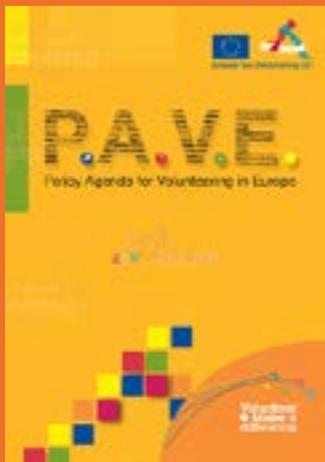




“Helping Hands” Hope for Europe! Conference Report 8-9 October 2015, Brussels

Five years after EYV 2011, volunteers continue to “Make a Difference”!
But how has it made a difference for volunteering?



**HELP BRING
OPPORTUNITIES FOR
PARTICIPATION IN
EUROPE**





8 October 2015

13.30-14.00: Registration

14.00-14.30: Opening Session

Cristina Rigman CEV President & **Corinne Cahen**, Minister of Family and Integration Luxembourg

Jana Zitnanska, Member of the European Parliament

14.30-15.30: Creating an **enabling environment**

Moderator: Mirko Schwärzel, CEV Board Member

What funding is available for volunteer-involving organisations & volunteering infrastructure?

What action needs to be taken to remove barriers to volunteering and make it more accessible?

- **Marian Harkin**, Member of the European Parliament
- **Robert Farrugia**, Former EYV 2011 NCB Malta
- **Vanessa Leigh**, Milieu
- **Marc Richir**, DG Home, European Commission

15.45-16.45: Improving the **quality of volunteering**

Moderator: Justin Davis Smith, CEV Board Member

How is the recognition, training & development of volunteers promoted and supported? What is the role and status for quality principles for volunteering? How can quality Employee Volunteering be ensured?

- **Silvia Costa**, Member of the European Parliament
- **Cristina Rigman**, CEV President
- **Michael Evason**, IBM (EVEN- Impact 2030)
- **Antonio Silva Mendes**, DG EAC, European Commission

16.45-17.00: Coffee break

17.00-18.00: Providing **recognition to volunteering**

Moderator: Alzbeta Frimmerova, CEV Board Member

What is the role of campaigns to promote and encourage volunteering? What links are there between volunteering, education (formal and non-formal) & life-long-learning? How do incentives & award schemes encourage volunteering?

- **Brando Benifei**, Member of the European Parliament
- **Pavel Trantina**, European Economic and Social Committee / EAV
- **Vicente Ballesteros**, CEV Board Member
- **Marcio Barcelos**, European Youth Forum
- **Ana-Carla Pereira**, DG EMPL, European Commission

18.00-19.00: **Valuing volunteering**

Moderator: Alberto Cuomo, CEV Board Member

What support is needed for research and measurement of volunteering?

What is the added value for social services delivery? How is volunteering linked to employability, health & well-being and social inclusion?

- **Sofia Ribeiro**, Member of the European Parliament
- **Krzysztof Pater**, European Economic and Social Committee
- **Leon Prop**, Red Cross EU Office
- **Gabriella Civico**, CEV Director
- **Benoit Fontaine**, King Baudouin Foundation
- **Marie-Anne Paraskevas**, DG EMPL, European Commission

9 October 2015

09.00-13.30: "Open Space"- EYV2011 Five Year Review: What next?

13.30: Closing Address

The CEV **“Helping Hands - Hope for Europe”** conference revisited some of the key statements from EYV 2011 and considered those commitments, promises and aspirations alongside some examples of varying developments in volunteering policy and practice across Europe in the subsequent five years. The participants shared their experiences in order to assess whether the foreseen legacy, illustrated in the selected quotes included in this report from the EYV 2011 Alliance, European Commission (EC), European Parliament (EP), and the EU Member States, has become a reality, and whether EYV 2011 did in fact “Make a Difference”? There is common agreement in Europe that volunteering is a choice based on free will that results in voluntary acts of kindness and expressions of solidarity that change people’s lives and have the power to change attitudes.

Volunteering is a Choice for Change!

Following the inputs from conference speakers and participants, included in illustrated form in this report, together with the background information that was provided for each topic, it is clear that considerable work remains to be done in order to realise a fitting EYV 2011 legacy. 5 years after EYV 2011, the required policy agenda for volunteering for the coming years can be illustrated through a focus on the **5 ‘Rs’**.



Recognition: The learning achieved by volunteers needs to be properly recognised and accredited when desired. The roadmap for the implementation of the recommendation on the recognition and validation of non-formal and informal learning should be fully implemented.



Real Value: The evidence base for volunteering policies should be improved whereby the contribution of volunteering to the economy and social cohesion and convergence be measured and better understood.



Regulatory Framework: Europe still requires a co-ordinated volunteering policy with a single contact point in the EU institutions. Local volunteering strategies need to be rewarded when they are well developed in line with PAVE recommendations, and supported to improve when they are not in order to continue to ensure quality volunteering standards.



Resources: Volunteers and their organisations, including infrastructure organisations providing advice, support and training for volunteering, deserve to be properly funded and supported, including through employee volunteering.



Refugees: Just as when PAVE was written there was a specific context of the economic crisis, at the time of the PAVE 5 year review, the fact that volunteers are the backbone to the support being offered to people seeking sanctuary in Europe also gives a specific focus. It is a current example, and visible symbol, of the importance of volunteers and the way that they embody European values, contribute to resilience, and are available to offer flexible and pragmatic solutions to shared challenges.

Europe is reminded through this situation that if the potential of these Helping Hands to offer HOPE for Europe is to be maximised, then there needs to be the organisational infrastructure available to welcome, recognise and value them. Only in this way will enough quality volunteering experiences, with the capability to harness their enthusiasm, commitment and energy, be provided. Implementing the 5 ‘Rs’ will bring Europe closer to this goal of the enabling environment for volunteering in Europe that citizens want - and Europe deserves!

years

5 R S

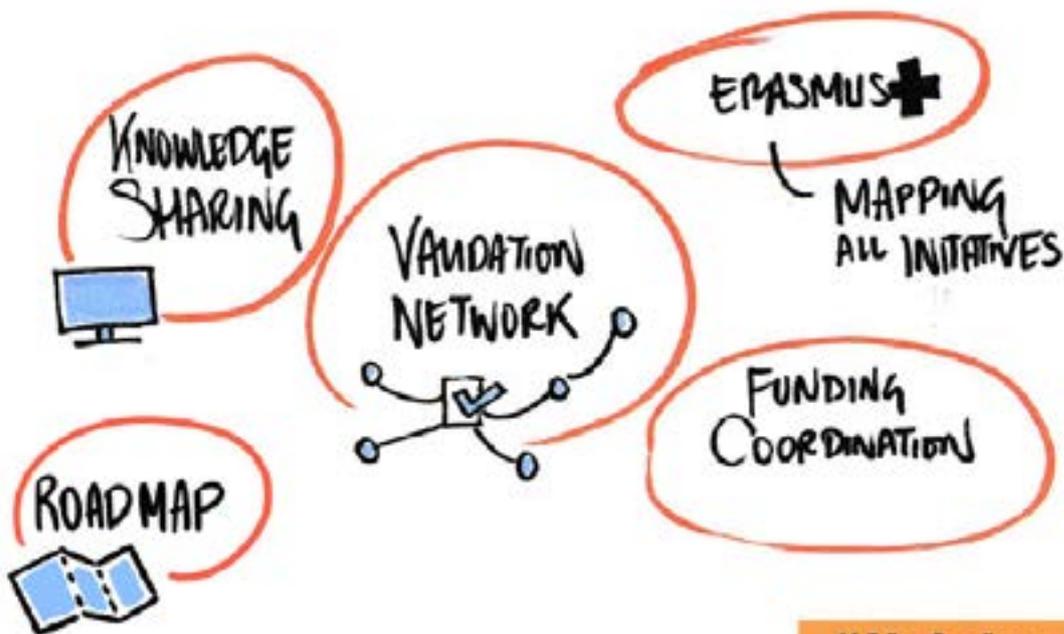
Help bring Opportunities for Participation in Europe!



