

European Conference
“VIEWSS”-Volunteering in European Welfare and Social Services
2-3 October 2014 – Turin, Italy



Briefing Documents and Programme

Thursday, 2 October 2014

CEV General Assembly

- 09:00 – 09:30 Registration for the General Assembly (CEV members only)
09:30 – 13:00 CEV members' General Assembly
13:00 – 14:00 Lunch (CEV members only)
14:00 – 16:00 CEV members' General Assembly

Venue:

CSV Turin VSSP
headquarters Via
Giolitti 21

VIEWSS Policy Conference

- 14:00 – 16:00 Registration for the conference

Venue:

Piazza dei Mestieri
@ Via Jacopo
Durandi, 13,
10144 Torino

Opening Remarks:

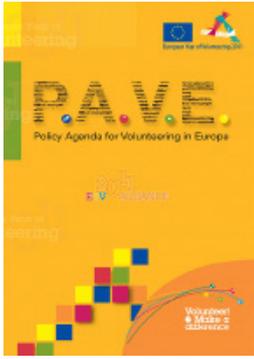
- 16:30 – 17:00 Government representatives (National, Regional, Provincial, Local)
17:00 – 17:30 CSVNet, Idea Solidale, VSSP & other stakeholders.
17:30 – 18:30 Key Note Presentations on the topic: Different welfare state models in Europe –
What role for the state and what role for CSOs and volunteers?
Speakers: Eva Hambach - Niccolo Rinaldi - Luca Jahier
18:30 – 20:00 **Marketplace** (organisations at stands, presenting their projects / experiences, studies, data).

**20:30 Reception Dinner at the venue with announcement of the
European Volunteering Capital 2015 Candidates.**



Friday, 3 October 2014

- 09:30 – 10:30 **Plenary session-** Setting the scene:
Presentation of the topic briefing documents that have been distributed in June/ July 2014
10:30 – 11:00 Coffee break
11:00 – 13:00 **Parallel workshops** (1 through 5 in English, 6 in Italian)
1. Welfare Models and Sector Relations
2. Contracted Services Provision by Civil Society Organisations
3. Instrumentalisation of volunteering
4. Legal Issues & Quality Standards
5. Work-Life Balance and Social Care
6. Legal Issues & Quality Standards
13:00 – 14:30 Lunch
14:30 – 16:00 **Parallel workshops continued**
16:00 – 16:30 Coffee break
16:30 – 17:30 Reporting from the parallel workshops: **Drafting the final Document**
***The outcome of the conference will be a policy document about the engagement of
volunteers in the delivery of welfare and social services.***
17:30 – 18:00 **Closing remarks by CEV President.**



The Policy Agenda for Volunteering in Europe (P.A.V.E.) drafted during the European Year of Volunteering 2011 submitted that “the crisis is forcing governments to re-assess the European Social Model” and that “in some spheres the debate has led to suggestions that volunteers and volunteer-involving organisations can and should deliver services instead of the state”.



The online CEV Volunteering Infrastructure Publication compiles reports on the different volunteer support systems in place across several European countries. The reports highlight that the legal and financial frameworks as well as the operational spheres for volunteer organisations are going through an unprecedented period of change.

The CEV study “**The changing perspectives, in the context of the economic crisis and consequential austerity measures, on the role of volunteer organizations 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.

Austerity Measures:

Official action by a government to reduce the amount of money it spends. It refers to a policy of deficit-cutting by lowering spending via a reduction in the amount of benefits and public services provided.

Welfare and Social Services:

Actions & support provided to vulnerable people such as elderly people, people with disabilities, people with illness, homeless people, isolated people, disadvantaged children etc.

Civil Society

Organisations (CSOs):
Includes not-for-profit NGOs, Volunteer associations, Volunteer organisations etc. i.e not public authorities or for-profit companies.

The VIEWSS conference will gather additional evidence and examples relating to this trend and inform a CEV policy document on “Volunteering in European Welfare and Social Services”.

This will be done through **participants sharing evidence** from their countries and discussing 6 sub- topics.

Organisational Marketplace: Participants are encouraged to share best practice examples of the involvement of volunteers in Welfare and Social Service Delivery in the Marketplace session on 2 October 18:00 – 20:00.

