

MEM-VOL Migrant and Ethnic Minority Volunteering

Final Report United Kingdom

**A Transnational Exchange Programme in Austria,
Denmark, France, Germany, The Netherlands and United
Kingdom in the framework of the Community Action
Programme to Combat
Social Exclusion (2002 - 2006)**

**Financially supported by:
European Commission, Employment and
Social Affairs, General Directorate
Bundesministerium für Familie, Senioren,
Frauen und Jugend, Germany**

www.mem-volunteering.net

Report produced by



The Institute for Volunteering Research
Regent's Wharf
8 All Saints Street
London
N1 9RL

www.ivr.org.uk

July 2003

Contents

ACKNOWLEDGEMENTS	2
1. Background To The Project.....	3
2.Immigration Into The UK.....	4
2.1 DEFINITIONS	4
2.2 BRIEF HISTORY OF IMMIGRATION	4
2.3 SOCIO-ECONOMIC DATA ABOUT BLACK AND MINORITY ETHNIC COMMUNITIES IN THE UK	5
3. Volunteering In The UK.....	7
3.1 DEFINITION OF VOLUNTEERING	7
3.2 HISTORICAL OVERVIEW	7
3.3 BLACK AND MINORITY ETHNIC COMMUNITIES PARTICIPATION IN VOLUNTEERING	9
4. Research Into The Barriers To Black And Minority Ethnic Volunteering	12
5. National Programmes To Facilitate Black And Minority Ethnic Volunteering	15
5.1 INCREASING DIVERSITY.....	17
6. Good Practice And The Mem-Vol Project In England	19
6.1.CASE STUDY 1	20
6.2.CASE STUDY 2:.....	21
6.3. CASE STUDY 3:.....	22
6.4. CASE STUDY 4:.....	23
6.5. CASE STUDY 5:.....	25
7. Report On The Workshop.....	28
8.Conclusions.....	32
9. Bibliography	33
Appendices.....	36
Appendix 1: Project Flyer	37
Appendix 2: Organisations Contacted During The Course Of The Research	39
Appendix 3: Questionnaire	40
Appendix 4: Agenda Of The Workshop	43
LEGAL NOTICE	

This report reflects the authors' views, the European Commission is not liable for any use that may be made of the information contained herein.

Acknowledgements

The authors would like to thank all of the organisations who participated in this project, especially those who gave their time to attend the workshop.

Thanks also go to our partner organisations:

Susanne Huth and Jürgen Schumacher INBAS – Sozialforschung
Margit Grilz-Wolf European Centre for Social Welfare Policy and
Research

The Volunteer Centre in Denmark Mette Hjære

Bénédicte Halba IRIV - Institut de Recherche et d'Information sur le
Volontariat

Angelika Münz Community Partnership Consultants The Netherlands

1. Background to the project

Across Europe volunteering is increasingly being seen to have a large role to play in social policy. It is being variously seen as a mechanism for self-expression for the individual, an important element in thinking how welfare is to be delivered and as an important contributor to social capital.

The MEM-VOL project focuses on volunteering by people from black and minority ethnic communities. The premise of the projects is that volunteering can benefit people through helping integration into society either directly by helping to find paid employment, or by assisting in other aspects of cultural and societal integration. It was felt that not enough is known about volunteering by people from black and minority ethnic communities at a European level; consequently MEM-VOL co-ordinated partners from Austria, Denmark, France, Germany, the Netherlands and the United Kingdom to review what is known about black and minority ethnic volunteering.

The aims of the project were:

- To compile known findings of research into black and minority ethnic volunteering;
- To identify where this research has highlighted good practice;
- To identify a small selection of organisations to further investigate incidences of good practice;
- To bring together these organisations with other stakeholders and policy makers in a seminar to examine issues
- To report this back to the MEM-VOL project

This report outlines the project in England and was written by The Institute for Volunteering Research, a specialist agency researching and evaluating volunteering.

2. Immigration into the UK

2.1 Definitions

The use of 'ethnic minority' as a broad label is deliberate, to signify reference to a wide variety of ethnic minority groups, based on Census classifications.

2.2 Brief History of immigration

The point has been made that, if we go back far enough, the origins of everybody who lives in Britain today lie somewhere else¹. Britain has throughout its history seen the inward migration of people attracted by work, the prospect of a better life or to escape unrest and persecution at home. In the fourteenth century for example new technical skills arrived with French weavers and German engineers; in the sixteenth century refugees from France, Belgium and the Netherlands escaping religious intolerance; in the 1830s and 1850s there were large numbers of Irish immigrants driven from their homes by rural poverty and famine. The building of the British Empire and increasing world trade increased the numbers of new people coming to Britain, and by the end of the eighteenth century there were about 20,000 black people living in London.

It is, however, after the Second World War that large numbers of people from the Caribbean came to live and work in the UK. Immigrants from India and Pakistan arrived mainly during the 1960's. Refugees from Uganda arrived in 1970's. Most Chinese and Bangladeshi people came to Britain during the 1980's. Many black Africans also came during the 1980's and 1990's.

By the end of the 1970s Britain had introduced much stricter controls on immigration. Black and other minority ethnic citizens continue to establish themselves into the fabric of UK society, while the political debate about immigration has shifted somewhat to look more at new arrivals in terms of being refugees and asylum seekers. London attracts around 85 per cent of asylum seekers entering the country. Over 450 organisations in Greater London provide services for refugees and asylum seekers.

1 ¹ Information for this section comes from the Commission for Racial Equality, a publicly funded, non-governmental body set up to tackle racial discrimination and promote racial equality, see <http://www.cre.gov.uk>

2.3 Socio-economic data about Black and Minority Ethnic Communities in the UK

The 2001 Census found that around 8 per cent of the total UK population belonged to an Ethnic Minorities (4.6 million). The largest group was Indian (22.7 per cent), followed by Pakistanis (16.1 per cent), those defined as Mixed Ethnic backgrounds (14.6 per cent), Black Caribbean (12.2 per cent), Black African (10.5 per cent) and Bangladeshi (6.1 per cent). The remaining ethnic groups each accounted for less than 0.5 per cent but together accounted for 1.4 per cent of the UK population. For the first time the 2001 Census allowed people to describe themselves as mixed ethnicity, and 677,177 people chose to identify themselves as mixed ethnicity.

The contribution new settlers can make to the community is often overlooked, the origins of immigration after World War Two was in large part due to the willingness of newcomers to plug skills gaps in the UK labour market. But with newcomers often facing resentment from existing communities, establishing new lives in the UK was difficult, and even today black and minority ethnic communities show levels of disadvantage above average.