WHAT I THINK



WHAT NEXT?



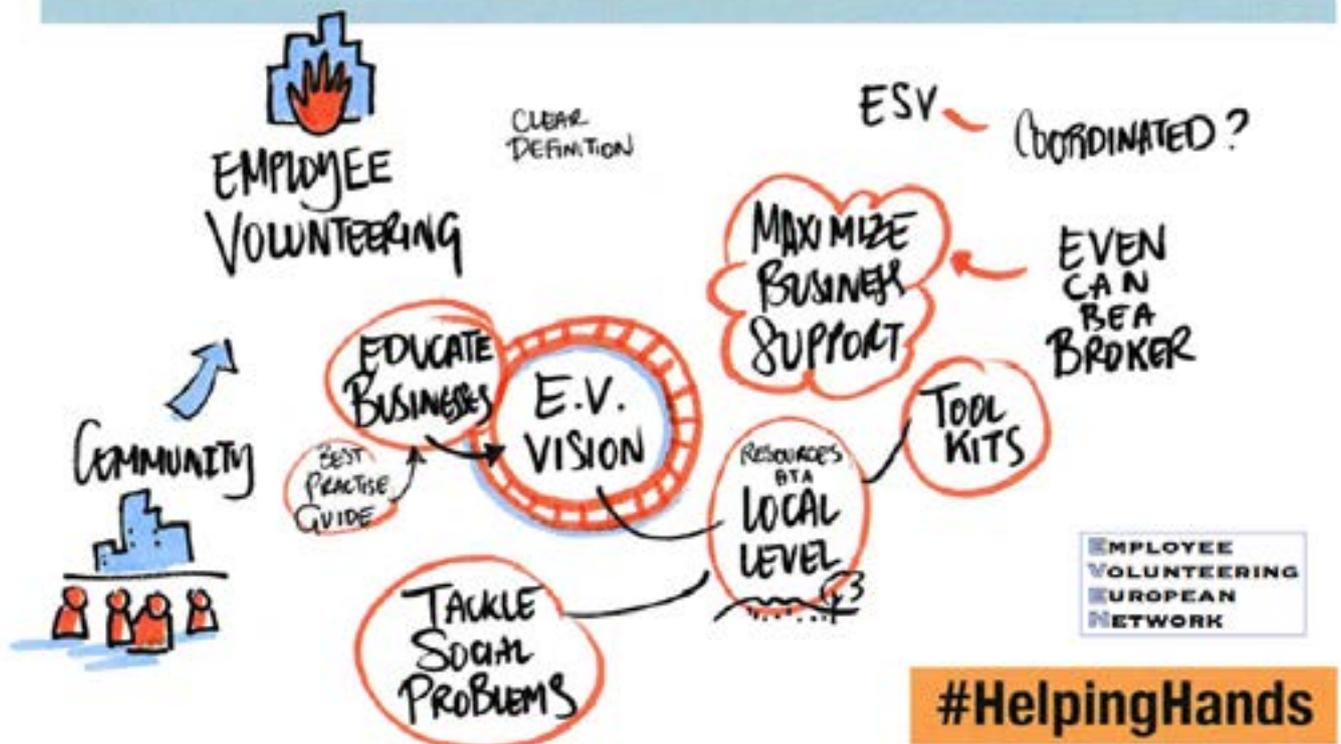
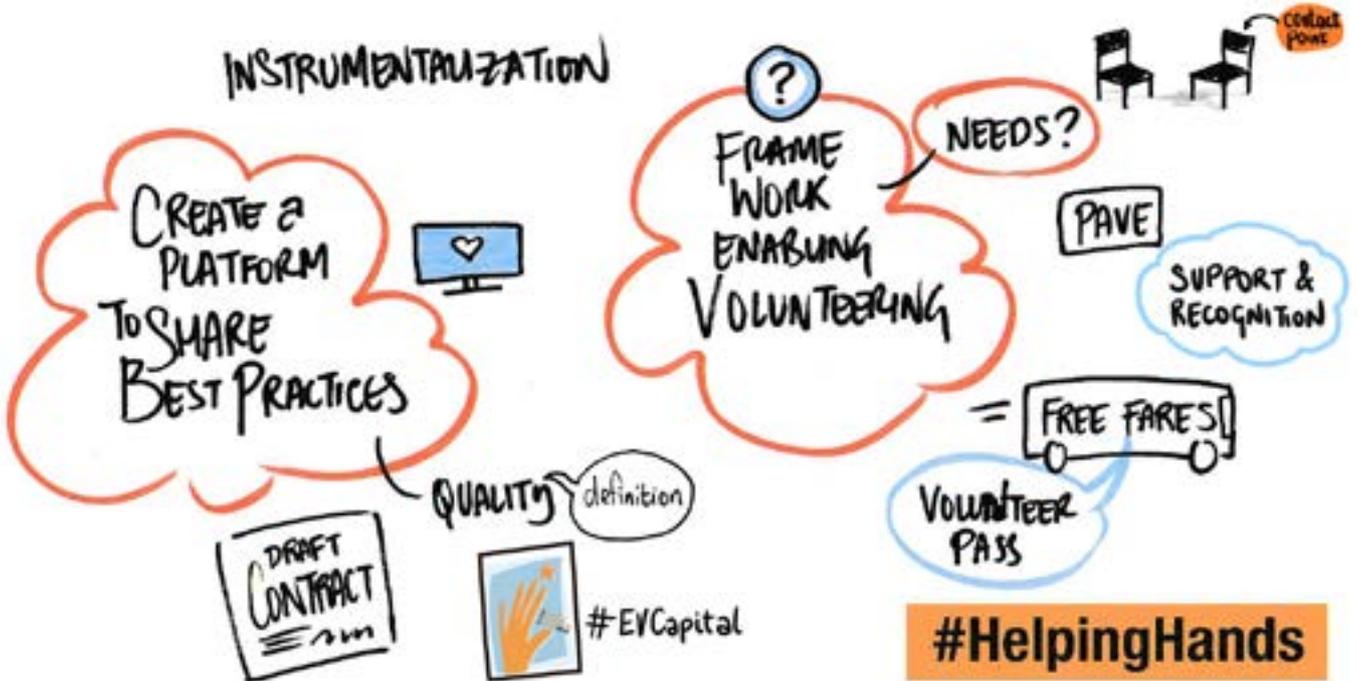
#HelpingHands



#HelpingHands



INSTRUMENTALIZATION





"To the attention of all policy-makers:

4 November 2015

Volunteers choose a different approach to refugees. Will you help?

