

# **Evaluation report for the European project**

## **“Teaming Up! – An Exchange Programme For Older Volunteers”**

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## 1. Aims of the evaluation

“Teaming Up! – an exchange programme for older volunteers” was designed to promote the mobility of seniors in Europe. It ties up to previous project experiences in the exchange of older volunteers, namely:

- “European Exchange Programme for Older Volunteers” in the course of which 140 volunteers from 8 European countries (Austria, Belgium, England, France, Germany, Greece, Luxemburg and the Netherlands) were exchanged in 2001 with the financial support of the European Commission, DG Employment and Social,
- “Mobility 55” with 40 exchanged older volunteers from 5 countries (Austria, France, Germany, Italy and Spain) in 2003 with the financial support of the European Commission, DG Education and Culture, and
- “Still Active” with 40 exchanged older volunteers from 7 countries in 2004 (Austria, Estonia, Germany, Hungary, Italy, Lithuania and the United Kingdom) with the financial support of the European Commission, DG Education and Culture.

Despite the fact that the first project followed a socio-political approach and the others an education-political approach, the majority of the participants of all projects came to the same conclusions in their assessment of the exchanges’ benefits:

The volunteers highlighted, above all, the professional advantages for themselves as well as for their sending and host organisations. Despite the relatively short duration of the exchange, in many cases plans concerning a lasting contact between persons and organisations were made, and some of them resulted in long-term cooperation relations between the organisations via the volunteers. A French organisation founded, to mention one example, a branch office in Luxemburg as a result of their volunteer’s exchange. Apart from these professional benefits the personal profit from the perspective of volunteers played an important role in the assessment of the exchanges. The volunteers reported that for them the exchange was a possibility to improve their ability to cope with challenges and to strengthen their self-confidence. They also underlined to having profited by improved foreign language skills, the manifold cultural impressions and new friendships many of them were able to form.

Another aspect mentioned by the exchanged volunteers was that they experienced acknowledgement of their voluntary work by the exchange – be it by observing that voluntary work has a higher social status in the country of exchange or by the impression that the personal involvement was honoured by being offered the deployment abroad. This resulted in new motivation for voluntary engagement and the confidence to be on the right way. The European dimension, experienced either by trans-national contacts and the gradual collapse of preju-

dices at personal level or by observing a development towards a Social Europe, was assessed to be of high value by many volunteers.

The host organisations, too, expressed manifold benefit aspects of the exchange of older volunteers. At professional level, they gained good ideas for new projects, received practical support in the implementation of improved procedures, created potentials for the improvement and enlargement of their own working concept and profited by the know-how transfer in particular activity areas. The participating organisations saw it as an important chance to get involved in trans-national relations and to become an actor in the development towards a united Europe. Many organisations recognised and appreciated the acknowledgement of their voluntary work through the exchange, even in cases in which the exchange had little direct professional benefit.

Despite the proved value and the enthusiasm of the participants for the idea of a European exchange of older volunteers, this concept could not be established as a permanent institution by one of the previous projects. The project “Teaming Up!” therefore was attached to an existing exchange framework, namely town twinning relations or regional partnerships. Based on the previous experiences of the sustainable results of seniors’ exchanges, the idea was to test if older volunteers could take over the function as ambassadors in building up or strengthening partnerships at municipal level. According to the concept, in each town or region a team of volunteers, consisting ideally of five persons, helped to prepare the stay of their foreign colleagues in their town or region and were in turn hosted abroad. The teams of volunteers were planned to be supported by local, regional or national coordinators (depending on the area involved) who were also responsible for including representatives of local authorities in the project work if the coordinators were not – as it was often the case – representatives of the local authorities themselves.

In the project evaluation aspects of quality assurance in the course of the process were combined with aspects of ex-post validation:

- As a member of the Quality Assurance Team (QAT), the work of the evaluator aimed at checking that all the phases of the project as shown in the work plan were duly fulfilled. The evaluator also supervised the participants’ profiles with regards to a best possible balanced relation between men and women.
- The internal evaluation was complemented by an external evaluation focused on the project results from the viewpoint of volunteers, host organisations, towns and regions. Furthermore, results and framework conditions of the exchange were assessed by the local, regional and/or national coordinators within the countries involved.

One of the crucial success criteria of this project was, if a European exchange programme for older volunteers was considered useful and feasible not only by volunteers and their host organisations, but also by the local and regional governments involved.

## **2. Internal evaluation**

### **2.1 Supervision of the work progress**

At the kick-off meeting in Marzabotto in December 2004, a close cooperation between all project partners was established. The form of a round-table discussion was continued by an email communication forum: [teaming-up@eurag-europe.org](mailto:teaming-up@eurag-europe.org), including not only coordinators and government representatives, but also EURAG board members and the evaluator.

Working steps and decisions were frequently and openly discussed by the forum members, and work progress could be perceived according to the state of these discussions. In order to provide a general overview on the achieved results, the evaluator designed an electronic questionnaire concerning all relevant work aspects and milestones. On 15 March 2005 a catalogue on the results achieved by this date was circulated.<sup>1</sup> Thus, the project partners also obtained the possibility to self-evaluate their results in comparison with those of other project partners and to learn about good practices in coping with the tasks and problems occurring during the exchange.

Problems in the conduction of the project arose from last-minute cancellations on the side of participating local authorities as well as on the side of volunteers. The latter also happened in the above-mentioned previous projects and appears to be unavoidable in projects with senior participants due to obligations towards family members who may become ill or need other forms of assistance, or due to their own more fragile state of health. Cancellations from the side of local authorities were thoroughly discussed between representatives of EURAG, the European coordinator and the evaluator, and solutions were sought. However, in the case of very short-term decisions on the side of the participating authorities and the overall limited project period of only 12 months, it had to be accepted that no replacements could be obtained.

Overall, the particular working steps in the project were performed in due time with no major restrictions concerning their quality.

### **2.2 Achievement of objectives**

#### **2.2.1 Partnerships between towns and districts**

A main objective of the project consisted in the initiation of twinning relations between towns or districts at European level (sometimes supported by partnerships between regions) or the re-vitalisation of such relations.

Given the limited number of partners and countries the pool for existing relations was not extensive. However, the regions of Hesse and Emilia Romagna, as well as the German-speaking Community in Belgium and Rhineland-Palatinate dis-

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<sup>1</sup> See appendix 1.

posed of formal bilateral relations. Furthermore, in the selection process for towns to participate it was possible to fall back to previous contacts between Speyer and Graz as well as to the town twins Offenbach and Mödling. For the rest of the planned bilateral partnerships the exchange of volunteers should serve an initiation process.

Only 14 of the planned 15 relations between towns and districts were realised. Unfortunately, the Polish partner withdrew from the project when time was already so advanced that no replacement of their planned exchange between the partner regions of Wielkopolska and Hesse could take place. Another problem was created by the fact that the relations between the municipalities Mödling and Offenbach existed, but little enthusiasm could be raised among older volunteers in Mödling to engage in an exchange with their town twinning partners. The loose ends of preparatory work at both locations were connected by hosting volunteers from Offenbach in Mödling and sending volunteers from Rome to Offenbach.

The exchange relations can be shown as follows (↔ = mutual exchange, → = only sending volunteers, x = only hosting volunteers):

Volunteers sent from/to	Bologna	Eupen/St. Vith	Ferrara	Graz	Kassel	Kesteven	Korneuburg	Lanark	Liverpool	Marburg	Mödling	Offenbach Municipality	Offenbach District	Penzance	Prague	Rome	Speyer	Trier-Saarburg District	Wetzlar	Vienna
Bologna									↔											
Eupen/St. Vith										↔								↔		
Ferrara								↔												
Graz																	↔			
Kassel															↔					
Kesteven																↔				
Korneuburg																↔				
Lanark			↔																	
Liverpool	↔																			
Marburg		↔																		
Mödling												x								
Offenbach Municipality											→					x				
Offenbach District															↔					↔
Penzance																			↔	
Prague					↔								↔			↔				
Rome						↔	↔					→			↔					
Speyer				↔																
Trier-Saarburg District		↔																		
Wetzlar														↔						
Vienna													↔							

### 2.2.2 Number and characteristics of exchanged volunteers

The number of volunteers who participated in the exchange fell short of the envisaged number. 117 volunteers were exchanged instead of 150 as planned. Reasons for that were:

- the withdrawal of the Polish project partner,
- some teams who felt confident about their capacities and potentials with less than 5 members,
- some last-minute withdrawals of volunteers due to illness or important family obligations.

