



I. Introduction

The current guide is the fruitful result of the analysis of needs, opportunities and risks that a community may have, regarding the development and implementation of EVS projects.

The analysis was conducted as a part of the ACT NOW project (Active Citizenship Through New Opportunities Worldwide, co-financed by the European Commission - Executive Agency for Education, Audiovisual and Culture, through Youth in Action Programme, Action 3.2 Youth in the World: Cooperation with countries other than the neighboring countries of the European Union, Call for Proposals EACEA/11/10) within the job shadowing activity, and it comprised: the analysis of 1 community and 7 structures that could work with EVS volunteers; the work of 2 youth workers from Argentina and Sierra Leone, the collaboration of local stakeholders.

The job shadowing activity, in the current context, looked at exposing the youth workers to the reality of EVS projects, to reveal the specificities of EVS project management in general and EVS project management in specific social contexts.

The specific feature of the current job shadowing activity is that it required consistent and direct contribution of the youth workers in their learning process, focusing on the practical learning and exercise through research, community discovery, data collection, direct interaction with key actors in EVS, evaluation and reporting.

The job shadowing activity had multiple objectives: to give the opportunity for the job shadowers to exchange experience and expertise in implementing youth projects in general, EVS projects in particular; to improve the skills related to EVS projects implementation; to enhance their experience in order to be able to identify the specific needs, opportunities and risks within a community or organization regarding EVS projects; to learn how to evaluate their own organizations and communities' capacity for implementing EVS.

The needs and opportunities analysis and risks assessment of the communities in the realm of EVS, was conducted according to the methodology exposed in the "Kit on Needs Analysis and Risk Assessment in EVS", developed by experts as part of the ACT NOW project. That is supposed to be a tool for the country managers in order to conduct in country trainings but also to stand as a tool for other organizations keen on quality and sustainability in EVS projects. The kit explains how to do this analysis and by what instruments, all theory and methodology being applied to EVS features and oriented to facilitate in-depth knowledge of the context and environment within which EVS projects may be implemented so that they can produce maximum impact and efficient use of resources.

The role of this guide is to offer to youth and organizations interested in taking part in and implementing EVS projects, a clear image of the different types of needs, risks and opportunities in relation to the implementation of EVS projects, that can be identified in communities more or less experienced in working in the field of community youth

development.

The data comprised within this report was collected by experienced youth workers, by direct contact with representatives of youth centres, NGO's and local volunteers, by direct observation of activities developed within a series of projects implemented in UK and by taking direct contact with the people and the culture of the country. The results of this guide form the analysis of the reality, intercultural dialogue and informational exchange generated around EVS projects, with the particularity of having a multicultural perspective and a diversified professional experience.

Special thanks to authors for their effort and dedication to the work accomplished: field work through data collection, documentation, conducting interviews, organizing events, team work, data analysis and much more.

Job shadowing period: 15th of April – 15th of May 2011.

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II. United Kingdom

Location&Geography:

The United Kingdom of Great Britain and Northern Ireland (commonly known as the United Kingdom, the UK or Britain) is a sovereign state located off the north-western coast of continental Europe. The country includes the island of Great Britain, the north-eastern part of the island of Ireland and many smaller islands. Northern Ireland is the only part of the UK that shares a land border with another sovereign state—the Republic of Ireland. Apart from this land border the UK is surrounded by the Atlantic Ocean, the North Sea, the English Channel and the Irish Sea.

Basic information:

Capital cities

London – England

Edinburgh – Scotland

Cardiff – Wales

Belfast – Northern Ireland

Area: Land and water: 152,033 square miles

Population: The UK – approximately 60.6 million

(England 50,714,000; Wales 2,977,000; Scotland 5,108,000; Northern Ireland 1,733,000).

Languages

The two official languages in Britain are English and Welsh, English being the most widely spoken. Scottish Gaelic is also spoken in some parts of Scotland.


People

The majority of the population is English, Scottish, Welsh and Irish. However, Britain is an extremely diverse nation with a strong culture of racial integration and unity.