In Europe we are lucky to have the freedom to choose, not least the opportunity to elect our Governments. Many citizens are shocked by the choices some of these Governments are making with regards to addressing the humanitarian needs of refugees in Europe. A great number of the refugees in Europe are people who have overcome tremendous obstacles to reach our continent, a region they imagined would be a place of safety. Compared to the wars, poverty and persecution that they have experienced in their countries of origin, Europe is still probably a more secure place. Recent incidents have shown us however, that it is by no means free from all danger.

Thankfully, lives are being saved because individual people have chosen to volunteer, to take action, showing solidarity and compassion in contradiction to the approach of many political leaders. Volunteers provide refugees with crucial help and care in the form of clothes, food, and shelter. They provide a change-making example to others through their helping hands.

These voluntary acts of kindness, by huge numbers of European citizens, have not only changed and saved refugee's lives, but they have changed the attitudes of others with regards to how they view and treat newcomers to their communities. This reflects and restores the intrinsic sense of solidarity and respect for human rights that is the real basis of Europe, an aspect that policymakers sometimes neglect, but volunteers demonstrate every day through their commitment and engagement.

We ask you, the policy-makers, to help provide the necessary means so that, when someone chooses to volunteer, the appropriate infrastructure is in place for them. Only through this will volunteer organisations be able to offer quality volunteering opportunities to all those who are willing to take positive action to meet the needs of refugees.

Do you know what your volunteers need? Will you join us in thanking all the volunteers supporting refugees in Europe on International Volunteer Day, 5th December 2015? Will you help more people volunteer to choose to change attitudes & save lives?

Your commitment will mean that volunteers can be properly managed with the appropriate training, equipment, and support, and that refugees will benefit from the full potential of this incredible resource based on free will, generosity, and European values.

Your local, regional and national volunteer centres and agencies are ready to help you to help the volunteers."



Creating an **enabling environment**

*“An enabling and facilitating environment for volunteering demands secure and sustainable **funding** for the volunteering infrastructure, especially volunteer-involving organisations. It requires understanding, coherent support and development from all stakeholders but especially policy makers, and needs a combination of support mechanisms and/or appropriate **organisational structures** which can be further strengthened by suitable **legal frameworks** and clearly identified rights and responsibilities for volunteers and volunteering.” (PAVE)*

Moderator: Mirko Schwärzel, CEV Board Member

What funding is available for volunteer-involving organisations & volunteering infrastructure? What action needs to be taken to remove barriers to volunteering and make it more accessible?

- **Marian Harkin**, Member of the European Parliament
- **Robert Farrugia**, Former EYV 2011 NCB Malta
- **Vanessa Leigh**, Milieu
- **Marc Richir**, DG Home, European Commission



Funding

EC: EU funding programmes in different policy areas will further target volunteers and promote cross-border volunteering.²

EP: Calls on the Commission to recognise volunteer time as eligible in-kind co-financing for all European grants, and to work with volunteer organisations in order to develop systems for recording and documenting volunteer time on the basis of the many tools and models available.³

Urges national, regional and local authorities to make adequate funding available, streamline administrative procedures and provide tax incentives for volunteers' organisations and networks, in particular small organisations with limited resources; calls, in this connection, for the concept of grants to associations to be clarified so that funding for associations is no longer confused with state aid which could hamper competition in the for-profit sector.³

Emphasises the need to make it easier for NGOs to gain access to European funding, in particular under the ESF, at national and European level Calls on the Commission to marshal the necessary resources to set up a European Volunteering Development Fund, in order to ensure that appropriate support infrastructure is put in place.³

Organisational Structures

NCBs: A focal point on volunteering within the European Commission is needed.⁴

EP: Calls on Member States and the Commission to set up a single point of contact in the form of a service with responsibility for volunteering policy and coordination in this area between Commission departments and the various institutions. In order to safeguard the achievements of EYV 2011, European volunteering policy - to which a piecemeal approach is currently being taken at EU level, with responsibility being scattered across a range of services - needs to be properly structured and coordinated.³

NCBs: The European Commission is invited to develop - respecting the national, regional and local competences and needs - adequate structures for exchange and cooperation of all stakeholders and civil society in the field of volunteering beyond EYV2011 and recommends that the Commission should continue to maintain contacts with the EYV 2011 Alliance successor, the European Alliance for Volunteering, and other volunteer based organisations.⁴

Legal Frameworks

EC: In countries lacking a volunteering framework and where there is a weak tradition or culture of volunteering, setting legal frameworks could give incentives to support the development of volunteering.²

EP: The EU Institutions can play a role in helping create a common legal framework.³

ENGSO: Volunteering is, in essence, done at a very local level, therefore the work of the European Union is best directed not at creating projects, but ensuring best practices are shared and bureaucracy is minimised. While legislation from Europe in the field of volunteering is not necessary, the specific nature of sport and volunteers in sport should be considered when creating and reviewing European legislation. The European Commission is, however, well placed to gather good legislative proposals from around Europe and recommend them to the Member States.⁶

EC: The mutual benefits of volunteering which stem from the migration of third country volunteers to the EU should also be recognised.²

EP: Calls on the Member States to implement the provisions of Directive 2004/114/EC1 on the conditions of admission of third-country nationals for purposes of study, pupil exchange, unremunerated training or voluntary service, and to simplify the procedures for the granting of visas, or to abolish them, for those wishing to undertake voluntary activities as part of the European Neighbourhood Policy.⁵

Calls for a European statute for voluntary organisations to be adopted in order to help ensure that they are given proper legal and institutional recognition.³



Funding

The new EU MFF 2014 - 2020 secured some EU funds for volunteering, notably, the Europe for Citizen programme, currently managed by DG HOME, retained volunteering as a priority. The new Erasmus Plus programme however, whilst offering new opportunities to fund and support volunteer projects in sports, lost the focus on life-long learning, resulting in a loss of opportunities for volunteers of all ages. Whilst EVS continues under this programme, and young volunteers and volunteers of all ages working in the youth or sport field can participate, opportunities for older volunteers over 35 in other fields are not possible. The EC response to a question on this from the EP in 2015 was: *"The programme supports among others the exchange of staff and other professionals involved in delivering and organising adult education rather than the mobility of learners."*

The EU Aid Volunteer programme has been launched by DG ECHO to good effect following an extended consultation and preparation period post 2011, ensuring that the programme offers opportunities that are largely compatible and complementary with existing efforts in HA. The programme does not place volunteers in emergency response or conflict situations, neither is it limited to young people as originally intended in the commitment contained in the Lisbon Treaty. EU Aid Volunteers, under the slogan "We Act, We Care", provide additional resources, either deployed in the field, online, or in HA organisations in Europe through an apprenticeship programme, contributing to resilience and post-disaster capacity building.

More flat rate funding for EC projects across all programmes has allowed volunteer time, in effect, to be used as co-funding. The restriction in allowing volunteer time to be used as co-funding in the Europe for Citizens budget-based operating grants however, remains an obstacle.

The "de minimis" regulation for services of general economic interest is causing difficulties for civil society engagement in the delivery of welfare and social services in Europe due to a perceived incompatibility between receiving both state grants and state contracts, a reality all too common for CSOs in Europe. The CEV VIEWSS Conference conclusions call for a partnership principle to be introduced at EU level (e.g. through a letter of agreement) for subsidies for services for community interests provided by CSOs to be exempted from EU competition law.