An example of good practice in this context, worthwhile to be adopted in future exchanges, was realised in Speyer where a “waiting list” of volunteers was established. All volunteers on the waiting list were included in all preparatory measures. In case of a personal hindrance of one of the volunteers determined for the exchange, he or she could be easily replaced by another volunteer on the waiting list. The filling of both the main list and the waiting list was oriented at the personal wants of volunteers who expressed a principle interest for the exchange and caused no conflicts.

According to the list of registered volunteers, women outnumbered men by far:

**Table 1: Volunteers according to country of origin and sex**

Country of origin	Women	Men	In total
Austria	11	5	16
Belgium	6	4	10
Czech Republic	12	2	14
Germany (Hesse)	14	8	22
Germany (Rhineland-Palatinate)	8	2	10
Italy	22	6	28
United Kingdom	10	7	17
<b>In total</b>	<b>83</b>	<b>34</b>	<b>117</b>

Already in the previous exchanges of older volunteers the share of female participants had amounted to two thirds to three quarters. Therefore the project partners were encouraged to specifically address men and mobilise them for the exchange. However, about 70% of all participants were women, and some teams were exclusively female.

The following distribution according to age groups was found in Teaming Up! according to the list of registered volunteers:

**Table 2: Volunteers according to country of origin and age**

<b>Country of origin</b>	<b>49 - 59</b>	<b>60 - 69</b>	<b>70 - 79</b>	<b>In total</b>
Austria	7	8	1	16
Belgium	5	5	0	10
Czech Republic	4	8	2	14
Germany (Hesse)	4	17	1	22
Germany (Rhineland-Palatinate)	3	4	3	10
Italy	9	18	1	28
United Kingdom	5	9	3	17
<b>In total</b>	<b>37</b>	<b>69</b>	<b>11</b>	<b>117</b>

The majority of participants, almost 60%, were between 60 and 69 years of age, approx. one third were younger. The youngest participant was a 49 year old volunteer from the German-speaking Community in Belgium, the oldest volunteer was at the age of 78 and from the United Kingdom.

Overall, the characteristics of the participants structurally resemble the ones in previous projects and meet the initial conceptual expectations.



### **3. External evaluation**

#### **3.1 Evaluation procedures**

##### **3.1.1 Design of evaluation tools**

With view to the practical exchange procedures and its results, the perspectives of three key actors in the project, each with specific tasks assigned, were to be taken into account:

Local and regional governments were supposed to:

- vitalise their existing bilateral partnerships or to build up new partnerships,
- agree on the projects in which the foreign volunteers should be involved together with associations or NGOs in their areas or alternatively to choose their own projects,
- to define criteria for volunteers in their areas, willing to participate in the exchange.

NGOs were supposed to:

- propose projects and to set up specific activities for the teams of foreign volunteers,
- host and mentor the teams of local volunteers with testing the projects set up for the foreign volunteers,
- host and mentor the teams of foreign volunteers in their projects.

Volunteers were supposed to:

- participate in the training and the linguistic preparation (if the latter was needed),
- contribute to the setting up of projects in their home towns or regions for the teams of foreign volunteers,
- perform a three weeks voluntary service abroad.

For volunteers, representatives of NGOs and representatives of local and regional authorities questionnaires were developed<sup>2</sup> with view to their specific perspective on

- the preparation of the exchange,
- the sending and hosting of volunteers,
- the benefits of the exchange and
- plans for follow-up activities.

The application of the same thematic structure for the different actors in the project allows for a comparison of different perspectives and thus the identification of potential problems, if assessments vary a lot.

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2 See appendices 2 and 3.

The fourth group of actors asked for their assessment of the project were the coordinators of the exchange, often in double function as representatives of local authorities. Their feedback allows a broader view on the different project components and their capacity to realise the aims of the project. Therefore the assessment of the framework conditions of the project was an additional issue in the questionnaire for coordinators.<sup>3</sup>

In order to include a variety of in-depth assessments which surpass the potentials of written questionnaires, an evaluation meeting at national or regional level, conducted by the respective coordinator, was an integral part of the evaluation concept. For these meetings, the evaluator drafted a programme which could be adapted to individual contexts, and a form for the minutes of the evaluation meeting was used to preserve the results and allow for a comparative perspective.<sup>4</sup>

The budget did not foresee a personal attendance of the evaluator in all preparatory and evaluation meetings. However, the evaluator attended meetings of volunteers in Hesse, Rhineland-Palatinate and Austria, and she was in personal contact with a number of authority representatives who also acted as coordinators. Assessments which were communicated in these contexts will be considered in the evaluation, but only in terms of illustrations of the systematically gained assessment of the project.

The results of the evaluation meetings are incorporated in the analysis of the written statements as well as in the summary of the overall project results.

### **3.1.2 Organisation of the evaluation**

The evaluation tools were circulated among the coordinators who had the responsibility to return the filled in forms to the evaluator. When necessary (in Italy and the Czech Republic) the coordinators translated the written statements into English and returned them in form of a data base which was prepared by the evaluator.

The following evaluation of the project results is based on:

- 111 questionnaires by volunteers,
- 31 questionnaires by host organisations,
- 12 questionnaires by local or regional authorities,
- 14 questionnaires by local, regional or national coordinators.

The result of 111 questionnaires out of 117 volunteers can be almost assessed as a complete count. Defining the number of participating host organisations in each country was left to the project partners. But we assume that the rate of returned questionnaires from host organisations was very high as well. In some cases, the coordinators could not involve representatives of local authorities in the exchange. But when involved questionnaires were filled in and returned by

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3 See appendix 4.

4 See appendix 5.

authority representatives in most cases. In some countries or regions, such as Austria and Hesse the appointed coordinator delegated work to the local level. As the responsible persons on site were much more familiar with specific details, they were also asked to fill in the questionnaire.

### **3.2 Assessments by volunteers, representatives of host organisations and representatives of local and regional authorities**

The following evaluation is based on the above-mentioned 111 questionnaires filled in by volunteers, 31 questionnaires by representatives of host organisations and 12 questionnaires by representatives of local or regional authorities. Table 3 shows the distribution of the returned questionnaires on the participating countries and regions Austria, German-speaking Community in Belgium, Czech Republic, Hesse, Rhineland-Palatinate, Italy and United Kingdom.

**Table 3: Number of returned questionnaires according to country and group of actors**

	<b>A</b>	<b>B (GC)</b>	<b>CZ</b>	<b>G (H)</b>	<b>G (R-P)</b>	<b>I</b>	<b>UK</b>	<b>In total</b>
Volunteers	15	10	14	22	10	26	14	111
Representatives of host organisations	3	5	6	11	5	0	1	31
Representatives of local or regional authorities	2	1	0	4	2	3	0	12

The return rate of questionnaires for host organisations and authorities was rather heterogeneous for several reasons: Due to the sudden death of the coordinator in the UK, no questionnaires of authorities and only one questionnaire of a host organisation are available for their exchange locations. In the case of the German-speaking Community in Belgium, the “Ministerium der Deutschsprachigen Gemeinschaft” filled in the questionnaire for authorities, thus speaking for Eupen/St. Vith. In the Czech Republic no authorities were involved in the project. On the contrary, in Italy no host organisation participated since the local administrations organised all activities directly.

In the following description of the evaluation results, data from the volunteers' questionnaires will be differentiated according to countries. Due to the small frequencies of the questionnaires for representatives of host organisations and representatives of local or regional authorities a similar differentiation did not appear meaningful.

#### **3.2.1 Preparation of the exchange**

An important conceptual characteristic consisted in the further development of previous top-down methods according to which the preparation of the exchange was considered a task for professionals only. Teaming Up! introduced the approach, that the volunteers themselves should be decisively involved in the

preparation of the exchange. Furthermore, the cooperation between the team of volunteers and representatives of host organisations and municipalities was highly welcomed.