Religion

Most people are Christian (71%), although all other religions including Buddhism,





Hinduism, Judaism, Islam and Sikhism are freely practised. About 23% of British people follow no particular religion.

Currency

Britain uses the pound sterling. The sign for the Great Britain pound (GBP) is £.

Time zone

29 October – 26 March: Coordinated Universal Time (UTC)

25 March – 29 October: UTC + 1

History

The UK is a developed country and has the world's sixth-largest economy by nominal GDP and seventh-largest economy by purchasing power parity. It was the world's first industrialised country and the world's foremost power during the 19th and early 20th centuries. The UK remains a great power with leading economic, cultural, military, scientific and political influence.

The United Kingdom is a unitary state under a constitutional monarchy. Queen Elizabeth II is the head of state of the UK as well as of fifteen other independent Commonwealth countries. The United Kingdom has an uncoded constitution, as do only three other countries in the world. The Constitution of the United Kingdom thus consists mostly of a collection of disparate written sources, including statutes, judge-made case law and international treaties, together with constitutional conventions. As there is no technical difference between ordinary statutes and “constitutional law” the UK Parliament can perform “constitutional reform” simply by passing Acts of Parliament and thus has the political power to change or abolish almost any written or unwritten element of the constitution. However, no Parliament can pass laws that future Parliaments cannot change.

III. Organizations studied

In UK, the needs, opportunities and risk analysis were focused on some projects and organizations existent within Norfolk County. The job shadowing programme targeted enlarge projects for young people or which can include young people, which are delivered by professional workers employed by the local government or large non-governmental organizations rather than community based organizations.

Norfolk is a low-lying county in the East of England. The county town is Norwich. Norfolk is the fifth largest county in England, with an area of 5,371 km².

In terms of demography, Norfolk is the seventh most populous, with a population of 850,800 inhabitants. Norfolk's population has a relatively elderly age profile. Compared with England it has higher proportions of people aged + 65, with a percentage of 9.58, which is a high average, whereas people aged from 16 to 24 are just the 5.35 % of the population (2009 est.)

Concerning to population density and distribution, due to Norfolk is a most rural area, density is 1.59 persons per hectare (sixth lowest).

With regard to the institutional organization, could be said that Norfolk is a shire county, under the control of Norfolk County Council. This is divided into seven local government districts, Breckland District, Broadland District, Great Yarmouth Borough, King's Lynn and West Norfolk Borough, North Norfolk District, Norwich City and South Norfolk.



The most relevant stakeholders in the area are, of course, the local government, which had a professional team in youth work until April 2011, and some organisations or foundations that are well known in the county. The job shadowers were able to visit some of them such as the Benjamin Foundation, The Future Projects, Active Norfolk, The Grow Organisation, Horstead Centre and Urban Youth Club.

Norfolk is an area where there is a lot to do and may be appealing for many volunteers from different fields and cultures. It would be a good opportunity as well, because in this county, the youth work tends to be professional, so it might give volunteers a lot of knowledge and experience to take back.

Horstead Centre belongs to the Norwich Cathedral and is focused on running outdoors activities for children. The Horstead Centre lies in a quiet village near Norwich and possesses a wide and comfortable building, as well as a big backyard near the river where the activities take place.

The Benjamin Foundation exists to help people in Norfolk to deal with many of the life challenges; whether 'everyday' issues such as childcare or more serious problems like abuse and homelessness. They provide a range of practical services and support which all aim to empower people and give people back a sense of hope and control.

Urban Youth Club is a project run by a youth worker, Anita Beckitt (as a volunteer), whose main objective is to provide young people in the area a safe place to meet instead of being in the streets, a place where they can relax and stay apart from formal structures like school.

The Future Projects is a community based, registered charity working with young people and adults in some areas of Norwich, like the North Earlham, Larkman and Marlpit. The overall aim is to improve the quality of life for hard to reach individuals in Norwich through a community based programme that seeks to intervene, engage,

nurture and offer on-going support for the socially excluded.

Active Norfolk is one of the County Sports Partnerships created by Sport England and tasked with increasing the levels of participation in sport and physical activity across the county.