A report by the Social Exclusion Unit (Cabinet Office 2000) stated “there is a significant lack of information about minority ethnic groups in society, and about the impacts of policies and programmes on them”. However, it went on to say that although much variation within and between ethnic groups people, these groups were more likely to be poor and unemployed, regardless of age, gender qualifications or place of residence. For example the report notes that people from minority ethnic communities are disproportionately represented in deprived areas. Figures show that 28 per cent of people in England and Wales live in households with incomes of less than half the national average; however, this increases to 34 per cent for Chinese people, over 40 per cent for Afro-Caribbean and Indian people, and over 80 per cent for Pakistani and Bangladeshi people.

It should also be noted that there are differences within communities, for example rates of economic activity show very different profiles within the Asian group. Just under half (46 per cent) of Indian men are full-time employees and 4.5 per cent are unemployed - a similar proportion to the average for England and Wales. Much lower

employment rates (and higher unemployment rates) exist in the Pakistani and Bangladeshi groups, just under one-third (31 per cent) of Pakistani men full-time employees while over 9 per cent are unemployed. For Bangladeshi men, less than a quarter are employed full-time employees and one in ten are unemployed.

In the Pakistani and Bangladeshi communities women are less likely to be economically active - 36 per cent of Pakistani women and 40 per cent of Bangladeshi women look after the family, compared to the average of 12 per cent for England and Wales.

People from Britain's ethnic minorities are integral to the economy of the country and can be found in all sectors doing a wide variety of jobs. There are areas that show concentrations, 23 per cent of Britain's doctors were born overseas, and while a similar proportion of restaurant employees (24 per cent) were born outside the UK. Over two-thirds of independently owned local shops belong to people from ethnic minorities (CRE 2003)

Education shows a complex picture, Pakistani, Bangladeshi and black pupils gain fewer qualifications than their white counterparts, but the Indian pupils are among the highest achievers in Britain's schools. This picture is further complicated when results are examined by location and sex. Significantly black pupils are more likely to be excluded from school In 2000/01 permanent school exclusions per 10,000 pupils ranged from three for those of Indian origin, White 13, Black Africans 18, Black Caribbean 38, Other Black 40, <http://www.statistics.gov.uk/STATBASE/Expodata/Spreadsheets/D6220.xls>

Health is also an area where people from minority ethnic communities appear to be at a disadvantage – but again the picture does not show that all people from these communities suffer worse health than their white counterparts. People from Indian, African and Chinese communities have similar levels of self-reported health to white people, but Pakistani, Bangladeshi and African-Caribbean people report more ill-health. Explanations for this variation focuses on the relationship between socio-economic status and the ability of health services to reach people in need (SEU 2000).

3. Volunteering in the UK

3.1 Definition of volunteering

The definition of volunteering used, relates to: *'any activity which involves spending time, unpaid, doing something which aims to benefit someone (individuals or groups) other than or in addition to, close relatives, or to benefit the environment'*. (Davis Smith, (1998))

3.2 Historical overview

The history of volunteering in the UK is a long one, but with the charitable explosion of the nineteenth century taken to be its most recognisable recent starting point. During the twentieth century the role of volunteering underwent a transformation. Before the outbreak of World War Two many welfare services were delivered at the local level through voluntary organisations and voluntary action, but after 1945, and the establishment of the welfare state, volunteering and charitable action was expected to diminish. The assumption that the state was to take a far greater role in looking after people suggested to many that the voluntary sector – and volunteering- might wither away.

This denuding of voluntary action never happened; growing dissatisfaction with public services and the identification of new social needs were spurs for a re-invigoration of voluntary action, and it remained as important as ever.

Government has long been interested in supporting volunteering, to a greater or lesser extent, to help achieve its own aims. From 1997, with the election of the Blair New Labour government, the UK government has shown great interest in supporting volunteering and this appears to be something all parties agree on. The expectations for volunteering are high; it has been described by one Home Office Minister as 'The essential act of citizenship', reflecting how volunteering is being viewed as a way of becoming part of the community and of understanding ones' place in society. More instrumentally, it is also being valued for the vast efforts volunteers contribute to the delivering services within communities, and as a way to gain skills and of widening and diversifying social networks.

Today figures suggest that somewhere between a third and a half of the adult population volunteer during the year. A National survey of volunteering in 1991 (Lynn and Davis Smith 1999) found that 51 per

cent of the adult population volunteer. When this survey was repeated in 1997 (Davis Smith 1998) this figure had dropped to 48 per cent; however this drop was more than made up for in an increased number of hours people were giving to voluntary work.

In 2001 the Home Office – the part of the UK government with responsibility for volunteering – completed a Citizenship survey (Attwood et al 2003). This survey researched participation in civic participation, social participation and volunteering². It found that 39 per cent of the population had volunteered –considerably less than the last national survey of volunteering reported. The Citizenship survey did use questions from the 1997 national survey of volunteering, but given that volunteering surveys are highly sensitive to timing, the question asked and the context in which it is asked (Lyons et al 1998), it is important that another national survey of volunteering is conducted to carry-on the time-line of dedicated volunteer surveys. However, in the absence of such data we use the Citizenship Survey (Attwood et al 2003) not least because it contained a large sample for black and minority ethnic people.

Like previous surveys the Citizenship survey showed that volunteering is associated with age and educational attainment. Tables 1 and 2 demonstrate this showing that a person’s middle years are the time when participation is highest and people who have been in the education system for longer are more likely to volunteer.

Table 1 Volunteering, by age

Age groups	Percentage of volunteers
All	39
16-24	40
25-34	37
35-49	44
50-64	40
65-74	37
75+	26

Source Attwood et al 2003

² Civic participation is defined as engaging in at least one of the following – signing a petition, contacting a public official working for a local council (or other elected body such as the National Assembly for Wales), contacting a public official working for part of central government’ a local councillor, a member of parliament, attending a public meeting or rally or taking part in a public demonstration or protest.

Social participation involves being a member of a group or association, attending meetings, or playing in a team.

Formal volunteering is defined as that given in section 3.1.

Table 2 Volunteering, highest qualification

Qualification	Percentage of volunteers
All	39
Higher degree/postgraduate qualification	57
First degree	57
Other higher education	52
A level or equivalent	43
GCSE A-C	41
GCSE D-G	35
Trade apprenticeship	31
Other qualification	30
None	23

Source Attwood et al 2003

3.3 Black and Minority Ethnic communities participation in volunteering

The 1997 *National Survey of Volunteering* (Davis Smith, 1998) suggested that levels of volunteering were lower among black and minority ethnic groups than they were among their white counterparts (49% of people of white British origin volunteered; 41% of Black and Asian; and 36% of other ethnic groups). It is worth noting, however, that the non-white sample size for the survey was quite small and as such firm conclusions were not possible.

A number of other studies have provided further evidence on the under-representation of black and minority ethnic groups from formal volunteering. The National Coalition of Black Voluntary Organisations' (2000) survey of 95 charities that together involved 263,000 volunteers, found that only 3% of all volunteers were black, and a third of all groups had no black volunteers at all. Further, 43% of charities had no black trustees, and of those charities that did involve black trustees, black trustee accounted for just 9% of all trustees. Although there are no existing requirement to monitor the ethnic composition of governing bodies (CDF 1990; Bird, 2002); research suggests an under-representation of black and minority ethnic (BME) people in volunteering as trustees and members of management boards.