**Table 4: Involvement in the preparation of the exchange**

**a) Volunteers**

	<b>A</b>	<b>B (GC)</b>	<b>CZ</b>	<b>G (H)</b>	<b>G (R-P)</b>	<b>I</b>	<b>UK</b>	<b>In total</b>
Setting up the local teams of volunteers	2	1	0	1	3	15	4	26
Organising the voluntary work activities of the foreign team	8	0	1	3	4	7	5	28
Organising leisure activities	6	0	11	6	3	5	5	36
Organising accommodation and provision of meals	4	0	1	0	2	1	5	13
Communication with the foreign partners	7	0	6	9	2	4	1	29
Organising public relation	2	0	1	1	0	6	4	14
Other	0	1	0	3	1	2	6	13
<b>Responding volunteers in total</b>	<b>15</b>	<b>10</b>	<b>14</b>	<b>22</b>	<b>10</b>	<b>26</b>	<b>14</b>	<b>111</b>

**b) Institutions**

	<b>Host organisations</b>	<b>Authorities</b>
Setting up the local teams of volunteers	11	9
Organising the voluntary work activities of the foreign team	25	10
Organising leisure activities	14	8
Organising accommodation and provision of meals	10	8
Communication with the foreign partners	13	10
Organising public relation	8	9
Other	10	7
<b>Responding institutions in total</b>	<b>31</b>	<b>12</b>

In general, the coordinators seemed to be more reluctant in transferring decisive responsibilities to the volunteers than foreseen in the concept: Regardless of re-

sults for specific countries, the highest probability for volunteers in getting involved in the preparation of the exchange were in the areas

- organising leisure activities for the foreign guests (approx. one third),
- communication with foreign partners (approx. one quarter),
- organisation of the voluntary work activities of the foreign team (approx. one quarter) and
- the setting up of the local teams of volunteers (approx. one quarter).

Other kinds of involvement in the preparation of the exchange were reported, too, such as giving the visiting volunteers car rides or supporting them in other ways.

Host organisations and authorities were especially active in the organisation of the voluntary work activities of the foreign team. Frequently they also supported the organisation of leisure activities and the communication with the foreign partners. Also other kinds of involvement in the preparation of the exchange were reported by host organisations, such as the organisation of the preparatory seminar and giving car drives for the visiting volunteers. Authority representatives also dealt with the clarification and execution of organisational and financial tasks.

Contacts between the partners from different countries prior to the exchange were considered to be of crucial importance for the success of the project. Given the active status of volunteers in the preparatory phase, they were asked to assess these contacts.

**Table 5: Assessment of the contact with the exchange partners**

	<b>A</b>	<b>B (GC)</b>	<b>CZ</b>	<b>G (H)</b>	<b>G (R-P)</b>	<b>I</b>	<b>UK</b>	<b>In total</b>
Satisfied	7	4	14	11	3	15	5	59
Not satisfied	8	2	0	6	3	5	5	29
No or no valid response	0	4	0	5	4	6	4	23
<b>Responding volunteers in total</b>	<b>15</b>	<b>10</b>	<b>14</b>	<b>22</b>	<b>10</b>	<b>26</b>	<b>14</b>	<b>111</b>

Slightly more than half of the volunteers described their contact with the exchange partners during the preparatory phase as satisfying. Above average satisfaction rates are found among the volunteers in the Czech Republic and Italy – an indicator for their active involvement and respective communication efforts on both sides. A quarter mentioned dissatisfaction and 20% of the volunteers left this question unanswered. This allows for the assumption that in some cases there was no contact at all between the volunteers and the exchange partners. Disadvantages of an insufficient contact with the exchange partners were – according to the statements of volunteers – uncertainties concerning the accommodation and the areas and conditions of their work.

The participation in a preparatory seminar was obligatory for all volunteers taking part in the project. The aim of the preparatory seminar was to inform the participants about the philosophy of international voluntary services and to prepare the

volunteers for the exchange. Among other things potential problems with the stay abroad in a different cultural context were discussed. From a cross-national perspective, the Teaming Up! volunteers assessed their preparatory seminar as follows:

**Table 6: Assessment of the preparatory seminar (all countries)**

	<b>Very good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>No or no valid response</b>
Attractiveness of contents	29	44	7	3	28
Use for the exchange	21	42	9	8	31
Didactic design	21	50	5	3	32
Organisation	32	45	4	2	28

In general, the volunteers from all countries and regions showed high satisfaction with all aspects of the preparatory seminar. Only few persons assessed contents, benefit, didactic and organisation of the seminar as average or bad. The comparably high share of missing responses is – among others – caused by the fact that out of a lack of time in the municipality as well as in the district of Offenbach no preparatory meeting was held. In Kesteven the preparatory seminar was replaced by weekly meetings.

For a country specific analysis of the assessment of the seminar the possible answers in the questionnaire (“very good”, “good”, “average”, “bad”) were assigned to numbers (1, 2, 3, 4). Thus the arithmetic average could be calculated.

**Table 7: Assessment of the preparatory seminar (according to country of origin)**

	<b>A</b>	<b>B (GC)</b>	<b>CZ</b>	<b>G (H)</b>	<b>G (R-P)</b>	<b>I</b>	<b>UK</b>	<b>In total</b>
Attractiveness of contents	2,2	1,7	1,4	2,2	1,8	1,8	1,9	1,8
Use for the exchange	2,9	2,3	1,5	2,6	2,8	1,6	2,0	2,1
Didactic design	2,1	2,0	1,6	1,9	2,1	1,7	2,4	1,9
Organisation	1,8	2,0	1,6	1,8	1,7	1,7	1,9	1,7

The highest satisfaction is expressed by the volunteers from Czech Republic and Italy. The volunteers from Austria were comparatively critical in their assessment. In Trier-Saarburg District (Rhineland-Palatinate) it was criticised that despite translation the English presentation was too hard to understand.

### **3.2.2 Hosting of volunteers**

According to the project design, the length of stay for volunteers in the country abroad was three weeks. In individual cases, however, exceptions were possible. Organisations were not obliged to host volunteers for their whole stay; it was possible that the foreign guests volunteered in two or even more institutions. The respondents of the inquiry reported the following lengths of stay:

**Table 8: Length of stay****a) Volunteers**

3 weeks	80
2 weeks	30
1 week	1
No or no valid response	0
<b>Responding volunteers in total</b>	<b>111</b>

**b) Institutions**

	<b>Host organisations</b>	<b>Authorities</b>
3 weeks	15	9
2 weeks	7	3
1 week or less	7	0
No or no valid response	2	0
<b>Responding institutions in total</b>	<b>31</b>	<b>12</b>

Almost 75% of the volunteers stayed abroad for three weeks, the other 25% for two weeks. All volunteers from the Czech Republic, the United Kingdom and Austria (except for one person who only stayed for one week) decided for a 3 weeks stay. This is also true for the majority of volunteers from Italy and about half of the volunteers from Germany. The other volunteers spent two weeks in their host country.

Accordingly most of the representatives of authorities reported of a three weeks length of stay of their volunteers. The offer to organisations to split the hosting of foreign volunteers was taken up only by a minority of them.

Apart from the question on the duration of the exchange, volunteers, representatives of host organisations and representatives of local and regional authorities were asked to assess the determined length.

**Table 9: Assessment of length of stay****a) Volunteers**

Just right	79
Too short	15
Too long	15
No or no valid response	2
<b>Responding volunteers in total</b>	<b>111</b>

## b) Institutions

	Host organisations	Authorities
Just right	22	11
Too short	3	0
Too long	5	0
No or no valid response	1	1
<b>Responding institutions in total</b>	<b>31</b>	<b>12</b>

The majority of the volunteers assessed the length of stay as “just right”. A group of volunteers reported that the exchange was too short and that it should have lasted three to four instead of two weeks or even four to five weeks instead of three. An equal number of volunteers assessed the exchange as too long and suggested that it should have lasted two instead of three weeks. Overall, these results correspond to the assessments in previous projects and strengthen the approach of an optimal length of three weeks.