Little progress has been made regarding access for volunteer organisations to Structural Funds either because of individual Member State policies preventing this directly or effectively preventing it through the co-funding requirements generally out of scope for volunteer organisations. Other EU policies however, such as the Fund for European Aid to the Most Deprived, support civil society organisations to deliver social and welfare services through initiatives involving volunteers.

Organisational Structures

Following the publication of the final EYV 2011 report and the evaluation in 2012 the co-ordination on volunteering policy by the EC was halted, including inter-service meetings. Since then, there has been no agreed EC contact point for volunteering issues and volunteering stakeholders are required to contact separately a plethora of different DGs according to the issue under question.

The re-organisation of the EC DGs and the absence of a mirrored re-structuring by the EP committees has resulted in difficulties due to the fact that EP Committee work areas no longer correspond to their counterpart EC DG responsibilities. This has a negative effect on the possibility for a coordinated effort to inform policy and could have a particular impact and also result in some challenges during the MFF mid term review in 2016.

The European Alliance for Volunteering (EAV) was established in 2014 by several organisations previously involved in the EYV 2011 Alliance. Other ad hoc meetings have also been held by ex-EYV 2011 Alliance members in order to build on the legacy of the year and ensure coherent and appropriate follow up. On a national level, for example in Malta, support for the volunteering infrastructure that was initially pledged only for EYV 2011 has been maintained. In other countries, unprecedented support for volunteering was limited to EYV 2011 while it was an 'on-trend' theme and was discontinued afterwards as priorities shifted.

Legal Frameworks

EYV 2011 provided the impetus and context for the establishment and/ or revision of national and legal frameworks for volunteering across Europe. This was notably the case in central and eastern Europe and the Balkans where new laws and strategies were developed and introduced. The European Institutions have played a limited role in assisting in this development, although the "Guidelines for EU Support to Civil Society in Enlargement Countries, 2014-2020" contained a suitable focus on the role of volunteers in building a functioning civil society, coherent with European values of solidarity and respect for human rights.

The "Volunteering Infrastructure Publication" by CEV and the "Volunteer Rights Charter" developed by the European Youth Forum have contributed to continued monitoring and debate concerning the legal status of volunteers in Europe post EYV 2011. The situation regarding the Visa Directive, and the possibility it offers for third country nationals to enter the EU as volunteers, has deteriorated, as noted by the EESC in their EYV 2011 Report. The European Youth Forum has also been most recently active on this topic with support from other EAV members and interested stakeholders.

The European Statutes of Association process was given further focus in the European Years of Citizens 2013/14 and was called for in the EYCA publication "It's about Europe - It's About Us", but no progress made. The EP study on the cost of non-action in the field of volunteering concluded that the establishment of such a statute would not be cost effective.



MARIAN HARKIN MEP

"Let's look for REAL support"



#HelpingHands



DG HOME EUROPEAN COMMISSION MARC RICHIR

"Let's continue to WORK together"

INTERESTED become EUROPE FOR CITIZENS PROGRAM

VOLUNTEER COMPONENT

YES EUROPA

VOLUNTEERING PROMOTES SOLIDARITY

FOCUS ON SUBJECTS PEOPLE CARE about

IDENTIFY WHAT COMMUNITIES CAN DO.

EU SUPPORT

CO-ACTIVE CITIZENS

CONNECT WITH LOCAL AUTHORITIES

MORE COORDINATION NEEDED

#HelpingHands



VANESSA LEIGH
NILEU

CROSS-BORDER VOLUNTEER

ONE EU COUNTRY TO ANOTHER

GATHERED DATA

7,000 VOLUNTEER PER YEAR

COST OF OBSTACLES WERE LOW

RECOMMENDATIONS

IMPROVE DIALOGUE

VOLUNTEER CODE

IMPROVED TRAINING
VOLUNTEER MANAGERS

RECOGNITION

RESEARCH
MORE COMPARABLE DATA

#HelpingHands



ROBERT FARRUGIA
FORMER EYV 2011
NCB MALTA

"Let's continue TOGETHER"

2013 BERLIN
& NOT ENOUGH ATTENDEES

NO CONTACT POINT IN EU

COORDINATION NEEDED

EYV 2011 LEGACY

ACTIVITIES
FUND FOR SMALL VOLUNTEER GROUPS
Seed Fund

NATIONAL VOLUNTEER AWARD
YOUTH

VOLUNTEER WEBSITE
MATCH MAKER
7000 HOURS PLEDGE

VOLUNTEER CENTRE
RESOURCE POINT OF REFERENCE

We are ready to make a DIFFERENCE

#HelpingHands



Improving the **quality** of volunteering

*“Improved quality of volunteering requires a common understanding of the key principles and components of quality volunteering, including for example opportunities concerning **training and management** of volunteers. Improved quality increases the rate, impact and value of volunteering and there are many existing examples of good quality volunteering in Europe which, being context specific, will not always be the same in different circumstances. Quality volunteering invariably results from commonly agreed joint actions between stakeholders and involves strong and transparent **multi-stakeholder** partnerships.” (PAVE)*

Moderator: Justin Davis Smith, CEV Board Member

How is the recognition, training & development of volunteers promoted and supported?
What is the role and status for quality principles for volunteering? How can quality Employee Volunteering be ensured?

- **Silvia Costa**, Member of the European Parliament
- **Cristina Rigman**, CEV President
- **Michael Evason**, IBM (EVEN- Impact 2030)
- **Antonio Silva Mendes**, DG EAC, European Commission



Training and Management

European Council / EMPL: Support the development of civil society organisations (as key promoters of voluntary activities) at local, regional, national and European levels and their cooperation at European level, have a continuous dialogue with civil society and promote training of volunteers and organisations involving volunteers.⁷

EP: Calls on the Commission to see to it that Member States make it compulsory for volunteers to have proper insurance cover, in order to protect their health and safety during volunteer work.³



Multi-Stakeholder / Cross Sector

European Council / EMPL: Encourage companies and other private-sector operators to support initiatives promoting and enhancing volunteering in the context of employee volunteering.⁷

EC: As an expression of their Corporate Social Responsibility (CSR), both the private and public sector can play an important role in promoting voluntary activities. By investing in employee volunteering, they not only do “good” in the local community, but at the same time improve their reputation and image, help create a team spirit, improve job satisfaction, and raise productivity while allowing employees or officials to develop new skills.²

EP: Volunteering to be encouraged as part of corporate social responsibility strategies, in keeping with voluntary international standard.³

CSR Europe: Numerous references to employee volunteering have been included, truly recognizing the role the of businesses in volunteering-related activities. Indeed, 16 articles in PAVE refer to employee volunteering. The majority of CSR Europe’s corporate members and National Partner Organisations already undertake and promote employee volunteering across Europe.⁸

European Council / Sport: Encourage the development of voluntary activities in sport through cross-sectoral cooperation between public and private entities and civil society organisations in the areas of sport, health, culture, education, youth and social policy at local, national and European level.⁹



Training and Management

Whilst the EC tends to focus on numbers, e.g calling for a “doubling of the numbers of volunteers”, volunteer organisations have consistently stressed the need for quality in order to ensure sustainable volunteer-based initiatives that can result in successful and appropriate impact.

