

INVOLVE

Involvement of third country nationals in
volunteering as a means of better integration

Seminar report

Deventer, The Netherlands

23 and 24 June 2006



This project is supported by the European Commission
in the framework of the [HINTI](#)H programme.

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INVOLVE Seminar The Netherlands, 23 and 24 June 2006

Programme

Thursday 22 June:

All day	Foreign participants arrive
19.00 – 20.00	<i>Reception at City Hall</i>
20.30 – 22.00	<i>Dinner and presentation of good practices</i>

Friday 23 June:

09.30 – 10.00	<i>Coffee and tea</i>	
	Dutch participants arrive	
10.00 – 10.15	Opening and welcome	Mr Henk Kinds
	INVOLVE goals and project set-up	Mr Markus Held
	INVOLVE state of affairs	Mr Christopher Spence
10.15 – 11.00	Volunteering and immigration: State of the play per country	Panel Interviews
11.00 – 11.15	<i>Coffee and tea break</i>	
11.15 – 13.00	Country corners	Seven Groups
13.00 – 14.30	<i>Lunch at migrant volunteering project</i>	
15.00 – 15.30	Keynote speech: "The EU and its initiatives on integration and immigration"	Mrs Sandra Pratt European Com.
15.30 – 17.00	Levels of recommendations	Three Groups
17.00 – 17.30	Highlights and suggestions	Plenary Session

17.30 – 19.00	Free time	
19.00 – 21.00	Buffet dinner and networking event	
21.00 →	Cultural café	

Saturday 24 June:

09.30 – 10.00	Coffee and tea	
10.00 – 10.30	Presentation of recommendations	CIVIQ
10.30 – 11.45	Panel discussion	Plenary Session
	<ul style="list-style-type: none"> • Mrs Sandra Pratt, European Commission • Mrs Anja van Heelsum, Senior Researcher IMES, University of Amsterdam • Mr Chan Choenni, Senior Advisor, Netherlands Ministry of Justice • Mr Alex Thenu, Policy Advisor, Forum Institute for Multicultural Development • Mr Ayhan Tonca, President, Contact Organisation Muslims and Government 	
11.45 – 12.00	Coffee and tea break	
12.00 – 13.00 Groups	And... action!	Seven Country
13.00 – 14.00	Results and next steps Farewell Buffet Lunch	Plenary Session
14.00 –	Participants leave	
14.30 – 16.30	INVOLVE partner meeting	

PANORAMA on Volunteering and Integration Policies – State of the play per country

Country:	Spain
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Preliminary questions Spanish national context

When talking about the current immigrant's integration through volunteering in Spain, the first notion we take in mind is that Spain is administrative divide in 17 Autonomous Communities, where each one develops its one political guideline as regards integration policies and voluntary work, nevertheless national government gives a general guidelines.

In the other hand, over the past two decades, this country has gone from being a country of emigration to a country of immigration. Non-EU immigration has come to be one of the key items on political and social agendas of both government officials and civil entities. The first reason is because the Spanish State has become the gateway for two of the main immigration currents heading for the European Union: the African and Latin American ones; at the same time, there is evidence that it is also a key entryway for Asian migrants who reach Europe by way of the Mediterranean Sea. To understand the attention that is now given to the immigration phenomenon, there is another relevant factor to be taken into account, and that is the growth of the immigrant population itself and its "visibility" in public spaces.

According to the register of inhabitants¹, on the 1 January 2005 in Spain there were a total of 3.691,547 foreign residents. Comparasion of this figure with the 1996 of just fewer than 500.000 gives an idea of the size of the phenomenon of foreigner immigration into Spain in recent years. We can briefly mention the following features:

- The foreign population in Spain represents approximately 7% of the total and over 10% in some Autonomous regions.

¹ According to official State statistics (Source: National Institute of Statistics and Interior Ministry)se individuals who are recorded in the Register of foreigners, and who must have their papers in order to be able to be registered. On a municipal level, the term residents is applied to those people actually living in the municipality, or who are at least registered in the municipal census list of inhabitants and who do not need to legalise their situation in order to register.

- 79% of foreigners are nationals from countries outside the EU, with the majority coming from countries in Central and South America. By country, those coming from Ecuador, Colombia, Morocco, Rumania and Argentina are the most numerous.
- 53% of the foreigners are men and 47% women. In terms of immigrants from Central and South America, the percentage of women is higher than men.
- Irregular immigrants are common in Southern European countries, in Spain a proof of this is that in the last 17 years; from 1986 there have been 6 regularisation or extraordinary documentation process (1986, 1991, 1996, 2000, 2001 and 2005).

Given this situation, it is clear that the majority of immigrants in Spain belong to the *first generation*. At the same time, the majority of them are still in very precarious situation as they have been in the country for too short time.

What impact did the first seminar in Wolverhampton and the second seminar in Valencia and their results have on your work within your National Advisory Groups?

Firstly of all, we need to clarify that in Spain has not developed a specific link between integration and volunteering regarding immigrants social participation. In fact, in a national level, the recent *III State Plan on Volunteering (2005-2008)* has not mention the immigrants as a target collective for promoting volunteering, so that gives us an idea about the early state of immigrants volunteering in our country.

The impact of the two international seminar in the INVOLVE research is information one. First of all in Spain at the moment, we need a big amount of information around the bigger experience in countries with a larger immigration, in terms of time and also number. In organisations such as CEIM – Centre for social integration and training of immigrants of Valencian Community- have already a volunteering policy orientated to immigrants, we are trying to improve it and at least we have since Wolverhampton put together an interview for immigrants in order to determine what they thought to be the most common barriers for volunteers here in Spain.

What concrete action have you taken – and what changed in your countries ever since?

We are making contacts with immigrant associations in order to promote through them the use of volunteers. But I insist we are in Spain in a special moment, the very early begin of this immigration process, and most of all immigrants want to have a proper

job, to get away from the black market and also to accomplish the law which include a presentation of a proper contract for a legal renew of their permit of stay and job permit. In this moment it seems that volunteering is a utopia.

In order to analyse Immigrants Volunteering, we are applying questionnaires for immigrant's volunteers participating in the framework of immigrants associations and for immigrants and volunteers organisations. The Department of Immigration of The Catalonian federation of Social Volunteering collaborates as a Spanish research member in the "INVOLVE" project and has collected and analysed those questionnaires distributed to the FCVS's four territorial units: Lleida, Girona, Tarragona and Barcelona.

During the Valencia International Seminar was organized two Focus Groups made up with a professionals and volunteers from eight provinces of Spain. The participants belong to public institutions, immigration authorities, volunteers, and board members volunteer's organisations and policies makers. (See: Workshop 4: Valencia Seminar Report).

Finally, at the moment OBIten –Observatory of Immigration of Tenerife- has identified five initiatives which could serve to study the transferability and the criteria for "good practices esamples". The projects identify are the following: "El patio de las culturas", the bulletin "Enlace" and inmigrants and volunteering association at the Volunteering fair in Tenerife.

What is the state of play in your country regarding governmental policies on volunteering and integration of third country nationals?

As we have already explained, the Spanish government is at the moment leading with a very problematic overflowing of immigrant waves. On a state level, the specific policies for the integration of immigrants that have been developed in Spain have taken the legal criteria of full citizenship as a starting point, while they are in practice centred on the controlled placing of immigrants in the labour market, including some measures to train immigrants for employment.

The *Forum for Social Integration of Immigrants*, which controls the participation of agencies and organizations concerned with the issue. Its functions are centred upon consultation, information and assessment towards the integration of immigrants. Immigrants' associations and unions linked with immigration are represented in this

organ, as well as the various administrations. It is compulsory to consult the forum about global plans and programs at State level and about blueprints of programs, when the rules of the central State Administration may affect the social integration of immigrants. The membership of the Forum for the Social Integration of Immigrants is composed of: eight members representing the relevant government agencies, eight members representing the immigrants and refugees, through their legally constituted associations and eight members representing the social support organizations, to include the most representative labour unions and employers' organizations, that have interest and involvement in the realm of immigration.

The III National Plan for Volunteering 2005-2008, has not mention "immigrants" as group target for promoting volunteer. The Plan identifies "immigrants" as collective scope for volunteering action given their general precarious socio-economic situation.

On the regional level, the majority of the Autonomous Communities have developed their own plans on integration of immigration and volunteering. Although in the majority of the regional administrations both matters are rule by the same department, there is no administrative actions addressing immigrants volunteering. Some Autonomic Governments (Madrid, Catalonia, Valencian Community and Andalusia, for example) have developed their own integration plans and also channel funds by subsidising local organisations. Municipal Governments as well as NGOs, churches, and unions have a privileged role in the network of assistance for immigrants, due to their direct, daily contact with these people. In the case of the unions, they also participate in the Forum for Integration.

The NGOs offer information about resources, legal assistance, Spanish classes, professional training, medical attention, an employment bureau, as well as sensitising the local population. The most important organisations, because of their extension on the national level and the resources they receive, are lay or religious organisations and are mostly composed of Spanish people.

What are major challenges in this area, which are a basis for your recommendations?

First of all try to calm down the feelings about immigration in several countries in Europe, not only in Spain. Try to reach at least a common policy in Europe for immigration; we cannot resolve this situation of massive incoming of people without a rational common view. In volunteering, and specially for Spain we need to work with people who are living in Spain more than 5 years in order to promote the wish in those

to help as volunteers in the new incoming waves, trying to use their fresh experience in a positive integration way. For that we need a good combination a sort of contact web between the social agents involves in integration. Also change the mentality of the Spanish people in order to show them volunteering as a positive way of integration.

