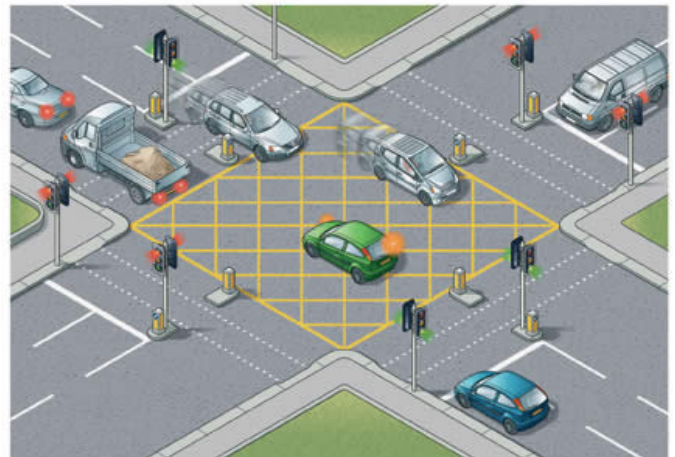


2 - 3 October 2014, Turin, Italy

Volunteering in European Welfare and Social Services VIEWSS - Final Report -

It is often said that Europe is at a crossroads and in particular with regard to the European Social Model. Europe is certainly at a historical junction but it manifests more like a box junction than a simple crossroads. Just as traffic lights and mutual respect from drivers are needed to keep the traffic at box junctions flowing - then governmental policy and inter-sector respect are needed if welfare and social services in Europe are to remain efficient, effective and fit for purpose.



The CEV VIEWSS conference aimed to confront this question - of how actors from different sectors: Public and private for-profit and not-for-profit should work together in order to meet the needs of vulnerable people and which policy frameworks need to be established by the state governments for it to happen in such a way as to keep the “traffic flowing” and the welfare state functional. When the traffic lights are not working or respect for other drivers is absent – a box junction becomes gridlocked. Europe’s welfare and social services cannot afford to become gridlocked and leave vulnerable people without the essential services they need. The VIEWSS conference participants 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 and reach a more included societal status where their rights are respected and needs are met.

VIEWSS General Background



The Policy Agenda for Volunteering in Europe (PAVE) 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 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.

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 gathered additional evidence and examples relating to this trend and created recommendations for a CEV policy document on “Volunteering in European Welfare and Social Services”.

This was done through 150 participants sharing evidence from more than 25 countries and discussing 6 sub- topics.

Parallel Workshops: Workshops were held on six topics, in two sessions on 3 October 11:00 – 13:00 & 14:30 – 16:00. The workshops were guided by a facilitator and briefing documents that provided some “food for thought” and leading questions. Participants were 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 were drafted. Each workshop group then presented their recommendations in the final plenary where the final policy conclusions and recommendations were agreed.

I. Welfare Models and Sector Relations



Background

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.





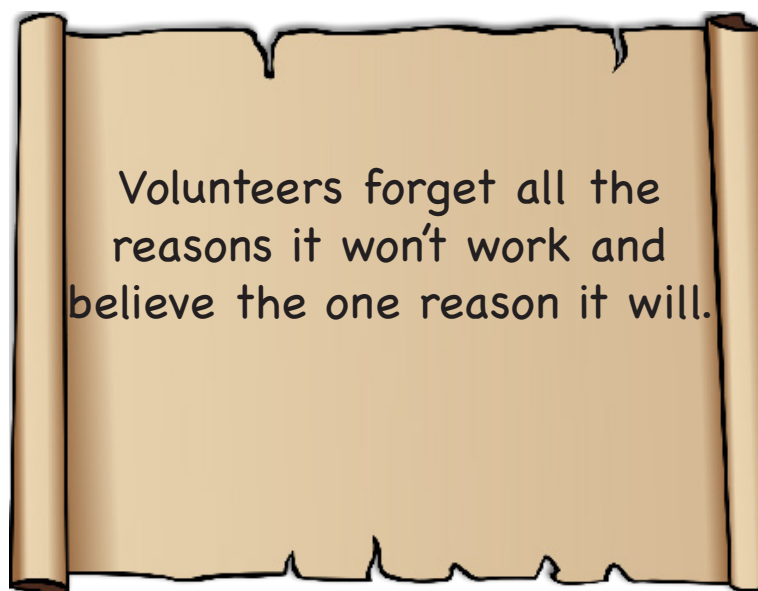
RECOMMENDATIONS

There was an agreement amongst the participants that across Europe there is an increasing reliance on civil society organisations to ensure that a safety net for the most vulnerable continues to exist. The reasons for this were cited as a combination of austerity measures impacting negatively on state budgets dedicated to welfare and social services and a general desire from some Governments to scale back state welfare and social services as part of a general trend to “smaller states”. In this sense it was concluded that in some cases the economic crisis and implementation of austerity measures has 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.