Volunteer organisations are increasingly challenged when dealing with the management of volunteers due to the decrease in funding as a result of budget cuts by grant and subsidy-giving bodies. The reduced funding leads to less capacity in the volunteer infrastructure sector to properly manage volunteering schemes, train volunteer managers and provide on-going support and advice to civil society organisations and volunteers. There is also a reduced capacity to monitor on-going developments, advocate for policies that are conducive to an enabling volunteering environment & contribute to properly matching the supply and demand of volunteers.

It can be concluded that continued, insufficient funding, and support for volunteering infrastructure, from both the EU Member States and private donors, has reduced quality in some areas due to more limited capacities for recruitment, training and management of volunteers. Austerity measures in particular have jeopardised quality volunteering in social services making it less of an added value and more central to delivery strategies.

The European Volunteering Capital competition launched by CEV celebrates and rewards quality through giving recognition to municipalities that are themselves recognising and supporting quality volunteering in their area.

The CEV VIEWSS conference highlighted that TTIP is threatening standards in social and welfare provision in Europe, including an impact on the assurance of quality experiences for, and services provided by, volunteers.

Multi-Stakeholder / Cross Sector

The CEV policy conference in spring 2012 developed the “Copenhagen Messages” highlighting the essential elements to enhance cross-sector collaboration for long term impact of voluntary action leading to innovation and social transformation.

CEV also worked with CODESPA to develop the study about employee volunteering (EV) in Europe and EV in Humanitarian Aid in Europe on behalf of DG ECHO, examining the contribution of the private, for-profit sector in humanitarian aid through voluntary effort.

The Employee Volunteering European Network (EVEN) was launched by CEV in 2013 with the help of founding partners La Caixa (FASVOL) Fundación Telefónica and Intel and has championed quality in employee volunteering, increasing its impact. The EVEN events held since 2013, and the EVEN Workbook translated in several European languages, have contributed to knowledge sharing and capacity building on EV, leading to improved quality, and increasing the rate, impact and value of EV projects in Europe.

DEMOS undertook a study to look at the impact of cross-sector collaboration between the private, for profit sector and Scouting. The results are shared in their publication “Scouting for Skills” that shows how participation in Scouts provides a range of soft skills, opportunities and networks that improve young people’s employment prospects in later life and how this was also true for the adult volunteers. Job satisfaction and general well-being were the most widely cited benefits of employee volunteering. The report recommends that employers in the private and public sector should develop employee volunteering schemes linked to personal development strategies, and provide a range of incentives to encourage take-up, such as explicitly linking volunteering to promotion and reviews.

The 2011- 2014 EU strategy for CSR highlighted the role that EV plays in effective CSR policies. The ongoing consultation on CSR with civil society however, excludes a formal representation of the volunteering sector in its multistakeholder forum. EV is also given a low priority in the CSR awards and by the EU Multi Stakeholder Forum on Corporate Social Responsibility held in 2015.

Another aspect of cross-sector collaboration that was explored by participants at the CEV VIEWSS conference in Autumn 2014 was with regard to the delivery of welfare and social services in Europe. The VIEWSS conference participants, pointing out that Europe rather than being at a crossroads as is often reported, is in fact at a more complex box junction-like situation, pledged to work together with actors from all sectors concerned with welfare and social service delivery to help European policymakers keep “the junction open”- assisting and allowing vulnerable people to pass through difficult times in order to reach a more included societal status where their rights are respected and needs are met.



CRISTINA RIGMAN

CEV President (ProVobis)

"Sometimes creativity is not ENOUGH"

VOLUNTEERING INFRASTRUCTURE

NEED

- ORGANISATION
- SUPPORT CENTRE
- RESPONSIBLE ORGANISATIONS

LEGAL FRAMEWORK

INCREASE QUALITY

FUNDING



QUALITY IS IMPORTANT. Pay attention!

RECOGNITION OF EFFORT & SKILLS GAINED

SUPPORT



WHO SHOULD PUSH THIS FORWARD?

#HelpingHands



MICHAEL EVASON

IBM (EVEN-IMPACT 2030)

VOLUNTEERING POSSIBLE THROUGH CORPORATE SUPPORT

RESPOND TO A REAL NEED

How can we make an Impact?

SHARE WITH OTHER COMPANIES

DRIVE ECONOMIC NEEDS

STAY CONNECTED TO COMMUNITY

TECH PROJECTS FOR VOLUNTEERS

BUILD STUFF

RESPOND TO COMMUNITY NEEDS

PARTNERSHIP

Who can we WORK with?

#HelpingHands



ANTONIO SILVA MENDES
DG EAC, EUROPEAN COMMISSION

"Volunteering for **social** inclusion"



#HelpingHands



SILVIA COSTA
CHAIR EP EDUCATION & CULTURE COMMITTEE



#HelpingHands



Providing **recognition** to volunteering

*“Recognition of volunteering is crucial in order to encourage appropriate **incentives** for all stakeholders and so increase the quantity, quality and impact of volunteering. It requires the development of a culture of recognition across Europe with re-enforcing positive public awareness messages through the media which show volunteering as a **driving force** that puts European values into practice. Recognition **schemes and tools** should include mechanisms for individual as well as collective volunteer achievements.” (PAVE)*

Moderator: Alzbeta Frimmerova, CEV Board Member

What is the role of campaigns to promote and encourage volunteering? What links are there between volunteering, education (formal and non-formal) & life-long-learning? How do incentives & award schemes encourage volunteering?

- **Brando Benifei**, Member of the European Parliament
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Incentives

EP: Calls on the Member States to facilitate volunteering through the provision of formal, informal and non-formal training to enhance volunteers' skills and empower them in their work, their dedication being primarily altruistic and disinterested; encourages them to introduce training courses in volunteering as electives in educational institutions.⁵

European Council / EMPL: Promote e-volunteering as an innovative form of voluntary activities, which is a positive aspect of the virtual activity of internet users. Promote favourable conditions for developing voluntary activities using instruments which may prove necessary, including strategies for the promotion and development of voluntary activities.⁷

European Council / Sport: Contribute to promoting a positive image of sports volunteers and of voluntary activities in sport. Promote voluntary activities in sport by, for example initiating publicity campaigns to increase awareness and promote positive attitudes towards volunteers. Explore the possible added value of establishing a reward system that recognises the most innovative voluntary projects in the field of sport.⁹

Driving Force

European Council / EMPL: Voluntary activities can contribute to the development of active citizenship, democracy, social cohesion and therewith to implementation of the basic values and principles of the European Union, namely: solidarity, sustainable development, human dignity, equality and subsidiarity, thus promoting European identity. Volunteering, as an expression of active citizenship, takes place in all areas of social life contributing e.g. to combating poverty and social exclusion, improving the situation of vulnerable groups, strengthening social integration and supporting active and dignified ageing, solidarity between generations as well as to economic growth.⁷

Promote the role of volunteering as a form of non-formal and informal learning contributing to obtaining new skills and competences and improved employability in each and every age and social group.⁷

EC: Volunteering is a creator of human and social capital, it is a pathway to integration and employment and a key factor for improving social cohesion. Volunteering translates the fundamental values of justice, solidarity, inclusion and citizenship upon which Europe is founded into action. Volunteers help shape European society, and volunteers who work outside of their home countries are actively helping to build a Citizens' Europe. Volunteering activities are implicitly linked with many European Union policy areas – such as lifelong learning, rural development and sport – where they add a valuable dimension to European Union programmes.²