The Government must take some decisions in order to promote volunteering helping this situation with some positive stimulation, as advantages in social security payments or reaching stay permits and work permits through volunteering. If this elements are not promote it will be very difficult for them to be volunteers, because they need most of their time to find and try to stay in proper jobs.

At the same time, observation and study of the migratory phenomenon are essential, cultural difference is more and more frequently presented as the source of possible conflicts and the main obstacle to the immigrant's population's integration, where cultural characteristics are defined as conditioning behaviour. The problem of integration are usually explained as the product of already existing differences (that the immigrants drag with them) and the differences imposed or constructed by institutional policy are not considered.

Country:	The Netherlands
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1. Impact of the two INVOLVE seminars:

Two delegates of the advisory group together with Willem-Jan de Gast (CIVIQ) and Angelika Münz (CPC) took part in the first INVOLVE seminar in Wolverhampton. The delegation to the second seminar in Valencia was a larger one, including six members of the advisory group along with Henk Kinds and Angelika Münz (CPC) and Miro Popovic (CIVIQ). The seminars have had the following impact:

- They contributed to raise awareness of the fact that in spite of the many differences between countries concerning the recognition and public support of volunteering we hold much more in common with respect to crucial barriers to volunteering of third country nationals. Learning from the situation of other countries contributed to see current programs and practices in the Netherlands in a larger context and therefore, mirrored own strengths and weaknesses.
- They confirmed the importance of volunteering of third country nationals for empowerment and participation in society. In this way, they helped to invigorate ideas and confidence of members of the advisory group.
- They helped to strengthen involvement and commitment of the advisory group in the INVOLVE project.
- They confirmed the potential that a European network on volunteering of third country nationals holds for all involved provided more time and effort is given into developing and strengthening it further.
- The exchange during the seminars and best practice examples sparked off new ideas among members of the advisory group concerning their work and collaborative efforts.

Actions taken:

- We have spread information on the INVOLVE project in our networks both of CIVIQ and CPC as well as of members of the advisory group.
- CIVIQ and CPC co-operate on a new research project which involves the twinning of migrant organisations and mainstream volunteer organisations. The objective of the project is to learn from mainstream organisations good practice with respect to recruiting and retaining of immigrant volunteers. It is currently being implemented in three cities in the Netherlands (Groningen, Deventer and Vlissingen). The undertaking of this research was inspired by recommendations of the MEM-VOL project and the current INVOLVE project.
- The INVOLVE seminars increased awareness on the precarious situation of asylum seekers and persons without a legal status and the role that volunteering may have for their lives. This contributed to new contacts and exchange of ideas on this issue with organisations working with refugees and people without legal status.
- A. Münz presented interim results of the INVOLVE project at a research conference on volunteering in the Netherlands and Flemish Belgium organised by CIVIQ and

the Erasmus University of Rotterdam at the Erasmus University. She will also give a presentation on INVOLVE at a meeting on current research on migrant volunteering organised by CIVIQ on 22nd June.

- The time span is too short to speak as yet of changes that have emerged as a consequence of the INVOLVE project. We are however, convinced that the third and final European conference hosted by the partners in the Netherlands will contribute considerably to taking forward an agenda and more actions for change in the future.

2. Governmental policies on volunteering and integration of third country nationals

In the past years, government has given strong attention to the strengthening of migrant volunteering. This has been done in two policy areas:

- a) The Ministry for Health, Welfare and Sports, which is responsible for the development of policies on volunteering, defined as a priority area in its most recent policy document² the need to support migrant volunteering, especially in mainstream voluntary organisations. Specific attention should be given to volunteering of immigrant women since they belong to the most excluded groups of society. The Ministry supported the five year program “Stap Twee” (2001 – 2005) which aimed at increasing diversity in the voluntary sector. The current general policy initiatives on volunteering aim at removing barriers to volunteering in the legal framework, improving quality of local policies and volunteer support structures, supporting recruitment of volunteers of “new” target groups (such as migrant communities) and stimulating research. It can be expected that these initiatives will benefit the development of migrant volunteering.

The Ministry does not use “integration” as a key concept but speaks of “participation” as the major goal of its volunteering policy. A new development is that the Ministry has embarked on broadening the traditional concept of volunteering. It therefore, now speaks of “voluntary action” in order to use a more inclusive concept.

- b) As a result of central government policy local and provincial governments have developed own programs to increase diversity in the mainstream voluntary sector on local and provincial level in the past years. In addition, local governments especially in the four big cities of the Netherlands have developed integration policies that support activities of migrant organisations under the condition, that these activities promote integration into society. This implies a policy shift away from the subsidising of general running activities of migrant organisations which used to be common practice in the decades before. On local, provincial and national level government also funds support organisations for migrant organisations which help equipping them with the necessary skills for organisational development and linking them up with other networks and groups.

² Ministerie voor Volksgezondheid, Welzijn en Sport, Beleidsbrief vrijwillige inzet 2005-2007

- c) The current integration policy under the responsibility of the Minister for Immigration and Integration puts a stronger focus on integration in the social-cultural domain than on integration in the social-economic domain. Furthering of social cohesion and shared citizenship are key concepts of integration. Current policy documents and governmental reports stress in general terms participation as an area of policy concern. They however, do not elaborate but rather neglect the link between migrant volunteering and integration. Stemming from earlier integration policies, the Newcomer Integration Programs that emerged from the Newcomer Integration Act (1998) stimulate the volunteering of new immigrants in order to familiarise them with society and improve their chances on the labour market.

Major challenges

- Exclusion from integration and volunteering: This concerns third country nationals whose application for asylum status has been turned down as well as third country nationals applying for a residence status on other grounds than political asylum (i.e. medical grounds, humanitarian).
- Downgrading of volunteering in the legal framework: unemployed people (this concerns many third country nationals) may not freely volunteer. Only the long-term unemployed may volunteer provided it enhances their integration into the labour market.
- Resistance to change in mainstream voluntary organisations: overcoming barriers to migrant volunteering require attention for and investment in long-term transformation processes.
- Exclusion of the second and third generation of immigrants (young people) and women: they are key-holders to integration processes.
- Assimilation pressure: The current integration debate neglects the two-way process of integration and predominantly holds the immigrant responsible for success or failure.

Country:	Hungary
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The panorama session on Friday 10.00-10.45 will aim at giving an overview of what has happened in the partner countries since the last seminars – and will introduce the participants to the reality of policy regarding volunteering and integration in your countries. You will not present them in depth – but we will arrange an interview panel where you will respond to questions of a facilitator who will know your panorama reports and try and make the session interactive.

1) *What impact did the first seminar in Wolverhampton and the second seminar in Valencia and their results have on your work within your National Advisory Groups?*

The participants of the Hungarian group have understood the importance of the phenomenon of migrant volunteering what was not well known in our country before. Ever since then we have found contacts to potential organizations being able to set up such programs and found different programs as well in connection with migrant volunteering.

The most important improvement is the success of the EQUAL project led by two members of the advisory group, Judit Fekete and Tamás Jácku, what was presented in Valencia however before its birth, since it started right after the Valencia seminars. We are happy to inform everyone, that the project aiming to give labour market training to refugees and asylum-seekers is a great success, especially because thanks to the project, four volunteer refugees could start to work at a governmental organization, the Hajdú-Bihar County Labour Centre.

This is a unique event in several different respects. First of all it had never happened before in Hungary that a governmental organization became a registered volunteer workplace. It is also important that this way the volunteering refugees are able to have contact with the members of the host society without feeling themselves humiliated. They also have a possibility to live a normal life and get experiences about the country outside the reception centre, where the other refugees spend most of their time.

It is a further result that the Hungarian costumers of the Labour Centre get positive impressions of the refugees what can work against the serious xenophobia being present in Hungary. The volunteers have a possibility to get familiar with the Hungarian language and they also become trained employees with a considerable practice in the field of administration what gives them far grater opportunities to find a workplace than without this kind of experience.

On the other side the Labour Centre gets valuable help what can improve the quality and efficiency of their work. It should also be seen how the presence of these people at the Labour Centre can have a positive influence on those refugees who are trying to

find a job and can get help from their fellow nationals or at least other refugees who are able to understand their special problems.

What concrete action have you taken – and what changed in your countries ever since?

Orsolya Kisgyörgy, member of the advisory group, working at the Ministry of Labour has set up a discussion on the Ministry's possible involvement in connection with migrant volunteering. As she is a planning officer mainly dealing with immigration issues, what this way are in the scope of the Ministry's activities, her aim was to highlight the importance and possible opportunities given by the volunteering of migrants and volunteering in general what was a rarely discussed topic before.

Due to the involvement of Judit Tóth (associate professor of law, University of Szeged) to the work of the national advisory group, she gave a lecture to graduate students on legal status of volunteers on the base of Convention of the Council of Europe and the Act on volunteers. It meant a dissemination of knowledge to about 150 students attending the legal course of the Faculty of Law, University of Szeged (academic year of 2005/2006). Moreover, the course on the Legal Status of Non-profit Organisations are extended by standards on volunteers.