Europe today is characterised by an absence of full employment and increasing instances of wages that are not high enough for a single earner to sustain and support extended families. In this context it was recognised that the idea of the European Social Model as first envisaged could prove to be unrealistic in the current economic climate.

The conference concluded that Welfare Systems in Europe should:

- Be based on partnerships that are equal, inclusive, and participatory:
 - Equal: explore, define solutions together
 - Inclusive: include volunteers and beneficiaries
 - Participatory: include CSOs from the beginning
- Enhance dialogue based on representation and legitimacy (both at the government level (local, regional, national, EU) and at the CSO level), where CSOs organise themselves in representative structures to become dialogue partners for governments.
- Put quality at the core of the system – assign responsibility among actors according to their capacity to provide better quality services.
- Be based on bottom-up approaches and implementation of the principle of subsidiarity, identifying solutions locally involving local actors and making best use of local resources, safeguarding the survival of local actors.
- Be redefined on the bases of innovation and creativity in identifying, using resources and designing services, where everyone can contribute (including vulnerable people), empower people to self-help, turn needs into resources.
- Safeguard and strengthen the culture of volunteerism / civic duty / giving back to society / solidarity in order to ensure endurance of the civil society spirit and structures for the next generations, through education in schools, CSOs, families etc.



2. Contracted Service Provision by Civil Society Organisations:



Background

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 recognise their contribution, because those services are cheaper compared to their own."* (Building Social Security in Lithuania and Civil Society Involvement Angele Čepenaite)



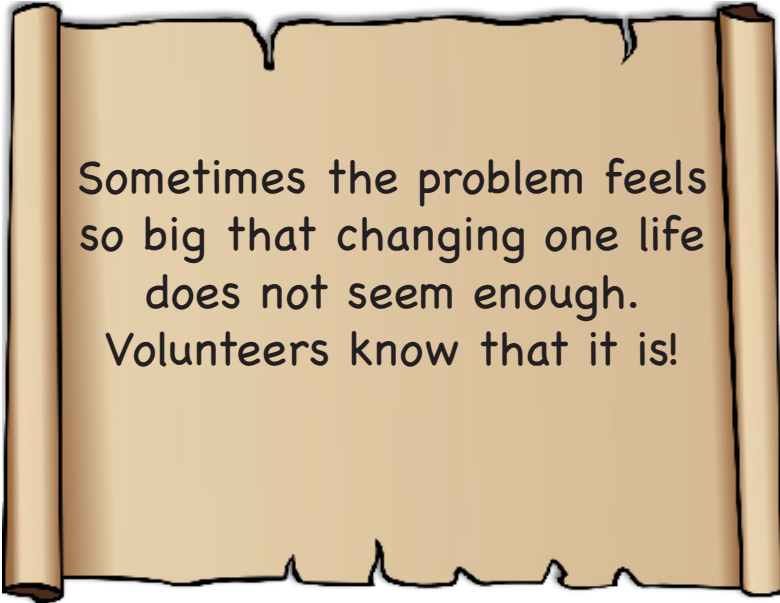


RECOMMENDATIONS

It can be seen that throughout Europe civil society organisations and volunteers are becoming more important stakeholders in welfare and social service provision. The question of whether civil society organisations want to be contracted service deliverers however remains open and is answered differently depending on different social and political traditions. The point of view that volunteers and their organisations bring added value in service delivery and are often more effective in delivering services than state institutions or for-profit actors is however more universally prevalent. The participants noted the increased availability of volunteers across Europe caused in part by the rising unemployment rate as job seekers look to gain work experience or simply be active during periods of economic inactivity. It was also recognised that the phenomena of increasing number of social enterprises involving volunteers should be researched and monitored in order to see how they impact on the service delivery.