The same results are found if we focus on specific examples of volunteering. Involvement as a school governor in the UK confers a chance to make an important contribution to education and governors can find themselves gaining experience of being responsible for considerable budgets. However, representation by BME communities is lower than one might expect (see for example, Troyna, 1995; CDF, 1990; Streatfield and Jefferies, 1989; Deem, Brehony and Heath, 1995, Bird, 2002). In one localised study, Foster and Mirza (1997) found similar results; 96% of volunteers in Luton's mainstream volunteer-involving organisations were white (see also MacLeod, 1988 for similar results in Scotland's voluntary sector).

However, a number of studies have highlighted different participation rates among BME groups across different forms of voluntary action. As Niyazi notes, (1996; see also Leigh, 2000; Davis Smith, 1998), BME communities have a long tradition of community involvement, but the voluntary action that takes place tends to be informal rather than formal involvement in mainstream voluntary organisations. Levels of participation may be much higher if informal community-based participation is the focus of research. As such, it is important to be careful when interpreting generalised research results.

Examining the 2001 *Home Office Citizenship Survey* suggests that while there appeared to be a further decline in numbers to 39 per cent, there was no decline in volunteering within some Black and Minority Ethnic communities; so, in effect, black participation in volunteering has remained constant while some other groups have declined (see Table 3).

Yet again this disguises variations across different communities, figures indicate that that white people were more likely than black people to get involved with civic participation³. However, Black people were the most likely to get involved with formal volunteering (with Black women more likely than any other group to take part in such activities). Asian people were less likely than both black and white people to be involved in formal volunteering (Attwood et al 2003).

³ see definition in footnote 2

Table 3 Volunteering, by ethnic group

Ethnic group	Percentage of volunteers
All	39
White	39
White British	39
White Irish	33
Other White	37
Mixed race	41
Asian or Asian British	35
Indian	39
Pakistani	31
Bangladeshi	31
Other Asian	33
Black or black British	42
Caribbean	39
African	44
Other black	43
Chinese	37
Other	34

Source Attwood et al 2003

Despite this, the report still shows that people from deprived areas are the least likely to volunteer and, as we have seen, there is a concentration of people from ethnic communities in the poorest districts of the UK.

Looking at this data in the round suggests that an emphasis needs to be put on *where* people volunteer; why is it that some groups appear to volunteer more than others, and that volunteering often seems to be carried out by within their own communities. The literature therefore concentrates on barriers that may stop people both becoming volunteers, and from volunteering in organisation outside of their own communities, the next section looks at this literature.

4. Research into the barriers to black and minority ethnic volunteering

A number of research studies have been undertaken to explore the reasons why those from minority ethnic groups are less likely to become involved as volunteers in mainstream organisations, and in particular outside of their own communities. For example, the barriers identified by Niyazi (1996) and Foster and Mizra (1997) include:

- A lack of outreach work by mainstream organisations to black and minority ethnic people;
- Bureaucracy within mainstream organisations;
- The need to offer interesting and challenging volunteer work;
- Language issues – both in terms of access to information about volunteering, and in the language of ‘volunteering’ itself;
- Childcare and family responsibilities, which can be a particular issue for Asian Women;
- Racism (implicit and explicit) within mainstream organisations;
- A general lack of knowledge about volunteering opportunities and the benefits they may offer;
- Tokenism.

More specifically, Akpeki (1995) identified barriers to participation of BME groups as trustees. These included the use of inappropriate marketing strategies; a lack of commitment by mainstream organisations to involving black trustees; a lack of strategies to recruit, support and retain trustees; an absence of monitoring systems; no support of equal opportunities policy; no exit interviews. Isolation felt by lone black volunteers and a lack of clarity in voluntary organisations about why black trustees were being recruited were also identified as important.

Stemming from such research findings, a number of recommendations have been made that could overcome these barriers and increase levels of participation among minority ethnic communities (see for example, Niyazi 1996; Britton, 1999; Foster and Mirza, 1997; Akpeki, 1995; Bhasin, 1997):

- Targeted recruitment – mainstream organisations should specifically target recruitment at black and minority ethnic people,

stating that BME volunteers are welcomed and sought after, and placing recruitment materials in community centres, the black press and other relevant outlets. In addition, organisations should not rely on word of mouth recruitment as such methods perpetuate existing biases.

- Use appropriate terminology within recruitment materials – for example, ‘helping’ may be more accessible than volunteering, or ‘sewa’ is the word used by Hindus and Sikhs, or ‘Khidmat’ for Muslims.
- Less bureaucratic recruitment procedures should be developed, for example, minimising the paperwork to be completed by volunteers and using more informal language.
- Effectiveness and informality should be ensured at all levels.
- Equal opportunities should be fundamental to an organisation’s philosophy; rather than simply being a written document, equal opportunities policies should be fully implemented and monitored.
- Efforts should be made to ensure prospective volunteers get an immediate response to their applications.
- Unnecessary police checks should be removed.
- Volunteers should be encouraged to utilise and develop their skills.
- Expenses should be paid up front.
- Volunteers should be able to work flexible hours.
- Childcare facilities or expenses should be provided.

Although drawing on evidence from a broad cross-section of voluntary action within general volunteer-involving organisations, the barriers and recommendations identified in the research provide useful insights and guidance for increasing the representatives of volunteer involving organisations and to identify methods to overcome such issues.

A project reaching its conclusion by the Institute for Volunteering Research (forthcoming) has also, in part, focused on access to volunteering by different sections of the community. Largely qualitative in nature, the research identified the barriers already outlined as important. But it also made the distinction between perceptions of volunteers and the volunteering experience by volunteers, volunteer-involving organisations and non-volunteers.

Although the well-known barriers of time, expenses, language and types of volunteering opportunity were present, the research should that these were often not upper-most in volunteers and non-volunteers minds. The implication is that organisations, while ensuring these barriers are minimised also need to reduce the 'perceptual' barriers, which included:

- Volunteers and non-volunteers perception that because they came from a different ethnic background they would not have their skills utilised, rather they would be given menial jobs to do,
- That they did not have the skills organisations wanted and that organisations would not be interested in spending time to help them develop these skills.