The Grow Organisation is an innovative umbrella social Enterprise. The organisation is settled down in Norwich and the work is arranged by groups going to different parts of the city to cut grass or whatever in gardens.

Volunteer Work

- **Intercultural communication and multi-linguism**

In Norfolk it is common to have a community facility or 'hub'. A „hub“ is open access to service providing practical, social and emotional support, guidance and training for anyone in need or interested in benefiting from this. The main themes the “hubs” are focused on, are: employment (e.g. helping with job search or applications), education (e.g. vocational orientation, training courses), housing (e.g. information on resettlement, application for benefits), health (e.g. access to different specialist), legal (e.g. disclosure advice, support through the criminal justice system) and finance (e.g. personal finance budgeting, advices).



A „hub“ is therefore part of the English society and at the same time an opportunity for involvement, integration and intercultural communication for volunteers.

In terms of community aspects, the main feature of Norfolk county is its rural condition, as it was said before. This aspect prints some characteristics in the population that make it different from others. People tend to be quiet, enjoy the countryside and nature, provided that many outdoors activities centres are run. Population is dispersed, which makes necessary travel long distances for going from one place to another, and public transport services are expensive and not good in terms of frequency.

As for cultural gaps or difficulties, it may be said, that volunteers could find a very open and mixed society in the UK, in general terms. A slight difference exists in more rural areas where people seem to be shy and closed, but never impolite.

Few youngsters in UK can speak other languages than English so volunteers will

have to use mainly this language for communication but they can also use this situation as an opportunity to raise the others' interest in learning and communicating in other languages.

- **Information and awareness campaigns**

Due to the numerous projects addressed to youngsters, in Norfolk County there are a lot of opportunities to set up information and awareness campaigns that target people of all ages, and a wide range of topics of actual interest.

Future Radio for example, part of the Future Projects, is a community radio station whose objective is to promote social inclusion in its broadest sense, freedom of expression and the dissemination of information for the benefit of our local and wider communities. Music of all genres is used to promote racial and social harmony, embrace social, cultural and economic diversity and promotes tolerance, understanding and democracy.

On the other hand, the community needs analysis revealed that people in general do not trust young people - they think that youngsters are not responsible and down-to-earth; on the contrary, it is thought that party is the only thing in their interests. It may be a risk if volunteers coming are quite young, as they might find hard to deal with that.

Another point is the lack of belief in education. Many people think that being educated is important, and they might not be involved in community tasks or political issues. It does not seem that society in general think it is important to get their young people empowered.

Information and awareness campaigns are needed for youth empowerment and for promoting active citizenship.

Volunteers can create a design for a campaign, or information caravan through which they can:

- inform the youngsters and raise their awareness on the benefits that volunteering brings at personal and professional level.
- organize campaigns, seminars, debates on a diverse range of subjects of interest to youngsters like: environment, human rights, labor market, health, antidiscrimination, free time and leisure, etc.



- information campaigns on the of the opportunities that a diversity of European programmes can offer to youngsters to improve their education
- promote European Voluntary Service among youngsters from Bustuchin and the localities around
- campaigns on themes such as : alcohol effects, drugs, discrimination, gender equality, smoking, active citizenship, etc.

All these campaigns will be designed and organised with the support of the management team, mentor and monitor, in order to facilitate experience transfer and mutual learning.

• **School tutoring and extracurricular activities**

The Horstead Centre is focused on running outdoors activities for children, with the purpose of improving their team work skills. Some of these activities are climbing, paddling, jumping, and other skill games.

The building and the facilities are rented and there is staff, working as coordinators, who carry out the activities. The centre may receive groups of different sizes from schools, churches, clubs, who can just spend some hours, the whole day or stay for some days, as the building is fully equipped with bedrooms, bathrooms and a kitchen.

