p>	<p>Under the law 266/1991 on volunteering: insurance coverage; service-related expenses reimbursal</p> <p>under the law 381/1991 on social co-operatives: service-related expenses reimbursal; accident insurance.</p> <p>Under the Law no. 49/1987 on "co-operation for development" voluntary service: salary.</p>	<p>Under the Law of 29.4.2003 on Public Benefit and Volunteerism: accident insurance; health insurance; coverage of trip and accommodation expenses; written agreement after 30 days.</p>

3.1 FRANCE

3.1.1 Traditions, legal framework and definitions

By “volunteer” is meant by the French law, anyone who helps a non governmental organisation (NGO) or association without receiving any form of financial support. Moreover the activity must not be considered as a professional one, meaning paid, even if some professionals (doctors for instance) may practise their job as volunteers (to help very poor people for instance).

NGOs and associations are created on the basis of the so-called 1901 Law related to the association contract. It is clearly mentioned that the managerial functions (president, treasurer, general secretary) must be assumed by volunteers. Most of the 700 000 to 800 000 French associations and NGOs depend on the voluntary work of the non managerial volunteers. But the 1901 Law haven’t mentioned anything about them.

We have two words for volunteering in France: “*bénévolat*” and “*volontariat*”. Volunteering involves both notions. The first one, “*bénévolat*”, refers to a part-time voluntary activity (few hours per week, generally on a regular basis) as opposed to a “full-time” voluntary activity that implies the second notion, “*volontariat*” (closer to the English word “voluntary”). “*Bénévolat*” has no legal status whereas “*Volontariat*” does.

For part-time volunteering, or “*bénévolat*”, the general rule is no social right available nor any legal protection. But there are some protective measures for specific situations.

A special mission (called “representation”) is allowed for employees to participate in professional national or regional organisations. Under the Law of the 7th of August, 1991, designated employees may take up to 9 days off for this representative function. Those days are paid by their employers as working days. This measure concerns employees, mostly in big firms.

Big associations and NGOs must insure their volunteers for accidents occurring during their voluntary activity, under the law of the 27th of January, 1993. It creates a collective liability. Apart from these institutions, part-time volunteers must insure themselves, on an individual basis.

Unemployed people receiving unemployment benefit are allowed to be volunteers under two conditions. Firstly, the voluntary activity shouldn't replace a paid activity. Secondly, the main part of the unemployed time must be dedicated to the search for a new job. This last condition is essential: the unemployed should prove that his voluntary activity didn't prevent him from finding a job.

Full time volunteering or "volontariat" in France refers to three types of activity: voluntary work in developing countries, voluntary firemen, civil service. They have a legal status.

Volunteers working in developing countries have had an official status since 1986: a law has been adopted in 2005. The "volunteer for development" should have come to an agreement with a NGO to fulfill a mission of general interest in a developing country, during at least two years. They receive a compensation: a subsistence allowance and some benefits in kind (lodging, food...). They also have an equipment allowance for the needs of their mission. Their travel and repatriation costs are reimbursed. They receive a preliminary training. They get a social coverage, especially a mutual benefit society coverage and a rehabilitation bonus when they are back home..

Voluntary firemen (90% of the French firemen) are considered as non-professional ones even though they must be skilled. They have had a legal status since the law of 1996. It is a way to recognise their action. They receive a financial compensation for their work. Their voluntary activity must be a complementary one. Their mission is some kind of a complementary public service: they operate when there are no professional firemen available.

The third type of volunteering, civil service, has been created by a Law of 1998 with the end of the military service that used to be compulsory for young men (18-25 years old). At the present time, any young female or young male from 18 to 28 years can be involved in a civil service for 10 months (in three fields: social action, security/defence, international cooperation). Since 2002 all youngsters can become a volunteer in the framework of this voluntary service.

Official reports have been published in France concerning volunteering and early retirement, especially during the eighties where there were many early retirement schemes. No specific law has been voted on this aspect.

3.1.2 Main Actors

There are two kinds of actors responsible for volunteering in France: public institutions and associations.

Public administration

1. The **National Council for Associative Life** (*Conseil national de la vie associative, CNVA*), created in 1983, depends on the Prime Minister. It is a consultative body for any question dealing with volunteering and associations and of course training ;
2. The **Committee for the Development of Associative Life** (*Comité pour le Développement de la vie associative, CDVA*), reformed in 2005 (former funds created in 1984⁴), is financed by public funds and managed by the Ministry for Youth, Education and Research together with the Ministry for Foreign Affairs and the Ministry for Social Affairs. It is also meant to promote the development of associative life. It is financing 3 kinds of actions: training for non profit bodies (especially for executive volunteers); studies aiming at a better knowledge of associative life and its development; experimentation in this field ;
3. The **Delegation for Social Innovation and Social Economy** (*Délégation interministérielle à l'innovation sociale et à l'économie sociale, DIES*) depends on the Ministry for Social Affairs. One of its main fields is the training of executive, volunteers and paid-staff, in the associations and the coordination with the local contacts ;
4. The main partner for associations, both on national and departmental levels, is the **Ministry for Youth, Sports and Associative Life** and its services in the regions. In each department, Delegates for associative life (*Délégués départementaux à la vie associative, DDVA*) depend on the Prefect and receive a mission of go-between with the different public services dealing with associations. They have in charge to make a regular statement on the information, the welcome and the support to the associations in the Department through the so called MAIA (Mission for the information and support to the associations). They are quite involved in the training aspect.

5. On the local level, in each city, an elected representative is in charge of the associations and work with paid staff in this field. Some of them propose training programmes to the associations. On the departmental level (the second level of administration in France), the General Councils have in charge the social affairs and many of them are quite aware of the necessity to promote volunteering. On the regional level, according to the Decentralisation Laws of 1982, the regions have become responsible for training and employment ;

NGO's

- 1 In December 2003, the **National Centre for Volunteering (Centre national du volontariat, CNV)**⁵ merged with **Planète solidarité**⁶ to form a new structure **France bénévolat**. The previous CNV had the classical missions of any National Centre for Volunteering: promoting voluntary sector and volunteering to public authorities, medias, public opinion; training volunteers; informing on volunteering. **France Bénévolat** aims at becoming the national network for welcoming and orienting volunteers into associations;
- 2 A Permanent Conference for the Associative Coordinations (**Conférence permanente des coordinations associatives, CPCA**) was created in 1992. Like the CNVA, the CPCA also gathers all the domains of activity of the associations. The goals are very much alike: promoting associative life; defending the interests of volunteers and paid-staff in the associations; enhancing recognition by public authorities;
- 3 The **Fondation de France**⁷ is a private body created after the Second World War which received a specific public utility status in 1969. Since 1991, it has improved knowledge on volunteering thanks to its triennial studies on « Gifts and Volunteering »⁸. It is financing local projects promoted by associations in the fields of solidarity, health, scientific research, culture and environment.;
- 4 The **Fondation du bénévolat**⁹, was created in 1993 on the initiative of the Minister for Youth and Sports and received a public utility status in 1995. Its main goal is to recognise, support and help volunteers in associations. It is not so representative as the previous organisations presented .
- 5 The **Institute for Research and Information on Volunteering (Iriv)**¹⁰, partner of the Vision 21 project is the last contact for volunteering in France (detailed presentation already done). It informs each 4 months through its Newsletter "**les rives de l'iriv**"¹¹ on the on-going debates on volunteering in France and Europe.

3.1.3 Volunteer's profile

Volunteers in France were 7.9 millions in 1990 (19% of French over 18 years)¹²; they are 12.5 millions in 2003 (27% of French over 18 years)¹³. A study made in 1999¹⁴ estimated the number of volunteers in full time jobs to an equivalent of **716 000** with an average of 8 hours per month per volunteer.

The repartition of this voluntary work was the following¹⁵: sports: 28.1% of the total volume of voluntary work; leisure, education for all (the so called "éducation populaire"), social tourism: 16.0% for each; culture: 13,5%; social action: 13,1%; opinion, expression, defence of interests: 10,8%; education, training, social integration: 6.4% each; charity and humanitarian actions: 5,4%; health: 4,2%; defence of economic interests and local development: 1,8% each,.

The main sectors benefiting from volunteering are sport, leisure and culture. The social sector in which we are most interested in the context of our project represents only 13% of the voluntary work in France. Most of the French associations are run only by volunteers but 18% of the associations gather both volunteers and paid staff.

The profile of the French volunteer is the following: 30% of the men over 15 are volunteers; 22% of the women over 15; aged between 35 and 55 years; engaged mainly in sports and leisure (one third of the volunteers); with a professional activity; belonging to the intermediate professions; the higher your diploma, the more chance you have to become a volunteer; the more numerous your family, the more chance you have to be a volunteer; people with religious convictions are more volunteers.

The study made by the INSEE¹⁶ describes the tasks fulfilled by volunteers among associations. The dispatching is the following: organisation of events, exhibitions (37%); entertainment or training of activities: 25%; administrative work, teaching, council and information to the public: 33% .

The functions of executive volunteers (president, treasurer, general secretary) including administrative work, management and accountancy are the traditional missions assumed by volunteers in any association whatever its field of activity. When the association is "rich", those tasks are traditionally dedicated to paid staff but even in this case, the final decision belongs to volunteers.

All the skills are offered by volunteers in any discipline: law, finance, management, arts¹⁷...

A study made by the Fondation de France¹⁸ gave another list of the missions fulfilled by volunteers : organisation of events, supervision (45,8%); attending the board of administration or any official committee (36,6%); administrative work and management (27,7%); sport training (23,6%); education and vocational training (19,5%); reception, councils and information to the public (17,6%); collection, distribution, and sales of food or other goods (17,1%); fund raising (11,3%); repairing, building, protecting environment (10,1%); cares and visits at home (7,7%); first aid and fire work (2,4%); other: 7,1%.

Most of the time, volunteers are versatile people. only 44% of them declare to have only one activity, 24% have two activities, 14% have three, 18% more than three. The average number of activity per volunteer is 2.3. The three main activities are: organising events, attending boards of administration, and administrative work.

3.1.4 Sources

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www.benevolat.com

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3.2 SPAIN

3.2.1 Traditions, legal framework and definitions

In the last fifteen years in Spain two things have changed in the social structure of volunteers:

1. A strong increase in the number of volunteers
2. Increase in regulation of volunteers by the state as well as development of state policies connected to them

There have also been changes in the welfare state:

- Upsurge and revitalization of the civil society
- More important role of the market in the social and cultural fields
- Political and administrative decentralization

Accordingly, during the 1980's the number of associations increased tremendously. Two landmarks at the time were the Olympic Games volunteers and the demonstrations in favour of the 0'7% of GNP aid for developing countries. Today each of the autonomous regions in Spain develops its own policies on volunteerism.

The Institutionalization of Volunteers in Spain

- Many new associations appear; the number of volunteers soars; financing is bigger; organization complexity also appears.

Yet:

- Volunteers appear in the private sector
- but the state finances them and gives them a legal status

Law:

The state-level legal framework for voluntary activities consists of the following acts:

- Law of 11 October 1994 by which the Activity of the Volunteers in State Schools (where general courses are given) is governed
- Law of 9 October 1995 by which Cultural Volunteers are governed
- Law 6/1996, of 5 January, of Volunteers

- Law 23/1998, of 7 July, of International Cooperation for Development
- Royal Decree 1910/1999, of 17 December, by which the State Council of Charities of Social Action is created
- Law 1/2002, of 22 March, that rules the right of association
- Law 49/2002, of 23 December, that rules the tax status of charities and the tax bonuses to patronage
- Law 50/2002, of 26 December, on foundations

From 1994 onwards the volunteer activities are given a legal basis; they had been operating before this but away from the state.