The participants agreed that when CSOs are contracted as service deliverers:

- CSOs and volunteers should be involved in the co-design of welfare services, not just delivery.
- Volunteers should be involved in delivery of welfare and social services in order to bring added value and not to replace paid staff.
- The involvement of volunteers should be properly resourced in order to have good volunteer management and ensure a high quality service related to the mission of the organisation.
- CSOs should include vulnerable groups in service provision and work to provide services with them, not only for them.
- CSOs should be equal partners in service delivery. All stakeholders should make more effort to build cooperation, partnerships and mutual trust.
- The conditions and infrastructure for CSOs to be effective in delivering high quality social services should be created.



Sometimes the problem feels
so big that changing one life
does not seem enough.
Volunteers know that it is!

3. Instrumentalisation of Volunteering



Background

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.

Examples

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.



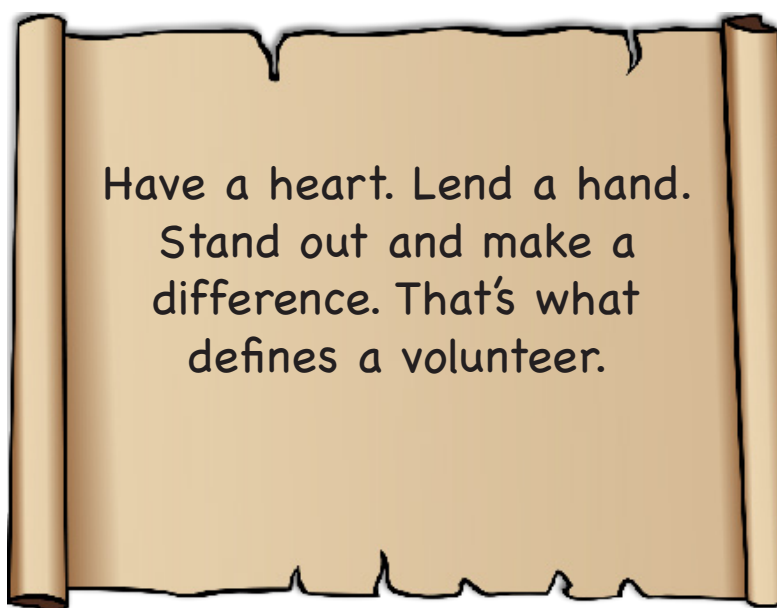


RECOMMENDATIONS

There is a lack of reliable evidence to demonstrate a clear causal link between the implementation of austerity measures and the instrumentalisation of volunteers. The conference participants however did confirm a general increase in the engagement of volunteers directly by Governments largely motivated by a need or desire to cut costs. The participants agreed that if basic principles are respected that there shouldn't be any limits or restrictions to the types of tasks that volunteers can undertake. Volunteers can be equally valuable when performing administrative tasks or being engaged directly in the delivery of services to the target groups.

The participants recognised the potential that volunteering (individual, organisational, societal) has in the delivery of welfare and social services, and expressed support for an increase of formally recognised volunteering, recommending that:

- The volunteering sector should be vigilant to safeguard the concept and values of volunteering by respecting the rights of volunteers and of CSOs.
- CEV members should help stakeholders to preserve the underlying universal principles of volunteers and volunteering through advocacy, capacity building and other means.
- Common tools should be developed at the European level to prevent the exploitation of volunteers – for example a charter of duties and responsibilities /code of ethics for volunteering.
- Governments should invest resources in infrastructure and platforms that provide support for all volunteering stakeholders, especially in times of austerity.



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.



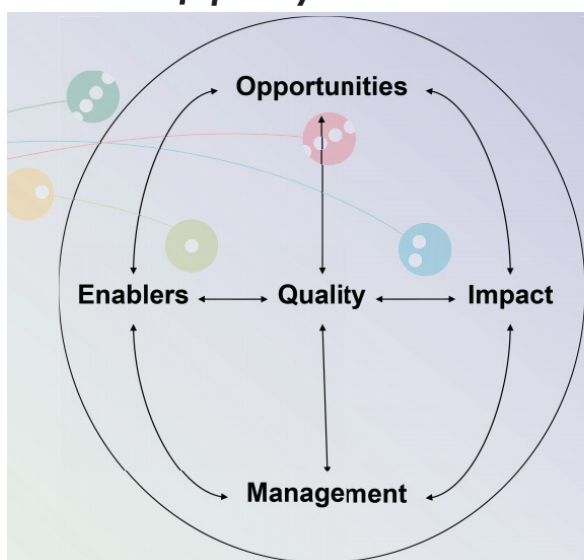
In 2014 the European Parliament approved the proposed **Fund for European Aid to the Most Deprived** worth €3.8 billion in the 2014 to 2020 period. This Fund will give Member States valuable support in their efforts to help Europe’s most vulnerable people often in partnership with civil society organisations. 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.