Parallel Workshops: Workshops will be held on six topics, in two sessions on 3 October 11:00 – 13:00 & 14:30 – 16:00. The workshops will be guided by a facilitator and these briefing documents that provide some “food for thought” and leading questions. Participants are encouraged to consider the questions in advance of the conference and come with some thoughts and ideas according to their experiences and perspectives. Through exploring the questions in the workshop groups or smaller sub groups policy recommendations will be drafted. Each workshop group will then present their recommendations in the final plenary where the final policy conclusions and recommendations will be agreed.



I. Welfare Models and Sector Relations

When looking at the history of the development of State welfare services in Europe it can be seen that services which at the beginning of the 20th century were being provided within the family, or by local community groups (formal or informal) or larger regional or national philanthropic organisations, were gradually, during the course of the century, replaced by State organised services.

Across Europe a trend could be observed towards a greater role for the State in providing universal welfare services for all and a reduced reliance on local and philanthropic (voluntary) responses to the needs of vulnerable people. This trend was made possible through the varied approaches existing in Europe to taxation and the consequential financing, and therefore availability and access to welfare services. In most cases the funding model was based on the premise of full employment and on that people would rarely be vulnerable, and, therefore, not in need of welfare services for their entire lives. The premise was rather that this need would be for certain periods of time, followed and preceded by periods of employment and therefore net contribution to, as opposed to receipt of, welfare services. Before 2007 and the onset of the economic crisis, European countries could be divided into those with:

- Well established State welfare services
- Newly established welfare systems
- Emerging welfare systems.



Pre 2007 the system was already under pressure due to increasing numbers of vulnerable people resulting from advances in health care and improved nutrition and sanitation leading to longer life expectancy. The rising unemployment rates caused by the economic crisis resulted in both a decrease in net contributors to the costs of State welfare service provision and an increase in vulnerable people in need of services.

It is important to recognise that even during the period of growth of the volume and scope of State welfare service provision in Europe that non-State actors (civil society organisations and for-profit companies) continued to play a role in meeting the varied needs of the vulnerable and most vulnerable in communities across Europe. Civil society organisations invariably relied on the activities and expertise of volunteers to meet their aims and objectives which they did in parallel or alongside State service provision rather than as a part of it. This issue was highlighted in the study commissioned by the EESC on “The Impact of the Crisis on Civil Society Organisations in the EU – Risks and Opportunities” (2012) “*The socio-economic crisis triggered by the financial crisis in Europe has resulted in an increased need for CSOs to work hand in hand with governments to solve these pressing problems that have emerged, in part, as the result of the financial crisis.*”

The austerity measures introduced as a response to the economic crisis have required States to look at other, more cost effective ways to deliver services to the most vulnerable. This has weakened the state institutional actors charged with dealing with the needs of vulnerable people. Volunteering is being looked upon as a counterbalance to this situation and volunteers are proving to be capable to help organisations and state institutions in different roles to meet the needs of vulnerable people.

Some questions

Q: Is there an increasing reliance on civil society organisations to ensure that a safety net for the most vulnerable continues to exist? If so, what are the reasons for this?

Q: Has the economic crisis and implementation of austerity measures been used as a pretext and rationale for the abdication of state responsibility in certain areas of welfare provision causing civil society organisations to be forced to fill the gap?

Q: Is the idea of the European Social Model unrealistic after the end of full employment and the absence of wages that are high enough for a single earner to sustain and support extended families?

This media report from Sweden highlights how a new mother of triplets in Denmark relies on the support of a volunteer since the State offers no support in such cases. <http://www.svt.se/nyheter/varlden/volontarer-los-er-heidis-livspussel>

“During the period of establishing an entirely different social protection system, Lithuanian NGOs were particularly active, seeking to strengthen contacts with their counterparts from abroad and using new training opportunities that emerged so as to improve their capacity to deliver services. Especially active in that regard were newly created NGOs, oriented toward closer work at the community level. The new knowledge acquired through donor support and the advice of foreign colleagues resulted in newly acquired skills and helped to better understand the role of NGOs in social policy implementation, while also improving their capacity to deliver specific services.” (‘Building Social Security in Lithuania and Civil Society Involvement’ Angele Čepenaite)



Notes:

Resources

- http://ec.europa.eu/regional_policy/sources/docoffic/official/reports/interim8/interim8_en.pdf
- The, Esping Andersen's analysis in, Esping Andersen, G. (1990): The Three Worlds of Welfare Capitalism, NJ: Princeton University Press.
- <http://eng.newwelfare.org/2010/10/08/a-comparative-analysis-of-welfare-systems-and-the-health-and-social-sector-evidence-from-16-european-countries-2/>
- Ferge, Zsuzsa (2001): Welfare and “Ill-Fare” Systems in Central-Eastern Europe 2001: 132–138. In Zinka Kolarič, Third sector organisations in the changing welfare systems of central and eastern European countries
- <http://ec.europa.eu/social/main.jsp?langId=en&catId=750>
- Centro Nazionale di prevenzione e difesa sociale — Fondazione CaRiPlo (2007): Sistemi di Welfare a confronto, Giuffrè Editore, Milan, in A Comparative Analysis of Welfare Systems and the Health and Social Sector: Evidence from 16 European Countries, by Gabriella Pappadà, Paper No. 15/2010
- <http://www.anpasnazionale.org/component/content/article/15-comunicati-stampa/1532-anpas-lavoltabuona-documento.html>
- <http://link.springer.com/article/10.1007%2Fs11266-011-9221-5#>
- <http://www.plataformavoluntariado.org/noticias/2858/La/Plataforma/del/Voluntariado/de/Marbella/prestara/servicios/en/el/hospital/de/la/Costa/del/Sol>



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2. Contracted Service Provision by Civil Society Organisations:



A contentious issue appears to be whether civil society organisations want to become contracted deliverers of welfare and social services. Civil society organisations already make a huge difference in the welfare and social services sector as they regularly and consistently deliver all kinds of services on a daily basis. It can be observed that they are often much better at reaching the target groups than the public authorities or for-profit companies. Civil society organisations are seen however as separate and self-governing actors and this is one of the reasons that not all organisations are interested in being-subcontracted – they don't want to be 'reduced' to a deliverer of services, or to be too closely connected to the public welfare authorities.

Whilst the involvement of volunteers by civil society organisations can often be motivated by budgetary restrictions i.e. that there is a lack of available funds to pay someone to carry out the required role, it can also, and often more importantly, be based on the added value that volunteers can bring to meeting the needs of vulnerable people. The fact that someone is offering to meet needs based on factors related to social capital such as a sense of solidarity, or a willingness to contribute to social cohesion and community transformation, rather than through a contractual financial obligation is often reported by beneficiaries and service providers as a contributing factor towards increased output and effectiveness in the results achieved.

Examples

In France there is a close connection between the State and civil society organisations, for example they run a lot of hospitals with State funding. Each ministry has various civil society organisations with whom they collaborate. The experience in countries such as France however shows that the role of volunteers and civil society organisations are becoming more important in welfare service provision and this trend can be seen to have a direct relation to budget cuts caused by the economic crisis.



In Sweden the local or State authorities contract civil society organisations to deliver services but on a very low level and for-profit companies are much more likely to have this kind of relationship. There is however increased political interest from the local or State authorities towards civil society organisations becoming deliverers of services and in the absence of austerity measures there must be other reasons for this.



In Belgium & Spain there are no direct contracts with civil society organisations to deliver services but partner organisations are funded through subsidies or separate calls for projects / Programmes. Therefore, subcontracting is not the right term to use although the effect is very similar. *“In Spain until the mid 80's most social actors adopted a negative attitude towards volunteering since the State was viewed as the responsible and capable actor to satisfy all social needs. But in the 1990s after this period of negative attitude towards volunteering the Spanish society began to realise that the State was not able to satisfy all social needs. As a result, voluntary organisations sought the support of individuals and government. The Spanish voluntary sector today has been shaped during this period. Volunteering is very much related to the Welfare State model due to the fact that the third sector (civil society organisation) has become a service provider in association with the State.”* (Vicente Ballesteros).