Not in all trans-national partnerships the knowledge of a foreign language was needed, e.g. between the German-speaking Community in Belgium, Germany and Austria. But in other exchanges, sufficient language skills could turn out to become crucial for the success of the exchange.

**Table 10: Were foreign language skills necessary?**

## a) Volunteers

	A	B (GC)	CZ	G (H)	G (R-P)	I	UK	In total
Yes	5	1	14	12	0	23	7	62
No	10	8	0	10	10	3	5	46
No or no valid response	0	1	0	0	0	0	2	3
<b>Responding volunteers in total</b>	<b>15</b>	<b>10</b>	<b>14</b>	<b>22</b>	<b>10</b>	<b>26</b>	<b>14</b>	<b>111</b>

## b) Institutions

	Host organisations	Authorities
Yes	10	3
No	21	8
No or no valid response	0	1
<b>Responding institutions in total</b>	<b>31</b>	<b>12</b>

More than half of the volunteers had to speak a foreign language during their stay abroad. Foreign language skills were especially demanded from Czech and Ital-



ian volunteers. However, the majority of the host organisations and authorities which filled in questionnaires noted that foreign language skills were not necessary for the visiting volunteers. This contradiction can be explained by offers within the organisations to speak the language of the guests, while the volunteers also considered demands in their leisure time and personal networks.

**Table 11: Were foreign language skills sufficient?**

**a) Volunteers**

	<b>A</b>	<b>B (GC)</b>	<b>CZ</b>	<b>G (H)</b>	<b>G (R-P)</b>	<b>I</b>	<b>UK</b>	<b>In total</b>
Yes	2	1	6	12	0	8	1	30
No	3	0	8	0	0	15	6	32
No or no valid response	0	0	0	0	0	0	0	0
<b>Responding volunteers in total</b>	<b>5</b>	<b>1</b>	<b>14</b>	<b>12</b>	<b>0</b>	<b>23</b>	<b>7</b>	<b>62</b>

**b) Institutions**

	<b>Host organisations</b>	<b>Authorities</b>
Yes	8	0
No	2	3
No or no valid response	0	0
<b>Responding institutions in total</b>	<b>10</b>	<b>3</b>

Half of the volunteers who needed foreign languages for their exchange reported that their language skills were sufficient, while the rest assessed their language skills as not sufficient. Especially volunteers from the Czech Republic, Italy and the United Kingdom reported that their language skills were not sufficient. Of course, communication problems caused by the lack of language skills limited volunteers in their social activities, especially in getting into closer contact with others. Also the host organisations and authorities reported of communication problems at work as well as in finding one's way in the foreign country.

Although language barriers form still a major difficulty in the exchange of older volunteers, the most severe problems could be prevented by the team approach of the project. Other than in previous experiences, people with little language skills could be directly supported by their more fluent team colleagues. This also lowered the stress for host organisations in integrating volunteers with insufficient language skills in their work processes.

The visiting volunteers were employed in a variety of working fields. Partly volunteers worked simultaneously or successively in different fields. One major field was the work with older, ill and demented persons, such as visits, care and activities in homes or clubs for the elderly or in hospitals. Also visiting services, transportation services and the delivery of meals on wheels were activities of the vol-

unteers. Another field of activity was the work with children and adolescents in institutions such as crèches, nursery schools, day-care centres, primary schools, children's farms and international youth camps. Volunteers were also involved in activities with and support for children with disabilities. Moreover volunteers worked as school crossing guards or as guards in parks or museums, they delivered food or second hand clothes to persons in need and did gardening or manual work. They helped in centres for mothers or parents, in shops with fair-trade goods from developing countries, in museums' archives or in environmental organisations. Other volunteers worked in an open channel, helped with the organisation and realisation of an art festival or gave courses in languages, yoga or Nordic walking.

Volunteers as well as host organisations and authorities were asked to assess in how far these activities were appropriate.

**Table 12: Did the activities meet the volunteers' expectations and skills?**

	<b>A</b>	<b>B (GC)</b>	<b>CZ</b>	<b>G (H)</b>	<b>G (R-P)</b>	<b>I</b>	<b>UK</b>	<b>In total</b>
Yes	12	8	10	17	8	21	6	82
No	3	2	3	4	2	2	8	24
No or no valid response	0	0	1	1	0	3	0	5
<b>Responding volunteers in total</b>	<b>15</b>	<b>10</b>	<b>14</b>	<b>22</b>	<b>10</b>	<b>26</b>	<b>14</b>	<b>111</b>

About three quarters of the volunteers reported that their tasks during the exchange met their expectations and skills, although comparatively many seniors from the UK objected to that. The less satisfied volunteers criticised that they would have liked to do more, more diverse or other tasks. Some mentioned that they felt not sufficiently prepared for their work, unchallenged or not really needed in the host organisation.

**Table 13: Did the activities and their results fulfil the expectations of host organisations and authorities?**

	<b>Host organisations</b>	<b>Authorities</b>
Yes	25	10
No	1	1
No or no valid response	5	1
<b>Responding institutions in total</b>	<b>31</b>	<b>12</b>

All in all the answers of representatives of host organisations and authorities draw a very positive picture. In additional remarks it was mentioned, that the volunteers were very motivated and took pains but their period of stay was too short to effectively integrate them in the working process. In some cases the missing contact

before the exchange created problems insofar that the skills of the volunteers were not known in advance and thus their activities could not be planned.

Especially volunteers who had not yet engaged in trans-national volunteering felt more secure if a regular contact person was available to clarify questions and problems of any kind. This contact person was demanded by the project concept and realised as follows:

**Table 14: Was a contact person available?**

	<b>A</b>	<b>B (GC)</b>	<b>CZ</b>	<b>G (H)</b>	<b>G (R-P)</b>	<b>I</b>	<b>UK</b>	<b>In total</b>
Yes	15	10	14	22	10	22	14	107
No	0	0	0	0	0	1	0	1
No or no valid response	0	0	0	0	0	3	0	3
<b>Responding volunteers in total</b>	<b>15</b>	<b>10</b>	<b>14</b>	<b>22</b>	<b>10</b>	<b>26</b>	<b>14</b>	<b>111</b>

Apart from few Italian volunteers who obviously only received a telephone number for contact needs, all volunteers reported that they had contact persons during their exchange. Some volunteers from the United Kingdom had wished a more comprehensive communication with their contact person in Rome.

For the accommodation of the foreign volunteers only 20 € per day and person was calculated in the budget, including – if possible – also food. This low budget was set on purpose. An exchange programme for older volunteers can only be established at sustainable level, if the high costs for accommodation and food can be reduced to a minimum. The small budget also intended to produce creative ideas on how to lodge and feed foreign guests at comparatively low costs.

**Table 15: Accommodation of volunteers**

	<b>A</b>	<b>B (GC)</b>	<b>CZ</b>	<b>G (H)</b>	<b>G (R-P)</b>	<b>I</b>	<b>UK</b>	<b>In total</b>
In a private house	0	1	0	0	0	9	0	10
In a (youth) hostel	4	1	5	8	0	1	5	24
In a hotel	5	0	4	3	0	0	0	12
Other	5	8	5	11	10	16	8	63
No or no valid response	1	0	0	0	0	0	1	2
<b>Responding volunteers in total</b>	<b>15</b>	<b>10</b>	<b>14</b>	<b>22</b>	<b>10</b>	<b>26</b>	<b>14</b>	<b>111</b>

The volunteers were accommodated in private houses, (youth) hostels, hotels or in a variety of other institutions such as bed & breakfast, pension, (holiday) apartment, home for the elderly, students' accommodation, seminary for priests and former residential schools. Much creativity was deployed to cope with the

short budget available for the accommodation of the visiting volunteers – with overall good results:

**Table 16: Assessment of accommodation**

	<b>A</b>	<b>B (GC)</b>	<b>CZ</b>	<b>G (H)</b>	<b>G (R-P)</b>	<b>I</b>	<b>UK</b>	<b>In total</b>
Satisfying	12	10	12	13	7	22	6	82
Not satisfying	1	0	1	7	2	3	7	21
No or no valid response	2	0	1	2	1	1	1	8
<b>Responding volunteers in total</b>	<b>15</b>	<b>10</b>	<b>14</b>	<b>22</b>	<b>10</b>	<b>26</b>	<b>14</b>	<b>111</b>

About three quarters of the volunteers assessed their accommodation as satisfying. They reported of the good location, the friendly personnel, big and/or quiet single rooms and good catering or possibilities for self-catering. These characteristics define satisfaction with accommodation, regardless of the fact if it is a hotel, hostel, private household or other facility. Only youth hostels or similar institutions are not to be recommended for the accommodation of senior volunteers.