5. National programmes to facilitate black and minority ethnic volunteering

Recently new research has been carried out in the form of an evaluation into a government funded project that sought to twin BME organisations with mainstream organisations in a project called *The Black and Minority Ethnic Twinning Initiative* (Gaskin 2003). In 1999 £700,000 was given to six projects involving 19 organisations, nine of which were BME organisations. The purpose was for BME and mainstream organisations to learn from each other and to:

- Raise national awareness of current good volunteering practice in BME communities;
- Improve the quantity and quality of opportunities for BME volunteers;
- Increase the participation of people from BME groups in mainstream voluntary organisations; and
- To provide BME organisations with access to mainstream and strategic funding

The project was intended to look at capacity building of BME voluntary organisations, but had much to say about volunteering. Over the course of the project organisations taking part developed better ways to involve volunteers, and managed to attract in many first-time volunteers. In particular the project noted that:

- Organisations need to recognise the limits of ‘word of mouth’ recruitment and be proactive about finding volunteers;
- This includes recognising that different people are attracted by different messages. BME organisations found that stressing the potential of volunteering to improve skills was important;
- However there is also a need to recognise that many people may want to volunteer to help others but may lack confidence. In such instances organisations need to emphasise that their experience is of great value.(Gaskin 2003)

With the exception of *The Black and Minority Ethnic Twinning Initiative*, there have been no programmes initiated by national government specifically focussing on migrant and ethnic minority volunteering. The twinning project was a relatively small programme designed to uncover innovation and promote good practice between BME and mainstream organisations rather than being a large-scale

national programme. Even then, volunteering was only one aspect of the project.

Government has tended to focus on general programmes volunteering programmes that have included, to a greater or lesser extent in each programme, elements that draw attention to the issue of diversity and including more people from a wide range of backgrounds into volunteering. These projects have included:

- The Experience Corps was a high profile, government funded project to market volunteering to older people and find suitable volunteering opportunities for volunteers. This did have a more explicit aim of attracting volunteers from BME communities. Disappointing results have meant that funding is not being renewed; however, it is recognised that the work to involve Black and Minority Ethnic communities through engaging with local faith communities was innovative. This is a lesson learned from the Experience Corps showing faith as a key area to engage with different communities, but that such work is intensive.
- Millennium Volunteers – a government backed programme to attract young volunteers aged 16-24. This programme has been given considerable resources (the initial amount given was £52 over three years, but more has been given to the programme). Millennium Volunteers money has provided the resources for organisations to do outreach work in communities to recruit and support young volunteers, An aim of the programme was to attract in young people who had not previously volunteered and those from disadvantaged communities. Monitoring information suggests that, overall, the programme has had considerable success in increasing the diversity in volunteer-involving organisations working with the programme (Davis Smith, Ellis and Howlett 2002).
- TimeBank is a government backed project to raise the profile of volunteering by engaging people as ‘time-givers’ to causes they feel strongly about. It is a virtual matching system that puts potential volunteers in-touch with local volunteer-brokering services.
- National volunteer projects such as REACH Volunteering which exists to encourage volunteering principally by the retired, semi-retired and those approaching retirement and Community Service

- Volunteers have projects to reach Black and Minority Ethnic Communities. Local volunteer bureaux do similar work.
- Many national charities have outreach workers recruiting from all local communities. Increasing volunteer-involving organisations are seeing the benefits of diversifying their volunteers to reflect the communities in which they work.
 - Although not programmes, there do exist organisations, and resources, which specifically look at the issues of BME involvement in voluntary action – these are
 - The National Coalition for Black Volunteering – a charity which offers training on involving Black volunteers
 - The Council for Ethnic Minority Voluntary Organisations, an umbrella body which focuses on increasing the impact of ethnic minority voluntary organisations through: Mapping of the minority ethnic voluntary sector, consultations with minority ethnic voluntary organisations in the UK.
Establishing a BME Voluntary Sector Network; helping to access professional volunteers for trustee boards
and providing access to policy papers and seminars of interest to ethnic minority voluntary organisations.
 - Black Volunteering Online is a new online service set-up by black volunteers for black volunteers and for Charities that want to involve them. It is a one stop volunteering shop where any BME person visiting the site can find out about volunteering positions, and be assured that because organisations that request for volunteers on the site are fully committed to recruiting from BME communities.

5.1 Increasing diversity

Organisations are recognising diversity, and the interest of government in this was confirmed when the Prime Minister addressed the issue in a speech he made about how organisations involve people from the communities in which the work, he said:
‘Too many voluntary organisations have volunteers that all come from the same background, and their recruitment drives target the same people again’ (*Volunteering* 2000:4)

Because there has been a lot of research into barriers to the participation of black and minority ethnic volunteers, organisations

need help in seeing how they can overcome them. The Prime Minister's 'diversity challenge' prompted the National Centre for Volunteering to set up a diversity web-site with practical advice and tools for organisations to assess their diversity and to think about how to widen the community from which they draw their volunteers – the diversity web-site can be found at: <http://www.diversitychallenge.org/>

6. Good practice and the MEM-VOL project in England

As indicated in the previous section, there is a developing body of research into the barriers to black and minority ethnic volunteering in England (and the UK more generally). Involvement with the MEM-Vol project allowed us to gather more views from people working within the volunteering field and to draw upon the expertise of those for whom involving people from a range of backgrounds constitutes their daily work. It allowed us to further explore whether groups recognised the barriers identified in research.

To identify organisations from which we could learn more about good practice, we chose to alert organisations to the work we were doing for this project by disseminating information about the project through the extensive networks of the National Centre for Volunteering. We invited people to come forward to tell us about the work they were doing. The response was good and the project stimulated much interest.

Eventually we chose to maintain contact with six organisations and interviewed these about their work. We decided to choose these organisations because they represented a variety of ways that organisations interact with the community and with volunteers. Our framework was to choose organisations which:

- Work directly with people in the community;
- Work as a broker encouraging people to volunteer and then find volunteer opportunities within other organisations;
- Are national organisations working at the local level;
- Are mainstream (predominantly white) organisations working to involve more BME volunteers.

6.1. Case Study 1

The Small Heath Community Forum

This forum was founded in 1996 as a community led organisation bringing together local people, and those with a stake in the regeneration of this part of the city of Birmingham. The forum is a membership organisation, set up originally under a Single Regeneration Budget programme for the area.

The main benefit for the Forum has been to:

- Focus members thinking about what they want from regeneration programmes, but also to get local people to recognise what they can realistically achieve;
- Get members to recognise their strengths and what they can contribute, but also to recognise that they do not have the resources to do everything they might want;
- Foster a greater ability to engage in dialogue with the professionals, to understand better the concepts and language that professionals use.

The forum received specific funding (under *The Black and Minority Ethnic Twinning Initiative*) to set up a project to involve BME and socially excluded communities in volunteering activities. Specifically, the project wanted to 'to remove the myth and perception, that volunteering is not worthwhile'.

During the project, the Forum found that barriers to involvement in recruiting BME volunteers was best overcome by word of mouth - something the literature has identified. It was also found that the type of opportunities available were crucial to interest potential BME volunteers. Key in this is another well-known factor - listening to the needs of volunteers and finding suitable placements.