The legal definition of a volunteer is laid down in art. 3 of the Law 6/1996, 15 January, of Volunteers

1. Any activity of general interest done by people, as long as it is not done in the frame of a working relationship, or as a civil servant, or as a form of trade or in any way paid, is considered volunteerism. It should, moreover, comply with the following requisites:

- a. altruism and solidarity are the target
- b. the individual does the activity on his/her own free will, no personal obligation or legal enforcement happen
- c. the activity is not paid or compensated economically though the expenses derived from it should be covered for the volunteer
- d. the activities should be done through private or state associations and in accordance to specific programmes and projects

2. Any isolated occasional activity or otherwise done regardless of the private or state non-profit associations for family, friendship or vicinity reasons, are excluded

3. In any case the volunteer activity should substitute a paid job

Regional laws of Castilla- La Mancha:

Chronology of laws and plans on volunteerism:

- 1995: Law of Volunteers for Castilla-La Mancha (the first autonomous region to have one)
- 1996: National Law of Volunteers

- 1996: creation of the Regional Volunteers' Office (information, mediation, training, managing of young cooperants' programmes and European volunteers
- 2003-04: 1st Regional Volunteers' Plan
- 2003-2004: assessment of the Plan
- 2004-2005: Draft and improvements to include in the 2nd Plan
- 2005-2009: 2nd Regional Volunteers' Plan

3.2.2 Main actors

Public administration

- **national level**

Apart from the legal status, other working tools are created by the government in order to improve the cooperation and work of the social organizations. They are the following:

1. **State Council of the Charities of Social Action**, ruled by the Royal Decree 1910/1999 of 17 December.

The council is born with the aim of contributing to the articulation of the third sector and the development of cooperation among the social organizations, together with channeling their participation in social politics, the diagnosis of new needs and the proposal of new measures that launch the renewal of social politics.

Functions:

The Council of Charities is aimed at fostering the cooperation of associations and foundations in the development of welfare politics, within the scope of the Ministry of Social Affairs.

Work Teams

On 11 February 2002, the Council created five work teams to study and make proposals on the following issues, considered to be priorities for the Third Sector:

- Family Work Team
- Social Inclusion Work Team
- Quality Systems Work Team
- Financial Work Team
- Training and Job Work Team

4-year Volunteers' Plans

Since last year, Plan III (2005-2009) is being implemented.

Assessment of Plan II (2001-2005):

The main working vectors persist:

- Awareness- New research on the third sector and the volunteers is needed. A new census of associations both that work with volunteers and don't work with volunteers,too. The fidelity of the volunteers should also be pursued and finally, that society grows awareness on the need for volunteers.
- Support area. The managing fo the third sector associations must improve. Private companies should also get involved in the citizens' and voluteers' participation.
- Coordination area. All the agents involved should be better networked. The public offices involved in citizenship and volunteer participation should also be strengthened. And ordination among the volunteer associations in Spain, Europe and around the world fostered.

• Regional level

Situation in Castilla-La Mancha (1999-2005)

- Volunteers develop with some delay but in a very intense way
- Society in general does not know much about them
- The organizative development is uneven
- Strong dependence on the State

How did the regional Plan I help?

- People's awareness on work of volunteers increased
- the volunteer practice is more transparent
- volunteers receive better training
- there is support on innovation
- volunteers become vital to the development of civil society

Weakenesses:

- volunteers have not been able to cater for all the needs

- more strength is needed to reach the provincial and local levels
- more coordination is needed between the state and the associations
- fall in efficiency due to the atomisation of the welfare state
- need for increasing quality in the services offered

Future needs:

- volunteers with a wider internal scope
- a more sound economic basis for associations and better coordination between them
- the state has to be closer to the needs at the base

Challenges for the regional Plan II:

- the 1st Plan has been 75% positively assessed
- a stable and transparent frame of work is needed

regional bodies:

Interdepartmental Commission of Volunteers – All the managing bodies of the regional govern departments involved in volunteerism

- plans and coordinates the actions and programmes
- fosters and promotes volunteerism
- assigns a budget
- does the Regional Plan for Volunteers

Regional Commission for Volunteers – It has a consultive advisory and participative character

- the members are the JCCM (Regional Government), FEMP and volunteer associations
- produce reports and make proposals on plans, actions, budgets, etc

Volunteers' Regional Office (1996)

- information and advice
- training
- managing of programmes: young international or European volunteers
- mediation through the employment bureau

Volunteer Association Registration Office (1996)

NGO's

FUNDACIÓN LEONARDO MURIALDO (José Lorenzo Paños)

Dirección: Donantes de Sangre s/n .19200. Azuqueca de H.

Tlf: 949277230

Fax: 949277229

Correo electrónico: Jl.panos@murialdo.net

CRUZ ROJA ESPAÑOLA (GUADALAJARA):

M^a Jose Alonso Retuerta. (Responsable Programa Promoción de Voluntariado).

Tlf: 949 226212 / 949 221184 Ext. 102.

Correo electrónico: maura@cruzroja.es

SERVICIOS SOCIALES (AZUQUECA DE HENARES).

Elena Martín

Tlf: 949 34 80 99

Correo electrónico: tsocialazu-_elena@hotmail.com

ASOCIACIÓN GUADA-ACOGE

Leticia Foqué

Tlf: 949 25 30 76 / 949 21 58 35

Correo electrónico: guada.acoge@guadaacoge.e.telefonica.net

ADA (Asociación de Discapitados de Azuqueca).

Persona de contacto: Victor

Tlf: 949 26 17 32 / 607 99 41 11

Correo electrónico: adaazuqueca@telefonica.net / vicgar74@yahoo.es

MANCOMUNIDAD VEGA DE HENARES

Marta

Dirección: peña de Francia , 6 .

Tlf: 949 26 67 83

Correo electrónico: actividadesmancomunidad@vegahenares.com

CÁRITAS GUADALAJARA:

Verónica Renales

Dirección: Avenida de Venezuela, 9 . 19005- Guadalajara.Tlf: 949 22 00 27

Correo electrónico: pomamencaritas@terra.es

CÁRTIAS AZUQUECA:

Persona de contacto: Luisa Alcántara

Tlf: 949 265624 / 687 84 89 89

Correo: LUISA.AF@terra.es

DIDESUR

Angélica o Isabel.

Persona de contacto:

Dirección: C/ Ciudad Real, nº1 "El Foro". Azuqueca de Henares.

Tlf: 949 27 73 10

Correo electrónico: didesur@vodafone.es

3.2.3 Volunteer's profile

Below is a roundup of the basic facts about volunteers in Spain:

- There are 1,073,635 volunteers and 283,684 paid staff in social action in 1999, representing 79% of the total the former and 21% of the total the latter.
- NGO's and associations in Spain are not as important as in other European countries, though numbers are increasing; Spaniards tend to delegate the social responsibilities onto the State. Volunteers are mainly young though their level of participation is not high.
- According to the latest research, approximately half of the young people think the activities developed by the NGO's are very interesting so an increase in their involvement can be expected in the next years.
- The volunteer profile is as follows: almost half women and half men, with a bit more of men; most of them young (60% below 44 years of age) and with medium to high studies (20% has superior studies)
- The social NGO profile is as follows: more women are involved (58%), they are young (most are 30+), and have high studies, higher than those of paid staff and the national average

- One important feature is the high level of the paid staff
- The NGO's value the human features of the volunteer as well as its level of commitment
- Most of them work at least once a week though for a minimum of 5 hours and for a period of two years
- As regards training, the state is more involved lately as it is offering basic training in the "volunteer schools" and universities have started to include it in the syllabus of all the social degrees
- Managers of the NGO's are also being trained

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http://www.un.org/partners/civil_society/m-volunt.htm

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(the UN Volunteerism Year)

<http://www.iyv2001.org/>

Convención sobre Promoción del Servicio de Voluntariado Transnacional para Jóvenes (Consejo de Europa) (Council of Europe's convention on the promotion of transnational youth voluntary services)

<http://www.cm.coe.int/dec/2000/705/a4.htm>

Programa Juventud de la Unión Europea en el que se hace referencia al Servicio de Voluntariado Europeo (the EU's Youth programme, part of which is the European Voluntary Service, EVS)

<http://www.mtas.es/injuve/>

http://europa.eu.int/comm/youth/program/sos/index_en.html

Plataforma para la Promoción del Voluntariado en España (Platform for the Promotion of Volunteerism in Spain)

<http://www.ppve.org/>

3.3 ITALY

3.3.1 Traditions, legal framework, definitions

Voluntary service is a phenomenon that in Italy started its expansion during the 80's, continuing to grow in the 90's. Voluntarism in Italy wasn't of course born in these last years: we can find several form of social intervention, beside those belonging to the traditional of whether the working-class and peasant mutualism or catholic charitable societies, which date back to the end of the 19th century and even before.

Around the first ten years of 1900 there are several examples, both in the countryside of Southern Italy and in the major towns, of groups basing their action on the English experience, organising grass-roots schools, health-care structures and social co-operation.

The second post-war period is also characterised by the presence of groups working on social issues, particularly active in the field of education and scholarization and trying to re-build the social structures destroyed by the war and to address the need for basic welfare to the population.

Yet it is in the last twenty-five years that voluntary service in Italy has started developing a new approach, different both in quality and quantity from the ways of the past: it become more and more linked to the Third Sector, subject of great interest by citizens, experts, national representatives and politicians.

The reasons of the big development of voluntarism and in general of the third sector, are ascribable to an overall crisis (fiscal, organisational and of legitimacy) of the public bodies and institutions, definitely of the welfare system, and to the general changes of our society, generating new needs without answers from the state.

Several researches have been carried out to analyse the actual extension and composition of this part of the Italian Society.

Legislative framework

In Italy, several laws exist to regulate volunteerism. The most important to be mentioned are the following:

- Law no. 266/1991 on volunteering;
- Law 381/1991 on social co-operatives;
- Law 49/1987 on co-operation to development voluntary service;
- Law on national voluntary service of March 2001 no. 64;
- Law on association of social promotion no. 383/2000;
- Law no. 266/1991 on volunteering (Main law):

The Italian Law on Volunteering of 1991 is a national framework while it is the duty of the regional councils to legislate in their territory. The regional authorities have basically established similar regulations following the national law.

This law carefully acknowledges the work of volunteering organisations. However, it does not concern the individual volunteer. It recognises volunteer work itself and the role of volunteering organisations in building and improving civil society.

Under the law, voluntary activities are considered any action carried out personally through the association to which the volunteers belongs, spontaneously, freely, unpaid, regularly given (typically a few hours per week) and performed with the aim of reducing social discomfort.

The law states that the volunteers cannot be considered as employees. The law 266/1991 requires the organisations to provide a budget and insurance cover for the volunteers. No payment is allowed except for the reimbursement of expenses incurred within their volunteer activity, within the limits pre-established by the organisation itself.

This law defines the concept of volunteer activity and volunteer:

Voluntary activities can be carried out within public/private bodies, within a voluntary organisation or by the volunteer alone.

A volunteer is a person who freely carries out an activity for the benefit of others or the community, without financial gain. The best definition of a Volunteer was probably given during the International Year of Volunteers (2001) in the Charter of Ethics of volunteering⁴: «A volunteer is a person, who, having carried out the duties of every citizen, places her/his own capacity at the disposal of others, for the community or for all humanity. She/he operates in a free and gratuitous manner promoting creative and effective responses to the needs of beneficiaries of her/his own action and contributing to the realisation of common goods».

Law no. 381/1991 on social cooperatives

The social welfare activities of social cooperatives are focused on service delivery for long-term unemployed young people without job experience, low skilled adults, school dropouts and disabled. Social co-operatives are structured on the basis of professional workers and volunteers.

As far as volunteering is concerned, this law allows the co-operatives to have, apart from member workers, volunteer members who perform their activities free of charge,

but their number cannot go beyond half the total number of members (50%). The volunteers under this law have the right to be reimbursed for their expenses and to be insured against the risks of accident.