Given this background, approx. one fifths of the volunteers were not satisfied with their accommodation. Reasons were the remote, noisy location, accommodation in shared rooms, badly equipped, untidy or too hot rooms as well as insufficient catering or possibilities for self-catering. Especially the volunteers from Germany (Offenbach District and Kassel) in Vienna and Prague and the volunteers from the United Kingdom in Rome, Ferrara and Bologna were dissatisfied with their accommodation.

The financial conditions were another issue assessed by volunteers, representatives of host organisations and representatives of local and regional authorities.

**Table 17: Assessment of financial conditions**

**a) Volunteers**

	<b>A</b>	<b>B (GC)</b>	<b>CZ</b>	<b>G (H)</b>	<b>G (R-P)</b>	<b>I</b>	<b>UK</b>	<b>In total</b>
Appropriate	15	6	11	19	2	26	8	87
Not appropriate	0	1	3	3	2	0	5	14
No or no valid response	0	3	0	0	6	0	1	10
<b>Responding volunteers in total</b>	<b>15</b>	<b>10</b>	<b>14</b>	<b>22</b>	<b>10</b>	<b>26</b>	<b>14</b>	<b>111</b>

## b) Institutions

	Host organisations	Authorities
Appropriate	7	5
Not appropriate	12	6
No or no valid response	12	1
<b>Responding institutions in total</b>	<b>31</b>	<b>12</b>

In general, the exchanged volunteers assessed the financial conditions of the project as appropriate, whereas the responses of the volunteers from the United Kingdom were the most critical ones. Problems mentioned were that financial arrangements were unclear and that the payments were too slow. A few volunteers also reported of problems with the catering during weekends. It was criticised that the volunteers did not get grants or reductions for visits of theatres and museums. Again, besides appropriate information material an intensive contact before the exchange had minimised many problems which were mentioned here.

The representatives of host organisations and authorities – who had to find good solutions despite little resources – assessed the financial conditions of the exchange much more negative. They criticised that 20 € per day were not enough, especially in cities, to provide an appropriate accommodation (central, single room, possibilities for self-catering) and catering.

Besides the provision of accommodation and food, volunteers up to 70 years were covered by the “Service Civil International Insurance scheme” for accidents and third party liability. The insurance scheme was handed out to the participating host organisations. They had to read and acknowledge it in all its parts. In case of volunteers older than 70, insurances had to be organised for hosted volunteers by the coordinators which were then reimbursed.

**Table 18: Assessment of insurances**

	A	B (GC)	CZ	G (H)	G (R-P)	I	UK	In total
Appropriate	14	4	12	17	5	24	9	85
Not appropriate	0	0	1	1	0	0	4	6
No or no valid response	1	6	1	4	5	2	1	20
<b>Responding volunteers in total</b>	<b>15</b>	<b>10</b>	<b>14</b>	<b>22</b>	<b>10</b>	<b>26</b>	<b>14</b>	<b>111</b>

Again, the majority of volunteers had the impression that the insurance arrangements were appropriate while the UK volunteers appeared to be the most critical ones. One volunteer claimed that he needed to insure himself although he was younger than 70 years. This was either a misunderstanding or referred to additional insurances such as for luggage which was not covered by the project budget. Another volunteer criticised that he had to pay for a medical treatment in

hospital. This can be considered another misunderstanding and should be clarified with hindsight.

### 3.2.3 Benefits of the exchange

Exchanges of older volunteers always require a considerable amount of work and time on the part of representatives of host organisations and authorities, and its relation to the benefits is crucial with regards to a potential involvement in a future opportunity.

**Table 19: Were the work and time invested in the project worth its results?**

	Host organisations	Authorities
Yes	25	9
No	2	0
No or no valid response	4	3
<b>Responding institutions in total</b>	<b>31</b>	<b>12</b>

The overall assessment of the representatives of host organisations as well as from the representatives of authorities can be considered very positive. The majority reported that the work and time invested in the exchange were worth its results. A few host organisations were critical insofar that the coordination and supervision of the volunteers was very time-consuming, that the exchange was short and that the exchange did not result in a clear final product.

As previous exchange projects for older volunteers have already clearly proved a variety of benefits both for the individual participants and their host organisations, the evaluation of this project focussed on the new aspect, to which extent the exchange has contributed to a new or better relation between the home town or district of the volunteer and the exchange location.

As regards the relations built up during the exchange, the question was obviously interpreted quite general by the responding volunteers. Only very few volunteers focussed on the direct use for the relation between their home towns or regions and the town or region they visited. They frequently mentioned the positive personal experiences instead, the valuable private contacts they made during the exchange and the new or deepening knowledge on the country, town or region they were exchanged to. In accordance to previous results,

- getting to know voluntary work in a foreign country,
  - new motivation and ideas for the own work,
  - setting up of contacts to new organisations and
  - contribution to international understanding
- were often reported as important personal benefits of the exchange.

Not only the volunteers but also the representatives of authorities and host organisations located the positive outcomes of the project mainly at individual level.

Several representatives of municipalities regretted that the desired contact and communication with their colleagues abroad did not take place. On the contrary, a positive example is given by the German-speaking Community in Belgium who will not only intensify their cooperation with Rhineland-Palatinate but also broaden their newly established links with Marburg.

Given the unsatisfactorily little involvement of some local authorities, the answers to the following question come quite unexpected:

**Table 20: How effective is the idea of an exchange of older volunteers to promote the trans-national relations between towns or districts?**

	A	B (GC)	CZ	G (H)	G (R-P)	I	UK	In total
I still regard it as a very good idea	14	10	14	22	10	26	13	109
I am less convinced about the idea than I was before	1	0	0	0	0	0	0	1
I am not keen on the idea any more	0	0	0	0	0	0	1	1
No or no valid response	0	0	0	0	0	0	0	0
<b>Responding volunteers in total</b>	<b>15</b>	<b>10</b>	<b>14</b>	<b>22</b>	<b>10</b>	<b>26</b>	<b>14</b>	<b>111</b>

Again, this question seems to be interpreted more general by the volunteers as it was meant. However, the approval of the project approach as such is overwhelmingly pronounced. Only two volunteers are little or not convinced by this approach. Individual volunteers made an additional remark in the questionnaire that they would have appreciated a better and more professional conduction of the exchange. Unfortunately, it is not possible to conclude the reasons for their dissatisfaction. On one side, they can refer to contexts in the responsibility of the national or European coordinators. On the other side, it could be a misunderstanding, that the project offers were an “all inclusive” package. Despite this, the core philosophy of Teaming Up! demanded the involvement of volunteers in all project phases.

**Table 21: How effective is the idea of an exchange of older volunteers to promote the trans-national relations between towns, districts or NGOs?**

	Host organisations	Authorities
I still regard it as a very good idea	28	11
I am less convinced about the idea than I was before	2	1
I am not keen on the idea any more	0	0
No or no valid response	1	0
<b>Responding institutions in total</b>	<b>31</b>	<b>12</b>

The representatives of the host organisations and the authorities assessed the exchange as a means of strengthening trans-national relations as positive as the volunteers.

During the evaluation meetings the participating volunteers as well as representatives of host organisations and authorities were asked for benefits and advantages they gained from the exchange. All three groups unanimously agreed that the exchange of older volunteers resulted in

- broadening one's horizon,
- setting up new contacts,
- getting to know voluntary work in foreign countries,
- cooperating with different cultures and
- contributing to international understanding.