Volunteering is an element of social innovation that can mobilise people's creativity to develop solutions and make better use of scarce resources. At the individual level, volunteering can be a means for citizens to acquire social skills, to play a useful role and to connect or re-connect with society. At the societal level, it can be a tool for the empowerment of people, especially for disadvantaged groups in society. The Council Recommendation on the Mobility of Young Volunteers seeks to boost cooperation between organisers of voluntary activities in the EU Member States. It invites civil society organisations and public authorities to develop voluntary activities and to open up these activities to young people from other EU countries.²

IJJO: "At first, I joined Unga KRIS and started volunteering to have fun and meet new people but I also saw it as a way to grow as a person and to start living a more normal life... now... I also expect to grow even more as a person, to take on responsibilities and face my fears in different social situation." Daniel - Unga KRIS Project Sweden.¹⁰

Schemes and Tools

EC: The Commission is preparing a proposal for a Council Recommendation on the Validation of Non-formal and Informal Learning including the recognition of competences acquired through volunteering. The future 'European Skills Passport' will give individuals the possibility of keeping a record of the skills and competences they acquire through volunteering.²

EP: Believes that the proposed 'Europass Experience' document would allow volunteers to describe and record skills developed during volunteer work that may not lead to certification, and encourages the Commission, in the light of the Council's Recommendation on the Validation of Non-formal and Informal Learning, to launch that document as soon as possible.³

Believes that the skills acquired by young people during volunteer work should be included in the European Skills Passport and Europass, so that formal and non-formal learning are treated in the same way.³



Incentives

There have been some notable examples of increases in the possibilities for service learning in formal education institutions and a follow up conference was held on the subject resulting in the publication “Education and Volunteering in Developing Active Citizens”. A well-intended proposal to introduce “compulsory volunteering” in Hungarian schools was abandoned and stakeholders in Slovakia are currently looking into the possible added value of introducing service learning in public schools.

Several awards and special events with a volunteer focus such as volunteer days, weeks and festivals have been introduced or expanded as a result of EYV 2011. Notably, in The Netherlands, the new national volunteering awards (“Meer dan handen awards”) are as a direct consequence of EYV 2011.

The CEV initiative of the European Volunteering Capital is also a direct outcome of EYV 2011 and seeks to take the legacy to the local level in Europe. The competition recognises municipalities that are excelling in developing an enabling volunteering infrastructure, and encourages those that are not to do better, giving the policy framework. PAVE, to guide them.

The “Discover e-volunteering” awards organised by Good Network Foundation have also been developed as a result of EYV 2011.

Senior Force Day was an important outcome of EY 2012, representing a continuation of the volunteering theme in subsequent European years and a concrete example of the EYV 2011 legacy.

Driving Force

The focus on volunteering in the media promoting and exposing the power of volunteering does not seem to have increased significantly since EYV 2011 although some issues have proved to be a catalyst for this. An example is the WWI100 year anniversary commemorations where the role of volunteers in remembering and commemorating the victims of war and recalling the importance of sustained peace in Europe has been highlighted.

The recent developments in Europe in relation to the immediate needs of immigrants, refugees and asylum seekers travelling to or through Europe have also placed the spotlight on the key role played by volunteers. Volunteers and their organisations have been, and continue to be, critical in alleviating suffering and bringing much needed material, social and psychological support to individuals and families and this has been widely reported by the media.

Volunteering continues to play a key role in active ageing & life-long learning and was highlighted as an important component of EY 2012 (European Year for Active Ageing and Intergenerational Solidarity). However, concerns are also frequently expressed by various stakeholders that volunteering can result in job replacement, exacerbating rather than alleviating, Europe’s unemployment challenges.

WAGGGS & WOSM conducted a study and published the “Skills for Life” report that showcases the Scouting / Guiding example of a non-formal learning approach manifesting as a driving force and positive influence in improving people’s life opportunities in all aspects, not limited to employability.

The Expert Group on Youth Mobility has lost momentum and has not met since Spring 2013 with the proposed meeting in 2014 being cancelled and no updates received in 2015.

Volunteering, and other civic engagement initiatives that are focussed on young people, especially NEETs, have been growing since EYV 2011. It is not clear however if this is a response to EYV 2011, or a consequence of the economic crisis and austerity measures.

Schemes and Tools

The proposed Europass Experience was ‘shelved’ by the EC pending an overall more extensive review of the Europass concept as a whole. The EC has also funded various initiatives focussing on developing tools for the recognition of non-formal learning through volunteering. This multiple funding of different approaches and methods has contributed to an increasingly fragmented approach across Europe with many different tools available which is in contrast to the expressed wish during EYV 2011 to develop a streamlined approach.

The EC “Recommendation on Recognition and Validation of Formal and Non-formal Learning” has led to the development of a “Roadmap”, an “Inventory on Validation Systems in Europe” and the “European Guidelines for Validating Non-formal and Informal Learning”. European volunteering organisations have also been invited to join the EQF Advisory group initially under the coordination of DG EAC but currently DG EMPL. The EESC have developed an “Opinion on the Recognition of Skills and Qualifications Acquired through Non-formal and Informal Learning” as a response to these developments.



BRANDO BENIFEI
MEP

"Volunteering is a **WIN WIN** game"



#HelpingHands



PAVEL TRANTINA
EUROPEAN ECONOMIC & SOCIAL COMMITTEE/EAN



e.a.v. European Alliance for Volunteering

PAVE DEVELOPMENT BOOSTER



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ANA-CARLA PEREIRA

DG EMPL, EUROPEAN COMMISSION



#HelpingHands



MARCIO BARCELOS

EUROPEAN YOUTH FORUM



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Valuing volunteering

*“Volunteering has a value and importance as one of the most visible expressions of solidarity promoting and facilitating social inclusion, building **social capital** and producing a **transformative effect** on society. Volunteering contributes to the development of a thriving civil society which can offer creative and innovative solutions to common challenges and contributes to economic growth and as such deserves specific and targeted **measurement** in terms of both economic and social capital.” (PAVE)*

Moderator: Alberto Cuomo, CEV Board Member

What support is needed for research and measurement of volunteering?

What is the added value for social services delivery? How is volunteering linked to employability, health & well-being and social inclusion?

- **Sofia Ribeiro**, Member of the European Parliament
- **Krzysztof Pater**, European Economic and Social Committee
- **Leon Prop**, Red Cross EU Office
- **Gabriella Civico**, CEV Director
- **Benoit Fontaine**, King Baudouin Foundation
- **Marie-Anne Paraskevas**, DG EMPL, European Commission



Social Capital

EC: Volunteer work is the glue that keeps society together. People contribute in good will, without looking for benefit and offer help to people who need it.²

European Council / EMPL: Voluntary activities can contribute to the growth and strengthening of social capital through development of a social network based on trust and cooperation and by encouraging behavioural attitudes based on engagement for the common good.⁷

EP: Volunteering plays a key role in creating human and social capital and promoting social inclusion; calls on the Commission and the Member States to give due recognition to the vital contribution made by volunteering in the world of sport and, specifically, amateur sport, in which field many sports organisations would not be able to function without the help of volunteers.³

European Council / Sport: Voluntary activities in sport contribute to active citizenship and to the integration of citizens with different backgrounds by creating better understanding and respect through the universal language of sport as well as contributing to the implementation of the basic values and principles of the European Union, namely: solidarity, sustainable development, human dignity, equality and subsidiarity, thus promoting European identity. Voluntary activities in sport promote positive social attitudes based on values developed through sport, such as: - fair play, - teamwork, - persistence, - responsibility, - leadership, - tolerance, - respect for others, and the ability to overcome obstacles.⁹