Law no. 49/1987 on co-operation for development voluntary service

The Italian government allows for the possibility of participating in specific programs abroad.

On the basis of the Law no. 49/1987 on Development Co-operation, NGOs that fulfil the necessary requirements can obtain official recognition from the Foreign Ministry. This recognition allows NGOs to operate overseas in projects co-financed by the Italian Government.

The Law gives all Italian citizens over the age of 18 with professional or technical qualifications and the personal qualities required, the opportunity to participate in international volunteering projects. 'Volunteers' under these programmes are paid for their work limits. Salary levels depend on a number of things, such as the location of their mission and the role of the volunteers.

- Law on national voluntary service of March 2001

Voluntary Civil Service in Italy is regulated in a law approved by the Parliament on March 6th 2001. After 2006, there will be no compulsory service for men, having the possibility to choose between voluntary civil or military service. Women are also allowed to participate in the voluntary civil service. The law 64/2001 delegates to the government the regulation of the recruitment criteria, the duration of the service (maximum one year) and the economic compensations granted to the volunteers by Legislative Decree.

- Law on association of social promotion no. 383/2000;

Law n.328/2000 and subsequent law n.383/2000 concerning associations of social promotion, as belonging to the «third sector», provide the possibility of offering alternative services, as opposed to those offered by profit-oriented parties, so as to become protagonist of the integrated system of social services.

Social promotion associations may enrol in the specific Regional Register (R.L. n.27/2001). Association of social promotion work mainly through volunteers.

3.3.2 Main Actors

Public structures at the local level

According to the fact that the main law on volunteerism in Italy (no. 266/1991 on volunteering) is a national framework enriched by the single regional legislation, we have focus our analysis on Veneto region, one of the most enhancing for volunteerism and voluntary service.

We will analyse all the structures provides by the regional law on volunteerism n°40 set in 1993.

In Veneto it exist more than 3000 subjects directly involved in social services delivery and in someway supported by voluntary service.

Here volunteerism and civil society have a main role in helping public structures and bodies to offer services and social security benefits to the citizens.

Here was founded the first “Banca Etica”¹⁹, in Padova since years “Civitas”²⁰ is carried out, and this is the first region in which have been based (as suggested by the national law), the regional and provincial centres of services for volunteerism.

The main Public structures at local level are:

Regional Observatory of Volunteerism

This body has the following functions:

- It gives advices on the law drafts and on planning concerning social activities;
- It help in the managing of the regional register;
- It gives advices on the managing of the centres of service for volunteerism;
- It gives advices on projects realized by volunteer organisations;
- It propose plans and activities concerning every aspects of volunteerism;

Regional Conference of Volunteerism

It represents a little “parliament” of voluntary service subjects, composed by 26 persons. They are responsible for volunteer organisations activities at regional or provincial level.

Centres of services for volunteerism

This structures have been launched by the national law 266 in order to provide some essential services for all the volunteer organizations as information and training sessions. The centres are set at regional level and all their services are for free.

The standard activities aimed at:

- management simplification in observance to laws and regulations
Legal and administrative counselling remaining the first and foremost necessity, the recently introduced accounting service is quickly becoming one of the most appreciated, and enduring, activities.
- quality improvement through better communication
The new web portal is turning into a crossroads of up-to-date information and simple management tools. The next ambition is to create new ways of involving a wider public in voluntary and civic issues.
- empowerment of human resources, both voluntary and professional
Help in developing thematic and micro territory circuits, courses and targeted training programs constitutes the basis for fostering a stronger impact in addressing social problems and potentialities

Regional register of volunteer organizations

According to article 6 of the law n° 266, regions and provinces have to collect local registers in which the organizations have to be registered.

It doesn't exist a national register for this purpose.

The conditions to be enrolled in the Register is that the Voluntary Organization should have legal personality or to be association

NGO's

The world of NGOs in Italy is a vast and variegated world including associations, organizations, social cooperatives etc.

Let's see the main subjects involved in it:

Volunteerism and third sector:

- Fondazione Italiana p
NGO providing free services for volunteering activities
- Arci (Associazione Ricreativa Culturale Italiana)
Arci is involved in the promotion and development of the associative system as a factor of social cohesion, as a place for civil and democratic involvement, of affirming the rights of citizens and fighting against any form of exclusion and discrimination

- Legambiente

Legambiente is the major environmental organization in Italy

Lobby and advocacy:

- Amnesty International – Sezione italiana

The web site of Amnesty International's Italian section. Amnesty International (AI) is a worldwide movement of people who campaign for internationally recognized human rights.

- Cittadinanzattiva

Cittadinanzattiva is a civic movement whose members – individuals, groups and networks – share a commitment to ensure that the general public affirm and play an active role in governing society

- Greenpeace Italia

Greenpeace's Italian section

- Sbilanciamoci!

Sbilanciamoci! is a campaign promoted by more than 30 civil society organizations, that analyzes the Italian Government's economic policy, and develops alternative proposals

- Tavola della Pace

Permanent forum gathering Italian associations and local public institutions working to protect peace and human rights all over the world

Catholic and lay groups:

- Caritas

Caritas Italia belongs to a confederation of 162 Catholic, relief, development and social services organizations depending on the catholic church.

- Associazione Guide e Scouts Cattolici Italiani (AGESCI)

Through its Member Organizations, AGESCI (Italian Catholic Guides and Scouts Association) provides non-formal educational programmes that provides dynamic, flexible and values-based training in life skills, leadership and decision making . AGESCI aims to help young people to become responsible citizens. Its principle is that responsible citizens are responsible for themselves, for their community and for the world at large

International Cooperation and development:

- Focsiv

- Focsiv is a confederation of cristiang NGOs working for international cooperation
- Cocis
National network of development NGOs
- CIPSI (Coordinamento di iniziative popolari di solidarietà internazionale)
National network of development NGOs
- Emergency
Emergency objectives are to bring medical and surgical assistance to the victims of armed conflict, to enforce the respect of human rights for those suffering the social consequences of war, hunger, poverty and marginalisation, and to promote a culture of peace and solidarity
- Mani Tese
Mani Tese is a non governmental development organization operating at national and international level to further justice, solidarity and respect among peoples
- Alisei
Alisei is a non-governmental organisation (NGO) founded in 1998 as a result of a merger between the Nuova Frontiera and Cidis associations that had been operating since the 80's in the field of international co-operation for development, humanitarian assistance and inter-cultural promotion.
- Movimondo
Non governative organization active in the fields of the fight against poverty, human rights defence
- Un Ponte per
Un ponte per is a volunteer association created in 1991 to bring aid to the Iraqi people and to oppose the embargo imposed on the country.

3.3.3 Volunteer's profile

In order to define the main figures for volunteerism and volunteers in Italy, we have to refer to the numbers collected to analyse the volunteer organisations.

The main study concerning volunteer organisations is ISTAT's research²¹.

At the end of 2003, the VOs listed in regional registers had on the whole 12.000 employees and **826.000 volunteers**. The number of employees had increased of 77% from 1995, and the number of volunteers had risen by 71%.

Between 1995 and 2003 employees especially increased in the south of Italy (+281,4%), in the North East (+202,6%) and in the North West (+128,7%) while they decreased in the Centre (-16,4%).

The **geographical distribution** of volunteers reflects the geographical distribution

of organisations, with a slightly higher concentration in the north regions (59,9% in 2003). Between 1995 and 2003 the rate of growth was highest in the regions of Southern Italy. In the North, the east regions knew a higher increase than the west regions. In the centre of Italy, especially in Toscana and Umbria, a less strong increase of volunteers was registered so that the percentage of volunteers measured in 2003 appears minor to the one registered in 1995.

Compared to year 1995, in 2003 the average number of volunteer per organisation decreases of 21 in the centre and north east of Italy, and decreases of 15 in the in the south and in the north west of Italy.

According to the **gender mainstream**, even if the number of female volunteers increases compared to the past (40,1% in 1995 – 45,6% in 2003); male volunteers are still more numerous in 2003 (54,4%).

Volunteers belong to all age groups with prevalence in the central **class of age** (from 30 to 54).

However, it is the elderly that have known the biggest increase since in 2003 (from 30.4% to 36.8%.)

Considering the **educational degree** of volunteers, only a small number of them has a university degree (12,8%) in 2003, while 44,4% have an upper school degree and the remaining 42,8% have a lower school degree.

Female volunteers are generally more educated than male volunteers (14,6% have a university degree, 47,2% have an upper school degree against

11,3% of male volunteers with a university degree and 42,1% with an upper school degree). On the whole, from 1995 to 2003 there was a general increase of volunteers in possession of higher school degrees.

Unfortunately, there are no specific figures on **motivation** of volunteers. We can very generally say that most of volunteers in Italy are motivated by personal, cultural or religious reasons.

On the whole the analysis of last survey's results confirms a **few characteristics** of voluntary organisations in Italy, such as:

- A stronger presence of VOs in the northern regions, even if in the last few years VOs increased at a bit quicker rate in the centre and south of Italy;
- VOs have mainly a small organizational dimension both as regards the number of active volunteers and the amount of economic available resources;

- Volunteers are mainly men; aged between 30 and 54; graduated (high school), and are employed;
- VO's are still especially active in the field of health care and social assistance;

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3.4 POLAND

3.4.1 Traditions, legal framework and definitions

Historians note the pioneering role of Church-inspired voluntary charitable associations whose presence, as elsewhere in Europe, dates as far back as the Middle Ages; lay volunteerism in social assistance began, also in line with the wider European trend, in the 19th century. The largest and most efficient among the pioneering groups was the Warsaw Charitable Society, founded in 1818 to mobilize support for the poor among the city's aristocratic and bourgeois circles. Meanwhile, voluntary fire brigades were being set up in small towns and villages as early as mid-nineteenth century, developing into a highly popular form of voluntary service.

The time-honored tradition of voluntary service for the community was stifled after the Second World War, in the period of autocratic Soviet-imposed communist rule. However, revival was afoot even before the collapse of the system. The foundations of civil society were laid by political dissidents as early as the seventies, while growing dissatisfaction with the state social-assistance system led to the launch of voluntary social-help initiatives, mainly targeted at special-needs children and people in need of palliative care.

The present, still rather modest, upsurge of volunteerism in social assistance is attributable to the growth of civil society, as well as the coming into force of important pieces of democratic legislation, such as the Social Welfare Act of 1990, laws on foundations and associations and, most recently, the Law on Public Benefit and Volunteerism.

This latter act, passed on April 29th 2003, provides the legal framework for voluntary service. It defines the character and delineates the areas of voluntary action; provides for a specified scope of mandatory insurance coverage; and lists types of service costs that can be covered / reimbursed.

Under the Act, by "volunteer" is meant "a physical person performing, voluntarily and without material gratification, tasks for non-governmental organizations, public administration bodies and dependent units thereof". Thus the category of "employers" of voluntary service does not comprise organizations such as faith-based,

social or political movements, nationwide-campaign fronts etc. Voluntary service may be undertaken by minors from the age of 13 (upon written parental consent), unemployed people, and foreign nationals.

The Act specifies the legal rights and obligations of volunteers.

The following rights are enshrined in the act:

- to obligatory accident insurance – financed by the organization in case of contracts for up to 30 days; for longer contracts or as of the 31st day of the contract – by the state.
- to health insurance – unless covered by work/university/high school schemes, volunteers may be covered by the state health insurance scheme, at a premium of 10% of the minimum wage;
- to a written form of agreement if it exceeds 30 days;
- upon request – to a written confirmation of an oral agreement (not exceeding 30 days), a written confirmation and appraisal of tasks carried out.
- to information on rights and duties;
- to information on the health and safety risks related to the performed tasks and on the rules of protection against such hazards;
- to safe and hygienic conditions of service;
- to full coverage of trip and accommodation costs.