**2 *What is the state of play in your country regarding governmental policies on volunteering and integration of third country nationals?
(Please do state only targeted policies that link both areas (do not give an overview only on volunteering or integration policies)***

Since Hungary is neither an immigrant country (the proportion of immigrants is less than 3%) nor well known for its volunteer activism, we are not able to list any such information. It should also be considered, that more than 80% of those few immigrants are of Hungarian origin, with perfect knowledge of the language and culture, so they do not have any integration problems.

The only considerable event in connection with the above aims was the birth of an act in the summer of 2005 on volunteering, which allows asylum-seekers to volunteer. Unfortunately despite of the possible positive impacts of this law, we cannot report on any major changes in the field since the law came in force, only the above-described EQUAL project.

What are major challenges in this area, which are a basis for your recommendations?

We would suggest greater publicity for volunteering to make it desirable for the possible workplaces and potential volunteers. We also recommend having an aggregated list of all the organizations receiving volunteers in Hungary in order to give the possibility to those interested to find the best place for themselves. This list should contain the information on whether the organization would host non-Hungarian volunteers.

Country:	Germany
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Already in 2003 a German working group on migration/integration within the German Network on Civic Activities (Bundesnetzwerk Bürgerschaftliches Engagement BBE) was set up to bring together experts from different levels and professions to analyse and to discuss the issue of migrant volunteering, and to promote and to facilitate migrant volunteering both in German volunteer organisations and in ethnic associations and networks. This working group that meets four times a year agreed to act as the German National Advisory Group for the INVOLVE project.

The group has met in November, February and late May to discuss the INVOLVE seminars' results and to come up with recommendations for this last seminar. The main topics that were discussed during the last meetings were:

- involving migrants' organisations into our discussions
- qualification needs of migrants' organisations
- barriers for migrants to participate in German associations
- ethnic mainstreaming in German associations
- outcomes of the survey on volunteering of the Turkish population in Germany
- networking between municipalities, German associations and migrants' organisations

The topic of migrant volunteering is quite high on the German agenda, especially on the local and regional level, but also the German Commissioner for Integration and the Federal Office for Migration and Refugees recognise the impact of volunteering on participation in community life and integration of migrants. Some states and municipalities have already set up policy strategies or programmes to promote migrant volunteering both in German associations and migrants' organisations.

The main impacts of the INVOLVE seminars on the work of the German advisory group were

- a better understanding of other countries' policy framework of and attitudes towards volunteering and integration
- a better understanding of the interlinkages between countries' immigration history, integration concepts and volunteering
- learning from other countries' problems and ways to overcome them in involving migrants in volunteering

At present the German working group is organising a workshop to be held in November this year on the issue of qualification need of migrants' organisations. We learnt that migrants' organisations often are lacking useful skills and qualifications to run their work, apply for funding, or built up cooperation with host country institutions and organisations. Thus several cities run courses in cooperation with education centres for migrants' organisations. But these organisations are not yet involved in the conceptualisation of these courses and evaluation is missing.

A second plan of the German working group concerns the so-called integration pilot or tutor projects. These projects aim at qualifying Germans and long-term resident migrants to accompany migrants in everyday life. These pilots or tutors work on a voluntary basis. The German working group organises a workshop in spring 2007 in cooperation with the city of Hanover to discuss the different existing concepts and to exchange experiences.

On the background of the public debate on Muslim organisations the theme of migrant volunteering in faith communities will be addressed in the forthcoming working group meetings. A Muslim-Turkish umbrella organisation will be invited to the next meeting.

Regarding governmental policies on volunteering and integration of third country nationals there are already targeted policies linking both areas on local, regional and national level. Within the framework of the new integration act language lessons and orientation courses are funded by the Federal Office for Migration and Refugees. Since 2003 the Federal Office is in charge of funding projects aiming at the integration of ethnic Germans and foreigners. In this framework the concept of integration into community life is targeted at

- building up contacts between the host country population and migrants
- improving acceptance within the host country population
- stabilising one's personality
- activation of migrants' self-help potentials
- introducing local services and offers such as associations, education centres, youth clubs
- development of integration measures through pilot projects

To achieve these objectives especially measures on the local level are funded to promote participation in community life. Projects initiated and accompanied by local networks including voluntary initiatives are preferred for funding.

Since the new immigration and integration act came into force in January 2005 there is a major discussion on rights and duties of migrants in integrating into the German host society. Major challenges which are the basis for recommendations to be discussed in the course of the Deventer seminar arise from this discussion. After having denied being an immigration country Germany faces the reality of more than 40 years of immigration and absence of integration programmes.

In this context the importance of promoting migrant volunteering – both in mainstream organisations and migrants' organisations – as a means of better integration is recognised widely in Germany. But at the same time there is a major fear of the development of parallel societies of migrants through their own organisations and networks. Especially the Turkish and other Muslim communities face this reproach.

Country:	France
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1) *What impact did the first seminar in Wolverhampton and the second seminar in Valencia and their results have on your work within your National Advisory Groups?*

The Wolverhampton seminar has been of great help to test the strength of the partners contacted since July 2005.

One association quite involved in migrants volunteering (Espace 19 represented by Espace Ardennes at the seminar) proved to be unliable. The Fasild (National Funds for Migrants ant heri family) should disappear in the coming months and be integrated in the ANAEM (a new agency). The Ministry for Social Affairs hasn't been so involved as in the first Mem-Vol project. The contacts during the first part of the project have been quite deceiving.

The second seminar was the opportunity to involve new partners : the Odas which was preparing a Yearly event on the topic of "Differences and fraternity", focussed on the ethnic minorities in the association. They have a review "Journal de l'Action sociale" where Jean-Louis Sanchez promised to publish an article on the Involve project but we are still waiting for news. On the other hand, the local development team in the XIVth district of Paris, represented by Celine Cheret, has been quite interested in the seminar and should disseminate the results among her contacts (she is working very close with the City of Paris).

The preparation of the third seminar has been much more positive. The University of Evry is working on the topic of Intercultural relations and has been deeply interested in the Involve project. A Research Center, called the Caras, with close links with the University of Evry in the department of Essonne (Region Ile de France) has been associated and will send a volunteer native of Cameroun (first migrant participating in a seminar).

What concrete action have you taken – and what changed in your countries ever since?

The concrete actions taken so far as far as the Involve project is concerned are the following :

- Close partnership with my Austrian colleague , Christoph Reinprecht, who wrote an article in Iriv's Newsletter of May 2006 (1 000 thousands e-mail contacts), called "Solidarité des semblables" dedicated to migrant volunteering and mentioning our common work ;
- An article will be published in the review of Region Centre, Centraider, dedicated to volunteering with third world countries, presenting our Involve project;

- Presentation of the Involve project on Iriv's website : www.iriv.net (2000 people surfing on our website per month) and on the leaflet published by iriv ;
- Centraider will dispatch the results in Region Centre, the Caras in Region Ile de France.

We haven't had so far reactions to our concrete action but nevertheless, it is always quite long to have comments.

**2 *What is the state of play in your country regarding governmental policies on volunteering and integration of third country nationals?
(Please do state only targeted policies that link both areas (do not give an overview only on volunteering or integration policies)***

The topic of migrants volunteering doesn't seem to be a main priority in France in 2006 as the main issue is the new law on Immigration. All the debates are focussed on the so-called "chosen immigration". The new agency responsible for migrants (ANAEM) hasn't answered our mail nor e-mail ; same thing with the Ministry for Internal Affairs.

What are major challenges in this area, which are a basis for your recommendations?

Major challenges in this area should be to have a better knowledge on what is going on in both fields : volunteering and integration policies. The Involve project might play this role. As aimed in the French recommendations, a need for training for social workers working with migrants and ethnic minorities but also for migrants and ethnic minorities themselves should be developed and enhanced.

Country:	England
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Volunteering England hosted the first of the three INVOLVE seminars. This took place in Wolverhampton on 14 October 2005. Seventy four people attended, many from the West Midlands and other parts of England, but also INVOLVE representatives from other countries, and CEV members.

Four members of the INVOLVE England advisory group attended the Valencia seminar in March this year, along with the Co-ordinator/researcher (Ruth Wilson).

Impact of the two seminars

The seminars have had a positive impact in a number of ways:

- They raised the profile of volunteering by third country nationals
- They raised awareness of the potential, the benefits and barriers, plus the diversity of organisations and communities that can be involved
- The Wolverhampton seminar helped strengthen links between a range of England projects and policy makers, including agencies in the West Midlands where the seminar was held
- England advisory group members have found both seminars a unique and inspiring opportunity to learn about initiatives and experiences in other countries, and the impact of different policy approaches at European, national, regional and local level
- This has strengthened the involvement and awareness of members of the advisory group in the INVOLVE project
- The Wolverhampton seminar in particular gave us information about the UK, and helped us identify gaps in knowledge
- Both seminars raised the profile of the INVOLVE project, including among policy makers

Action taken

- The seminars increased our awareness that more is known about volunteering by refugees and asylum seekers than other immigrants. We therefore took steps to include in the England INVOLVE advisory group a project working with rural migrant works in South Lincolnshire (The Dynamics of Migrant Volunteering).
- Through additional funding provided by Volunteering England, we worked with the South Lincolnshire project and the Migrant and Refugee Communities Forum (MRCF) to learn more about the experience of third country nationals who are not refugees or asylum seekers. This was through focus groups and interviews. (MRCF is based in West London, and is also a member of the England INVOLVE advisory group.)
- Interim findings from the INVOLVE project have been fed through to the Immigration and Volunteering group, which is lobbying for change on two key

policy areas: Criminal Records Bureau checks and the definition of volunteering as unpaid work by the Immigration and Nationality Directorate.