Matching volunteers to needs was vital if the project was to overcome the next hurdle. As has been found in so many instances of black and minority ethnic volunteering, it was found that volunteers preferred to work in communities that had the same language as themselves and a shared culture. While this was vital in introducing people to volunteering and, this helped volunteers develop confidence it remained that volunteers stayed within their own communities. But as experience and confidence grow the placements changed with

volunteers moving into volunteering in 'mainstream' organisations. This however emphasised that the process is a gradual one and projects cannot expect too much too soon in terms of placing volunteers in organisations outside their own communities.

The project noted that they were able to work by having access to small scale funding, but that if policy makers were serious about integrating more black and minority ethnic people through volunteer placements, this sort of grass-roots development work would need a funding commitment.

6.2. Case study 2:

The Linkup project.

Linkup is an initiative run by the Basic Skills Agency, the national development agency for the improvement of numeracy, literacy and language skills in the England and Wales. It is funded by the Adult Literacy, language and numeracy Strategy Unit (DfES) and the Active Community Unit (Home Office) and is part of the Government's Skills for Life Strategy to improve adult literacy. Volunteering is seen as a key way to support people who need a helping hand to improve their literacy, language and numeracy skills. In November 2002 21 pilot initiatives were funded with the aim with the aim of recruiting 600 volunteers by April 2004. We focussed on one project in Stockton and Middlesbrough - a declining industrial area with a large BME presence.

The project aims to develop new ways of working with volunteers to support adult numeracy, literacy and language learners. All participants go through an initial training qualification. Link Up Training is free of charge and the project works by providing a signposting service to individuals access training and support. Participants receive training and basic skills awareness and can gain a basic qualification and receive a certificate.

Those who wish to go on to become volunteers assisting in a classroom environment to teach adults English as well as numeracy and literacy skills. These volunteers go on to do two additional training programmes. Volunteers completing units 2 and 3 will receive a nationally recognised qualification in literacy, language and numeracy volunteering.

The project aims to target 50 per cent of people from deprived wards in the Stockton and Middlesbrough and 25 per cent above 50 years of age. The youngest participant is 19 and the oldest is 70 years of age.

What worked

There has been a specific focus on BME communities to raise awareness about the project, and the project specifically employed an outreach worker to engage with the different communities living in the area (The area has a very diverse composition with the dominant groups are Congolese, Zimbabwean and Kurds).

Once again it was found that the role of the outreach worker was vital. Word of mouth has been the most effective way of recruiting volunteers, but the outreach worker has also been vital in building trust and being well-known as the 'face' of the project.

The project has recognised that the recruitment of volunteers will be slow; people need to be nurtured, to be given the confidence to realise that their contribution is valuable. The project has also been able to show volunteers what they will get from the project in terms of skills gained.

6.3. Case study 3:

'Feeding the homeless'

The 'feeding the homeless' project is a joint initiative between RSVP (Retired and Senior Volunteers Project) and Sri Sathya Sai (SSS) (an international service organisation based on faith). The project was established in 2001 when there was a realisation that homeless people in Barnet in North London were not provided with a hot meal at weekends or bank holidays.

Members of SSS believe that if that faith in any religion is to be meaningful then it must result in service to mankind. The rationale for the project is the belief in undertaking good works to benefit the homeless. Members of SSS joined the members of RSVP to prepare food for homeless men and women.

The project does not employ paid staff and is led by the volunteer coordinator. A local charitable foundation has given financial support

and the Local Authority and RSVP has provided assistance. There are approximately 40 volunteers from a range of backgrounds, faiths and races.

One of the first things the two organisations decided when discussing ideas for the project was for to develop activities with no associated bureaucracy. The aim was simple, to serve the needy with love and compassion.

What worked

This case study did not point to recruitment as an issue, but rather stressed ways of ensuring volunteers enjoyed their roles and therefore were more likely to stay. The availability of training to help with the practicalities of working with this vulnerable group was thought to be an important point. Training is not necessary for all those who volunteer but it is provided for those volunteers working on the front line. The project has developed well and has allowed SSS and RSVP to work together providing an opportunity for different communities to work together.

This project differs from the other case studies as it is a joint initiative between two very different organisations. The success of the project is seen to be a result of having a task which volunteers find worthwhile and focussed – volunteers can see exactly what they are contributing too.

The project ensured that a system of support for volunteers was implemented that ensured management that is both effective, but at the same time not bureaucratic. The project told us that a key identified element was that volunteers know who is in charge and where to go to solve any problems. This is seen to be one of the reasons the project has a high retention of volunteers.

6.4. Case Study 4: AGE Concern in Brent

Age Concern in Brent (a borough in inner London) has worked in the borough for over 30 years. The antecedent of this project was in the mid 1990's when a dead body was discovered in a flat on the Stonebridge estate – a residential area which has a high BME

population. What shocked the community was that the body had been there for a considerable amount of time and no one had noticed the fact the occupant had not been seen for some time. The discovery was a 'wake-up call' to local people prompting them to come together to look at ways to be more involved in the community and to 'look out for one another'. Age Concern linked up with RSVP to bring local people together through volunteering and community activities. All members of Age Concern are also RSVP members and play a vital link in working with the Older People's Forum which is an integral part of the life of people on the estate.

Age Concern receives funding from the Community Fund (funding through the national lottery) to provide an outreach worker who works on the estate to get people involved in volunteering to enable individuals to be come involved in the community. The target group is for individuals aged above the age of 50. It is estimated this accounts for 500 to 600 people. There are around 20 core volunteers who work on various activities such as organising social events, shopping trips and says out which bring together the different communities living on the estate. Social events can attract around 100 participants. The outreach worker only has limited hours to work with people on the estate and volunteers have become the life-blood of the activities offered. The success of involving volunteers is down to persistence in the community asking people to be involved. Social events are particularly popular and there is always interest when the next party will be. Volunteers help with planning, organisation and the preparation of food.

What worked

Again this project demonstrated how all members of the community will get involved, but they need to be asked and this asking is a time-consuming job. The role of a key worker to be a well known and trusted person to recruit volunteers is vital.

The importance of valuing volunteers was also highlighted in this project. The outreach worker told us that volunteers treasure the social aspect of volunteering in the community and part of the worker's role focuses on ensuring that, while volunteering is good for building solidarity amongst the community, it is also fun social for the

volunteers. In this way the volunteers see their volunteering as more than giving – it becomes part of community life.

6.5. Case study 5:

Stevenage Volunteer Agency (SVA)

Stevenage Volunteer Agency (SVA) is one of about 350 volunteer bureau working in the UK to promote and increase volunteering. Volunteer bureau have six core functions:

- Developing volunteering;
- Promoting volunteering;
- Brokerage – bureau hold information on a wide range of local volunteering opportunities;
- Enabling participation in volunteering through making its services accessible and communicating clearly to organisations and individuals;
- Provide information, training and research;
- Commenting and campaigning on volunteering.