Quality standards:

Wheel of quality:



SECTION 2 Quality Volunteering

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.

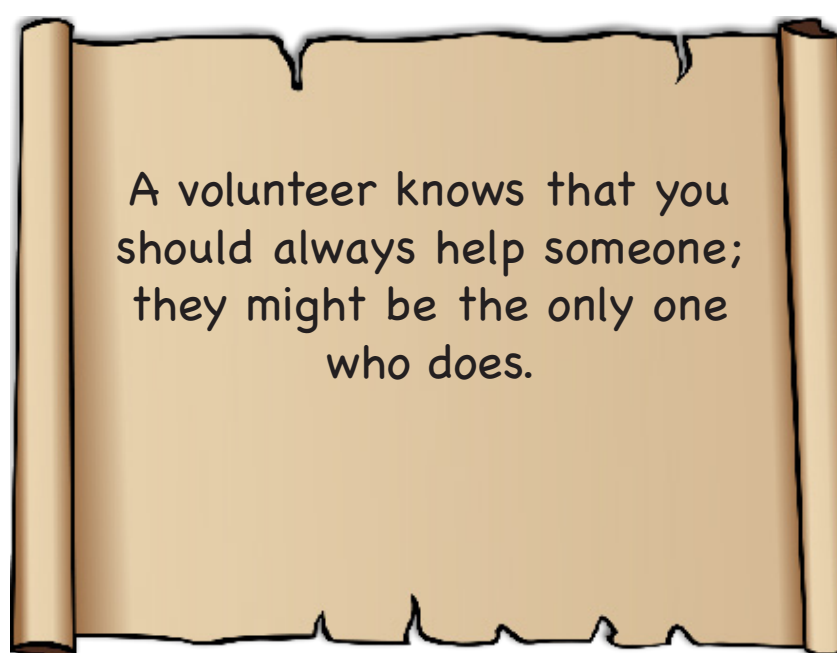


RECOMMENDATIONS

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 the Europe. TTIP is also threatening standards in social and welfare provision in Europe. Other EU policies however such as the Fund for European Aid to the Most Deprived are supporting civil society organisations to deliver social and welfare services. The VIEWSS conference addressed the question of whether there should be legal provisions to protect vulnerable people and volunteers, whether volunteers in Europe should be required to have criminal record checks for example. The participants also considered whether or not these factors and the developing policy field have an impact on the quality of volunteering in welfare and social services.

The participants concluded that:

- A partnership principle should 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.
- Co-creation should be developed in which all stakeholders from all sectors recognise each other as partners and allies and define the role and task of each sector and manage expectations.
- Clear distinctions should be made between the role and tasks of paid staff and volunteers within social service delivery based on mutual recognition. The added value of volunteers should be highlighted without the need for European regulation.
- In order to better understand national contexts and develop European solutions, improvements should be made in research, transnational exchange and data collection on volunteering and its relation to social services (without creating a bureaucratic burden for organisations).
- Regular dialogue should be established between the government and the voluntary sector at all levels and partnership principles introduced in framework agreements (e.g. as a compact or within volunteering strategies on the basis of the CoE Code of Good Practice).



5. Work-Life Balance and Social Care:



Background

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.

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.