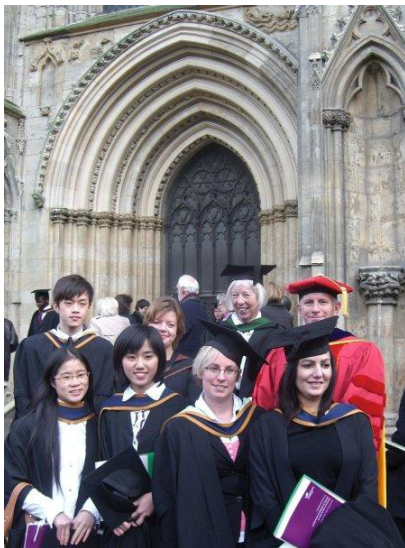
EVS volunteers can have specific activities to run within the centre or a specific project where they can take part in. The centre cannot receive full time volunteers as they would get bored unless they would be really interested in this kind of activities all the time.


In terms of human resources they have enough and well prepared people for doing the job. The centre does not have a big structure and its way of work is quite simple and efficient. The centre does not have permanent, daily activities, but only when groups come, especially in holidays.

Horstead Centre tends to work specially with kids more than teenagers. Working in this centre would be a good opportunity for people who want to be coaches or teachers because they can improve their skills and gain work experience.

This centre is widely known in the area and it seems to be quite popular among the schools and clubs in here.

Future education is a project of The Benjamin Foundation that offers a holistic, community based alternative to mainstream provision, delivered in partnership with Norfolk County





Council's Children's Services. Future Education aims to offer a range of alternative curriculum programmes for young people who are not achieving their full potential in mainstream school. It is available fulltime and part time. The first option is a specialized school inclusion programme provided for young people who, due to emotional and/or behaviour difficulties would be permanently excluded from mainstream school. The other, offers courses in music, media and visual arts.

- **Fundraising**

Volunteers can practice their skills as fundraisers to sustain an already existing project, or to initiate sponsorship campaigning for a various range of issues, from social to environment. Fundraising is fun, challenging, rewarding and a great opportunity to meet lots of new people. There is a whole range of activities that volunteers can put in practice to raise money for different causes.

Concerning the financial capacity of Benjamin Foundation, for example, it can be stated that they need to carry on fundraising activities in order to support the projects run, as they are quite expensive (for instance, the subsistence of Young people in their centres).

- **Social inclusion**

Social services in UK communities are quite valued, practiced and are trying to respond to a wide range of needs. There are numerous centres and organizations dedicated to ensure equal living conditions to youngsters and other categories of people within the community.

The Benjamin Foundation provides a range of practical services and support which all aim to empower people and give people facing all kind of difficulties like physical abuse, lack of shelter, etc, back a sense of hope and control.

They intend to reach this goal through a sort of different projects and initiatives. The work is divided into three sections: Children & families, Housing & homelessness and Social Enterprise. In each of these branches they run different projects.

Some of the projects carried on the first section:

- „Time for you”, which offers support, advice and guidance directly to children and young people aged 4-19, that has a wide range of problems, specially social and behavioural, primarily through schools.
- „Parent Support Advisers” is a Project that works with families in many different conflictive situations.
- ‘Drop-in’ centres and cafe’s intend to provide places where young people can meet safely, take part in activities and access a range of support. They also run a Special Needs Youth Group and a Youth Bus service which provides outreach in rural communities.

In the frame of the second section, they provide four places with accommodation

within 'move on' centres across the county, specifically for 16-25 year olds, working in partnership with district councils, borough councils and housing associations. As well as benefitting from a secure and stable environment, each resident has a Support Worker who helps them work through any particular issues they may have and start planning for an independent and fulfilled future.



It is also run a Resettlement Scheme providing crisis intervention to rough sleepers, homeless families and care leavers. In this way, it is possible to find an extensive network of links within private, statutory and voluntary sectors. Included in this work are two drop-in/support centres for the homeless and the socially isolated.

The third branch consist on running two social enterprise models – meaning they are self-funded with all profits going towards supporting out wider work across the county. Both are highly successful and deliver social, community and environmental benefits as well as training and volunteer opportunities for young people.


The organisation is suitable for running an EVS Project as they are really well organized and have the capacity of doing that. They have enough trained staff (paid people and volunteers) to complete the structure and phases that EVS requires, as well as good professional ways of work. They are also used to host volunteers in internships from universities so the issue is not unfamiliar to them.