In Lithuania *“there are very good examples of NGO partnerships and cooperation with the government at the national level. For example, the Ministry of Social Security and Labour has been supportive of NGO-run projects such as child day-care centers, local community self-government and national volunteer activities. The national program for youth policy development, created to cover the period 2011-2019, seeks to run child day-care centers, provide various kinds of support to families, integrate people with disabilities, and promote youth participation in the life of community and community development as a whole. Despite the high quality of social services provided by NGOs at the local level, some municipalities are reluctant to recognize their contribution, because those services are cheaper compared to their own.”* (Building Social Security in Lithuania and Civil Society Involvement Anžele Čepenaite)



Some questions

	Yes	No	Maybe
Are civil society organisations and volunteers becoming more important stakeholders in welfare and social service provision?			
Do civil society organisations want to be contracted service deliverers?			
Through the added value brought by volunteers are their organisations more effective in delivering services than state institutions or for-profit actors?			
Increased availability of volunteers caused by the rising unemployment rate?			
Is there any evidence for this?			

Notes:

Resources

- <http://www.theguardian.com/global-development-professionals-network/2014/mar/28/international-ngos-funding-network>
- <http://www.rassegna.it/articoli/2013/03/20/98247/se-il-volontariato-sostituisce-lo-stato>
- http://eng.newwelfare.org/2010/10/08/a-comparative-analysis-of-welfare-systems-and-the-health-and-social-sector-evidence-from-16-european-countries-2/#.U3sIDvl_uEc
- <http://ivo.org/laura77/posts/volunteering-in-the-age-of-austerity>



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3. Instrumentalisation of Volunteering



Instrumentalisation:



the legitimised exploitation of volunteers as part of the State system of welfare service delivery. In other words, the manipulation and exploitation by the State of activities offered by volunteers to be used to their advantage, not as added value to State services, but as an integral part of the service provision design and “business plan” in relation to welfare service provision.

Before and after the crisis: What has changed?

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” noted that before the crisis the state was engaging volunteers mainly in the fields of youth, children and activities & care for the elderly and that currently, the situation remains similar but with an increased interest to engage volunteers in the field of housing and of food & nutrition. The reason for these changes cannot be irrefutably identified but there are indications that they are a result of :

- A need or desire to cut cost
- The increased availability of volunteers caused in part by the rising unemployment rate.

Paid staff and volunteers: Colleagues or Competitors?

Welfare service paid professionals are increasingly busy and overwhelmed with work. With a lack of budget to hire new employees volunteers are being seen to have a bigger role since they can contribute to the provision of services at a greatly reduced cost compared to paid staff.

This matter of volunteers potentially replacing paid staff is one on which the volunteering sector and trade unions in Europe are paying special attention to.

Some questions

	Yes	No	Maybe
Causal Link: The CEV study did not demonstrate a clear causal link between the implementation of austerity measures and the instrumentalisation of volunteers but do you conclude that there is one?			
Why the increase: Is the increased use of volunteers a result of:			
A need to cut costs?			
A desire to cut costs?			
Increased availability of volunteers caused by the rising unemployment rate?			
Something else?			
Limits and restrictions: Should there be any limits or restrictions to the types of tasks that volunteers can undertake?			
For example be limited to administrative tasks or be engaged directly in the delivery of services to the target groups?			

Jill Sherman Whitehall Editor (The Times)
Published at 12:01 AM, November 14, 2013

Charity chiefs have offered David Cameron an army of volunteers to help to prevent elderly people blocking A&E departments and hospital beds this winter.

Acevo, which represents more than 1,500 charities, wrote to the Prime Minister and Jeremy Hunt, the Health Secretary, yesterday with plans to ease the winter crisis by using volunteers in hospitals and at home.

The letters, seen by The Times, proposes £38million national programme involving up to 1,500 voluntary workers from Red Cross, the Royal Voluntary Service and Age UK.

The volunteers would work with paramedics, A&E staff and consultants on hospital wards.



Notes:

Resources

- <http://www.commercehousewirral.co.uk/commerce-house-wirral-latest-news/7-news/13365-greece-s-life-saving-austerity-medics.html>
- <http://management4volunteers.wordpress.com/2012/06/10/the-changing-volunteer-world/>
- http://cms.horus.be/files/99931/MediaArchive/social_policy/solidar_service_pub_IT.pdf
- <https://docs.google.com/file/d/0B9r-dNr4kPL0dlcyYTJoVW9pdTg/edit>
- <http://perugiafreepress.wordpress.com/2009/05/22/il-confine-ambiguo-tra-volontariato-e-lavoro-mal-retribuito/>
- <http://www.repubblicadeglistagisti.it/article/lavoro-e-volontariato-dove-sta-il-confine-editoriale-eleonora-voltolina>
- <http://www.volontariatoepartecipazione.eu/2013/06/volunteers-and-delivery-of-welfare-services/>
- http://www.eyv2011.eu/images/stories/pdf/EYV2011Alliance_PAVE_copyfriendly.pdf
- <http://www.volontariat.be/documents/productions/table-ronde-volontaire-hopital.pdf>
- <http://www.theguardian.com/voluntary-sector-network/2014/jul/31/community-volunteers-council-tax-discount-open-thread>
- http://www.theguardian.com/voluntary-sector-network/2014/sep/10/cities-service-volunteers-brooks-newmark?CMP=tw_t_gu



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4. Legal Issues & Quality Standards:



Legal issues:

The EU Regulation (EC) No 1998/2006 requires EU countries to ensure that the total amount of “**de minimis**” aid granted to NGOs or a firm over a period of three financial years does not exceed EUR 200 000. This has meant that civil society organisations that receive State grants of more than this amount have not been able to also tender for State contracts for welfare and social service provision. The European Commission is considering proposals to raise the “de minimis” threshold, below which aid is not counted as state aid, for services of general interest or specifically for social services. The De Rossa report calls on the Commission to consider expanding the sectors exempt from notification (i.e. to add social services). It also asks that the social added value that a particular type of service may bring should be possible to take into account when calculating financing.



In 2014 the European Parliament approved the proposed **Fund for European Aid to the Most Deprived** worth €3.8 billion in the 2014 to 2020 period. This Fund will give Member States valuable support in their efforts to help Europe’s most vulnerable people often in partnership with civil society organisations. The Fund also provides a contribution to meeting the Europe 2020 target of reducing the number of people in poverty or at risk of poverty and social exclusion by at least 20 million.

The Transatlantic Trade and Investment Partnership (TTIP) could have an impact on social service delivery in the EU. The trade agreement with South Korea has a reservation for social services but it is not clear if such a provision will be included in TTIP. The links between the TTIP and the new Public Procurement Directive that recognises a simplified regime for social, health and other services directly provided to the person also need to be clarified and better understood.

In some countries the absence of **legal frameworks** for volunteering can put vulnerable people at risk. In Greece for example there are no systems of background checks on volunteers when they are engaging with vulnerable people, a situation that could potentially put them at risk. In the UK on the other hand the requirements for background checks are very strict and can sometimes act as a barrier to volunteer engagement resulting in a mis-match of supply and demand of volunteers in welfare and social services.

Q: Is the de minimis regulation for services of general economic interest causing difficulties in your country for civil society engagement in delivering welfare and social services?

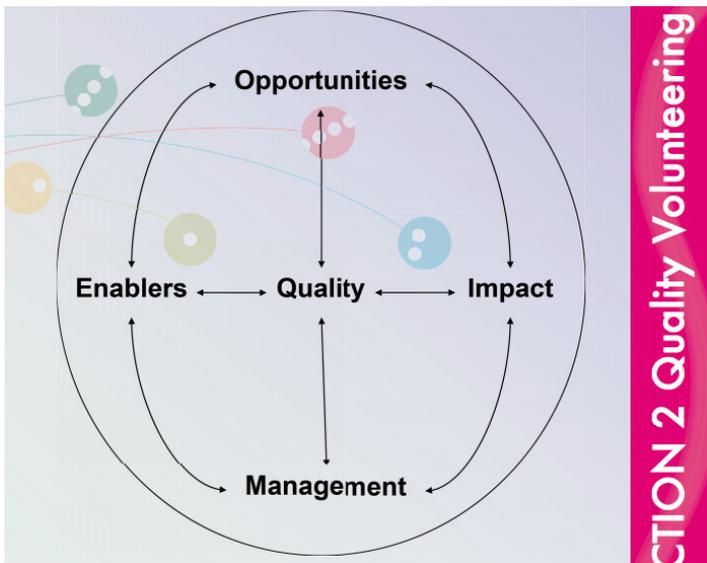
Q: In what ways are civil society organisations using the Fund for European Aid to the Most Deprived to deliver social and welfare services?

Q: Will the TTIP threaten standards in social and welfare provision in Europe?