Transformative Effect:

IJJO: "Talking and helping new people is what I enjoy the most: by helping others I help myself. The feedback I get from the others is my salary; it's an intense feeling that cannot be bought by money. Volunteering enhances your self-esteem; it strengthens you as a person." Tony - Unga KRIS Project Sweden. ¹¹

EC: The Commission is willing to further explore possibilities to strengthen the link between volunteering and health/welfare, in particular with regard to the ageing society." The Commission may introduce proposals that specifically cater for volunteering in the EU's employment strategy, in its fight against poverty and social exclusion and in the context of the Commission's "New Skills for New Jobs" initiative.²

EP: Volunteering enables both young people and older people to make a contribution to society and earn recognition and esteem in return, and that this improves their quality of life, wellbeing and general state of health.³

European Council / EMPL: Volunteering can create opportunities for learning, and engaging in voluntary activities provides citizens with new skills and strengthens their sense of belonging to the society and can be a catalyst for social change.⁷

Mobilise the potential of people experiencing exclusion, who can be active citizens through voluntary activities that increase their sense of efficacy and change the stereotypical image in society which reduces them to aid beneficiaries.⁷

European Council / Sport: Voluntary activities in sport can act as an impulse for the development and promotion of physical activity at all levels, bringing with it improvement in the well-being of citizens and reducing lifestyle diseases. The sport sector, together with voluntary activities in sport, constitutes a measurable and significant economic and social value in national economies, with potential to stimulate growth and employment rates throughout the European Union.⁹

Measurement

NCBs Social research in the volunteering field and the provision of comparable data at European level on the measurement of volunteering and active citizenship should be intensified.⁴

EC: Research and data collection on volunteering should be encouraged at the national level. In this context, the use of the International Labour Organisation's (ILO) Manual on the Measurement of Volunteer Work and the United Nations Handbook on Non-Profit organisations is recommended.²

European Council / EMPL: Consider encouraging production, publishing and sharing of research tools/methodologies and results concerning voluntary activities and active citizenship, along with statistical data including studies on the impact of voluntary activities on the economic and social condition of the Member States and social well-being, also taking into account the gender dimension.⁷

EP: Notes that some Member States have implemented the guidelines set out in the ILO Manual on the Measurement of Volunteer Work, and encourages the others to follow suit so that a body of comparable data providing a clear picture of the valuable contribution such work makes to society may be compiled; calls on the Commission to undertake a detailed analysis of national volunteering practices and traditions with a view to fostering a common European approach.³

European Council / Sports: Study the development of sports based on voluntary activities within the European Union, including research on its economic and social impact.⁹



Social Capital

PAVE stated that “There is no Europe without volunteers; they contribute greatly to both social Europe and its economy. The spirit of volunteering runs deeper than financial cuts and economic hardship and generates social capital that, while almost impossible to accurately measure, is an intrinsic and necessary aspect of European life”. This fact has not been reflected in EU policies that have increasingly and disproportionately focussed on economic and monetary policy and have neglected a more holistic approach that also takes into account the social dimension of Europe. The EY2013/14 EYCA recommendations “It’s about Europe, It’s about Us!” highlighted this point, emphasising the need for European policies to focus on people and their lives and experiences as a whole rather than simply in terms of financial prosperity.

The CEV study “The changing perspectives, in the context of the economic crisis and consequential austerity measures, on the role of volunteer organisations in the delivery of welfare services” aimed to analyse whether volunteering is being instrumentalised for the delivery of welfare services as austerity measures intensify. It concluded that whilst there was evidence of increasing involvement of volunteers in the delivery of social and welfare services there was no conclusive proof that this was as a direct result of the economic crisis and that other factors such as political principles related to ‘smaller states’ and the ‘free market’ were also influential.

Volunteering stakeholders have expressed concern about instrumentalisation: “The volunteering sector should be vigilant to safeguard the concept and values of volunteering by respecting the rights of volunteers and of CSOs, should help stakeholders to preserve the underlying universal principles of volunteers and volunteering through advocacy, capacity building and other means, that common tools should be developed at the European level to prevent the exploitation of volunteers, and that governments should invest resources in infrastructure and platforms that provide support for all volunteering stakeholders, especially in times of austerity” (CEV VIEWSS Report).

Transformative Effect

The “Beyond GDP” debate continues, but to a limited effect. The European Quality of Life surveys will gather data about volunteering and as such will enable a measure of a wider range of contributions to society other than economic growth.

The European Year of Active Ageing and Intergenerational Solidarity in 2012 focussed on the role of volunteering and the 2014 Campaign for Reconciling Work and Family Life promoted by COFACE also gave it some attention.

The newly launched European Week of Sport provides a powerful framework to highlight the transformative effect of sports and the key role that volunteers play in making this possible. Unfortunately there is no apparent focus on this from the EC and represents another example of the consequences of a lack of coordination at the EU level with regard to volunteering.

The continued lack of coordination at the EU level regarding volunteering programmes, policies and data gathering makes a realistic assessment and measure of the true transformative effect of volunteering in Europe impossible and consequently for proper evidence-based policies to be developed. A situation that makes volunteering budgets at all administrative levels and fields easily and increasingly vulnerable to cuts.

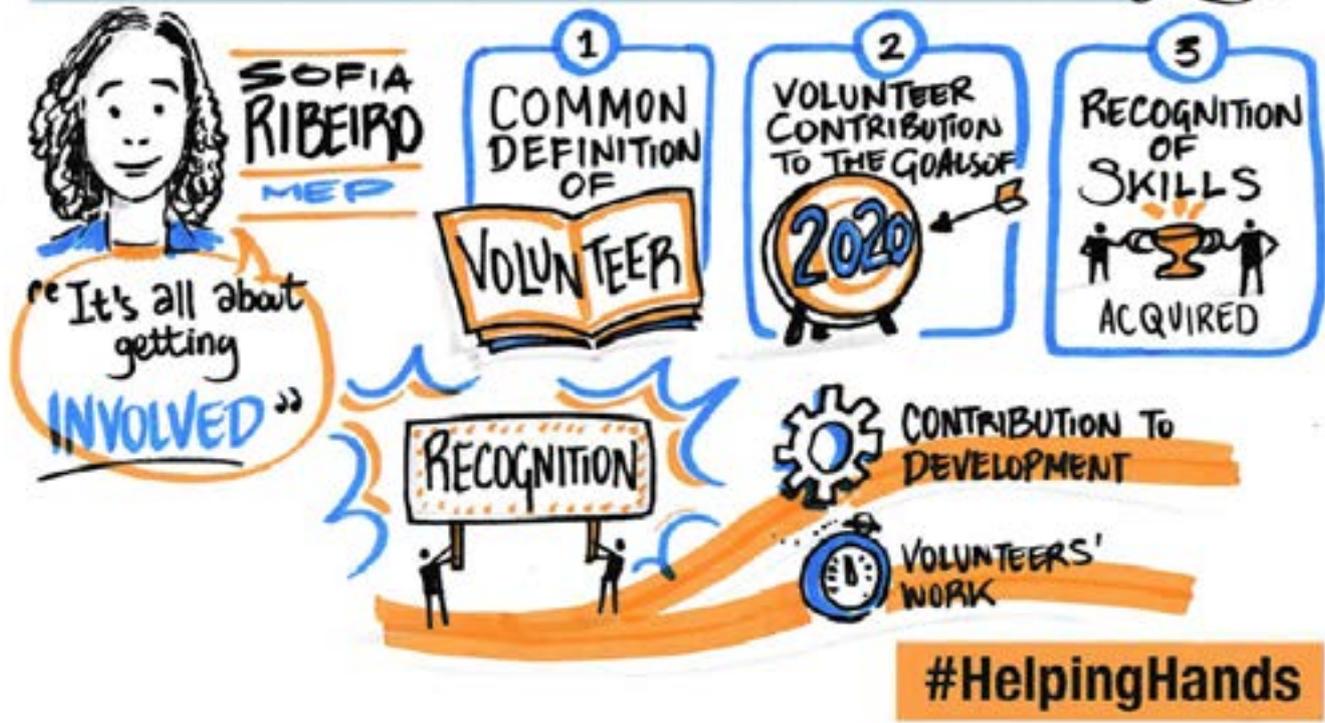
The Justice Involving Volunteers in Europe (JIVE) project funded by the EU criminal justice programme gives focus and context to examples of the transformative effect of volunteers. Their report “The role and value of volunteers in the criminal justice system” provides evidence concerning why the EU should continue to support volunteering.