Additionally the volunteers highlighted

- positive experiences through the exchange,
- getting to know a foreign country not only as a tourist,
- the friendly reception in the host country,
- the appealing leisure programme,
- the interesting work,
- the feeling to be needed and to do something meaningful,
- motivation and inspiration for the own voluntary work in the home country,
- the cooperation between generations and
- getting to know the team partners better.

The representatives of host organisations also reported

- the contribution to public relations,
- the creation of a practical final product,
- motivation and inspiration for their own work and
- the cooperation between generations.



Furthermore, the representatives of local or regional authorities underlined

- the contribution to public relations,
- the cooperation with organisations,
- new motivation for their own volunteers and
- the recruitment of new volunteers.

During the evaluation meeting also intercultural learning experiences were assessed. The participants reported that intercultural learning arose from the joint work and leisure activities with members of other cultures. In detail participants mentioned that through the trans-national contacts they got to know national differences in mentality, life-styles and methods of organisation. This broadened their horizon and contributed to the revision of prejudice. They also learned to cope with language-related communication problems.

### 3.2.4 Plans for follow-up activities

The readiness of the participants to participate in specific follow-up projects leads to more differentiated answers than general assessments.

**Table 22: The readiness to participate in follow-up activities**

#### a) Volunteers

	A	B (GC)	CZ	G (H)	G (R-P)	I	UK	In total
Yes, without reservation	12	7	9	8	5	23	5	69
Yes, with reservations	3	3	5	13	4	3	8	39
No	0	0	0	1	1	0	1	3
No or no valid response	0	0	0	0	0	0	0	0
<b>Responding volunteers in total</b>	<b>15</b>	<b>10</b>	<b>14</b>	<b>22</b>	<b>10</b>	<b>26</b>	<b>14</b>	<b>111</b>

#### b) Institutions

	Host organisations	Authorities
Yes, without reservation	18	5
Yes, with reservations	12	6
No	1	0
No or no valid response	0	1
<b>Responding institutions in total</b>	<b>31</b>	<b>12</b>

Nearly all volunteers are willing to participate in follow-up activities, whereas one third linked their willingness on different conditions, such as

- a better preparation and better framework of the exchange,
- more and earlier information on the accommodation and the field of work,
- better accommodation,

- stronger involvement of the volunteers in the planning process,
- better financial support and
- solutions for the language problems.

As regards the last comment it is to note, that language courses had been offered to those volunteers who felt that they had to improve their foreign language skills, but either this offer was not used or the courses were finally not considered adequate.

The few volunteers which ruled out their participation in follow-up activities did that for personal reasons, such as feeling too old, having to take a holiday from gainfully employment or problems with the group.

Also the host organisations and the authorities are willing to participate in follow-up activities, whereas more of them linked their willingness to certain conditions.

Authorities desired

- a better preparation of the exchange,
- a clarification and review of the financial framework and the focus of the contents,
- more and earlier information for the volunteers and
- a better matching of volunteers and host organisations.

Frequently reported conditions for the participation in follow-up activities of the host organisations were

- a clear allocation of rights and duties of all partners,
- a stronger involvement in the organisation of the exchange,
- a better communication with the partner organisations,
- a stronger commitment of local authorities,
- more information in advance on the skills and backgrounds of the volunteers,
- not too much expenditure of time and supervision for the volunteers,
- longer duration of stays and
- no costs.

Plans and potentials for follow-up activities were also discussed in the evaluation meetings with the following results:

The overwhelming majority of the participants in the evaluation meetings plead to put future exchanges of older volunteers between the municipalities or regions on a regular basis. Good points of departure for the continuation of the exchange are the following:

- A formal agreement on a cooperation between the German-speaking Community in Belgium and Rhineland-Palatinate will result in an extension of the exchange to the regions near the German-Belgian border. A specific extension of the cooperation with the organisations from Marburg and Trier-Saarburg is also planned.

- In Speyer negotiations with the decision-makers at municipality level have started, involving responsible NGOs. The association responsible for promoting town twinning relations with Poland has already expressed a specific interest.
- The partners from Austria are generally interested in continuing the cooperation of the teams of volunteers, namely between Graz and Speyer on one side and – due to the enthusiastic involvement of all volunteers – also between the little town of Korneuburg and Rome on the other. However, a sponsor and a responsible body have to be found.
- In Lanark there was the idea to plan further exchange projects involving teenagers.
- In several of the participating countries or regions contacts between volunteers and their host organisations are continued on an individual basis.

The participants of the evaluation meetings regarded four issues as important for putting an exchange of older volunteers on a regular basis:

- the clarification of the financing of the exchange, e.g. by other organisations or private sponsorship,
- a stronger commitment and better integration of the participating towns and regions in the process of the exchange,
- a stronger utilisation of already existing structures such as town twinings and
- improved public relations.

### 3.3 Assessments by local, regional and national coordinators

The following evaluation is based on 14 questionnaires filled in by coordinators at local, regional and national level.<sup>5</sup> In some cases only one questionnaire was filled in per country or per region, in other cases one questionnaire was returned per exchange between towns or regions.

The returned questionnaires are distributed as follows on the participating countries or regions (Austria, German-speaking Community in Belgium, Czech Republic, Hesse, Rhineland-Palatinate, Italy, United Kingdom):

**Table 23: Number of returned questionnaires according to country**

	A	B (GC)	CZ	G (H)	G (R-P)	I	UK	In total
Coordinators	1	1	1	5	1	1	4	14

#### 3.3.1 Framework conditions of the project

The project coordinators were – as the volunteers, representatives of host organisations and representatives of local/regional authorities – asked to assess the financial conditions of the project. In this case, financial conditions also in-

<sup>5</sup> For specific questions regarding the preparation and conduction of the exchange, the Austrian coordinator filled in questionnaires for each exchange location. This leads to the fact that 17 questionnaires are available for these issues.

cluded the compensation of work and time which was invested in the project by the coordinators besides the coping with difficulties which could arise from the low budget for the accommodation of volunteers.

**Table 24: Assessment of financial conditions**

Appropriate	8
Not appropriate	6
No or no valid response	0
<b>Responses in total</b>	<b>14</b>

More than half of the coordinators assessed the financial conditions of the exchange as appropriate while the others regarded the budgeted 20 € per day for the volunteers' accommodation and catering as not being sufficient. It was also criticised that the money was transferred too late and that in some cases the budget was unclear. Compared to the other actors in the project, the coordinators were a bit more positive than the representatives of host organisations and local/regional authorities, but more critical than the volunteers.

Appropriate management and coordination activities at European level are necessary to set an appropriate framework for the work at national, regional and local level.

**Table 25: Assessment of management and coordination activities**

Appropriate	12
Not appropriate	2
No or no valid response	0
<b>Responses in total</b>	<b>14</b>

Most of the coordinators experienced the management and coordination activities as positive. The only critical remarks were that the coordinators would have liked to be involved earlier in the planning of the exchange and that the exchange with Poland was not accomplished.

The evaluator's efforts during the project period formed another issue for the assessment by the project coordinators.

**Table 26: Assessment of evaluation activities**

Appropriate and easy to implement	10
Not appropriate and/or not easy to implement	2
No or no valid response	2
<b>Responses in total</b>	<b>14</b>

The majority of the coordinators assessed the evaluation procedures appropriate and easy to implement. For Austria, an expert was desired for the evaluation meeting, and partially the questionnaires were considered not clear enough for the volunteers. In one German region, time and efforts for evaluation were estimated too much.

### 3.3.2 Preparation of the exchange

In order to evaluate the preparation of the exchange the participating volunteers, representatives of host organisations and representatives of local and regional authorities were asked about their participation in the preparatory activities. The coordinators were asked to assess their respective efforts in the realisation of this conceptual task.