Q: Should there be legal provisions to protect vulnerable people and volunteers?

Q: Should volunteers be required to have criminal record checks?

Notes:

Wheel of quality:

One further aspect to consider is the overall quality of the volunteer engagement. Volunteer organisations are increasingly challenged when dealing with the management of volunteers due to the decrease in funding as a result of the budget cuts. 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 supply and demand of volunteers.

Q: Do these factors have an impact on the quality of volunteering in welfare and social services taking into account all aspects of the “wheel of quality”? If so, how?

Notes:

Resources

- Section 2 (Quality Volunteering) and Section 3 (Legal Frameworks), P.A.V.E- The Policy Agenda for Volunteering in Europe
- http://ec.europa.eu/competition/state_aid/legislation/sgei.html
- http://www.eurodiaconia.org/files/Update_briefing_on_social_services_07-11.pdf
- <http://www.europarl.europa.eu/sides/getDoc.do?pubRef=-//EP//TEXT+REPORT+A7-2011-0239+0+DOC+XML+V0//EN> (De Rossa report)
- <http://www.cev.be/uploads/2014/07/http-eur-lex.europa.pdf>
- <http://epthinktank.eu/2014/07/11/towards-an-eu-us-trade-and-investment-deal-2/>



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5. Work Life Balance and Social Care:



The 2014 Year for the Reconciliation of Work and Family Life in Europe is coordinated by COFACE, the Confederation of Family Organisation in the European Union. The year offers an opportunity to focus on how the labour market is organised, what practices and policies exist, and which work, in enabling a good work-life balance, productivity, job security and a decent quality of life. In this context the austerity measures and budget cuts have had serious consequences on welfare and social services with an increasing number reduced or suspended. People, often women, are being forced to withdraw from the labour market in order to fulfil care responsibilities due to a lack of state support.

Volunteering is important to work life balance:



2014 Year of
Reconciling
Work and Family Life
in Europe

Families with specific caring responsibilities need the assistance of volunteer social carers in order to improve their quality of life. i.e the quality of life of the families and their work life balance. Ultimately this also benefits the beneficiaries as the assistance offered to families means that the care offered by the families can be more sustainable. This assistance can take the form of regular daily, weekly, monthly short-term assistance or periodic, longer-term respite care.

Q: Should families with caring responsibilities have to rely on volunteers in order to sustain their ability to be the main care provider for family members?

Attention should be given to the work – life balance of workers so that they are also able to have enough time, energy and scope to volunteer in their communities.

Q: Do employee volunteering schemes provide a possible solution?

Q: Should more e-volunteering (online) opportunities be provided for busy, working people also with family responsibilities?

Examples

Since its start, Repsol Foundation has facilitated the participation of employees in various voluntary activities. Such voluntary activities focus on different areas of activity such as food delivery programs to disadvantaged groups. The Repsol Volunteer Plan Foundation addresses the social concerns of Repsol employees, and at the same time contributes to building a better future society. The activities under this Volunteering Plan have already benefited 80,000 people directly and 700,000 indirectly.



Poland:

“Some patients come from distant places and in many cases cannot count on the most required presence and support of family – parents, brothers and sisters... In order to meet this need, which plays a vital role in the success of treatment, “Krwinka” Foundation delegates volunteers, who help and spend time with the sick children. Such people are educated to support a child, build positive emotions and hope for successful recovery, as well as organise and spend free time on playing (individually or in a group), reading or simply talking.”(Krwinka” Foundation)



Notes:

Resources

- <http://wearelumos.org/sites/default/files/research/Guidelines-11-16-2012%20For%20dissemination-WEB.pdf>
- <http://eyf2014.files.wordpress.com/2013/06/ey2014-alliance-roadmap-11-06-13.pdf>
- <http://www.keyring.org/home>
- <http://www.ey2014.eu/>
- <http://womeninbusiness.about.com/od/worklifebalance/a/find-time-to-volunteer.htm>
- <http://miamiherald.typepad.com/worklifebalancingact/2012/11/how-to-squeeze-giving-back-into-your-work-life-balance.html>
- http://workplaceflexibility.bc.edu/need/need_employees
- <http://www.europarl.europa.eu/sides/getDoc.do?type=REPORT&reference=A7-2013-0048&language=EN#title2>



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