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)



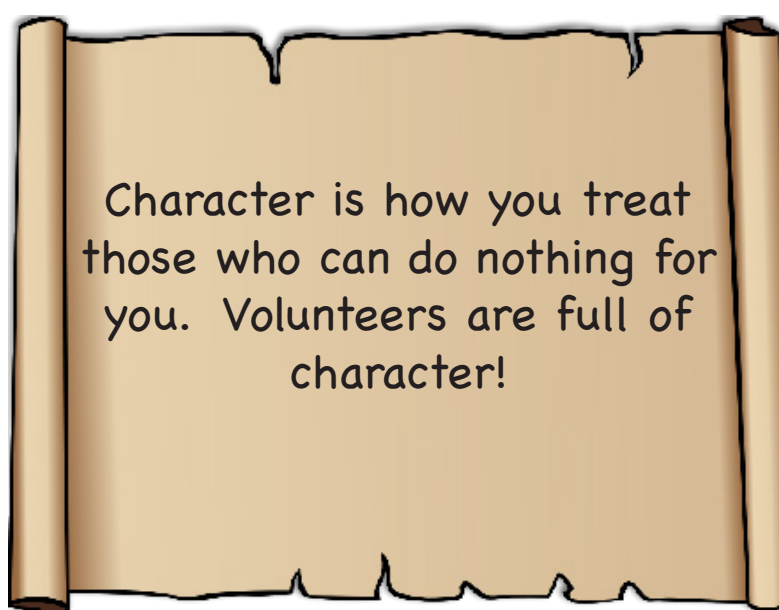


RECOMMENDATIONS

The question of whether families with caring responsibilities should have to rely on volunteers in order to sustain their ability to be the main care provider for family members is an on-going debate in Europe. It has been recognised that employee volunteering schemes can provide good practice examples of possible solutions. The increasing opportunities for, and access to, e-volunteering (online) opportunities provide for, and allow, working people also with family responsibilities to fit some form of volunteering into their busy lives.

The conference concluded that in order to facilitate volunteering and therefore support better work-life balance the following initiatives should be followed up:

- Research should be conducted on work-life balance in relation to volunteering.
- Innovative and imaginative ways should be developed to promote the balance of volunteering, family life, social care and paid employment.
- A quality label should be created for organisations supporting volunteering, based on the best practice from the existing ones.
- More e-volunteering tools and opportunities should be developed to give access to volunteering for an increased number of people.
- New ways of service delivery should be developed through the innovative actions of CSOs and volunteer support centres.



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



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
- o Stefania Giannini – Minister for Education, University and Research
 - o Elide Tisi – Vice Mayor of the City of Turin
 - o Silvio Magliano – Deputy Chairman of the Municipal Council of Turin
 - o Marco d'Acri – Minister for the Budget, International Relations, Culture, Heritage of the Province of Turin
- 17:00 – 17:30 V.S.S.P., Idea Solidale e CSVnet
- o Marco Cesare Giorgio – V.S.S.P. President
 - o Luciano Dematteis – Idea Solidale President
 - o Stefano Tabò – CSVnet President
- 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?
- o Eva Hambach – CEV President
 - o Niccolò Rinaldi – Senior Political Advisor at European Parliament
 - o Luca Jahier – President of Group III of the European Economic and Social Committee
- 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.



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



Friday, 3 October 2014

09:00 – 09:15 Opening Words

Presentation by Gabriella Civico, CEV Director: “Austerity Measures and Volunteering”

09:15 - 09:30 Government Representatives

Massimiliano Salini – Member of the European Parliament

Brando Benifei - Member of the European Parliament

09:30 - 10:30 Plenary session- Setting the scene

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

Facilitator of the Group: Cristina Rigman

2. Contracted Services Provision by Civil Society Organisations

Facilitator of the Group: Alzbeta Mrackova

3. Instrumentalisation of volunteering

Facilitator of the Group: Eva Hambach

4. Legal Issues & Quality Standards

Facilitator of the Group: Mirko Schwaerzel

5. Work-Life Balance and Social Care

Facilitator of the Group: Andras F.Toth

6. Legal Issues & Quality Standards

Facilitator of the Group: Enrico Bussolino

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

17:30 – 18:00 Closing remarks by Presidents of CEV, VSSP and Idea Solidale

1. Welfare Models and Sector Relations

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- 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*
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- <http://www.anpasnazionale.org/component/content/article/15-comunicati-stampa/1532-anpas-lavoltabuona-documento.html>
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- <http://www.plataformavoluntariado.org/noticias/2858/La/Plataforma/del/Voluntariado/de/Marbella/prestara/servicios/en/el/hospital/de/la/Costa/del/Sol>

2. Contracted Service Provision by Civil Society Organisations

- <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/#.U3s1Dvl_uEc
- <http://ivo.org/laura77/posts/volunteering-in-the-age-of-austerity>

3. Instrumentalisation of Volunteering

- <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
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