- This has not led to change at a policy level as yet. We are aware, however, that more organisations are interested in the issue of volunteering by third country nationals as a result of the work of INVOLVE so far.
- The England Advisory Group is meeting at the end of August to discuss the England and European reports and recommendations, and to discuss next steps. There is a strong commitment to ensuring that more work is done in this area.

Governmental policies on volunteering and integration of third country nationals
Integration is seen by the British government as the adoption of a set of values considered central to life in the UK. Government promotes its integration agenda in relation to immigration, asylum, law and order, race relations, community cohesion and anti-terrorism.

The clearest connection between volunteering and integration is found in 'Integration Matters: A national strategy for refugee integration' (Home Office, 2005). This states that volunteering can play a positive role in promoting the integration of people granted refugee status in the UK. Volunteering may be in community or other organisations. Volunteering is also seen as a route to employment, and employment is considered an indicator of integration.

The government sees integration and citizenship as linked, and states that it will promote similar policies with regard to other immigrant groups.

What are major challenges in this area, which are a basis for your recommendations?

These are three key policy areas: we will raise others in the country corner.

Who can integrate?

- the government does not want asylum seekers to integrate, only people granted refugee status
- likewise, it is more interested in the integration of longer-term immigrants than people who may be in the UK short-term
- however, our research indicates that anyone, no matter how new or potentially short-term in the country, may benefit from a process of integration, and that volunteering could be part of this

Who can volunteer?

- anyone allowed to do 'employment paid or unpaid' and their spouses can volunteer
- asylum seekers are not allowed to do 'employment paid or unpaid' but exceptionally are allowed to volunteer
- overseas students can do 'employment paid or unpaid' including volunteering for up to 20 hours a week (term time) and in the holidays
- other third country nationals whose visa states they cannot do work or employment, paid or unpaid, are not allowed to volunteer

- Volunteering England is therefore working with advisory group members and the Immigration and Volunteering Group to change this

Criminal Records Bureau checks

- these are a legal requirement when a volunteer or member of staff is going to work unsupervised with sectors of the population deemed vulnerable (eg children; the elderly)
- anyone can go through a CRB check in the UK, no matter how long they have been in the country
- certain identification papers are accepted by CRB. Asylum seekers, refugees and new migrants are at a disadvantage because their documents may be held by gangmasters and the Home Office or, in the case of official asylum documents, may not be on the CRB list
- Volunteering England is therefore working with advisory group members and the Immigration and Volunteering Group to widen the list of CRB-approved documents. It is also important to ensure CRB checks are only conducted when legally necessary, and that alternative safety provisions and roles are in place.

Country:	AUSTRIA
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What impact did the first seminar in Wolverhampton and the second seminar in Valencia and their results have on your work within your National Advisory Groups?

Both seminars, Wolverhampton and Valencia have been very positively taken by the participating members of the Austrian Advisory Group.

The first seminar in Wolverhampton (and the preceding preparation) was important for deepening the discussions concerning the role of third country nationals: The discussions in the Austrian group were dominated by a very critical view of volunteering of third country nationals – because of the precarious social and economic situation of migrants, the problem of hierarchical structures within migrant organizations, and the retreat of the welfare state. The discussion also showed that in Austria Migrant volunteering is an understudied topic about which very little is known. The exchange of experiences within the context of the two seminars sharpened the consciousness of the potentiality of volunteering as a contribution for a better integration of migrant groups in Austrian society. Especially the discussion of concrete activities and (good) practices gave an important input. This has encouraged us to initiate a small field work among migrant associations regarding the practices and meaning of volunteering.

What concrete action have you taken – and what changed in your countries ever since?

Our concrete action was the preparation of the explorative field work in our expert meeting in January. We discussed important issues for the questionnaire (guideline with open questions) and defined the target group: representatives and activists of migrant organisations and associations. The main topics are:

- Experiences, activity fields, concepts and motivations
- Framework: what's at the disposal of organisations and the involved volunteers? What are their concrete needs and wishes? What are conditions which must be fulfilled (compensations, tributes, insurance, organizational background, etc); and forms of encouragement?
- What are barriers and obstacles?
- Networking functions of migrant organisations: Interests and activities for a collaboration of migrant and Austrian organisations?

- Evaluation of voluntary activities as a contribution to social and societal participation
- Relevance of (traditional) gender and age roles, group norms (obligation to solidarity), and organization hierarchies (relation functionary vs. basic activists)

What changed ever since is the better networking between migrant and mainstream organisations (represented in the National Advisory Group) and the beginning of communication with national and local authorities to sensitize politicians and functionaries (magistrate, civil servants, etc.); as a result the Austrian partner is invited to contribute to the national report on volunteering.

What is the state of play in your country regarding governmental policies on volunteering and integration of third country nationals?

In Austria migrants volunteering is a rare theme in governmental politics: there exists no link between volunteering of third country nationals and integration. In 2001 the Austrian government established working groups to promote the discussion on the situation of volunteer work in Austria and to strengthen the awareness for the importance of the volunteer work, but there was no connection to third country national volunteering. It seems that neither on the provincial nor on the federal level migrant volunteering is perceived as a means for integration.

What are major challenges in this area, which are a basis for your recommendations?

Major challenges in this area should be:

- a better framework for volunteering: migrant associations should get basic state-aid instead of only project funding
- reforms of the legal framework (important legal barriers for asylum seekers)
- inclusion of migrants in mainstream organisations and the enforcement of networking between migrant and mainstream organisations
- the overcoming of volunteering as a taboo in migrant associations
- the enforcement of competences and (language) skills of volunteers

a.

Overview of Recommendations based on Barriers and Good Practices

Austria: Recommendations Barriers

<i>Identified barrier</i>	<i>Recommendation to overcome this barrier</i>	<i>Level:</i> - local - national - European	<i>Directed to:</i> - government - mainstream organisations - migrant organisations
Legal framework – no access or asylum seekers	free access to volunteering for asylum seekers	national and local	government
Lack of social security	accident and liability insurance	national	government
Lack of basic state aid for migrant associations	Basic state aid (financial support, providing infrastructure, including meeting places ...), additional project funding	local / national	government and public institutions (chamber of work ...)
Unclear general framework (no contact persons, no clear responsibilities, etc.)	Creating of an intermediary platform	local	government mainstream and migrant associations

<i>Identified barrier</i>	<i>Recommendation to overcome this barrier</i>	<i>Level:</i>	<i>Directed to:</i>
Weak implementation of anti-discrimination	Better execution of anti-discrimination laws and rules	European	government mainstream organisations
lack of visibility and valorisation	<ul style="list-style-type: none"> - positive political (public) recognition - publicity - need of an national action plan –(valorisation) 	local / national	government mainstream and migrant associations
Volunteering as a taboo in some migrant organisations; hierarchic structure of migrant organisations; tension between functionaries and simple volunteers; traditional (gender and age-) roles, norms, and division of work	<ul style="list-style-type: none"> - bringing the topic of volunteering in migrant organisations - training for volunteers and functionaries - creating a platform (exchange of experiences) - action research 	local	migrant associations

Austria: Recommendations Good Practices

<i>Identified good Practice</i>	<i>Recommendation based on this experience</i>	<i>Level:</i> - local - national - European	<i>Directed to:</i> - government - mainstream organisations - migrant organisations
Enforcing competences and (language) skills	<ul style="list-style-type: none"> - creating of competence centres (target: valorisation and certification of qualifications and skills) - Trainings for volunteers and functionaries (e.g. management and fund raising, intercultural competence...) 	local / national	government mainstream and migrant associations
Networking	<ul style="list-style-type: none"> - Interlinking migrant organisations: self-empowering as an actor vis-à-vis local authorities - Establishing networks between migrant and mainstream organisations 	local/ national / european	migrant and mainstream associations
multi-ethnic self-organisation	Establishing subject related multi-ethnic organisations and networks (e.g. elderly migrants, women...)	local	migrant associations
Inclusion of migrants in mainstream associations	Cultural and ethnic diversification of mainstream activities (e.g. Information service for elderly people)	local / national	mainstream associations

England: Recommendations Barriers

<i>Identified barrier</i>	<i>Recommendation to overcome this barrier</i>	<i>Level:</i> - local - national - European	<i>Directed to:</i> - government - mainstream organisations - migrant organisations
Government integration agenda excludes asylum seekers and 'pre-settled' immigrants – has impact on funding provision etc	NGOs must work together to lobby government to appreciate the value of integration for all.	National	Mainstream and migrant organisations
As above	Government must expand its understanding of 'integration' and the value of including newer arrivals (who may be short term). Policy and resources then reflect this.	National	government
Some third country nationals are barred from volunteering.	NGOs must invest time and organisation in lobbying government to ensure a clear distinction between volunteering and paid work/paid employment.	National	Mainstream and migrant organisations
As Above	Government must make clear across all departments/ministries the distinction between volunteering and paid work/paid employment.	National	government
CRB checks are sometimes time-consuming and difficult to secure for people who are from outside EU.	The Criminal Records Bureau must review the list of documents accepted as approved identification, to ensure they include key refugee and asylum id documents.	National	Criminal Records Bureau