The Stevenage Volunteer Agency provides a range of services to volunteers and for people who are thinking about volunteering in the future in and around the town of Stevenage. The agency also supports around 140 local organisations involving volunteers.

It was established in January 2001 with the following aims:

- To assist people into voluntary work by recruiting and referring volunteers to a wide range of organisations and offering advice and information on volunteering and volunteering opportunities.
- To contact local organisations which involve volunteers and collect information on these organisations and on the volunteering opportunities available. SVA work with these organisations to develop new volunteering opportunities.
- To maintain a database of local organisations that work with volunteers, as well as a database of national and international organisations with volunteering opportunities.

- To promote good practice in volunteer management by offering information, guidance and training to local organisations. To offer one-to-one consultancy service to groups who require it.
- To network in partnership, with statutory services and other local organisations to ensure the value of volunteering to the health and social welfare of the local community is appreciated and recognised.
- To work with organisations / groups to try to ensure that volunteers are not discriminated against and that volunteers are supported in their voluntary activity.
- To promote equal opportunities. SVA believes that volunteering should be open to all sections of the community, and works to ensure that anybody wanting to volunteer is able to do so.

The agency has set up a World Forum to give a collective voice to the ethnic communities in the town. The aim of this group is to:

- Improve understanding across all communities by working by working in partnership with our statutory and voluntary agencies.
- Addressing the needs and aspirations of the minority ethnic communities.
- Improving the quality of life, fulfil potential and enhance participation in the educational, social, economic and cultural life.
- Encouraging networking amongst people from all races to share and celebrate diversity.
- ‘Help us to help to help you’ achieve cultural unity and equality in Stevenage.

What worked

Around 30% of the agencies volunteers belonging the BME communities. The high proportion of BME volunteers in relation to the ethnic structure of the area is something the volunteer agency has found to be of particular interest.

Although no research as been carried out in the town, the agency noted that many people from BME communities approached them to find volunteer opportunities in order to enhance their employment prospects. This emphasises the need to work closely with potential volunteers to ensure that the right volunteer placement is found.

The Agency tries to ensure that placement organisations can provide volunteer expenses and training –without expenses some volunteers cannot afford to volunteer. Without training, volunteers who want to use their volunteering as part of a plan to get paid employment, may find their volunteering less useful.

The Agency also has a role to play in building confidence with potential volunteers, for example if a volunteer does not have very much experience of working within an office environment they are offered a six week placement within SVA.

SVA have found that the Agency can provide a useful support role for volunteers even after they have been found placement opportunities. SVA use a newsletter to keep in contact with volunteers, giving news and information about local volunteer opportunities.

7. Report on the workshop

A significant part of the MEM-VOL project was to bring together the case studies interviewed for the project with policy makers and stakeholders as well as MEM-VOL colleagues from Europe.

The seminar in England was held in London on Friday 4th July.

Present at the seminar were:

Steven Howlett	Institute for Volunteering Research
Angela Ellis	Institute for Volunteering Research
June McAnoy	Age Concern Brent
Kabih Ahmed	Small Heath Community Forum Limited
Nemehiah Moyo	LinkUp project Co-ordinator Stockton and Middlesbrough
Jerry Hayes	Active Community Unit, Home Office, UK Government
Susanne Huth	INBAS-Sozialforschung, Germany
Benedicte Halba	IRIV, France
Denise Murphy	RSVP
Noel Fearon	Sickle-cell Society

Invited but unable to attend:

Black Training and Enterprise Group (BTEG)

The Refugee Council

Stevenage Volunteer Bureau

Feeding the Homeless Project

Council for Ethnic Minority Voluntary Organisations (CEMVO)

The Agenda for the day was based around presentations from participants followed by discussion:

- Introduction of the project and setting the scene of minority ethnic volunteering in the UK
- Outlining the process and aims of MEM-VOL
- Presentations from attending organisations
- Discussion about barriers to volunteering
- How to overcome these barriers

The discussion focussed around a number of key issues:

Barriers to volunteering

Workshop participants recognised the barriers to volunteering outlined in previous research. Of these known barriers, it was those relating to the way volunteers are recruited that were considered crucial and it was interesting to note that most of the case study organisations had key workers operating as outreach workers to deliver the message of what volunteering could offer.

The degree to which barriers exist was a cause of discussion; some participants thought that recruiting volunteers was a full-time job, whereas another felt that people were willing to volunteer - and as such there were no barriers – they just needed to be asked. But, the seminar agreed, this was the crucial point – how should people be asked. The collected practice of the workshop participants pointed to:

- Word of mouth is the most important recruitment mechanism. This, however, is labour intensive – it is NOT a question of putting out literature and hoping people come forward;
- Literature is important, but only in connection with outreach work. This literature should be culturally sensitive (in some languages there is no word for *volunteer*), it should also be clear about what volunteer tasks are;

- Organisations should not expect quick results – it may take time to build trust and confidence with volunteers from different backgrounds;
- This will not be achieved without effective supervision to support volunteers, to ensure that volunteer expectations are met and to ensure that volunteers feel themselves to be a valued part of the organisation;

Other known barriers continue to exist and organisations need to be aware of them:

- Culture is important and organisations need to respect diversity by being aware of the needs of volunteers;
- Volunteers should be given expenses.

Organisational good practice

- Organisation good practice should cover how to reduce barriers and emphasise the need for appropriate volunteer management;
- Organisations need to recognise the importance of matching volunteers to tasks. Well matching volunteers will get more out of their volunteering.
- The importance of valuing volunteers cannot be over-emphasised, volunteers should be appreciated and shown that they really are making a difference.

The role of government

Having a representative of the UK government in the seminar enabled the organisations to explore the role government can play in increasing volunteering from black and minority ethnic communities.

Participants argued that:

- If government is keen to expand black and minority ethnic volunteering it needs to recognise this by supporting infrastructure. The workshop participants showed that they could be successful in recruiting volunteers, and that their

role as an organisation to facilitate volunteering was very important. But such work needs resources, the *Black and Minority Ethnic Twinning Initiative* showed that resources can make a difference.

- Government can help through its policies; the seminar pointed to problems with the cost of implementing Criminal Record Bureau checks on volunteers working with vulnerable clients, and felt government could help here.
- The seminar also highlighted other government policies that hinder volunteering. Rules about claiming unemployment benefits while volunteering need to be fully explained to benefit office staff and the fact that people can volunteer while job seeking needs to be more widely publicised.
- Workshop participants felt that government ought to have a role in instigating a nationally acknowledged and recognised quality mark for volunteer involving organisations. Such a quality mark would show that organisations are 'fit' to involve volunteers.

8. Conclusions

The MEM-VOL project in England has brought together existing knowledge about black and minority ethnic volunteering. It also facilitated the engagement of organisations currently trying to encourage more volunteering from black and minority ethnic communities.