**Table 27: Assessment of the preparation of the exchange**

	Quite easy	Not too difficult	Very difficult	No or no valid response
Setting up the local teams of volunteers	4	9	3	1
Involving NGO representatives in the project	7	9	1	0
Involving representatives of local/regional authorities in the project	7	4	5	1
Organising the voluntary work activities of the foreign team	4	11	1	1
Organising leisure activities	10	6	0	1
Organising accommodation and provision of meals	7	6	3	1
Communication with the foreign partners	8	6	2	1
Organising public relations	6	8	2	1

From the coordinators' point of view the easiest task in the preparation of the exchange was the organisation of the leisure activities. Most of the other tasks were as well assessed as "quite easy" or at least "not too difficult" to fulfil. In contrast to that, many coordinators mentioned that the involvement of representatives of local or regional authorities in the project was difficult. It was repeatedly stated that the local or regional authorities did engage little or not at all in the project. This was also informally reported from the UK, although no in-depth information is available due to the sudden death of the coordinator.

Problems with the setting up of the local team of volunteers were in particular reported from Mödling, where several volunteers were interested in the exchange but in the end none of them wanted to participate. In the municipality as well as in the district of Offenbach unexpectedly some volunteers could not participate in the exchange because they fell ill. Other volunteers decided only in the last minute not to participate.

### 3.3.3 Hosting of volunteers

The questions for the duration of the visiting volunteers' stay and for the necessity of foreign language skills for the volunteer work abroad were also posed to the coordinators.

**Table 28: Assessment of length of stay**

Just right	10
Too short	1
Too long	3
No or no valid response	3
<b>Responses in total</b>	<b>17</b>

In accordance with the responses of the other key actors in Teaming Up!, the coordinators assessed the duration of stay predominantly as "just right".

**Table 29: Were foreign language skills necessary?**

Yes	9
No	8
No or no valid response	0
<b>Responses in total</b>	<b>17</b>

**Table 30: Were foreign language skills sufficient?**

Yes	3
Some yes, some no	3
No	3
No or no valid response	0
<b>Responses in total</b>	<b>9</b>

About half of the coordinators mentioned that the visiting volunteers had to speak a foreign language during their work abroad, and they confirm the assessment of volunteers and institutional representatives that in some cases they were not sufficient at all.

A further important issue in the evaluation was the coordinators' assessment of the realisation of the exchange.

**Table 31: Assessment of the realisation of the exchange**

	Very well	Not too bad	Rather bad	No or no valid response
Voluntary work activities of the volunteers	12	3	0	2
Leisure activities of volunteers	11	4	1	1
Providing a contact in case of problems	11	5	0	1
Self-organisation of the foreign team	13	3	0	1
Contact of foreign volunteers with representatives of local/regional authorities	4	9	3	1
Involvement of foreign volunteers in public relations	9	5	2	1

The realisation of the following tasks in the project's work plan was assessed as positive, mostly very positive, by the coordinators, especially as regards

- the voluntary work activities,
- the leisure activities,
- the self-organisation of the foreign team,
- providing a contact in case of problems and
- the involvement of foreign volunteers in public relations.

As more complicated to realise appeared the contact between foreign volunteers and the representatives of local or regional authorities. We assume that this can be traced back to the lack of the authorities' interest.

### 3.3.4 Benefits of the exchange

Like the institutional representatives, the coordinators were asked to assess if the work and time invested in the project had been worthwhile.

**Table 32: Were the work and time invested in the project worth its results?**

Yes	14
No	0
No or no valid response	0
<b>Responses in total</b>	<b>14</b>

The coordinators' answers to this question give a clearly positive impression, which is in accordance with the other participants' assessment. All responding coordinators regard the work and time invested in the project to be worthwhile.

Furthermore, the coordinators remarked positively that

- the exchange was successful,
- the feedback of volunteers and host organisations was very good,
- a real exchange of knowledge and intercultural learning have taken place,

- the host organisations and volunteers learned a lot,
- the experience was a stimulation to continue with voluntary work and/or to start new forms of voluntary activities at home,
- the project opened an exciting new venue for European learning and cooperation,
- the project provided excellent publicity for the organisations involved.

But: Almost half of the coordinators do not think that the exchange contributed to a new or better relation between the towns or districts.

The coordinators were also asked for their assessment of how effective the idea of an exchange of older volunteers to promote trans-national relations between town and districts appear in the light of the gained experiences and treated the question as general as the volunteers and the institutional representatives. All of them are still convinced by the idea of promoting trans-national relations through the exchange of senior volunteers.

### 3.3.5 Plans for follow-up activities

The last question for coordinators referred to their interest in stimulating or in participating in follow-up activities.

**Table 33: The readiness to stimulate or participate in follow-up activities**

Yes, without reservation	7
Yes, with reservations	7
No	0
No or no valid response	0
<b>Responses in total</b>	<b>14</b>

In this point, too, the evaluation results were largely positive. All coordinators were generally interested in follow-up activities, but half of them linked their interest to specific conditions, such as more time to involve the representatives of municipalities or districts, better financial conditions and solidity of partnerships, a better matching of the individual expectations and competences of the volunteers with the places they are expected to work, and in general a better communication.

In the questionnaires space was given for further comments and also in the additionally evaluated documents there are a many further valuable hints and recommendations for future exchange projects. Among others the following comments were given:

- More time is needed for the preparation of the exchange.
- The written documents that were given to the project partners for the preparation of the exchange need to be set-up and explained more carefully.
- More information should be given in the run-up of the exchange.



- More and earlier involvement of all participants in the project is necessary.
- A clearer idea of expectations and outcomes needs to be developed.
- The accommodation of the volunteers must not be sub-standard.
- It is necessary to assure that the volunteers have sufficient foreign language skills; if needed the volunteers have to improve their language skills in courses.
- The preparation of the volunteers should include geographical and cultural information on the hosting country and intercultural training.
- There should be more flexibility in when the exchange took place; i.e. the period from May to August proved to be difficult in some cases, especially because many host organisations cut down their activities during holiday time.
- In cases of a mutual exchange it should be assured that the teams of volunteers are not abroad at the same time because then only little contact between the groups is possible.
- There should be funding available to cover the expenses of host organisations.
- There should be a discussion about group dynamics in the teams of volunteers.
- It should be discussed which kind of organisations (i.e. large or small ones) should be involved in the exchange.
- There should be a discussion on the selection of volunteers; i.e. it needs to be discussed if the exchange project is for volunteers who have rarely been in another country or not, but also diversity aspects should be included.

## **4. Summary of the evaluation results**

Altogether, Teaming Up! mobilized 117 volunteers, involved host organisations and/or authorities at 20 locations in Austria, Belgium the Czech Republic, Germany, Italy and the UK and laid the basis for 14 mutual relations between towns and districts. Difficulties such as the last-minute withdrawal of the Polish project partner and short-term cancellations on the side of the volunteers for health and other serious reasons resulted in a lower number of exchanged volunteers and connections between towns and districts than the envisaged 150 persons and 15 twinning relations.

Nevertheless, compared with evaluation results from comparable previous projects, some aspects in the conceptual design of Teaming Up! led to clear progresses in the identification of adequate framework conditions for the European exchange of older volunteers. Above all, these were the elements of setting up teams of volunteers, involving the volunteers themselves in the organisation of the exchange, and the active participation of local or regional authorities.

At locations where the authorities' interest in the project approach could be raised, their contribution to the preparation of the exchange was of immense value for all tasks to be fulfilled. Host organisations mostly engaged in organising voluntary work activities for the foreign volunteers, but also helped, among others, in providing accommodation and food. The volunteers themselves played a major role in organising leisure time activities for their guests but were also included in other tasks. However, the degree of their involvement by the coordinators was lower at various places than originally planned, although the volunteers claimed their readiness for taking over more responsibility. Follow-up projects of the same (then more experienced) partners at all sides would be very desirably to make best use of the potentials which were created in this pilot phase.

In several cases the communication with foreign partners prior to the exchange, with whom mutual relations were planned to be built up, was not satisfactory. Where contacts could not be built up or remained frustrating, the scarce time did not allow to look for better and more suitable partners. Volunteers who wished to get prepared by personal links in advance faced uncertainties concerning their accommodation, their fields of activities and work conditions with view to their exchange. Host organisations felt unable to prepare suitable work plans for their guests from abroad, and representatives of local authorities regretted not to be able to establish the desired links with their colleagues in another European town.

In accordance with previous experiences of this kind, personal communication between the partners in advance of an exchange should be defined as compulsive in future projects. Potentials of senior volunteers' exchanges are bargained away to a high degree and problems created unnecessarily if contacts prior to the exchange are set aside.