<i>Identified barrier</i>	<i>Recommendation</i>	<i>Level:</i>	<i>Directed to:</i>
Lack of infrastructure and other support for migrant workers	Government and non government organisations to do more to engage with and assist migrant workers, to enable them to know about and take up useful volunteering opportunities that link to their other concerns/needs/interests/aspirations	National Regional Local	National government Regional government Local government Mainstream organisations
Lack of knowledge of volunteering patterns, experiences etc among immigrant and migrant populations (excluding refugees and asylum seekers)	Non government organisations should carry out research to find out about volunteering by immigrants and migrants in different areas/types of organisation; age groups; nationalities etc, and use this to identify needs and solutions	National Regional	Mainstream organisations
Emphasis on formal volunteering in current government policy	Non government organisations must explore more the importance of informal volunteering and lobby government to ensure it is acknowledged and given appropriate support.	National Regional Local	Mainstream organisations
People tend to volunteer inside their 'community' or where they meet others of same community	Government and non government organisations must find ways to encourage volunteering which brings members of different communities together, including volunteering by 'host community' members into black and minority ethnic community groups, using strategies such as employee volunteering.	National Regional Local	Government Mainstream organisations Migrant organisations Employers
Vulnerability/social exclusion of some asylum seekers/migrants	Government and funders must support initiatives that offer support through volunteering, or that help people overcome isolation and exclusion through volunteering.	National	Government Funding agencies

<i>Identified barrier</i>	<i>Recommendation to overcome this barrier</i>	<i>Level:</i>	<i>Directed to:</i>
Vulnerability/social exclusion of some asylum seekers/migrants	The volunteering befriending, mentoring and orientation projects that successfully help some asylum seekers and refugees should be extended to new immigrants.	National Local	Mainstream organisations Migrant organisations Funders
Vulnerability/social exclusion of some asylum seekers/migrants in rural/non-cluster areas	Government and must take extra steps to ensure that infrastructure including support by volunteers and volunteering opportunities are available to people in such areas	National Local	Government
Lack of knowledge of role of volunteering in helping third country nationals to secure satisfactory employment	Mainstream organisations should carry out research to establish the role of volunteering for immigrants/refugees/asylum seekers wanting employment, and effective strategies and partnerships	National	Mainstream organisations
Lack of awareness among third country nationals that they can volunteer and potential benefits	Government, mainstream and migrant organisations must communicate with third country nationals through appropriate channels/media to promote volunteering	National	Government Mainstream organisations
Lack of organisations contact with third country nationals/lack of organisational awareness of issues	Mainstream and migrant organisations must develop links with each other and with communities, building partnerships and networks	National	Mainstream organisations Migrant organisations
Lack of fluency in English language	Organisations must help volunteers assess language skills, and offer diverse roles with ESOL support for learners.	National	Mainstream organisations Colleges

England: Recommendations Good Practices

<i>Identified good Practice</i>	<i>Recommendation based on this experience</i>	<i>Level:</i>	<i>Directed to:</i>
Active community organisations, offering self help, campaigning, advocacy, social activities etc.	Government must acknowledge the importance of community organisations to new and settled third country nationals, and the key role played by volunteers. Government and organisations must build support for this sector.	National Local	Government Mainstream organisations
Volunteering as an end in itself	Mainstream and migrant organisations must do more to support and offer volunteering as an end in itself, and not just as a vehicle for providing services	National Local	Government Mainstream organisations Migrant organisations
Commitment to diversity and equality in volunteering organisations, and inclusion of third country nationals	Mainstream organisations must implement whole-agency equality/diversity strategies, with leadership from top and commitment to inclusion of third country nationals.	National Local	Mainstream organisations
Commitment to role of volunteer co-ordinator as agent for inclusion and diversity	Government, funders and volunteering organisations must recognise the key role played by the volunteer co-ordinator/manager and take steps to ensure adequate funding. Seminars, networks etc could help raise the profile of this role and its potential	National	Mainstream organisations

<i>Identified good Practice</i>	<i>Recommendation based on this experience</i>	<i>Level:</i>	<i>Directed to:</i>
Treating volunteers as equals, removing labels, while providing occasional, 'boundaried' support for vulnerable volunteers	Mainstream organisations must agree the extent to which volunteers and monitored regarding immigration status. Clear guidelines on good practice on this, equal opps and confidentiality must be available, with support for volunteer managers on assisting vulnerable volunteers.	National	Mainstream organisations

France: Recommendations Barriers

<i>Identified barrier</i>	<i>Recommendation to overcome this barrier</i>	<i>Level:</i> - <i>local</i> - <i>national</i> - <i>European</i>	<i>Directed to:</i> - <i>government</i> - <i>mainstream organisations</i> - <i>migrant organisations</i>
1. Lack of self-esteem, of self-confidence (psychological barrier)	Better training for social workers concerning knowledge of migrants' native countries.	3 levels	government mainstream organisations
2. Lack of knowledge on the host society (education barrier)	Training for accompanying migrants in the legal/institutional environment of the host society	local national	3 targets
3. Language barrier (linguistic barrier)	Developing school mentoring , illiteracy courses	local national	government mainstream organisations
4. Being identified as public/target and not as subject/actor of policy (institutional barrier)	Better recognition of the native culture of migrants	3 levels	3 targets
5. the way nationals look at migrants, consider them (cultural barrier)	Developing intercultural education practices as soon as possible (preliminary school)	local national	government
6. lack of money (financial barrier)	better information on financial supports proposed by institutions involved in migration	local national	government
7. lack of recognition of their qualifications, educational and professional background (professional barrier)	Developing partnership between educational institutions (native and host countries)	national European	government

France: Recommendations Good Practices

<i>Identified good Practice</i>	<i>Recommendation based on this experience</i>	<i>Level:</i> - local - national - European	<i>Directed to:</i> - government - mainstream organisations - migrant organisations
1. School mentoring	Developing exchanges between nationals and migrants	local	mainstream organisation migrants organisation
2. Committee district	Developing exchanges with migrants' native countries involved in committee district	local	government migrants organisations
3. Arbitration (femmes-relais, grands frères)	Financial support and giving time to the process (qualitative approach)	local national	government
4. Discussions under trees (Peupliers à palabres)	Supporting youngsters' initiatives	local	government mainstream organisations
5. Making children write their biography (with regards to their native country)	Giving value to the roots of migrants without giving up the national, legal context of the host society	national European	3 targets
6. Exhibition of photos taken by foreign students and migrants' children on their host city	understanding the way migrants see their environment and integrating their approach/feeling on the host society	local	3 targets

Germany: Recommendations Barriers

<i>Identified barrier</i>	<i>Recommendation to overcome this barrier</i>	<i>Level:</i> - local - national - European	<i>Directed to:</i> - government - mainstream organisations - migrant organisations
No political participation and sense of belonging to the society	grant voting rights to 3CN on local level	local	Government
Migrants and 3CN do not gain recognition for their voluntary work	Pay tribute to their engagement via support. Alternatively arrangements of festivities, award ceremonies and corresponding marketing on local level	Local national European	Government mainstream organisations
migrants' organisations do not have enough resources; (personnel, financial and premises)	Provide Resources and funding	From top to down	Government mainstream organisation (welfare organisation, foundations)
Migrants' organisations lack skills and qualification	initiating consulting services, qualification courses, contact persons	Local	Government
Migrants' organisations do not cooperate with mainstream organisations	providing information and contact possibilities, initiating cooperation	local	government mainstream organisations migrants' organisations

<i>Identified barrier</i>	<i>Recommendation to overcome this barrier</i>	<i>Level:</i>	<i>Directed to:</i>
There is no umbrella migrant organisation on national level; no negotiating partner for government, migrants' organisations show a deficit of structural and institutional development on the national level	constitution of migrants' umbrella organisation????	national	migrants' organisations
Migrants miss information on German voluntary sector, don't feel welcome	information material in different languages, contact persons with migration background, PR in migrants' media, ethnic mainstreaming concepts in mainstream organisations, preparing personnel in organisations, intercultural competence courses	local	mainstream organisations

Germany: Recommendations Good Practices

<i>Identified good Practice</i>	<i>Recommendation based on this experience</i>	<i>Level:</i> - <i>local</i> - <i>national</i> - <i>European</i>	<i>Directed to:</i> - <i>government</i> - <i>mainstream organisations</i> - <i>migrant organisations</i>
project on local level to promote volunteering on a low threshold level; good cooperation and networking (gEMIDE)	Support of low threshold and networking structures on local level	local	Government mainstream organisations
Mothers helping mothers	Address specific target groups in specific situations (e. g kindergarten, schools) to involve migrants in volunteering and to develop self-help potentials	local	government mainstream organisations
Inter cultural or inter religious breakfast. Especially women who are marginalized get the opportunity to exchange information, experience... they can interact, participate and express themselves.	To make premises available to this groups	local	Government Migrant organisations
International Gardens. A project which includes a collective hobby, it promotes interaction between 3CN and host society population on eye level.	Support the creation of areas to empower self activities on a low level. It includes the chance to spend time together	local	Mainstream organisations Migrant organisations