Working with the case-studies, and discussion in the workshop, showed that identified barriers still hold true: recruitment is a vital area, there is a constant need to review volunteer management and there are key issues to be considered in terms of how volunteering is translated in language and cultural terms.

The project also re-affirmed that there is a role for government in encouraging volunteering. Government needs to see that calling for diversity brings with it the need to look at what resources can be brought to bear to help, and what other areas of government action need to be reviewed to ensure they are not hindering widening the appeal of volunteering.

The project has shown that infrastructure is vital. Many of the case study organisations were engaged in developing volunteering and broadening its appeal to diverse communities. But this took resources, and this needs to be recognised.

Additionally it must be noted that there is no 'quick-fix' to encouraging more volunteering. Case studies alluded to the power of volunteering to bring people into the community, to give them a sense of purpose and commitment as well as facilitating the learning of new skills ready for paid employment. But, it can be a slow process; outreach workers alluded to the time needed to encourage people to volunteer. And when people are interested sometimes they need their confidence built before they are ready to volunteer.

The project has shown the value of volunteering as a way of affecting change in people and communities; but it has also shown that there are many lessons to be learnt to make this more effective.

9. Bibliography

Akpeki (1995) *Black on Board: Report of a conference held at NCVO on 30 November 1994*, NCVO

Attwood, C; Singh, G; Prime, D; Creasey, R and others (2003) *2001 Home Office Citizenship Survey: people, families and communities*. Home Office Research Study 270. London: Home Office Research, Development and Statistics Directorate

Bird (2002) *Governance Matters*, The Education Network: London

Bhasin, S (1997) *My Time, My Community, Myself: Experiences of volunteering within the black community*. London: The National Centre for Volunteering

Britton, N.J. (1999), 'Recruiting and retaining black volunteers: A study of black voluntary organisations' *Voluntary Action* 1(3) pp. 9-23.

Cabinet Office (2000) *Minority Ethnic Issues in Social Exclusion and Neighbourhood Renewal*.

Commission for Racial Equality (2003) 'The contributions of ethnic minorities' [online]
http://www.cre.gov.uk/ethdiv/ed_contributions.html. (accessed September 2003)

Community Development Foundation, the National Consumer Council and Action for Governors Information and Training (1990) *Minority Ethnic Communities and School Governing Bodies*, National Consumer Council: London

Community Fund Research (undated) Issue 2 Refugees and asylum seekers in London: the impact of Community Fund Grants.

Commission for Racial Equality (2003) *The contribution of ethnic minorities* http://www.cre.gov.uk/ethdiv/ed_contributions.html accessed August 2003

- Davis Smith, J. (1998) *The 1997 National Survey of Volunteering*. London: Institute for Volunteering Research
- Davis Smith, J., Ellis, A. and Howlett, S. (2002) *UK-Wide Evaluation of the Millennium Volunteers Programme*, Research Report 357, Department for Education and Skills, Nottingham
- Deem, R., Brehony, K. and Heath, S. (1995) *Active Citizenship and the Governing of Schools*, Open University Press: Buckingham
- Foster, J. and Mirza, K. (1997), 'By the People: Voluntary activity by African-Caribbean and Asian communities in Luton', *Voluntary Action Research Fourth Series*, Paper 2, The National Centre for Volunteering.
- Gaskin, K. (2003) *Joining Forces: The Black and Minority Ethnic Twinning Initiative: Evaluation and Good Practice*. Home Office Research Study 256. Home Office Research, Development and Statistics Directorate: London
- Leigh, R. (2000) *Black Elders Project Report*, Leicester Volunteer Centre.
- Lynn, P. and Davis Smith, J. (1991) *The 1991 National Survey of Voluntary Activity in the UK*. Berkhamsted: The Volunteer Centre UK
- Lyons, M., Wijkstrom, P. and Clary, G. (1998) 'Comparative studies of volunteering: What is being studied?' In *Voluntary Action* 1(1) pp33-44
- MacLeod, L. (1988) *Irrespective of Race, Colour or Creed?* Report of an action research project funded by the Commission for Racial Equality and carried out by the Scottish Council for Voluntary Organisations during 1987/88, SCVO
- National Centre for Volunteering (2002) [online] <http://www.diversitychallenge.org/> accessed July 2003
- National Coalition of Black Voluntary Organisations (2000) National Coalition for Black Volunteering (2000) *Noticeable by Their Absence:*

Black volunteers in charities: A report on a survey by the National Coalition for Black Volunteering, NVBC: London

Niyazi, F. (1996) *Volunteering by Black People: A route to opportunity*, National Centre for Volunteering: London

Office for National Statistics [online]
<http://www.statistics.gov.uk/STATBASE/Expodata/Spreadsheets/D6220.xls>

Streatfield, D. and Jefferies, G. (1989) *Reconstitution of School Governing Bodies* NEFR: Slough

Troyna, B. (1995) 'The Local Management of Schools and Racial Equality' Chapter 8 (pp.140-154) in Tomlinson, S. and Craft, M. (eds.) *Ethnic Relations and Schooling: Policy and practice in the 1990s*, Athlone: London

National Centre for Volunteering (2000) 'Blair sets out challenge for more community involvement' *Volunteering* 57 p4

Appendices

Appendix 1: Project Flyer



Germany

INBAS-Sozialforschung GmbH
Susanne Huth and Jürgen Schumacher
Nonnenpfad 14, D-60599 Frankfurt am Main
Tel.: +49-69-65302061, Fax: +49-69-655096
susanne.huth@inbas-sozialforschung.de
juergen.schumacher@inbas-sozialforschung.de
www.inbas-sozialforschung.de



The Netherlands

Community Partnership Consultants
Angelika Münz
Huddestr. 3, NL-1018 HB Amsterdam
Tel.: +31-20-6261208, Fax: +31-20-6261167
angelika.munz@community-partnership.net
www.community-partnership.net



United Kingdom

Institute for Volunteering Research
Angela Ellis and Nicola Ponikiewski
Regent's Wharf, 8 All Saints Street
GB-London, N1 9RL
Tel.: +44-02-75208907 (A. Ellis),
+44-02-75208911 (N. Ponikiewski)
Fax: +44-20-75208910
angela.ellis@thecentre.org.uk
nicola.ponikiewski@thecentre.org.uk
www.ivr.org.uk



European Coordination

INBAS-Sozialforschung GmbH
Susanne Huth
Nonnenpfad 14, D-60599 Frankfurt am Main
Tel.: +49-69-65302061, Fax: +49-69-655096
susanne.huth@inbas-sozialforschung.de
www.inbas-sozialforschung.de



Austria

European Centre for Social Welfare Policy
and Research
Margit Grilz-Wolf and Charlotte Strümpel
Berggasse 17, A-1090 Wien
Tel.: +43-1-3194505-44
Fax: +43-1-3194505-59
grilz-wolf@euro-centre.org
struempel@euro-centre.org
www.euro-centre.org