Obligations:

- to meet the specific demands and qualifications related to the type and scope of assistance provided (if required by law, as e.g. in the case of medical assistance for the homeless);
- to fulfill one's responsibilities as formulated in the agreement, notwithstanding that it's non-paid and may not have written form.

In 2004 (the last for which data are available) there were 5,4 million volunteers in Poland, which represented a slight, 0.6%, rise on the previous year. The share of people doing voluntary service in the adult population was 18.3%. Earlier comparative studies attest to Poland's low standing in Europe's volunteerism tables: it was ranked 16th out of 20 countries polled in the 2002 European Social Values Survey; and 29th among the 32 taking part in the European Values Survey.

One of recent studies looked into levels of compliance by NGO's with what are

widely recognized as the basic aspects of good practice in the use of voluntary service. A comparison of results from 2002 and 2004 allows gauging the impact of the recent landmark volunteerism legislation.

Skills development schemes, in the form of in-house or external training programmes, were the norm at 52% of polled NGO's in 2004, compared to just 19% two years earlier.

In the other four areas, improvements were no less notable, but the level of compliance remains very low at around 20%.

One fifth of NGO's, a fourfold increase on 2002, declared that they sign written agreements specifying the relationship between the volunteer and the organization.

21%, up from 4% in 2002, take out indemnity and accident insurance for their volunteers.

The percentage of NGO's providing health checks and work-safety and hygiene training for volunteers, rose seven times between 2002 and 2004, to 21%.

Finally, reimbursement of service-related costs (trips, commuting etc.) was offered by 23% of NGO's in 2004, up from 15% in 2002.

Worryingly, despite these improvements the majority of NGO's making use of volunteers has yet to implement any of the five basic good-practice principles.

3.4.3 Main actors

Public administration

The ministry responsible for social-exclusion and third-sector (incl. voluntary) issues, is the **Ministry of Work and Social Policy**. The relevant departments are, respectively, the department of social integration and assistance; and the department of public benefit.

The key public bodies engaging voluntary workforce in service provision include:

Ośrodek Pomocy Społecznej (Municipal Social Welfare Centres, OPS') – run by local governments, they constitute the backbone of the country's public social-assistance infrastructure. Services include administration of benefits, social work, after-school activities such as homework help etc. for children from problem families, etc. Voluntary involvement has been steadily growing, particularly under the "Volunteerism in OPS" scheme.

Powiatowe Centrum Pomocy Rodzinie (Centres for Family Assistance, PCPR) – run by higher-level self-government communities, the poviats, they provide more specialized services and benefits, e.g. for families, people with disabilities etc. They also run civic-information helpdesks, often staffed by volunteers.

Poradnia Psychologiczno-Pedagogiczna (Primary Psychological-Pedagogical Care Units, PP-P) – powiat-level centres of psychological and pedagogical help.

NGO's

Despite its enviable past – the Solidarity movement of 1980-81 was a major inspiration for the revival of civil society in the West – Poland's third sector remains economically weak, with a paid workforce totaling 1,2% of overall non-agricultural employment. This is far behind the likes of the Netherlands, United Kingdom and Ireland. One reason has been the policy of grant givers (both public and private) who, in contrast to the model prevalent e.g. in the U.S., are ring-fencing their funds primarily for purposes other than salaries for paid staff. This, in turn, fuels more demand for voluntary work. According to a 2002 study, 47% of Poland's NGO's use voluntary workforce.

These problems notwithstanding, it is clear that an efficient, capable, economically strong yet socially concerned, non-profit organization depends for the achievement of those objectives both on paid workforce and volunteers. The two must pool their strengths to form a unified, professional team. In other words, paid staff should be made to play a facilitating role in the development of a skilled voluntary workforce. This includes professional support for voluntary positions, e.g. advice, supervision, costs reimbursement, and making sure volunteers are not sidelined but involved in the organization's core activities. There is growing demand on the part of NGO's for professional training in this field. In this section, we present brief profiles of the main actors: the leading provider of volunteerism-related training and consultancy, and Poland's major NGO's and campaigns.

Centrum Wolontariatu (Volunteerism Centre)

Poland's largest, with a network of offices spanning the whole country, provider of specialist training and consultancy services for the voluntary sector. Every office runs a voluntary-job agency; offers training and advice for volunteers, as well as for organizations/public bodies interested in engaging volunteers.

Polska Akcja Humanitarna (The Polish Humanitarian Action)

The biggest humanitarian-relief group. It has done projects in, inter alia, war-torn Chechnya, Iraq and Sudan, as well as domestically – with substantial voluntary involvement.

Związek Ochotniczych Straży Pożarnych II RP (Voluntary Fire Brigades Association)

National association of voluntary fire brigades. VFB's are particularly strong in rural and small-town areas; in addition to fire services, they're the local hubs of cultural and educational activity.

Fundacja Bank Żywności SOS (The S.O.S. Food Bank Association)

A food bank, FBZ collects, stores and distributes food among needy groups; every Christmas, it organizes a high-visibility collecting campaign in shops and supermarkets.

Górskie Ochotnicze Pogotowie Ratunkowe (Voluntary Mountain-rescue Teams)

Association of voluntary mountain-rescue teams, one of Poland's most popular voluntary undertakings.

Wodne Ochotnicze Pogotowie Ratunkowe (Voluntary Water-rescue Teams)

The voluntary water-rescue teams.

Fundacja Animals

Poland's best-known animal-rights group.

Wielka Orkiestra Świątecznej Pomocy (The Grand Festive Aid Orchestra)

The most spectacular one-off fundraising event, WOSP is held on the second weekend of the year, combining charitable street money collections and auctions at mass gatherings throughout the country, to fund the purchase of state-of-the-art medical equipment to treat various life-threatening child illnesses. Volunteers play a central role.

3.4.3 Profile of a volunteer:

The most recent data come from an SMG/KRC poll for the Klon/Jawor association,

carried out in November 2004. It found that the major fields of voluntary service were faith-based organizations and movements, attracting almost 3% of the adult population, followed by charities working with the poor and the homeless, sports- and educational/childcare groups, and fire-service and mountain/water rescue teams:

Table: Major areas of voluntary service

<i>Type of org's/fields of activity</i>	<i>Share of adult population, %</i>
Faith-based org's/movements/missions/parish communities	2.9%
charities targeting poor and homeless people	2.5%
sports organizations	2.4%
educational/childcare organizations	2.2%
voluntary fire-brigades, mountain/water rescue teams	2.2%
environmental protection/animal rights groups	1.3%
healthcare/disability groups (incl. support for healthcare units)	1.2%

An average Polish volunteer is a young, well-educated city dweller. High-income groups are more likely to produce volunteers than are the lower income brackets. The share of students doing voluntary service has been growing in the past couple of years, as has, over the last year (2004), the proportion of volunteers among pensioners. Volunteering is more popular among males (20.9%) than females (15.9%), and, among age groups, most widespread among the under-25's (24%), in terms of marital/relationship statuses, among singles (23%); in terms of education level, among holders of university degree (26%).

3.4.4 Sources

Jak zdobyć i zatrzymać wolontariusza (How to recruit and keep a volunteer), Centrum Wolontariatu: Warsaw 2003.

Trzeci Sektor (Third Sector) no. 4/2005: "Zatrudnienie i wolontariat w organizacjach pozarządowych" (Paid and voluntary work in non-governmental organizations), ISP: Warsaw 2005.

Wolontariat, filantropia i 1% 2005 (Volunteerism and philanthropy 2005), SMG KRC poll for Klon/Jawor; survey report.

CHAPTER 4:

BRINGING TOGETHER THE PUBLIC AND VOLUNTARY SECTORS TO COMBAT SOCIAL EXCLUSION: GOOD PRACTICE FROM FRANCE, ITALY, POLAND AND SPAIN

4.1 FRANCE

4.1.1 AFEV

Author of the good practice (institution): AFEV

Main activity: association promoting volunteering among students

People responsible for the action: Agnès Bathiany, vice-president

Contact:

AFEV, 26 bis rue de Château Landon 75010 Paris

Tel: 33 1 40 36 01 01

fax: 33 1 40 36 75 89

Bathianyagnes@aol.com or agnes.bathiany@univ-evry.fr

www.afev.org

End-users' profile and number: children and youngsters under 18 living in poor areas of France (in the so-called Policy of the city district); 12 000 beneficiaries each year.

Involved volunteers profile and numbers: students between 18 and 30 years old; 5 000 volunteers

Rules of voluntary work: an involvement of 2 hours per week all along the school year (September to June), one child per student

Extent of the activity: 240 local delegations all over France

Enumeration of things done: the volunteers participate to solidarity actions towards children living in poor districts in France (inner cities, specific districts in big cities)

The main action is school mentoring but it also comprehends promotion of health; social and professional integration, illiteracy, actions in the field of sport and culture, promotion of citizenship.

A training programme is offered to the volunteers: a first session for stating the framework of the volunteers' action; 2 sessions on the public (the beneficiaries). The main goal of such a programme is to exchange knowledge and experience between volunteers, to give them the tools in matter of methodology, to propose a cognitive and psychological approach, to improve the practice by a reflexive approach.

Recommendations (conclusion): AFEV defines itself as a training institution, improving individual and collective knowledge. The need for training is quite high from the volunteers.

The recruiting phase is quite important as a national campaign is launched each year. A leaflet is given to the new recruited. A membership is asked to the volunteers (20 Euros per year) to prove his/her link with the association.

2.2.2 Autremonde

Author of the good practice (institution): Autremonde

Main activity: humanitarian association with the aim to promote volunteering among youngsters and restore social link with the beneficiaries of their action. It is struggling against exclusion through an action towards homeless (around train stations in Paris and in the street) and through school mentoring and alphabetization in centers for migrants.

People responsible for the action: Nelly Jossé, in charge of volunteers and communication.

Contact (name, address, e-mail, telephone, website)

Autremonde

29, rue Merlin, 75 010 Paris

Tél.: 01-43-14-96-87,
Fax: 01-43-14-96-85;
e-mail: administration@autremonde.org
site: www.autremonde.org.

Summary: this example of best practice concerns the recruiting and training proposed by Autremonde. The association proposes a 4 step integration for the new volunteers: the first one concerns the general information on the association, the second the different missions offered (alphabetization, cafeteria, van, in the street) , the third the contact on the field with the different publics (homeless or migrants), the fourth a new contact on the field with other publics, the fifth the membership.

end-users' profile and number: migrants and homeless

involved volunteers profile and number: youngsters

rules of voluntary work: to follow the 5 step integration process described below

extent of activity: Paris, mainly the train station and in the streets around

enumeration of things done: alphabetization, school mentoring, social accompaniment for homeless

recommendations (conclusions): training is strongly advised for the volunteers concerning the rights of migrants and homeless such as the social services for health, the immigration rules and also the ways and means to work with difficult publics such as drug abusers , alcoholics ...

2.2.3 CICOS

Author of the good practice (institution): Cicos

Main activity: counseling and training for volunteers and associations

People responsible for the action: Chantal Ganne

Contact (name, address, e-mail, telephone, website)

Cicos

29 place Saint Georges 75009 Paris

01 53 59 99 77

fax: 01 53 59 99 19

e-mail: cicos@wanadoo.fr

www.cicos.asso.fr

Summary: Cicos was created in 1983 to provide help to volunteers and associations whatever their field of activity. It has proposed since a training programme comprehending financing of the association, communication, legal framework, active listening... It is publishing a Newsletter dispatched among 2000 to 3000 local associations and cities.

end-users' profile and number: volunteers in associations located in the region Ile de France

involved volunteers profile and number: most of the volunteers are retired people who are executive volunteers in local associations

rules of voluntary work: being able to give advice on volunteering and associations and participating once a month to the board

extent of activity: region Ile de France (around Paris)

enumeration of things done: councils, training, seminars, conferences, networks

recommendations (conclusions): training is a key issue for local associations which are not part of a big networks and which couldn't afford to finance the training of their volunteers without this kind of training offer.