The organization staff is very opened and willing to receive volunteers from other countries, being able they can place them in such a big variety of activities giving the opportunity to different volunteer profiles to fit in.

As for infrastructure, they have completely equipped places where activities are running - from the office in North Walsham till homeless centres like Aspire in Great Yarmouth.

The foundation has numerous trained staff, which is formed by more than 150 people from different field of work and studies. Part of them is contracted personal and the rest work as volunteers. This means that volunteers coming would have a place where to fit and the organisation is prepared for receiving volunteers as they form a part of the structure.

The organization works with the whole population but its work is focused on young people as we could see in the projects description. The Benjamin foundation is a very well-known organisation through the region as their activities have such a big impact in the communities where they work.



The main risk would be a mistake about the volunteer's profiles matching. As long as they work with youngsters facing different kind of problems, volunteers need to be prepared (not necessarily qualified) for working with them. This means that the person coming must be aware of the working conditions and must accept them. It might be hard in the first times to be accepted by them, but seeing that they would be working in the foundation structure, it should be fine. Also, volunteers might find a fixed structure where to fit in, and see their chances to innovate and create new things, diminished.

The Future Projects overall aim is to improve the quality of life for hard to reach individuals in Norwich through a community based programme that seeks to intervene, engage, nurture and offer on-going support for the socially excluded.

So they provide open access venue that delivers services and activities including: education, leisure, media training, music studio facilities and training - ICT facilities, community radio broadcasting and training and citizenship and wider community engagement.

The institution possesses a modern and equipped building where activities are carried on. In the place, it is offered an alternative curriculum education for inclusion for those at risk of exclusion from high school in the area aged 14-16. It also works as a centre for community based activity: delivering multi-media training and ICT facilities which will raise the profile of e-learning, especially amongst those with little or no knowledge of ICT.

The projects intend to be focused on young people in the mentioned areas with certain problems such as anti-social behaviour, school dropping, drugs, difficulties in cultural integration, etc.


At the moment, there are 47 full time and part time staff employed and caters for a much wider client base. There are over 1500 people registered to Future and over 500 volunteers have worked with Future Radio.

Future aims: to increase the level of skills including basic, life skills and existing to contribute to all sectors of the local economy, particularly the cultural and media sectors; as well as offer information, advice and guidance through mentoring to young people, their families and to adults, among other things.

The main projects are the following ones:

- Future education: offers a holistic, community based alternative to mainstream provision, delivered in partnership with Norfolk County Council's Children's Services. Future Education aims to offer a range of alternative curriculum programmes for young people who are not achieving their full potential in mainstream school. It is available fulltime and part time alternatives. The first option is a specialized school inclusion programme provided for young people who, due to emotional and/or behaviour difficulties would be permanently excluded from mainstream school. The other, offers courses in music, media and visual arts.

- Future Radio: is a community radio station whose objective is to promote so-



cial inclusion in its broadest sense, freedom of expression and the dissemination of information for the benefit of our local and wider communities. Music of all genres is used to promote racial and social harmony, embrace social, cultural and economic diversity and promotes tolerance, understanding and democracy.

- The Baseline Centre: it is a community facility or 'hub' located in West Norwich. It is an open access service providing practical, social and emotional support, guidance and training for anyone aged 16 and over. The main themes on which the centre is focused are: employment (e.g. helping with job search or applications), education (e.g. vocational orientation, training courses), housing (e.g. information on resettlement, application for benefits), health (e.g. access to different specialist), legal (e.g. disclosure advice, support through the criminal justice system) and finance (e.g. personal finance budgeting, advice).

I support this idea for two main reasons: first of all the organisation has got a tidy structure which makes it capable for hosting an EVS project and accomplish each one of its phases, as well as they have got experience in voluntary work as it was stated before. Secondly, it is available a good variety of project in which different kind of volunteers can get involved, which means a good wide field of working.

In terms of openness, they showed themselves very interested in taking part in EVS programmes. It also seems to be a good working environment, as people in the radio and school were enthusiastic to explain us what they do and show us their facilities.