Hungary: Recommendations Barriers

<i>Identified barrier</i>	<i>Recommendation to overcome this barrier</i>	<i>Level:</i> - local - national - European	<i>Directed to:</i> - government - mainstream organisations - migrant organisations
Volunteers are recruited from youngsters without legal knowledge and ability to protect own interests and rights abroad.	A campaign shall be launched in order to ratify in each member state of the Council of Europe (46) and in other sending or receiving states being an open treaty the European Convention on the Promotion of a Transnational Long-Term Voluntary Service for Young People (No.: 175) .	European	government
Volunteers of the migrant groups are not involved into local community decisions and life although it is a vital part of integration.	A campaign shall be launched to ratify in more states the Convention on the Participation of Foreigners in Public Life at Local Level (No.: 144) .	European	government migrant organisations (and local governments/councils)
Volunteers of the migrant groups are not employed in qualified or better jobs in absence of labour practice.	Regulation shall be supported to certify volunteers' activity that would be accepted as labour practice in the labour market ("volunteer card").	national	government mainstream organisations (and organisation of employers, employees)

Hungary: Recommendations Good Practices

<i>Identified good Practice</i>	<i>Recommendation based on this experience</i>	<i>Level:</i> - <i>local</i> - <i>national</i> - <i>European</i>	<i>Directed to:</i> - <i>government</i> - <i>mainstream organisations</i> - <i>migrant organisations</i>
Regulation on legal status, conditions of labour of volunteers	Lawful activities of volunteers, national register of receiving organisations altogether mean guarantees for regularity, social reputation and statistics, and transposition of relevant directive on migration of volunteers in the EU (implementation of the Act LXXXVIII of 2005).	national local/regional	government (and other units which have regulatory power, e.g. Land, local government) mainstream organisations

Netherlands: Recommendations Barriers

<i>Identified barrier</i>	<i>Recommendation to overcome this barrier</i>	<i>Level:</i> - <i>local</i> - <i>national</i> - <i>European</i>	<i>Directed to:</i> - <i>government</i> - <i>mainstream organisations</i> - <i>migrant organisations</i>
Lack of accessibility of mainstream volunteer organisations owing to differences in organisational cultures, intercultural communication problems, lack of language competence	Increasing diversity in the boards of mainstream organisations accompanied by training for board members; encouragement of close co-operation with all local players in the field; government should act as facilitator and i.e. support training for board members	Local	Local government, migrant and mainstream organisations
Lack of equality between migrant and mainstream volunteer organisations in a market oriented welfare sector; potential inability to compete	Inclusion of the young generation in migrant organisations, give them much more say in decision-making; Local governments and volunteer support structures should contribute to empowerment of migrant organisations to act as equal local players by giving them training for social entrepreneurship	Local	Migrant organisations, local government, volunteer support organisations
Being unfamiliar with the concept of volunteering in the host society	Introductory courses for new volunteers in mainstream organisations, which explain different concepts of volunteering (both migrant and host society traditions); developing special projects, i.e. volunteer exchange programs;	Local and national	Mainstream and migrant organisations

<i>Identified barrier</i>	<i>Recommendation to overcome this barrier</i>	<i>Level:</i>	<i>Directed to:</i>
Legal framework, which hinders asylum seekers without status to volunteer and which gives volunteering a lower status than paid labour	Give asylum seekers the right to volunteer; develop the notion of a “basic right” to volunteer; upgrade the status of volunteering in the legal framework	National	National government
Lack of co-ordination of policies	Establish interdepartmental working groups which monitor the enhancement of integration through volunteering in different policy areas	Local and national	Local and national government

Netherlands: Recommendations Good Practices

<i>Identified good Practice</i>	<i>Recommendation based on this experience</i>	<i>Level:</i> - <i>local</i> - <i>national</i> - <i>European</i>	<i>Directed to:</i> - <i>government</i> - <i>mainstream organisations</i> - <i>migrant organisations</i>
Support of diversity and intercultural awareness raising by national and local programs (i.e. "Stap Twee", twinning initiatives)	Support long-term inclusion-oriented change processes in organisations by providing sufficient resources	Local, national	Mainstream organisations, local and national government
Empowerment of women and young people in order to counter the multiple disadvantages owing to gender and age (i.e. the work of St. M.A.M.A and St. Kantara)	Build up strong networks and co-operation structures, facilitate language learning, link volunteer activities to school and child care (family related issues), enhance organisational continuity	Local and national	Migrant and mainstream organisations, government
Empowerment of migrant organisations by support structures (i.e. the Amsterdam Centre for foreigners)	Development of local support structures for migrant organisations	Local	Local government

<i>Identified good Practice</i>	<i>Recommendation based on this experience</i>	<i>Level:</i>	<i>Directed to:</i>
Making use of public media (i.e. the Turkish Radio Station Zaandam) to enhance participation	Establish access to public media; be a voice that contributes to counter negative mainstream media reporting on immigrants	Local and national	Migrant organisations
Establish innovative co-operation structures with business (i.e. TANS)	Stimulate partnerships between business and migrant organisations	Local, national	Business, migrant organisations, government

Spain: Recommendations Barriers

<i>Identified barrier</i>	<i>Recommendation to overcome this barrier</i>	<i>Level:</i> - local - national - European	<i>Directed to:</i> - government - mainstream organisations - migrant organisations
They need all the time to find and also stay in a proper job. Lack of time	Some actions in order to help the people through tax reductions, the payment of social security payment, as in France the creation of a "paid" volunteering, also the possibility to stay legally in the country (black market) practising volunteering. In the refugees area permits them to act as volunteers during the 6 first months of stay (in Spain during this period they cannot work). If the period of educational formation would be sustained by some payment, direct or indirect, the practises can be made as volunteering in order to stimulate this approach in the immigration group	National	Government
	To create and promote the "TIME BANK for migrants volunteers" - migrants are able to offer and receive services that they need as child care, language, etc	- national	- mainstream organisations
Familiar weakness	Some specific interventions as low cost or free nursery school will help at least women to manage some possibility for volunteering.	National	Local governments

<i>Identified barrier</i>	<i>Recommendation to overcome this barrier</i>	<i>Level:</i>	<i>Directed to:</i>
Language	Promote in specific reactive groups (Senegalese and others) the learning of Spanish. To create some kind of obligation to learn Spanish and linked in some way to volunteering as a practice of language it will be accepted in our society as a clear wish of integration.	National	Migrant organisations, social organisations, local governments
Lack of information, specially among those who are in "irregular" situation	Promote campaigns of information through a web of integration agents in order to promote volunteering in immigrant collectives. Where they can go, what they can do. Also promote some types of courses in order to promote a better knowledge of the acceptance society in order to overcome the foreigner complex. (I'm not from here so why must I do any effort for them?). We have also detected in some individual mental approach in the first wave immigrants some unfair attitudes or patterns: I've been suffering so much to reach my situation that I don't want to interfere in the acceptance society or in my one collective; they need to get through the same suffering paths that me.	National	Government. Migrant organisations, social organisation working in migration
	To spread the benefits and vantages of Voluntering among immigrants collectives	local national	mainstream organisations migrant organisations
Immigrants' associations with low memberships (no representation)	To develop a outreach campaign which aim will be to promote memberships among immigrants associations	local	mainstream organisations migrant organisations

<i>Identified barrier</i>	<i>Recommendation to overcome this barrier</i>	<i>Level:</i>	<i>Directed to:</i>
Deficient adaptation of the mainstreaming volunteer organisations to the cultural diversity of the immigrant population.	To establish mechanisms which tend to smooth this situation: for example, assistance to users who speak certain languages could be concentrated within a specific timetable, and during this schedule a translation service could be offered. (running by migrants themselves)	- local	- mainstream organisations
	Assistance could be improved by hiring municipal professionals from the countries of origin of the new immigrants (there are still too few such professionals). It is also essential to give professionals from different fields intercultural background training so that they can better assist immigrants.	-National - Local	Migrant organisations, social organisations, local governments
Deficient quota of immigrants representatives in decision-making spaces	To foster immigrant participation in projects that directly affects them. Moreover, it is necessary to promote their inclusion in spaces and organs of civic participation on an equal footing with the rest of the nationals.	-National - Local	social organisations, local governments

Spain: Recommendations Good Practices

<i>Identified good Practice</i>	<i>Recommendation based on this experience</i>	<i>Level:</i> - local - national - European	<i>Directed to:</i> - government - mainstream organisations - migrant organisations
Nkabom Ye Ghana Union, West African refugees (Canary Islands)	Migrants associations open for everybody independent of ethnic origin and works in partnership with a local neighbourhood association. Interaction with the local population	- local	- migrants associations
"TIME BANK for migrant's volunteers"- migrants will be able to offer and receive services that they would need.	Promotion of volunteering through covering personal needs (ie. exchange services)	- national	- mainstream organisations
Intercultural Dialogue - Mass Media as intercultural social actor	Mass media engage with migrants organisations and migrants volunteers for promoting intercultural dialogue (emphasizing cultural common points)	- national - local	-mainstream organisations - migrants associations
"El Día" Radio station. Information, Communication opened for the multicultural expression.	It's a wireless initiative, titled "Echoes of the Promised Land", where the immigrants have an open expression way and different experts analyze the phenomenon of an objective way in contraposition with media manipulation in relation to the immigration reality.	-local	
National Migrants Social Consultation	Public consultations in order to involve the whole society in a debate about what kind of society we want to build with migrants population	-local -national	- mainstream organisations - migrants associations - government

Workshop on recommendations to the European level

Facilitator: Markus Held

Participants: Bénédicte Halba, Luca Varádi, Cristina Gómez, Maria José López Sarrión, Jordi Arachi, Christopher Spence, Steven Howlett, Christine Petioky, Anja van Heelsum, Sandra Pratt, Ewoud Butter, Corrine Kramer

Notetaker: Angelika Münz

The workshop listed and discussed the key recommendations to the European level that had been drafted during the country corner sessions in the morning as well as by the INVOLVE partners in preparation of the conference.