2.2.4 Espace 19

Author of the good practice (institution): Espace 19

Main activity: The association Espace 19 manages three settlements (community centres), a Digital Public Space in the XIXth district of Paris. It proposes activities for all the family, for the access of all to leisure activities and to a better social inclusion.

People responsible for the action: Peggy Bouzaglou

Espace 19
175 rue de crimée
75019 Paris
01.40.05.91.54
bouzaglou@noos.fr

Summary: The activities of the association are supervised by employees who coordinate teams of volunteers. These teams participate completely in the life of the centres in: being a part of the board via the local committees of animation. There are three volunteers' types within Espace 19: the volunteers leaders who are members of the board; the regular volunteers who intervene in a regular way within the association, that is at least two hours a week during all the school year, either for the activities of the centres (school accompaniment, elimination of illiteracy, reception, etc.), or for tasks connected to the management of the association (communication, secretariat, accounting). They are under the responsibility of the people in charge of centre for the activities ground or directors for the tasks of management; the occasional volunteers: it is the local residents of setting-up (establishment) of the centres managed by the association that do not wish to have a regular commitment, but which can give a punctual help, for example for demonstrations (appearances) or legal advices.

End-users' profile and number: opened to all, its activities are nevertheless particularly intended, to weakened families. Espace 19 counts more than 500 families members and welcomes also 3.500 persons non-members in the field of the permanencies.

Involved volunteers profile and number: 350 volunteers put a lot every year within Espace 19. All the volunteers represent a work from 65 to 70 equivalents full time jobs, that is more working time than wage-earning working time.

Rules of voluntary work: The statutes of the association define two procedures of integration within the board based on a mechanism of cooptation. The first one is to be a part of one of the local committees of animation (CLA), structure where sit representatives of all the actors of the life of the center (users, volunteers, partners and employees). They are elected for two years. Within every committee, two persons users or volunteers are co-opted to the Board. They present the annual project of every center and bring information stemming from the “ground”. They are elected by the annual General Assembly of the association if there are vacancies. However, to be a potential member of the board at the General assembly, it is necessary to be “sponsored” by three administrators in place. The administrators can be also co-opted in court of year by the Board of directors. In that case, their cooptation must be validated by the General assembly

Extent of activity: XIXth district in Paris

Enumeration of things done: Reception and general orientation, Social permanencies : access to rights, legal and assistance to administrative procedures; Nursery school; Leisure centers; Holyday camps for children, young people and families; School accompaniment; Elimination of illiteracy and adults’ training; Assistance in search of employment; Family leisure activities; Animation of district, Computer and multimedia trainings.

Recommendations (conclusions): a social centre should get regularly fresh ideas through actions of training; educational advice should be given to the employees in the accompaniment of the volunteers; a plan of training should be proposed to volunteers to favor the knowledge, the union of the teams of the various centres and an associative dynamics; to allow the volunteers to acquire techniques in link with their activities

2.2.5 Fondation Claude Pompidou

Author of the good practice (institution): Fondation Claude Pompidou

Main activity: to enhance solidarity within volunteers work in the medical institutions already in place. The foundation was founded in 1970 and is located in Paris.

People responsible for the action: Françoise Ochin-Desmoulin

Contact (name, address, e-mail, telephone, website) :

Fondation Claude Pompidou

42 rue du Louvre

75001 Paris

Mèl: fondation-claude-pompidou@wanadoo.fr

Summary: 1) At home, time for the child, time for the family too; 2) Reassuring, listening and being present for the hospitalized person 3) a contribution to maintaining a social life for the elderly 4) developing a network

End-users' profile and number: disabled children at home; in hospitals with the elderly people and the sick

Involved volunteers profile and number: one thousand (1000) volunteers at the foundation; eighteen (18) units dispatched in all of France; eighty five (85) percent of women; fifteen (15) percent of men; sixty five (65) percent work for the disabled; thirty five (35) in hospitals; one hundred thirty thousand five hours (135 000) of voluntary work are insured every year

Rules of voluntary work: three basic rules to be a volunteer: being eighteen (18) years of age or older; giving three (3) hours a week of their time (except during major holydays); committing to at least one (1) year; once these three (3) basic rules are accepted, the foundation takes the responsibility to form the volunteer.

Extent of activity: The Claude Pompidou foundation is displayed all over France thanks to eighteen (18) local branches. An office manager who finds both the families to be helped and the volunteers supervises each of these branches.

Enumeration of things done: at the hospital, time with the children of the sick people, workshops with staff members and experts in the field to further his knowledge and growth to accompany the sick; at home with disabled children, time for him/her and free time for his/her family:

Recommendations (conclusions): Voluntary work is original in both its form and spirit in that it is apolitical and non-confessional: volunteers act rigorously and thanks to a strict training are able to answer the needs of the different sectors in which they offer their presence.

2.2.6 Maison du Combattant et des Associations (MDCA)

Author of the good practice :: House for the associations in the XIXth district of Paris

Main activity: providing councils, training and material support such as Internet access or physical address to associations located in the XIXth district of Paris

People responsible for the action: Stéphane Alexandre, director

Contact (name, address, e-mail, telephone, website)

20 rue Edouard Pailleron – 75019 PARIS

tél: 01 53 72 89 10 / fax: 01 42 01 09 68 /

e-mail: maison.asso.19@paris.fr; stephane.alexandre@paris.fr

Summary: Training is offered to associations and volunteers in two fields of activities: school mentoring and mediation. This training is free for the volunteers involved in associations of the XIXth district of Paris.

End-users' profile and number: children and youngsters for school mentoring;

Involved volunteers profile and number: between 30 and 70 years old, 50-70

Rules of voluntary work: at least once a week

Extent of activity: XIXth district of Paris

Enumeration of things done: councils, training, support, recruiting, networking

Recommendations (conclusions): training is a way to recruit volunteers, the two kinds of volunteering proposed are very local oriented; most of the volunteers are inhabitants of the XIXth district and want to join association around the corner.

2.2.7 Mentoring Europe

Author of the good practice (institution): Encymo

Main activity: providing information on mentoring in France and Europe

People responsible for the action: Randolf Granzer

Contact (name, address, e-mail, telephone, website)

30, ave de l'Echaudée, F 78112 Fourqueux,

Tel: 0130614734

e-mail: randolfgraenzer@wanadoo.fr

www.mentoring-europe.org

Summary: promoting mentoring among the general public and public authorities to enrich the network on the model of "Big sisters, Big brothers", the American non profit organization

End-users' profile and number: children and youngsters living in poor families or in social institutions as their parents can't raise them or are dead.

Involved volunteers profile and number: mostly retired people

Rules of voluntary work: to take care of one child in his/her everyday life including school mentoring but this is wider

Extent of activity: 15 European countries

Enumeration of things done: networking, training, European seminars

Recommendations (conclusions): main efforts should be focused on recruiting volunteers as the demand is high on the youngsters' side; the main way to recruit is through the network of associations involved in mentoring. They have been officially recognized in 2004 by the French government in the framework of the conference for the family

2.2.8 Mission locale Paris Centre

Author of the good practice (institution): Mission locale Paris Centre

Main activity: proposing support to youngsters unemployed suffering from social, economic and sometimes health handicaps

People responsible for the action: Hervé Clément

Contact (name, address, e-mail, telephone, website)

155 rue de Charonne

75011 Paris

Tel 01 44 93 81 23 – 01 44 93 89 83 (hervé CLEMENT°)

Fax. 01 44 93 89 98

h.clement@mlpc.reseau-idf.org

Summary: Mentoring offered to these youngsters is aiming at developing their professional and personal network to enhance employability and help them in their job research.

End-users' profile and number: youngsters under 25 years with low qualification and no social background, 80-100

Involved volunteers profile and number: active or retired professionals willing to help youngsters to renew with the labor market, 20 and more

Rules of voluntary work, specific districts in Paris 1st, 2nd, 3rd, 4th, 9th, 10th and 11th

Enumeration of things done: meeting once a month with professionals and youngsters to make a statement on their different professional contacts

Recommendations (conclusions): mentoring is an original way to make people with different backgrounds and ages to meet and exchange; 60% of the youngsters have found a solution in the year.

4.2 ITALY

4.2.1 Curcuma

Author of the good practices (Institution): Curcuma

Main Activity: Fair trade commerce

People responsible for the action: Paola Delise

Contact: paoladelise@terreinvalidia.it

End-Users' profile and numbers: Every citizens

Rules of voluntary work: A changeable involvement per week according to the exigencies of the work and to the availability of volunteers.

Extent of the activity: Venice's area for direct sell activities; all the world for international cooperation projects and for the fair trade network.

Enumeration of things done:

The shop promotes:

Cultural initiatives and events;

- Education workshops in schools;
- Training activities on international and national cooperation, on critical consumption, on education to peace and multi-cultural perspective, on human rights;
- Volunteering experiences for young people of the high school;
- International cooperation and development projects;

Recommendations:

They decided to commit themselves to developing an alternative trade system, based on the sale of fair trade products supporting international cooperation projects and social economy ones in Italy.

The shop works in a network of different associations in the area promoting new

life-styles, responsible consumption, fair trade. It offers products from the South of the world, as well as products from “type B” social co-operatives employing socially disadvantaged people.

4.2.2 Sumo Società Cooperativa Sociale

Author of the good practices (Institution): Sumo

Main Activity: Social services and social activities

People responsible for the action: Maurizio Busacca

Contact: info@sumonline.it

End-Users’ profile and numbers: Every citizens

Rules of voluntary work: All the people involved in sumo, work in a voluntary way.

Extent of the activity: Venice’s area.

Enumeration of things done:

The association promotes:

- Cultural events;
- Youth involvement;
- Involvement of local community;
- Performances and non-formal education through arts;

Recommendations:

They decided to commit themselves with the aim of promote projects and services of social utility, mainly in the sector of youth, intercultural experiences, less opportunities and disadvantages.

4.2.3 Cooperativa Sociale Realtà

Author of the good practices (Institution): Cooperativa Sociale Realtà

Main Activity: Job integration of disadvantages, especially mentally handicapped people.

People responsible for the action: All the parents of youngsters and adults involved in the programme

Contact: cooprealta@inwind.it

End-Users' profile and numbers: 32 disabled people

Rules of voluntary work: Volunteers are organized on turn shifts and they give their services for 4-5 hours per week but never without the supervision of social workers and experts.

Extent of the activity: Marghera

Enumeration of things done:

- Launch of the socio-educational centre CSRE
- Laboratoires of wood, painting, gardening ecc..
- Summer schemes;
- Performances and non-formal education through arts;

Recommendations:

They decided to commit themselves with the aim of integrate young and adults disadvantaged persons to give them the chance to be integrated in the society. Their "motto" is: "Let's integrate "normal" people in their lives".

4.2.4 Progetto Etam Sviluppo di Comunità

Author of the good practices (Institution): Porto Marghera municipality

Main Activity: Services for the local community

People responsible for the action: Social workers and psychologists

End-Users' profile and numbers: Every Marghera's citizen

Rules of voluntary work: Volunteers are organized on turn shifts and they give their services for 4-5 hours per week but never without the supervision of social workers and experts. Apart from this, every citizen directly involved in the project can be considered a volunteer.

Extent of the activity: Mainly Porto Marghera's area

Enumeration of things done:

Etam carried out most of its projects and activities in the most disadvantaged quarters of the area as **Ca' Emiliani, via Correnti a Ca' Emiliani, via del Bosco a Marghera** and **Chirignago**. In these quarters have been constituted local observatory, committees and active Groups responsible for the problems of the quarter, according to a philosophy of active Citizenship. Etam works through direct interventions and preventive strategies.