Being able to volunteer in these projects is a big opportunity for youngsters mainly interested in education and cultural issues. This place offers a wide range of activities related to these themes. The Future Projects works in one of the poorest areas in Norwich, where youngsters, as well as foreign people, tend to have social inclusion problems.

Active Norfolk it is one of the County Sports Partnerships created by Sport England and tasked with increasing the levels of participation in sport and physical activity across the county. Its main objective is to use sports as a tool not only for people getting fitter but for improving social life skills. In this way, they work to support health, social inclusion, rural deprivation and crime reduction as well as raising the awareness of the benefits of sport and physical activity.

Active Norfolk undertakes a wide range of activities such as supporting to a range of sports including cricket, tennis, hockey, triathlon, etc.; along with focusing on coach and volunteer development through regular training courses, workshops, conferences and recognition events.

These are some of the activities they do, as we were told:

- Sportivate: it involves participants, aged 14-25 years, accessing and completing a 6 week course of high quality coaching sessions. At the end of the coaching sessions they will be supported into a local club or alternative sports provision to continue participation. During the 6 weeks the participant can also work for an event or personal challenge. It is also possible to design a course and apply for funding.

• Disability sport: trying to promote equality in sports and access to opportunities, Active Norfolk is committed to raising the profile of disability sport across the county. There have been some projects for this purpose, like: Adult disability games and Disability club directory, as well as they have got a place for disabled people in all of their activities.

• Fit4work: it is aimed at getting employees in Norfolk active - before work, during work and after work. The important things are to increase awareness of the importance of workplace health initiatives and to promote the benefits of offering physical activity opportunities to employees.

• Norfolk Villages Games: it is a project designed for villagers getting involved in sports and promotes games and leisure activities among the villages. It is to promote active and social life in rural contexts.

• Get back into: basically the intention is to make people participate in sports, either going back to an active life or taking part in a new activity. In this way, they run courses and different activities in different parts of the county, like golf, archery, walking, dance, etc. People need to pay a small amount of money to attend.

• Coach development: this area aims to provide coaches, and potential coaches, with important information on all things coach related including the funding available, development opportunities, coaching in education, mentoring opportunities and coaching vacancies.


Active Norfolk would be able to host an EVS project - they are organized and have got different and specific areas of working. In terms of capacity, they can run properly each phase of EVS programme as they don't have any material or human resources problem. The variety of activities they do is quite wide so there are many places where volunteers could be needed. It also seems that they are used to voluntary tasks, as they receive some volunteers from working programmes, universities, making internships and from the villages themselves.

The organizations' staff is quite open and kind, interested in EVS projects, and it is obvious that it is a safe and charming environment where to work.

Concerning economic issues, their activities are fully funded, mainly by Sports England, but also receives funding and support from the County Council and all the Local Authorities. They are also involved in training delivering.

Needs and opportunities: in terms of theme and target, Active Norfolk is targeting all categories of the population but giving to young people an important place. It is a good opportunity for volunteers keen on sports to go and work in this place. They will definitely find a place where to fit in and the space for volunteers' creativeness and proactiv-





ity is quite generous - in the frame of 'Sportivate' project, it is possible for participants to design a project, training course, so on, and apply for funding with their support.

The thing that should strongly be taken into account concerning work in Active Norfolk: the volunteers who come must have a significant interest in sports, otherwise the programme will fail. The whole activity of this organisation is based on sports so it is expected that volunteers have some experience in these kinds of things, not necessarily qualifications, but it would be a good opportunity for future sport trainers or teachers.

Grow Norfolk offers recognised training and qualifications, volunteering opportunities, placements and tries permanently to support and deliver innovative partnership work, provide real work experience to those who are disadvantaged, in the labour market (especially young people between 17-25 years old), as well as create positive change with real outcomes for individuals at risk of social exclusion.

Its motto is 'cutting grass, cutting crime, cultivating futures' and it is describing basically the activities they do. They run gardening activities as it is an enterprise, so young people volunteering or contracted gain labour experience in the time they learn a new skill which can be the key to future jobs. It says cutting crime because they work with young people who committed minor crimes and whose punishment is doing community work. So, it can be said that they cultivate futures because they promote a culture of teamwork, peer mentoring and coaching and have an excellent track record of delivering positive change in some of the highest unemployment areas in the UK.