Hungary

A campaign shall be launched in order to ratify in each member state of the Council of Europe (46) and in other sending or receiving states the European Convention on the promotion of a transnational long-term voluntary service for young people (No. 175). This recommendation refers to the need for help and recognition of the voluntary work of young Europeans migrating in the context of the European Service for Volunteers (EVS). The case of EVS volunteers is special in the context of the INVOLVE project. It however, needs to be considered that also third country nationals may volunteer in the context of the EVS program.

A campaign shall be launched to ratify in more states the Convention on the Participation of Foreigners in Public Life at Local Level (No. 144).

The Convention no. 144 of 1992 by the Council of Europe addresses with reference to the Convention for the Protection of Human Rights and Fundamental Freedoms the need to improve the integration of foreigners into the local community by enhancing their possibilities to participate in local public affairs. Specifically the Convention refers to the freedom of setting up associations, the establishment of consultative bodies to local governments and the right to take part in local elections. Only few countries have ratified this convention. Whilst freedom of association for migrants has been guaranteed in all partner countries of the INVOLVE project, the establishment of consultative bodies and the right to take part in local elections is lacking behind in some countries. One can see from the example of the Netherlands or Germany where consultative structures are in place at local level, that they can have an important role in mobilizing active citizenship and strengthen volunteering in migrant organisations. There is therefore, an urgent need to lobby local governments to install consultative procedures with civil society including associations of third country nationals and to minimize any existing barriers to active and passive voting rights. In conclusion: The European Council should exert influence on national governments to ratify the above Convention no. 144 of the Council of Europe and also promote civil dialogue at EU level.

Austria

Networks between migrant organisations and between migrant and mainstream organisations should be promoted.

To this end, the INVOLVE network is already a good start. Further international networking however, will require broadening in terms of geographical scope and scope of actors. CEV should continue its leadership role in enhancing this networking.

France

Promote the recognition of skills and competencies that can be gained through volunteering. Enhance a European debate on how recognition of informal learning through volunteering can be of benefit to the integration of immigrants.

This recommendation fits into the general efforts on developing competence profiles based on informal learning activities such as volunteering. Some INVOLVE partners (IRIV, INBAS Sozialforschung and the Institute for Volunteering Research) have already been involved in European projects addressing this issue. CEV also has been promoting the recognition of skills and competencies in the context of a European policy on lifelong learning (see Rome conference, April 2006). Recommendations emerging from this work should be further elaborated to include and address the issue of third country nationals, since many of them bring along an unused reserve of high skills.

The Netherlands

Every immigrant regardless of his or her legal residence status must be given the basic right to personal development and education. Volunteering is a vital means to achieve this.

All European countries have to do with immigrants whose legal status is often not clarified for a long time (i.e. asylum seekers) or who live in the country without documents (illegals). They are not target of integration policies and tend to be excluded and invisible. Governments must respect their basic right to self development to which volunteering can contribute. The Spanish partners felt that this recommendation would be highly relevant to the current immigration situation in Spain which sparked off a discussion on whether the Spanish regularization of illegal inhabitants some time ago should be promoted as a good example for Europe. No consensus could be reached as to the development of a recommendation on this matter. The discussion however, led to a complementary refinement of the above recommendation:

The EC should promote volunteering as a tool to claim basic human rights and promote the right to association for everyone regardless of nationality and legal status.

Mainstreaming of volunteering in policy development should be promoted. To this end, interdisciplinary working groups in government should monitor in policy development the enhancement of integration of migrants through volunteering.

Volunteering as a means for integration is still an issue that is of second range to policy makers compared to i.e. labour market integration. There is a need to set volunteering on the agenda of policy makers with respect to a range of integration policy issues and with the objective of a co-ordinated approach.

Recommendations generated from discussion of participants

Comparative research on migrant volunteering on European level must be promoted to remove the barrier of invisibility of immigrants contribution to society through volunteering;

One of the results of the INVOLVE project is the need for data in all European countries. We still know far too little on migrant volunteering and further research and data are vital to create a sound knowledge base for future policy development.

Include volunteering as a key issue in the third edition of the Handbook on Integration.

The first handbook on integration looked at the issue of civic participation of third country nationals and in this context made a start at addressing the issue of volunteering. The second Handbook on Integration will not further elaborate on this issue. The Third Handbook therefore, should give much wider attention to the potential of the contribution of volunteering to integration of third country nationals.

Promote a European Year of Active Citizenship

CEV has issued a call for a European Year of Active Citizenship which should build on the achievements of the International Year of the Volunteer 2001 and the year of the volunteer both in the UK 2005 and in the Valencian region 2006. CEV urges in her call the Commission to promote the importance of volunteering to governments in terms of the common basic principles. Such a European Year could build the necessary grounds to.

Promote a European Year of Integration.

Promote volunteering –where necessary – through legislation and/or a legal framework which is not discriminatory of immigrants.

It was felt that in some countries, i.e. Hungary, the absence of a legal status for volunteers could hinder volunteering in general. Not everyone could agree to the need of a legal status for volunteers. What one could jointly agree upon was the need for a legal framework that would facilitate volunteering and remove obstacles to volunteering. With special reference to immigrants provisions would be required that would not discriminate third country nationals and protect immigrants against discrimination.

Additional information by Sandra Pratt, European Commission:

- A European Forum on Integration will be created soon and European NGOs will qualify to be part of it. The Forum will be a platform – further details are not yet available. CEV should put itself forward to become a member of the European Forum.
- A proposal for a substantial Integration Fund has been made which will be administered decentralised by national member states. Each member state will develop a national program with a small percentage left for European projects. INVOLVE partner organisations should get in touch with the National Contact Points to start discussing the program development of the fund in order to ensure that the issue of volunteering of migrants will be considered in the national program development.

Conclusion for the plenary session:

Given the amount of recommendations it was proposed to vote on the different recommendations and to put forward to the plenary sessions the four recommendations that had gained most of the participants' votes. These recommendations were:

1. Every immigrant regardless of his or her legal residence status must be given the basic right to personal development and education. Volunteering is a vital means to achieve this.
2. Comparative research on migrant volunteering on European level must be promoted to remove the barrier of invisibility of immigrants' contribution to society through volunteering.
3. Promote the recognition of skills and competencies that can be gained through volunteering. Enhance a European debate on how recognition of informal learning through volunteering can be of benefit to the integration of immigrants.
4. Include volunteering as a key issue in the third edition of the Handbook on Integration.

Workshop on recommendations to the local level

2. Common Themes

- a. It is at the local level, across the INVOLVE countries that we are being most successful in terms of migrant integration and volunteering. Where there is direct links between migrants and the host community we are most effective and there is the best transfer of knowledge, culture and expertise.
- b. At a local level we can be, and sometimes are, very effective at networking with migrants and the host community for mutual benefit. This expertise needs to be shared more widely to enable best practice examples to expand across countries.
- c. Whilst there are significant challenges at a national and European level in relation to cultural diversity, at a local level there are numerous successful examples of managing and utilising this diversity for mutual gain in local communities. Where there is direct engagement between communities, barriers which appear between people at a national level can be, and have been, broken down. There are no local borders as there are national borders.
- d. We succeed at the local level with targeted groups within the migrant population, notably young people and women.

3. Missing Themes



- a. The recommendations are very vague in reference to who they are "directed to". No specific organisations are mentioned yet this is essential in order to ensure the recommendations are followed up.
- b. There is no mention of how and who is going to monitor and evaluate the implementation and outcomes of the recommendations.
- c. There is no mention of how the delivery of activities/ recommendations will be funded and whether there will be funded continuation of the INVOLVE project.
- d. As it is apparent that it is at the local level where there is most success occurring in integration and volunteering, there is a need to look at how the national and European can better support and utilise the local. Arguably there needs to be a devolution of decision making on integration and volunteering to the local level.
- e. The media and Arts Sector do not feature in any countries recommendations and yet it is essential if integration is to be successful. The recommendations and agencies involved must look to involve the media and arts sectors as vehicles to engage the wider migrant and host community.
- f. There are some groups within the migrant community that we are failing to target, notably the elderly, disabled and young men.


4. Discussions

- a. Local projects have been shown to have excelled across Europe in bringing migrant communities and the host community together through volunteering. If we are going to be effective at the national and European level we must learn from these projects and utilise their knowledge and expertise. How will we ensure that this transfer of knowledge and expertise occurs and informs European policy making?
- b. Similarly, a bottom up networking approach is essential, starting with the grassroots and ensuring that all local participants, whether migrant or host member feel they have a voice.
- c. Who do countries intend to direct their recommendations towards? This must be done to ensure action follows this INVOLVE project. Money is needed implement the recommendations and to monitor and evaluate their subsequent outcomes. Will this be made available?