Recommendations:

Animazione di Comunità's project (Local Community's animation) works according two lines: social suggestions (for all the aspects of community's life, environment, culture, urban and so on) and educational vocation. The main objective is an improvement of the life quality through the increase of protective factors and the development of the active citizenship strategies.

4.3 SPAIN

4.4.1 Leonardo Murialdo Foundation

Author of good practice:

Association: Leonardo Murialdo Foundation

Address: Donantes de Sangre St., 19200 Azuqueca de Henares, Guadalajara, Spain

Phone no.: 0034 94927 72 30; Fax no.: 0034 949 27 72 29

e-mail: fundacionleonardo@murialdo.net

contact: José Lorenzo Paños (jpanos@murialdo.net)

profile: director

Help demanders

Any person aged 8 and onwards from the Henares Area, specially from the towns and villages of Azuqueca, Alovera, Quer, Guadalajara, Cabanillas, Chiloeches

Summary of activities

Programmes:

- School support from 3rd course of compulsory secondary education to 2nd course of non-compulsory secondary education
- Social Guarantee (a vocational programme for students who have failed to finish the compulsory secondary education)
- Vocational training
- Cooperation for development (distance child sponsoring?)

A synthesis of the activities developed by LEONARDO MURIALDO FOUNDATION:

- school support
- Air Conditioning and Freezing Systems Vocational Training
- office management, electricity, graphic design and computing vocational programmes
- distance child sponsorship with children in Napo, Ecuador in cooperation with the Apostolic Vicariate of Napo, managed by the Saint Joseph Congregation (Josefinos de Murialdo)

Description of the partnership/ cooperation between volunteers and the social work agency

Training

- HOW – Continuous training is offered
- There is training in the beginning and are invited to join the training activities organised by the association inside and outside the association itself
- WHO- the association itself, through the programme coordinators
- EVALUATION – done as part of the evaluation of the different programmes, through periodic meetings, personal interviews between the coordinator and the volunteers.
Instruments: surveys, interviews,...

Recognition and supervision of the cooperation

- The volunteer will be given the opportunity of attending meetings with other volunteers of the association on certain occasions, meals; he/she will be thanked and recognised
- The programmes will be supervised by the corresponding team in charge of each programme.
- How is the work of the volunteers measured: through the degree of satisfaction of the service users and of the association

4.4.2 Caritas Diocesana Sigüenza

Author of good practice:

Association: Cáritas Diocesana Sigüenza-Guadalajara

Address: 9,Venezuela Avenue, Guadalajara.

Phone no.: 0034 949 22 00 27

Fax no: 0034 949 21 18 02

e-mail: lourdescaritas@terra.es

Contacto: Luisa

Profile: Social worker

Help demanders:

Anybody from Guadalajara province.

Summary

Types of programmes:

- Welcoming programme.
- Basic social action programme
- Social volunteer programme
- International cooperation programme
- Old people programme
- Job and social economy programme
- Drug abuse programme
- Homeless programme
- Immigrant programme
- Community Information and awareness programme

Description of the partnership/ cooperation between volunteers and the social work agency:

Training

- HOW – It is continuous, though adapted to the amount of free time. A basic training is offered in the beginning and then specific training depending on the activity being developed.
- WHO – The basic training is done by a member of the association and the specific training by a professional of each programme.
- EVALUATION – Is done in volunteer gatherings (School for the social training of volunteers), the general practice and the specific activities done through surveys and interviews with the person in charge of each programme.

Recognition and supervision of the cooperation

- The volunteer is offered training and attendance to meetings with social work agencies, they are also awarded honours and badges.
- the work developed by the volunteer is supervised by the person in charge of each programme.
- this is done in meetings every two weeks, and the assessment noted down in the track record of the volunteer; phone calls are also used

4.4.3 Guada-Acoge Association

Author of good practice

Association: Guada-Acoge

Address: 9, Venezuela Ave. 1st floor, "Casa Nazaret", 19005 Guadalajara, Spain

Phone no.: 0034 949 25 30 76; Fax no.: 0034 949 21 58 35

e-mail: guadaacoge@dadcogeclm.es

contact: Leticia Fogué Solanas

profile: psychologist

Help demanders

Inmigrants

Summary

Types of programmes

- welcoming, information and assistance in social, working and law matters
- accommodation and working inclusion project for immigrant men and women
- project for the inclusion of minors at school
- school project for social participation
- project for volunteer promotion and training
- cooperation for development project in Mukila (Democratic Republic of Congo)

A synthesis of the activities developed by GUADA-ACOGUE:

- welcoming, information and assistance in social, working and law matters
- accommodation and working inclusion project for immigrant men and women: accommodation, maintenance, social and law assistance, working inclusion and individual monitoring
- project for the inclusion of minors at school: lessons of Spanish for minor immigrants at school; translation and interpretation and visits to family homes; awareness activities in schools
- school project for social participation: pre-working workshops, intercultural activities that foster social and labour inclusion of immigrants
- project for volunteer promotion and training: volunteer recruitment and training, monitoring and assessment
- cooperation for development project in Mukila (Democratic Republic of Congo): programming, managing and monitoring of the project

Description of the partnership/ cooperation between volunteers and the social work

Training

- HOW– There is a route to follow by the volunteer: interview, fact file, basic training, cooperation activity.
- WHO – the person in charge of each project .
- EVALUATION – a survey is done at the end of the basic training and continuous assessments throughout each activity or cooperation.

Recognition and supervision of the cooperation

- RECOGNITION – diplomas are given out to the volunteers; honours to the best volunteer in the county; invitation to events of the association including volunteer promotion through training.
- EVALUATION – It is done by the professional in charge of the Volunteer Promotion and Training Programme; through regular meetings; visits while the cooperation is being done; continuous and final evaluation.

4.4.4 Spanish Red Cross

Author of good practice

Association: Spanish Red Cross

Address: 1, Venazuela Ave. Guadalajara, Spain

Phone no.: 0034 949 22 62 12; 0034 949 22 11 84; Fax no.: 0034 949 23 20 43

e-mail: Guadalajara@cuzroja.es

contact: M^a José Alonso Retuerta

profile: Promotion of Volunteer Programme manager

Help demanders

Any in Guadalajara province through the branches in the towns of Azuqueca, Brihuega, Molina de Aragón, Cifuentes, Mondéjar, Albalate y Sigüenza

Summary

Types of programmes:

- international cooperation
- Home for Women Victims of Family Violence

- Urgency centre for women victims of family violence
- sharing out of European Union surplus products
- home teleassistance
- complementary home assistance
- support to families with dependent old people
- help and emergency plan
- training
- assistance and social inclusion for immigrants
- Interlabora Network
- assistance to drug abusers' team
- Youth Red Cross
- Health Education
- Prevention of violent teenager behaviour
- transport for handicapped.

A synthesis of the activities developed by the Spanish Red Cross:

The activities developed depend on each programme are in accordance with the programme objectives. Some examples are: awareness, help and company, detection of needs, leisure activities, emergencies, prevention in public events, training, Spanish for immigrants, transport of people of reduced mobility to the health centres, group dynamics with young people, adapted transport

Description of the partnership/ cooperation between volunteers and the social work agency:

Training

- HOW – It follows a route: basic training, inclusion in the association, participation in a specific activity and training.
- WHO – the association itself with its professionals.
- ASSESSMENT – continuous.

Recognition and supervision of the cooperation

- The volunteers are awarded medals, are invited to association events and anniversary meals, and are offered training.
- Supervision is done by the coordinator of the volunteer programme, through reports, statements and fact files of the programmed activities.

4.4.5 Didesur Association

Author of good practice

Association: DiDeSUR

Address: 1. Ciudad Real St., 19200 Azuqueca de Henares, Guadalajara, Spain

Phone no.: 0034949 277310

Fax no:0034 949266358

e-mail: didesur@vodafone.es

contact: Angélica Matias

profile: shop attendant

Help demanders

Anybody in Guadalajara province

Summary

Types of programmes

- Promotion, awareness, cooperation with and training in Fair Trade, responsible consumerism, volunteerism and cooperation for development

Description of the partnership/ cooperation between volunteers and the social work agency:

Training

- HOW – The training is tailored to the needs of the volunteer
- WHO – It is external
- ASSESSMENT – not structured

Recognition and Supervision of the cooperation

- Full cooperation in the activities of the association projects and training
- Supervision is done by the person in charge of the volunteer programme through regular meetings and a monthly review of the different areas

ASSESSMENT OF THE GOOD PRACTICES

1. Results

- Right now we are witnesses of a social situation where nobody is willing to give for nothing in exchange and this may explain the decrease of volunteer recruitment.

- A stronger commitment is needed on the side of the social work agencies to seek cooperation with the volunteers
- There is also a need for redesigning the syllabus of volunteer vocational training
- Improve the information and resource network in the area and the knowledge among the different associations that have volunteer programmes
- Improve the welcoming and training of the volunteers that arrive in the associations
- Volunteer recruitment is not effective
- The commitment with the volunteer should be more specific
- The social work agencies should better assess the cooperation activities with volunteers

2. Lessons learned

From the starting point of knowing the best practices of cooperation between volunteers and social work agencies, collaboration in a network has set off with some ideas to be developed:

- start joint work with the volunteers and 12 associations, with monthly meetings and specialized commissions
- improve the information exchange among all the associations
- assist and discuss jointly on volunteerism in Castilla-La Mancha (legal context, state grants, etc)
- improve the knowledge of the specific situation in Azuqueca
- design a joint project to act in the area: awareness campaigns, basic training, welcoming of volunteers, etc.
- set up a local volunteer network in Azuqueca de Henares (possibly with a website,etc.)

4.4 POLAND

4.4.1 Centrum Wolontariatu

Author of the good practice (institution): Centrum Wolontariatu and the Polish-American Freedom Foundation

Main activity: “The student volunteering program” -courses run in village and small-town schools by volunteer university-students

People responsible for the action: Kinga Chrzanowska at Centrum Wolontariatu

Contact : Centrum Wolontariatu

Tel: Nowolipie 9/11, 00-150 Warsaw

Email: pietrowski@wolontariat.org.pl; chrzanowska@wolontariat.org.pl

End-users’ profile and number: pupils at primary and lower-secondary schools in villages and towns of less than 20,000 inhabitants (over 200 schools in total)

Involved volunteers profile and numbers: university students, students’ scientific circles, organizations and groups, university teachers; upwards of 800 students per year.

Rules of voluntary work: students have to draw up a teaching program (doesn’t have to be connected with school subjects, but e.g. graffiti culture; rock-climbing; history of the automobile industry; web design etc.); choose academic supervisor and student leader; in longer-duration projects, volunteers make several visits to schools, on normal weekdays after the lessons; in one-off projects (e.g. during the winter/summer break) volunteers stay at the school. The volunteers get indemnity and accident insurance.

Extent of the activity: nationwide

Enumeration of things done: 326 projects in 2004, incl. 163 holiday projects and 163 standing projects.

Recommendations (conclusion): The program is designed to help equalize educational chances of children from rural and small-town areas. The schools don’t have to cover any of the costs of travel or course materials; also, school staff receive free training as part of the program. The project is also aimed at fostering the development of civic values and attitudes among the volunteers, and giving them an opportunity of self-realization. It has been a success, but the program faces barriers to further progress, notably limited internet access at schools and universities (the web is the key source of info and route to registration in the program); the schools’

lack of experience in dealing with volunteers and inadequate knowledge of legal regulations; and the often prohibitive costs of providing food and lodgings for volunteers in the holiday projects.