Apparently, it is not much to be done apart from joining the gardening activities or maybe helping some other administrative areas, which would be good if there is a matching profile for that. It is an enterprise so the work and activities need to be sort of fixed, probably with limited space for volunteers' creativeness and proactivity.

The main risk is the work specific environment - because the target group has specific features to deal with, volunteers would have to be prepared for that.

- **Organizational development**

Youngsters have the possibility to support the development of a youth club according to their ideas and wishes.

The Urban Youth Club run by a youth worker, as a volunteer, whose main objective is to provide young people in the area a safe place to meet instead of being in the streets, a place where they can relax and stay apart from formal structures like school. The club does not benefit from the human, material resources and organization procedures at the moment, to give its full potential for the youngsters. This lack of organisation is an opportunity for international volunteers as they can help to deal with this, based on their own working experiences as well as the club would obtain consistent ways of work and new and creative ideas of projects and activities, which is really good for them. The club has got no funds, so it would be great to receive help from volunteers that has experience in fundraising and similar areas.

They youth club has though have a comfortable space with some facilities where activities can be done. Most of the times youngsters meet there just to talk, about differ-

ent issues like safe sex, music, and so on. The club is open twice a week at evening times. The youth worker takes care of the club but she has some volunteers (4 actually) who may help her. I think it is a nice place where young people can meet, make friends, talk about things they would not talk with parents or teachers, as well as remaining in a safe environment.

It is true they are really opened and would accept people coming from outside to work with them, but they are not enough organised and have not the structure required for implementing an EVS project, at the moment. They may receive volunteers coming to help them at times, but being hosted by other structures.

The challenge would be that EVS volunteers can set an organisational structure and be free to run creative activities as it doesn't have a specific way of work. It is nice to join young people into a safe place, but it is much nicer if they can do productive activities that help themselves to develop different skills or whatever they want.

Cultural & free time

All the communities, especially the urban ones, provide for volunteers a wide range of cultural activities. There are museums, libraries, concerts of all kind of music, including classical, theatres and cinemas.

Being well developed communities, youngsters can find here clubs, bars and other places for leisure and commercial centres.



Learning activities

On arrival, the volunteers will enter in a Capacity Building program. During this program they will receive trainings to build their competences on animation, conflict management, project management, group dynamics, community youth development.



Throughout the whole project, every single volunteer is to benefit from a personal development plan. The volunteers will build the development plan together with the management team and the mentor.

The volunteers will have the opportunity to meet new people from the community and he/she can be a part of the local projects of the school, library and local organizations. They can see how the institutions work and also help or create new projects.

Accommodation & food

Most of the volunteers will be placed into rented houses or families near the project place. The volunteers are also responsible for maintaining cleanliness and not to damage the things inside the apartment. The accommodation expenses will be covered from the project budget.

The volunteers will be receiving monthly allowances for food and they may be responsible for buying and preparing it. There are some facilities where they can serve meals at very reasonable price, but this depends on the project's description.



Volunteers should be hosted in urban or residential areas well provided by facilities, like shopping centres, stores, and leisure spaces. Transport is too expensive so the hosting residence plays an important role in this way. Accommodation in the UK tends to be also expensive. Volunteers may have to share the house, flat, etc or might be hosted by local families, which is a good solution.

Organizations

Norfolk County Council is the local social services and education authority. Within the Council, the Children's Services Department covers both education and social services for children and families, and private fostering arrangements are overseen as part of that Department's work.

The Department is responsible for ensuring that duties on the Council for safeguarding children who are privately fostered are carried out, and awareness about those duties is raised. The function of the service is to ensure that private fostering arrangements for children cared for are notified, assessed, and monitored.

Contact: **information@norfolk.gov.uk**

By phone for general enquiries: **0344 800 8020**

Contact Person: **Robin Konieczny** on **01603 435102**,

email: **robin.konieczny@norfolk.gov.uk**

IV. FAQ - Frequently asked questions on the European Voluntary Service

1. What is the European Voluntary Service (EVS)?

EVS is a partnership project between two or more organisations allowing young people to do a voluntary service in another country.