Denmark

The Volunteer Centre in Denmark
Mette Hjære
Panttheonsgade 5, DK-5100 Odense C
Tel.: +45-66-146061, Fax: +45-66-142017
mh@frivillighed.dk
www.frivillighed.dk



France

IRIV - Institut de Recherche et d'Information
sur le Volontariat
Bénédicte Halba
26 boulevard Raspail, F-75007 Paris
Tel.: +33-1-42840825, Fax: +33-1-42840825
iriv@noos.fr
www.iriv.net

MEM-VOL Migrant and Ethnic Minority Volunteering



A Transnational
Exchange Programme in

- Austria • Denmark • France
- Germany • The Netherlands
- United Kingdom

in the framework of the Community
Action Programme to Combat Social
Exclusion (2002 - 2006)

Financially supported by

- European Commission, Employment
and Social Affairs, General Directorate
- Bundesministerium für Familie,
Senioren, Frauen und Jugend, Germany

www.mem-volunteering.net

MEM-VOL – Migrant and Ethnic Minority Volunteering

Background

Until now little is known about volunteering of migrants and ethnic minorities, although kinship and neighbourhood networks and ethnic communities are in the focus of research. Volunteering – in favour of the own community or for different groups – might be a means of integration into society in a double sense: e.g. by labour market counselling to facilitate employment or by educational training for children of foreign origin *and* by developing new skills and qualifications through volunteering. Migrants and ethnic minorities suffer in all member states of the European Union from high unemployment. The effects of MEM volunteering as a means of integration – societal, cultural and on the labour market – and as a means of empowerment and development of the civil society is highly underestimated and disregarded. Therefore promoting and facilitating volunteering and self-help of migrants and ethnic minorities will be an important objective to combat social exclusion and poverty.

Methods

The project partners carry out research their respective country – Austria, Denmark, France, Germany, the Netherlands and United Kingdom – to compile the above mentioned analyses and reports. On this base transnational meetings will be held in each country with representatives from local, regional, national authorities, from self-organisations of migrants and ethnic minorities and welfare organisations.

Findings

The project findings will be disseminated in national reports and a European synopsis both as publications and on the internet at www.mem-volunteering.net in September 2003. They will be presented to decision makers in local, regional, national and European authorities to promote and facilitate the further development of MEM volunteering.

Objectives

The objectives of the first phase are:

- brief outline of the social situation of migrants and ethnic minorities in each country
- compiling major findings of research concerning volunteering of migrants and ethnic minorities
- identifying key actors and local, regional and national political programmes to facilitate volunteering of migrants and ethnic minorities
- identifying and description of some examples of good practice (3-5 in each country)
- identifying objectives for phase 2 and application
- building up a partnership in each country that consists of NGOs and local, regional and federal authorities

Appendix 2: Organisations contacted during the course of the Research

Aston University Business School – Patricia Young

Black Training and Enterprise Group (BTEG) Joseph Adama

Bocha Sanwasi Aksahr Porshottam San (BAPS) Rupesh Patel

Bridging the Gap Shirley Bowen

Council for Ethnic Minority Voluntary Organisations (CEMVO)

Home Office Voluntary and Community Unit Jerry Hayes



Home Office Volunteer and Community Research Unit. Meta Zimmeck, Andrew Zurwan and Duncan Prime

Members of the National Centre for Volunteering.

Refugee Council Melina Carriere and Chris Badman

Retried Senior Volunteers Programme (RSVP) Denise Murphy

MEM-VOL Migrant and Ethnic Minority Volunteering

 Transnational Exchange Programme in the framework of the Community 
Action Programme to Combat Social Exclusion (2002 – 2006)

Questionnaire for examples of best-practice in the United Kingdom

<p>I. Contact information</p> <p>Title of the project:</p> <p>Organisation:</p> <p>Contact person:</p> <p>Street:</p> <p>Postcode and Town:</p> <p>Telephone:</p> <p>Fax:</p> <p>Email:</p> <p>Internet:</p>
<p>II. Organisational details</p> <p>Year of foundation:</p> <p>Rationale for foundation:</p> <p>.....</p> <p>.....</p> <p>Sources of funding:</p> <ul style="list-style-type: none"><input type="checkbox"/> own funds<input type="checkbox"/> promotional funds for model projects <input type="checkbox"/> income from measures<input type="checkbox"/> local government funds <input type="checkbox"/> donations<input type="checkbox"/> state government funds <input type="checkbox"/> membership dues<input type="checkbox"/> European funds <input type="checkbox"/> contributions from foundations<input type="checkbox"/> funds from labour market authorities <input type="checkbox"/> social sponsoring <input type="checkbox"/> other, namely: <p>Number of volunteers:</p> <p>Number of salaried workers:</p>

Appendix 3

III. Content of the project

Fields of activities:

- information
- counselling

- encounter
- education

- care
- health

- leisure time activities
- culture

- social inclusion and participation
- religion

- representation of interests
- sports

- other, namely:

Target groups:

- employees
- men and boys

- unemployed people
- children

- women and girls
- people seeking advice

- youth
- senior citizens

- other, namely:

Nationality and origin of target groups:

- one nationality / origin, namely:
- different nationalities / origin, namely:
-

Objectives:

.....

.....

.....

.....

.....

Appendix 3

Details description of activities (please indicate what activities are carried out by volunteers and what activities are carried out by salaried workers):

.....
.....
.....

more: activities:

.....
.....
.....
.....

What activities do you develop to recruit and retain volunteers?

.....
.....
.....
.....

What working links do you have with other organisations? (NGOs, public authorities, grass-route initiatives, self-help groups etc.)

.....
.....
.....
.....

Please enclose flyers, brochures and other information material of the project and send back the questionnaire to Nicola Ponikiewski, The Institute for Volunteering Research, Regents Wharf, 8 All Saints Street, London, N1 9RL

Thank you very much for your support!

For questions please contact:
Nicola Ponikiewski at the above address.

Appendix 4: Agenda of the workshop

MEM-VOL Project Workshop
Friday 4th July 2003
Room 5, 8, Regents Wharf, All Saints Street, London, N1 9RL

10.00am – 10.30am	Coffee and registration
10.30am -10.50am	Welcome and introduction to the project Brief findings from the UK Dr. Angela Ellis and Dr. Steven Howlett. The Institute for Volunteering Research
10.50am 11.10am	Report from France Dr.Benedicte Halba from IRIV France
11.10am 11.30am	Report from Susanne Huth from INBAS-Sozialforschung
11.30am- 11.45am	Coffee
11.45am – 12.45pm	Organisation outlines of projects (maximum 10 minutes per organisation)
12.45pm –1.30pm	Lunch
1.30pm –2pm them	Discussion about barriers, what works well to overcome
2pm – 2.30pm	Discussion about benefits and limitations of volunteering
2.30pm –3pm	Conclusions and the next