4.4.2 Parafia Miłosierdzia Bożego Ożarów Mazowiecki

Author of the good practice (institution): Parafia Miłosierdzia Bożego (Divine Mercy Catholic Parish) in Ożarów Mazowiecki

Main activity: after-school club for children from disadvantaged backgrounds, and children with disabilities

People responsible for the action: father Zbigniew Kołodziej SAC

Contact: Ul. Młodzianowska 124, 26-600 Radom

Tel: mobile +48 502 435 468

Email: zbiko@o2.pl

End-users' profile and number: children from problem families, disadvantaged backgrounds (poverty, unemployment, social exclusion), and children with disabilities; number of participants varies, but goes into the hundreds.

Involved volunteers profile and numbers: mostly high-school and university students; around 40.

Rules of voluntary work: preparatory training prior to beginning the service. Subsequently, further instruction, incl. courses and training camps. Emphasis on spiritual development of the volunteers; they have their own priest "guide".

Extent of the activity: local community, i.e. the town of Grodzisk Mazowiecki (around 8,000 inhabitants) and the surrounding villages.

Enumeration of things done: free-entrance, open-access after-school club at the parish premises, comprising a workshop room, playing room, media room (tv, computers), individual-work study, rehabilitation room for children with disabilities. Apart from daily activities, special events during the summer and winter holidays ("summer/winter in town"), Children's Day (June 1st), Christmas. Children have an opportunity to spend free time in a stimulating, secure environment.

Recommendations (conclusion): The after-school club combines a focus on meeting the complex needs and deficits of children from deprived backgrounds, with providing a formative influence, a sense of belonging and a chance of self-realisation for the young volunteers. The latter have their own spiritual guide. Both groups are explicitly treated by the parish as beneficiaries of the scheme. The club is addressed particularly to children from problem families (addiction, domestic violence, poverty, unemployment) and children with disabilities. The need is clearly there, as Grodzisk is plagued by poverty and a high unemployment rate, particularly since the relocation of the famous cables factory, the town's main employer, in 2002.

4.4.3 Ośrodek Pomocy Społecznej Warszawa-Bielany

Author of the good practice (institution): Ośrodek Pomocy Społecznej (Social Welfare Centre) of the Bielany district of Warsaw

Main activity: help in various forms of social work with the main target groups of the centre, i.e. the elderly, people with disabilities, children from problem families, mentally handicapped children.

People responsible for the action: Katarzyna Kulik-Ćała, head of voluntary service

Contact: Ośrodek Pomocy Społecznej Warszawa-Bielany, ul. Przybyszewskiego 80/82 01-824 Warsaw

Tel: +48 22 834 73 22, 498 21 11

Email: bielany@klubypracujacych.waw.pl

End-users' profile and number: people with mental disabilities (two daycare centres run by the SAC, one of them for 45 persons); users of the daycare home for the elderly; children from problem families; users of the Work Club for the unemployed (100-160 persons);

Involved volunteers profile and numbers: mostly students, tasks include, depending on specialization, type of studies etc. – e.g. rehabilitation, arts and crafts, cooking, physiotherapy, work and social therapy, supportive conversations, foreign language lessons etc.; 164 (of which active, 78) volunteers in 2004.

Rules of voluntary work: vacancies, or demand for voluntary support is reported to the head of voluntary service; who, together with a social worker, introduce the volunteer to the staff, recipients, duties, aims. After a monthly trial period, if both sides agree, a written agreement is signed specifying the scope, conditions etc. of voluntary service.

Extent of the activity: the Bielany district of Warsaw

Enumeration of things done: work with several groups of welfare recipients – the elderly, people with disabilities, mentally handicapped children, children from problem families; services include: physiotherapy, aerobics, arts and crafts, cooking, rehabilitation, biotherapy, social-skills training, computer skills, supportive conversations, cv-writing and other job-seeker skills, English language courses etc.

Recommendations (conclusion): Many prospective volunteers are very enthusiastic about the service but do not have clear preferences as to what exactly and with what groups they would like to do. Matching skills with demand for specific types of voluntary work is the task of the head of voluntary service. Volunteering is becoming a fixture in Warsaw's social-assistance system. It enables the OPS' to broaden the range of services to recipients. Volunteers are also benefiting, emotionally, and professionally – voluntary service amounts to a certified free internship.

4.4.4 Ośrodek Pomocy Społecznej Wyszaków

Author of the good practice (institution): Ośrodek Pomocy Społecznej (Social Welfare Centre) in Wyszakow near Warsaw

Main activity: help with various forms of social work done by the OPS. Here, one aspect is presented: voluntary service by a mentally ill person.

People responsible for the action: Agnieszka Mróz, head of voluntary service

Contact : Ośrodek Pomocy Społecznej w Wyszakowie, ul. 3 Maja 16, 07-200 Wyszaków

Tel: +48 22 742 40 97

Tel/fax: +48 22 742 49 02

Email: opswyszakow@neostrada.pl

End-users' profile and number: school pupils in need of school mentoring for their English language courses, who cannot afford paid lessons; mostly children of the clients of OPS; 9 in total.

Involved volunteers profile and numbers: Tomasz, a 38-year-old mentally ill (schizophrenic) person, a drop-out from an MA program in English studies

Rules of voluntary work: lessons for groups of 2-3 children, every day from Mo to Fri at the OPS; also, in the run-up to exams, more intensive sessions.

Extent of the activity: The municipality of Wyszakow (50,000 inhabitants)

Enumeration of things done: help for lagging children to catch up, for others with current material, homework, preparation for exams etc.

Recommendations (conclusion): voluntary service in general, including the above example, has helped extend the range of social services at the OPS, earlier a mere adjunct to the administration of financial benefits; free English lessons give children from poor backgrounds a chance to stay on an equal footing with those who can afford paid lessons; Tomasz's self-esteem has been strengthened considerably, as has his health - the condition has stabilized, reflected in a greater sense of security and behavioral changes.

4.4.5 Ośrodki Pomocy Społecznej Warszawa-Żoliborz, Śródmieście, Praga Południe

Author of the good practice (institution): Ośrodki Pomocy Społecznej (Social Welfare Centres) of the different districts of Warsaw: Żoliborz, Śródmieście, Praga Południe

Main activity: help in various forms of social work with OPS clients: the elderly, people with disabilities, refugees, children from dysfunctional families.

People responsible for the action:

OPS Praga Południe: Monika Grudzień, head of voluntary service

Ośrodek Pomocy Społecznej Praga Południe, ul. Prochowa 49, 04-388 Warszawa

Contact:

tel: +48 22 8105065

fax: +48 22 8105065

OPS Śródmieście: Andrzej Gocłowski

Ośrodek Pomocy Społecznej Warszawa-Śródmieście, ul. Zurawia 43, 00-680 Warszawa

Contact:

tel: +48 22 6280712, 699 81 26

fax: +48 22 6219132

email: sekretariat@ops-srodmiescie.waw.pl

OPS Żoliborz: Agnieszka Jasińska, head of voluntary service

Ośrodek Pomocy Społecznej Warszawa-Żoliborz, ul. Dembińskiego 3, 01-644

Warszawa

Contact :

Tel: +48 22 8331521

fax: +48 22 8336424

email: zolops@polbox.com

End-users' profile and number: children from dysfunctional families – with developmental deficits, lagging in school; disabled and bed-ridden children; the elderly; refugees;

Involved volunteers profile and numbers: mostly high-school and university students, also pensioners (Żoliborz), immigrants (Śródmieście)

Rules of voluntary work: demand for voluntary service reported by social workers to the OPS' head of voluntary service; the latter makes the final decision on hiring a volunteer, introduces them to their tasks, duties, responsibilities, and the recipient(s); and monitors their activity; any problems and risks are reported by the social worker; volunteers undergo training prior to commencing the service; letters of recommendation are issued afterwards, for the volunteers' schools, and to be used in their professional career; psychological support groups set up for volunteers.

Extent of the activity: in each case, the district of Warsaw that is the given OPS' catchment area

Enumeration of things done: non-specialist care for the elderly; for the disabled; school mentoring; leisure activities for the children of the clients of OPS, while the latter participate in therapeutic groups; help with rehabilitation of disabled children in their homes;

Recommendations (conclusion): in all three OPS', the engagement of voluntary service has enabled the centres to significantly extend their range of non-financial benefits and services, and thus contribute to a rise in the quality of life of their target group; as well as activate the local community and integrate it around local social problems. In all OPS' school mentoring has become popular among the area's problem youth; in Praga Południe, the replacement of home visits with class-work at the OPS premises has resulted in a significant rise in turnout; in Śródmieście, Pakistani immigrants, themselves the clients of OPS', have been recruited to run English lessons. In Żoliborz, a substantial amount of social work with the area's elderly population is

done by volunteer pensioners; while people with disabilities benefit from help by youth volunteers. In all three OPS, emphasis is put on providing adequate gratification, in the form of non-financial benefits (socials, trips, Christmas and Easter celebrations; letters of recommendation etc.), as well as professional support (psychological help, support groups, training in stress-management, communication skills, assertiveness, dealing with the burnout syndrome) for the volunteers.

4.4.6 SWPS & SPOZA

Author of the good practice (institution): Szkoła Wyższa Psychologii Społecznej (Warsaw School of Social Psychology) and the SPOZA association for people with emotional problems

Main activity:

A volunteer-organized summer event ("Moc Wolontariatu", the strength of volunteerism), for problem- and disadvantaged children catered for by the Praga district's social-welfare agencies and homes.

People responsible for the action: Anna Kula (SWPS), Sylwia Skalska (SPOZA)

Contact : SPOZA ul. Targowa 66/23, 03-729 Warsaw/ Szkoła Wyższa Psychologii Społecznej, Dział Szkoleń Środowiskowych, ul. Chodakowska 19/31, 03-815 Warsaw
Tel: SPOZA +4822 618 34 06, SWPS +4822 870 62 47
Email: anna.kula@swps.edu.pl, spoza@idn.org.pl

End-users' profile and number: children from various socially disadvantaged groups, catered for by Praga's welfare infrastructure (dysfunctional, lone-parent poverty- unemployment- alcohol/drug addiction-stricken families), aged 3-15, both sexes; 200.

Involved volunteers profile and numbers: volunteers at Praga's various welfare agencies/centres, 35.

Rules of voluntary work: work on the project was preceded by a 20-hour course in stress-management, communication, teamwork and assertiveness, for the volunteers. Participants were issued completion certificates. The exact nature and content of the event was decided on by volunteers themselves, who were also its sole organizers.

Extent of the activity: the Praga district of Warsaw

Enumeration of things done: the event, held on June 5th 2004, comprised a wide variety of activities, most notably the “volunteerism section” – plays, exercises (painting, acting etc.) on themes of solidarity, charity, cooperation, non-violence etc.; sports activities; arts; dancing; meetings with firemen and city guards etc. The aim was to showcase ways to fight aggression and boredom, stimulate the children’s curiosity and interests, highlight alternative forms of leisure activity.

Recommendations (conclusion): The event was a big success and a repeat was planned for the following year, with a view to making it a fixed, annual part of the district’s educational and cultural calendar. A plan was also prepared to launch a permanent free-of-charge volunteer training programme in the district.

4.4.7 Szkoła Główna Służby Pożarniczej

Author of the good practice (institution): Szkoła Główna Służby Pożarniczej (The Main School of Fire Service)

Main activity: awareness-raising courses on threats to human life, health, property and environment, and prevention thereof, run by volunteer students from the SGSP.

People responsible for the action: Wiesław Leszko

Contact : Szkoła Główna Służby Pożarniczej, ul. Słowackiego 52/54, 01-629 Warsaw

Tel: mobile +48 602 699 259

Email: wienix@interia.pl

End-users’ profile and number: primary school pupils, grades 4-6; so far – 7 schools, approx. 500 children.