Measurement

The proposed ILO methodology to provide comparative data on volunteering has been implemented in Hungary, Poland, Italy, Ireland, Belgium and Portugal. KBF and CEV hosted an event in 2015 where stakeholders from these countries shared their results and experiences and representatives from the EP and the EESC their support and perspective on the topic. The absence of support from Eurostat and other EC authorities has impacted negatively on a wider take-up by other countries.

Collaborating with NEF, KBF and the Bosch Stiftung, CEV has continued to focus on the need and added value of a common European approach to the measurement of volunteering and the EESC have developed an Own Initiative Opinion that expresses the need and importance of this. Stakeholders are in agreement that measurement is needed, not only in order to calculate the economic value (the focus of ILO), but also to develop indicators and methodologies for the measurement of impact. ESOMAR Foundation is working with CEV in a pro bono capacity supporting these efforts. The EU has also funded through a Horizon 2020 grant, the Third Sector Impact Project that includes volunteer measurement as an element.

An attempt was made in 2013 to implement an EP Pilot Project to test the ILO module in different EU Member States but the proposal was rejected by the EC on the basis that volunteering is not an EU policy area. Currently there are ILO processes to redefine work to include non-paid work that would result in measurement of all non-paid work as an integral part of the measurement of work in general, therefore making the need for a separate module to measure volunteering obsolete. The EC response however to an EP question on the topic in 2015 was: “Eurostat will implement in the EU-LFS the change in the definition of employment. Indeed, the aim of the EU-LFS is to measure employment / labour force status and not work in general. In addition, countries for which own use production work is significant can collect it in their LFS separately from employment, on a voluntary basis. It has finally been agreed that unpaid trainee work, volunteer work and other forms of work should not be part of the core programme of the LFS.”





There's a need for DATA

10,000 SAMPLE

BELGIAN LAW

4 HOURS a week

COMPARISON OF DATA HAS LIMITS



VOLUNTEERS SOCIAL STATUS
CONNECTED

PUT IT ON POLITICAL AGENDA



#HelpingHands



SOCIAL EXCLUSION

VOLUNTEER INCOME



LABOUR MARKET

SOCIETY



ACTIVE INCLUSION STRATEGY

STAKEHOLDERS INVOLVED

HELP SUPPORT SMALL ORGANISATIONS

FUND EUROPEAN

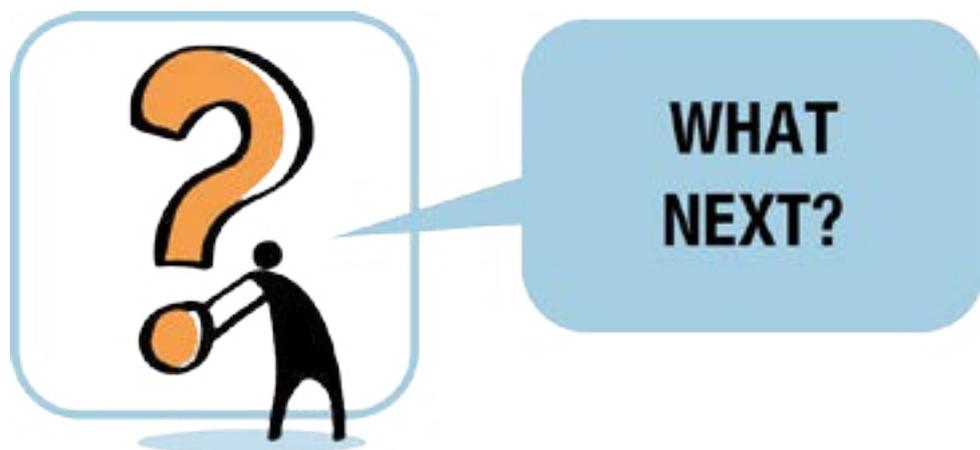
SOCIAL INTEGRATION MEASURE



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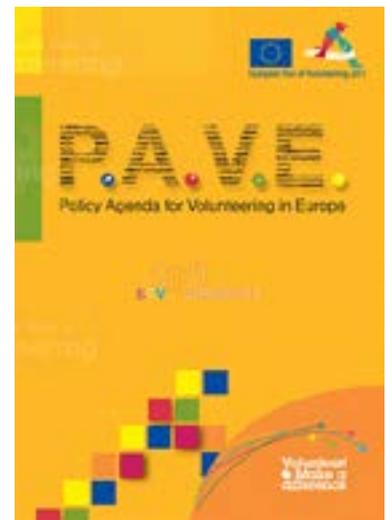
EYV 2011 Alliance: “PAVE marks the beginning of a new phase in the development of volunteering policy in Europe and it is hoped that all stakeholders in volunteering will use PAVE in the coming months and years as a source of inspiration and guidance for the development of a more enabling volunteering environment in Europe. An agenda implies action, and it is hoped that PAVE will inspire future action to develop and support volunteering in Europe.”¹

EC: “The EU is committed to ensuring a long-term follow-up to the 2011 European Year of Volunteering and to continuing the dialogue with the relevant stakeholders in the different policy areas related to volunteering. The Commission will give the forthcoming European Year of Citizens (2013) an appropriate volunteering dimension, promoting notably cross border volunteering.”²

EP: “Calls on the Commission to introduce and develop a volunteering policy and to use the open method of coordination in order to foster dialogue and cooperation between stakeholders in the various Member States”³

NCBs: “The EC should take proper account of the recommendations laid down in the Policy Agenda for Volunteering in Europe (PAVE), as the basis for an action plan for the future.”⁴

PAVE: “There is no Europe without volunteers; they contribute greatly to both social Europe and its economy. The spirit of volunteering runs deeper than financial cuts and economic hardship and generates social capital that, while almost impossible to accurately measure, is an intrinsic and necessary aspect of European life.”⁵



SECTION 2 Quality Volunteering

SECTION 3 - Legal Frameworks

SECTION 4 - Volunteering Infrastructure

SECTION 5 - Recognition Tools

SECTION 6 - Value of Volunteering

SECTION 7 - Employee Volunteering

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