Presentation Recommendations

Recommendations	
	<p><i>Three levels:</i></p> <ul style="list-style-type: none">- <i>European</i>- <i>National/Regional</i>- <i>Local/Organisational</i> <p><i>Three types of actors:</i></p> <ul style="list-style-type: none">- <i>Government</i>- <i>Mainstream organisations</i>- <i>Migrant organisations</i> 

Overall findings (1)	
	<ol style="list-style-type: none">1) Huge amount of recommendations at all levels and for all actors2) Overlap between recommendations, levels and actors3) Reality is complex<ul style="list-style-type: none">- Who is government?- Umbrella organisations- Support organisations 

Overall findings (2)	
	<ol style="list-style-type: none">4) Different phases, similar approaches5) Government should help create an enabling environment6) The best initiatives start bottom-up7) There is a need for more visibility of both volunteering and migrant volunteering8) Networking and learning opportunities are essential 


Overall findings (3)

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- 9) Difference between 'direct' recommendations and 'indirect' recommendations
- 10) Recommendations at the level of migrants and their organisations versus recommendations at the level of the society/environment
- 11) Volunteering as an instrument versus volunteering as a right

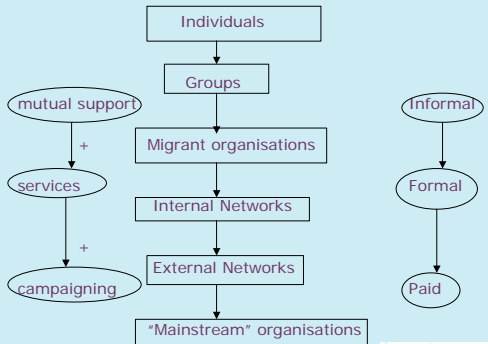
NB:

- Volunteering is a flexible, changeable concept
- There are many migrant realities




Forms of Migrant Volunteering

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  graph TD
    Individuals[Individuals] --> Groups[Groups]
    Groups --> Migrant[Migrant organisations]
    Migrant --> Internal[Internal Networks]
    Internal --> External[External Networks]
    External --> Mainstream["'Mainstream' organisations"]
    
    Mutual[mutual support] --> Services[services]
    Services --> Campaigning[campaigning]
    
    Informal[Informal] --> Formal[Formal]
    Formal --> Paid[Paid]
  
```



Possible fields of action (1)

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- Mindset: Debate what stakeholders' views and feelings of each other are, and influence these positively
- Legal issues: Create clarity re. volunteering, immigration, migrant volunteering; and provide legal status for migrants
- Policy framework: Define roles and responsibilities, create an enabling framework
- (Financial) support: Allow for and finance diversity
- Awareness: Show the benefits and successes of migrant volunteering to all stakeholders so they understand the potential



Possible fields of action (2)



- Links: Make the connection with other fields, e.g. active citizenship, civic participation
- PR: Create a positive image of volunteering and migrant volunteering among stakeholder and the general public
- Recognition: Reward migrants for their voluntary work
- Networks: Create links between stakeholders at all levels
- Exchange: Enable people and ideas to float freely
- Training: Educate stakeholders to enable effective migrant volunteering



Possible fields of action (3)



- Lobby: Influence decision-makers
- Projects: Design and implement specific migrant volunteering projects
- Information: Spread knowledge, good practices, failures
- Research: Find out what works and what doesn't, provide mirror, look at the concepts of volunteering



Recommendations: European level




- 1) Every immigrant regardless of his or her legal residence status must be given the basic right to personal development and education. Volunteering is a vital means to achieve this;
- 2) Comparative research on migrant volunteering on European level must be promoted to remove the barrier of invisibility of immigrants contribution to society through volunteering;
- 3) Promote the recognition of skills and competences that can be gained through volunteering. Enhance a European debate on how recognition of informal learning through volunteering can be of benefit to the integration of immigrants;
- 4) Include volunteering as a key issue in the third edition of the Handbook on Integration



Recommendations: National level

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- 1) Government: Allow newcomers to do volunteering as part of their integration process (e.g. work experience, language, building networks) by providing them with (financial) benefits, removing legal barriers and setting a good example;
- 2) Mainstream organisations: Go to migrant communities and organisations, inform them, ask what they want and how they would like it, and then create attractive 'regular' volunteering, collaboration and networking opportunities;
- 3) Migrant organisations: Create one or a few strong voices so as to be heard and taken into account by policy-makers and opinion-makers; take care that the benefits and advantages of migrant volunteering are highlighted by providing good examples.



Recommendations: Local level

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- 1) Government: Stimulate and facilitate joint projects and activities of mainstream and migrant organisations by providing finances, spreading and using results, and allowing for experiments;
- 2) Mainstream organisations: Implement diversity throughout the organisation using a top-down-bottom-up approach;
- 3) Migrant organisations: Create awareness regarding the value of volunteering in your community, educate people in (concepts of) volunteering and stimulate them to use volunteering as a means of becoming an active citizen.



To be done

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- All recommendations elaborated
- Action plan per country
- The big questions:
 - - HOW?
 - - By WHOM?
 - WHEN?



National action plan for the Netherlands

Workshop, 24th June 2006

Facilitator : Henk Kinds

Participants: Willem-Jan de Gast, Miro Popovic, Ewoud Butter, Hüsnü Polat, Juliana van Thijs, Erica Wever

Notetaker: Angelika Münz

What we will do	Who	When
1. Publications on INVOLVE: Article in "Vakwerk" Article in " Contrast" Article on allochtonen web-log Information on websites CIVIQ/CPC, links with above web-log Paper on good practices + social capital	Willem Jan de Gast Willem Jan de Gast Ewoud Butter Henk Kinds Willem Jan de Gast Ewoud Butter Angelika Münz	All until October 2006
2. Meeting with National Contact Point on INVOLVE and development of plans for integration fund	Angelika Münz and Willem Jan de Gast in co-operation with migrant organisations	September 2006
Project plans/ideas Re. The new Social Support Act (WMO) Preparation of local governments with respect to inclusion of migrant organisations b) Research on young people and transnational organisations/digital communities – draft ideas on paper c) Potential continuation of INVOLVE network in expert group for "learning from migrant organisations"	<u>To be confirmed:</u> CIVIQ/CPC/ACB/St. MAMA/ Turkish Radio ACB + CPC + IMES Ass. M.A.M.A., Ass. Turkish Radio, Ass. Minorities, others?	Start September 2006 September 06 Until end of October 2006

Explanatory notes:

Ad 1) Publications

Articles on the INVOLVE conference and project will appear in the journal on volunteering "Vakwerk", published by CIVIQ as well as "Contrast", the journal of FORUM, the Institute for Multicultural Development. Further information will appear on the websites of CIVIQ and CPC as well as on the web-log of E. Butter. A short paper addressing policy makers will be written to link the findings of the INVOLVE project to the debate around social capital creation emerging during the final plenary session of the conference.

Ad 2) Meeting with National Contact Point

The National Contact Point has already been informed at an early stage by A. Münz on the INVOLVE project and the NCP subsequently sent information deemed relevant to the INVOLVE research. A meeting now appears to be highly useful to discuss INVOLVE results, exchange information on the forthcoming integration fund and give inputs as for its development in co-operation with platforms of migrant organisations.

Ad 3) Project plans/ ideas

a) Re. Social Support Act

A key topic that emerged in the discussions of the National Action Plan is the new Social Support Act (Wet Maatschappelijke Ondersteuning) that will come into effect in January 2007. The objective of the Social Support Act (SSA) is to enable everybody to take full part in society. Under its provisions, local governments will receive much wider responsibility to develop and implement policies that cover a range of health and welfare as well as housing issues. Relevant to the issue of volunteering will be provisions that will give support to volunteers and carers actively contributing to the neighbourhood and organisations promoting social involvement in the community. At present local governments and many organisations including migrant organisations are still ill-prepared for the new act although there are a number of initiatives working precisely on the issue of preparation. The Amsterdam Centre for Foreigners for example has established a user platform to mobilise migrant organisations on issues of the SSA. Ideas that came up concerning the INVOLVE action plan concern:

- The stimulation of partnership working of local government and voluntary organisations including migrant organisations (CPC/CIVIQ) - raising awareness in local governments on the important role of migrant organisations in both delivering and using the SSA.
- Addressing the issue of the SSA and migrant organisations in CIVIC master classes for government civil servants
- The local volunteer centres can play an important role in bridge building – ideas will need to be worked out.
- Migrant organisations have to become much more aware of the chances that the new law will hold for them. The co-operation of St. M.A.M.A and the borough Amsterdam-South East can serve as a good example for both local governments and other migrant organisations.

b) Initial ideas on new research concern a possible project on young migrants and their participation in transnational organisations and digital communities. Ideas are at preliminary stages and will be worked out after the summer break.

c) The INVOLVE network should be kept up and broadened. One immediate possibility is to continue co-operation through the expert group for the research project "Learning from migrant organisations". The group will meet in September (date still needs to be determined). Final conference of the project will be 26th October 2006.

National action plan for Germany

The German participants agreed on regional actions to be processed in the city and county of Offenbach by a start up meeting scheduled in summer 2006 involving the city's volunteer centre, the county's volunteer agency and integration office, and other relevant actors of migrants' and mainstream organisations.

The main targets of this start up meeting are to promote migrant volunteering by

- informing about the INVOLVE project,
- bringing together relevant actors,
- promoting exchange of experience,
- discussing networking possibilities,
- setting up projects and twin programmes of mainstream and migrants' organisations,
- discussing possible funding strategies,
- implementing awareness rising PR measures.