Involved volunteers profile and numbers: third-year students from the Civil Security Engineering department. The project is coauthored by 5 students, and run by a total of 20. There are two academic supervisors.

Rules of voluntary work: under the “Student Volunteering” programme; see 4.3.1

Extent of the activity: Warsaw and the surrounding area.

Enumeration of things done: courses in 7 schools so far, for a total of 500 pupils; 3 types of courses: help/relief and prevention during: winter holidays/summer holidays/the school-year; emphasis on more interactive forms of instruction; the main were: discussion groups, computer displays; fire fighting presentations; quizzes; drawing competitions.

Recommendations (conclusion): The program attempts to raise societal awareness and preparedness to prevent/tackle the biggest threats to human life and the environment, by targeting – under the influence of projects done in the U.S. – its youngest generation. It is also aimed at promoting positive values and role models among children at a crucial, formative, impressionable age.

4.4.8 Ośrodek Pomocy Społecznej Warszawa-Białołęka

Author of the good practice (institution): Ośrodek Pomocy Społecznej (Social Welfare Centre) in the Białołęka district of Warsaw

Main activity: various measures to activate and integrate the district's elderly, disabled, bed-ridden people (age-bracket: over-55), by OPS staff, local associations and volunteers.

People responsible for the action: Grażyna Bednarowicz

Contact: Ośrodek Pomocy Społecznej Warszawa-Białołęka, ul. Antalla 4, 03-126 Warsaw

Tel: +4822 614 46 36

Email: opsbialoleka@op.pl

End-users' profile and number: people with disabilities; pensioners; people approaching retirement; the ill; the lonely; the bed-ridden. The number varies, attendance at the biggest one-off events approached 150; for the biggest mailing action: 700.

Involved volunteers profile and numbers: youth from the Volunteers' Club at the OPS.

Extent of the activity: the Białołęka district in Warsaw

Enumeration of things done: a survey to gauge the needs and expectations of the target group; socials; joint activities with the local pensioners' clubs; lectures; sightseeing trips; pilgrimages to Catholic shrines (Częstochowa, Licheń); Easter and Christmas celebrations; mailings of Easter and Christmas cards, incl. to ill and bed-ridden people; dancing evenings. One highly publicized (in the local media) case concerned a lonely elderly man living in a crumbling hut and in need of constant care, who nonetheless would not be moved to a care home; volunteers helped him and highlighted the case; the house was refurbished, care and food supply secured.

Recommendations (conclusion): The program was launched in 2003 and the fact that it continues to this day testifies to its relevance. It was designed by social workers at the OPS, but the volunteers have played an important role, particularly in reaching the lonely and bed-ridden people. Next steps in the program include the creation of more narrowly-focused self-help groups, e.g. for the lonely.

4.4.9 The Adam Mickiewicz University of Poznan (UAM)

Author of the good practice (institution): UAM, Dom Opiekuńczo-Wychowawczy (Residential Home for Female Problem-Youth)

Main activity: multi-faceted support by volunteer students from the pedagogy department for the equalization of educational chances, and cognitive and emotional development of problem girls.

People responsible for the action : Katarzyna Segiet, phd, UAM

Contact : UAM, Zakład Pedagogiki Społecznej (Social Pedagogy Section), ul. Szamarzewskiego 89, 60-568 Poznań

Tel : +48 61 8292295

End-users' profile and number : residents of the home

Involved volunteers profile and numbers : pedagogy students with major in social work or re-socialization

Rules of voluntary work : work at the home counts towards the fulfillment of the practical component of the curriculum; first a volunteer team is set up, aims and procedures agreed upon, a plan of activity tailored to the needs and problems of the girls devised; tasks distributed; duties and obligations clearly specified; volunteers are supervised and supported by one of the staff, i.e. psychologist, pedagogue, director of the home etc.

Extent of the activity : the residential home for female problem youth

Enumeration of things done : group and individual work designed to help equalize educational chances of problem girls, also foster personal development, adaptation to the home, teamwork, self-satisfaction, self-knowledge, self-reflection, emotional expression, problem-solving, rationality, preliminary job orientation

etc. Activities include: teamwork – fostering independence through completion of assigned tasks e.g. staging a theatre play; technical works, sports competitions, pantomime, poetry evenings, work with therapeutic fairytales, on expressing feelings and emotions etc.

Recommendations (conclusion) : the project has resulted in an improved atmosphere at the home, improved relations between staff and girls, more active participation of the girls in lessons, a rise in self-acceptance and self-satisfaction, a shift in future plans. Volunteers were able to develop personally through helping others, prove themselves in new roles, as well as practice various methods of psychological research, e.g. case study, psychological diagnosis etc.

CHAPTER 5:

A COMPARATIVE OVERVIEW: THE ROLE OF VOLUNTEERISM IN COMBATING SOCIAL EXCLUSION: SOME EUROPEAN EXPERIENCES

Social exclusion is a problem besetting today's Europe, and combating it ranks among the EU's and individual member states' social-policy priorities. It is not an exclusive concern of public authorities: civil society has been the hotbed of various voluntary initiatives aimed at addressing the problem's various dimensions. To succeed, efforts of the public and voluntary sectors need to be pooled.

As Beveridge explained, voluntary action constitutes a means of social advance only if it is complementary to the statutory branch of a functioning welfare-state arrangement. At the same time he pointed out that the importance of voluntary action and voluntary associations is inherently tied to the concept of a free and democratic society, in which sovereign citizens control their government instead of being controlled by it. In a totalitarian society, i.e. in the case of government without citizens, volunteerism could not thrive. Conversely, in a situation where citizens are left without government, voluntarism could not achieve what the public sector is failing to do.²²

Our project, "VISION 21: Volunteerism and Social Services in the 21st Century", has brought together experiences and best practice from NGO's and public social-services agencies running volunteer-based social inclusion projects in Italy, France, Poland and Spain.

A study of these programmes (25 in total) has shown that the role of volunteerism in combating social exclusion in the four countries is, for all the differences in national social-policy models, largely similar. At least four common features of good practice in volunteer-based social programmes could be identified.

First, all four countries seem to share a recognition that a robust legal framework is essential for mass, and meaningful, involvement in combating social problems. Obviously, in neither of those countries was volunteerism brought to life at a stroke of the lawmaker's pen: a long tradition predates the legal category. The earliest regulatory measures appeared in the 1990's, presumably in response to

the progressive dismantling of “omnipotent” welfare states, based on statutory social services. This seems to be borne out by the Polish case, where volunteerism legislation was enacted as late as 2003. Earlier, global historical processes meant that it wasn’t until 1989 when Poland was able to start implementing the standards of a free, democratic society. A detailed regulatory framework for engaging volunteers in the work of statutory social-services agencies allows for a responsible and safe utilization of their emotional motivation and human capital in extending the scope and raising the quality of social service provision.

Secondly, analysis of best practice from the four countries reveals that success in engaging volunteers in the fight against social exclusion is more likely where there is a good link-up between local-government agencies and the voluntary sector. Both sides of this partnership benefit from strong ties with the local community in establishing contact with needy groups and mobilizing local resources. Paris’ MDCA (house of associations in the 19th district), where local voluntary groups are offered free office space, internet access and other technical help, can be held up as a model here.

Third, nation-wide umbrella organizations, such as CICOS in France and Centrum Wolontariatu in Poland, who pool resources, monitor demand for voluntary services and offer specialist training for volunteers, can act as important engines of growth for the sector.

Finally, examples of good practice gathered in the course of the project, regardless of country of origin and the specific target group, demonstrate the strong appeal of the fight against social exclusion as an objective of voluntary action. There is a willingness to help not just the socially marginalized members of one’s own community, but also actively resist exclusion on a global scale – as evidenced by the activities of fair-trade groups such as Curucuma (Italy) and DiDeSUR (Spain).

There are similarities as well in how organizations we met in the project work to develop their voluntary-service capabilities, i.e. in methods of cooperation with social-services agencies, ways to motivate, train and supervise volunteers, etc. A majority of organizations follow business models both in internal processes and volunteer skills-development. Volunteers are trained in overall communication skills, teamwork, and specialized skills tailored to the specific fields of the organization’s

activity. Training is closely linked to the practice of voluntary service. Evaluation and supervision typically involve active participation of volunteers themselves, thus ensuring quality feedback.

Organizations provide a variety of non-material benefits and gratifications, such as symbolic awards and expressions of gratitude. Some maintain a database of reference information on volunteers that can be drawn on by the latter in their professional careers.

In spite of tangible successes, the picture is not universally rosy, as reflected in the following passage from the contribution of our Spanish partners: "Right now we are witnesses of a social situation where nobody is willing to give for nothing and this may explain the decrease of volunteer recruitment". Our Spanish colleagues appear to have not only defined a problem that plagues, to a varying degree, every society, but also outlined a model for its resolution. Readers, and especially leaders of volunteer-based organizations, are referred to Chapter 4, section on Spain, for a full elaboration of the model. Identifying the organization's weaknesses in volunteer recruitment, which lies at the heart of the Spanish model, should be complemented with an analysis of its overall strengths.

To conclude, the visits, discussions and comparative analyses that made up the VISION 21 project point to four main aspects of good practice in forging closer links between social services and the voluntary sector: the choice of actions to ensure equal chances of participation in social life, as the field of voluntary activity; efficient organization of voluntary service; arrangements conducive to professional and personal development "on-the-job"; and the securing of support of local government. Legal acts regulating the role of voluntary service in social-welfare systems are a prerequisite for good, i.e. above all secure and responsible, practice in this field.

Footnotes

¹ IRIV, Paris, 96 p., 2001.

² IRIV, Paris, 96 p, 1999.

³ IRIV, Paris, 96 p, 1998.

⁴ Law n°84-1208 du 29 December 1984.

⁵ www.benevolat.com

⁶ www.planetesolidarite.org

⁷ www.fdf.org

⁸ 1991, 1994, 1997, 2000.

⁹ www.assoc.wanadoo.fr/fondationbenevolat

¹⁰ www.iriv.net

¹¹ www.benevolat.net

¹² Archambault E., Bon C., Le Vaillant M., *Les dons et le bénévolat en France*, Laboratoire d'Economie sociale – Université de Paris I – Institut de sondage Lavialle, pour la Fondation de France, Paris, 1991.

¹³ National Institute for Statistics and Economic Studies , INSEE, Paris, 2003).

¹⁴ Tchernonog V., *Enquête sur les associations*, Matisse-LES-CNRS, Paris, 2001.

¹⁵ Ibidem

¹⁶ ibidem

¹⁷ Halba (Bénédicte), Schumacher (Jürgen) et Struempel (Charlotte), « Encourager et faciliter le travail avec les bénévoles», op. cit.

¹⁸ Archambault (Edith) et Boumendil (Judith), *Les dons et le bénévolat en France*, op.cit.

¹⁹ Banca Etica is the first institution of ethical finance in Italy

²⁰ *Civitas is the national fair of the third sector organized every year.*

²¹ This data comes from the last two-year study (2004/2005) carried out by ISTAT, the Italian National Institute of Statistics, and regards voluntary organizations listed in regional and province registers at 31st December 2003.

We would like to precise that all the data presented refer to volunteers operating in those bodies that the Italian law defines as Voluntary Organizations. As we have seen the third sector in Italy is not regulated by one single juridical framework. There are in fact different specific laws for each different component. This study and ISTAT's research have not considered people volunteering in other organizations (NGOs, social cooperatives etc.)

²² Antonin Wagner, *Volunteerism, Voluntary Action and the Modern Welfare State* [in:] Labonté-Roset C., Marynowicz-Hetka E., Szmagalski J (Eds.), *Social Work Education and Practice in Today's Europe. Challenges and the Diversity of Responses*, Wydawnictwo Naukowe "Śląsk", Katowice 2003, p. 254.