The aim is to develop solidarity and promote tolerance, mutual understanding and active citizenship (particularly European citizenship).

A strong focus on training and personal and task-related support helps young people develop skills and competences which will be useful in their future employment or education.

2. How can I apply to become an EVS volunteer?

An EVS project is a partnership between two or more promoters (organisations). These promoters are responsible for recruiting volunteers for their project. If you want to be an EVS volunteer you have two options:

a) Contact an organisation that is recruiting volunteers for a granted project

OR

b) Contact an organisation to discuss starting a project

You can contact organizations accredited in working with EVS by following: www.yesforevs.eu, www.clickonevs.eu, www.aradr.ro.

A volunteer participates in EVS through a Sending Organisation in the country



where he/she is legally resident and a Host Organisation which receives and hosts the volunteer during the Service period.

In order to get in contact with an organisation you may consult the database of accredited organisations (<http://ec.europa.eu/youth/evs/aod/>).

3. What are the criteria for becoming a volunteer?

Age: volunteers must be 18 - 30 years old on the application deadline (young people with fewer opportunities can participate from age of 16).

Home country: volunteers must be legally resident in the country of the Sending Organisation.

4. Do volunteers have to pay anything?

EVS is free for volunteers, and you receive free accommodation and food, insurance and pocket money. The only thing you have to pay is a small part (maximum 10%) of your travel costs.

5. How long does an EVS project last?

- Service period abroad: 2-12 months (or a minimum of 2 weeks for young people with fewer opportunities and groups of 10 or more volunteers)

- Total duration of the project, including preparation and follow-up: max. 24 months

6. What type of work do volunteers do?

There are many possible fields, e.g. culture, youth, sports, children, cultural heritage, arts, animal welfare, environment and development cooperation.

7. What countries can volunteers go to?

Eligible countries are listed on page 17-18 of the Programme Guide.

Volunteering can take place in any 'Programme Country', 'Neighbouring Partner Country' or 'Other Partner Country of the World', but volunteers from Partner Countries must carry out their Service in a Programme Country.

8. What restrictions are there on the voluntary Service?

The Service must:

- take place in a country other than volunteer's country of residence
- be unpaid and non-profit making
- last between 2 and 12 months (except for young people with fewer opportunities and large groups - see Question 5)
- represent a clear European or international added value
- benefit the community
- not involve job substitution

9. Can young people with fewer opportunities participate in EVS?

Yes - EVS is open for all young people, whatever their background and no prior knowledge should be required.

Special efforts are made to help young people with fewer opportunities, including those with disabilities, to participate.

10. What do volunteers learn through EVS?



Volunteers acquire and improve skills related to their personal, educational and professional development, e.g. through:

- personal support (from a mentor)
- task-related support (from a supervisor)
- language training

There are also common trainings for all volunteers (normally organised by the National Agency or SALTO) covering issues such as:

- basics of social engagement and voluntary work
- conflict resolution
- group dynamics
- intercultural learning
- values of EVS

The learning in EVS is referred to as “non-formal learning”. This is learning which, although being carefully planned, is voluntary and takes place outside the formal education system through active participation.

11. Do volunteers get a certificate after the project?

Volunteers have the right to receive a Youthpass after completing their Service. The EU uses the Youthpass to ensure voluntary activity is recognised as an educational experience and a period of non-formal learning. An achievement report is filled in jointly by the volunteer and the Host or Coordinating Organisation and given to the volunteer.

12. I still have a question - where can I get help?

There is more information in the Programme Guide.

Do not hesitate to contact any stage the various groups that are here to give you help, training and advice - your National Agency (or the Executive Agency, if your country does not have one), the Eurodesk network and SALTO Youth Resource Centres.

Also, feel free to contact any of the organisations mentioned in the present guide.

They can provide information or advice on things such as how to develop your project ideas, find a partner organisation or fill in your application form. They are available to help you before and after your project is set up.

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