Preparatory seminars for the volunteers were considered important as well. Their contents, benefits, didactical and organisational aspects were assessed in most

of the cases as “very good” or “good” by the participating volunteers. Only in exceptional cases it was rated as “bad”. At some places, the preparatory seminar was replaced by weekly meetings – an alternative worthwhile to consider – or dropped due to reasons of time.

Altogether, the conditions of the exchange were assessed in a quite positive way:

- In most of the cases the stay abroad lasted 3 weeks, and the majority of volunteers, authorities, host organisations and coordinators found this to be “just right”. Volunteers who had preferred a longer or shorter stay equalled each other more or less. This is another confirmation that 3 weeks are the right approach for senior volunteers’ exchanges to be extended in individual cases to 4 weeks or shortened in others to 2. 2 weeks, however, should be the lower limit in order to justify the preparatory work connected to a senior volunteer’s exchange to an organisation abroad.
- More than 50% of the volunteers stated that they needed foreign language skills in the exchange, and half of them judged their knowledge to be sufficient. Where no appropriate language skills were given, this led to problems in their voluntary work as well as social activities of the seniors concerned.
- The exchanged seniors volunteered in a variety of areas, including work with old and sick persons, children and youth and a lot of social and cultural activities. These activities met the wants and expectations of most volunteers, and most of the host organisations, too, were satisfied with the deployment of their foreign guests.
- Pre-requisites for the accommodation of the senior volunteers were creativity (and in sometimes good connections), due to the low budget of 20 € per person and day. Beside the lodging of the guests in private households, hostels and hotels, also holiday apartments, homes for seniors, seminars for priests etc. were used.
- Despite the modest resources, three quarters of the volunteers were satisfied with their accommodation. The others complained about too remote or noisy locations, badly equipped or multiple bed-rooms, untidy or too hot rooms as well as insufficient catering or possibilities for self-catering. Obviously it is important that the distance between the residence and workplace is not too far and that the volunteers are accommodated in single rooms. Accommodation in youth hostels or in similar institutions can be considered problematic and is not recommended for seniors.
- Almost all volunteers disposed of a contact person in the country abroad who was responsible for all questions which might occur. In very few cases only a telephone number, functioning as “hotline”, was handed out.
- While the overwhelming majority of the volunteers was positive about the financial and insurance conditions in Teaming Up!, the coordinators as well as

the representatives of host organisations and authorities were much more critical. This especially applied to the daily rate of 20 € for the accommodation and meals of the volunteers.

As regards the benefits of the exchange, the majority of host organisations, local authorities and coordinators confirmed, that the work and time invested in the project were worthwhile its results: among others, positive experiences for volunteers and organisations, an exchange of information and ideas, the promotion of the intergenerational dialogue, the international understanding and the European networks between the partners. Volunteers, too, stated a lot of personal and professional gains which arose from the exchange experience, such as broadening one's horizon, setting up new contacts, getting acquainted with voluntary work abroad, getting acquainted with different cultures, contributing to international understanding, the feeling to be needed and do something meaningful and the motivation and inspiration for voluntary work at home.

However, a core objective of the project, the contribution of the exchange to new or better relation between the home town or district of the volunteer and the exchange location was seldom mentioned, compared to the variety of positive outcomes for volunteers and host organisations.

The question remains open for the time being which were the decisive reasons for this at first glance less encouraging project result. A severe problem which the project had to cope with was the limited timeframe of 12 months which did hardly allow for corrections in the selection of town twinning partners if the initiation of contacts turned out to be more complicated than expected. In addition to that, the time between the completion and the evaluation of the exchange might have been too short to measure long-term outcomes. In previous projects, too, the most sustainable results were gained upon completion of the project phase on the initiative of individual actors in the exchange.

However, some connections were built up which have good chances to endure. Among these relations, the contract between the German-speaking Community, Belgium, and Rhineland-Palatinate is to mention which will formally establish an exchange of senior volunteers, and some informal agreements, such as between Korneuburg and Rome, Graz and Speyer or Marburg and Eupen/St. Vith have also been made.

A lot of practical hints and recommendations were given by all parties concerned how to improve the organisation of European volunteering opportunities for seniors which will be of great value in forth-coming efforts (and which show that still much needs to be done to arrive at a level at which the trans-national exchange will run smoothly). But the enthusiasm about the idea is unbroken.

Almost all volunteers, representatives of host organisations and authorities as well as the all the coordinators stated to be positive – in the light of the gained experiences – that the idea of an exchange of older volunteers is effective in promoting trans-national relations between towns, districts and NGOs.

And nearly all volunteers, host organisations, authorities and coordinators are willing to participate in follow-up activities, whereas especially the institutions linked their willingness to specific conditions, such as more time to prepare the exchange, more and earlier information for the volunteers, a stronger involvement of the authorities, more communication in general and better financial support.

Facing the timely and financial restrictions of the project, the evaluation results draw a picture of an impressive engagement for putting the European exchange of senior volunteers on a continuous basis. A confirmation of the potentials of Teaming Up! for sustainability was given at the final project conference at different levels:

- The Austrian government representative stated in her paper that the European exchange of older volunteers is considered important at national level, and all necessary efforts will be made to support the realisation of this objective.<sup>6</sup>
- In the conception of the Grundtvig programme 2007 – 2013, the exchange of senior volunteers might be included in the light of the obvious learning potentials in the context of these activities.<sup>7</sup> Corresponding suggestions will be discussed by an expert group of the European Commission.
- The head of the Town Twinning department within the European Commission was not able to attend the Teaming Up conference but provided the present call on the support of citizens' meetings to interested municipality representatives.<sup>8</sup>
- The participants of the conference agreed on the desirability of future joint activities in the exchange of senior volunteers. EURAG will therefore continue to administer the email platform [teaming-up@eurag-europe.org](mailto:teaming-up@eurag-europe.org) after the completion of Teaming Up and will publish relevant materials on their website.
- Alliance, an international youth volunteer service network, will be represented in the Teaming Up team by its president and stimulate offers, e.g. in the context of work camps, to interested seniors, too.

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6 See appendix 6.

7 See appendix 7.

8 See appendix 8.

## Appendices

1. List of teams
2. Questionnaire for volunteers
3. Questionnaire for representatives of NGOs and local or regional authorities
4. Questionnaire for coordinators
5. Form for minutes of the evaluation meeting
6. Contribution by Elisabeth Hechl, Social Ministry, Austria, at the final project meeting
7. Contribution by Alan Smith, European Commission, DG Education and Culture, at the final project meeting
8. Call for proposal “Support to Town Twinning Actions – Citizens’ Meetings 2006”, European Commission, DG Education and Culture

## **„Teaming up!“ List of teams by 15 March 2005**

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## Austria, Team 1: Graz

### Exchange with: Speyer

#### 1. Communication data:

Responsible organisation: Senior's office of the municipality of Graz  
 Postal address: Schmiedgasse 26/1.Stock, A-8010 Graz  
 Website, if available: [www.seniorenbuero.at](http://www.seniorenbuero.at)  
 Contact person: Dr. Ulla Herfort-Wörndle  
 Telephone number: +43 (0) 316 872 6390  
 E-Mail address: [ulla.herfort-woerndle@stadt.graz.at](mailto:ulla.herfort-woerndle@stadt.graz.at)  
 Foreign languages: English

#### 2. Local time schedules:

Date for the preparatory seminar: 23<sup>rd</sup> April  
 Dates for our team going abroad: 04.07 – 24.07.2005  
 Dates for the visit of our partner team: 06.06 – 27.06.2005

#### 3. Has a team of local volunteers been established?

☒ The establishment of a team of 3 women and 2 men is meanwhile completed.

#### 4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?

- Work out the leisure activities
- Planning the volunteer work in Graz
- Work out the programme for volunteers in Graz, e.g. learning to know the senior's office

#### 5. Is a representative of the municipality involved in the exchange of older volunteers?

☒ Yes, the municipality is represented by  
 Department: Leader of the Senior's office  
 Contact person: Dr. Ulla Herfort-Wörndle  
 Telephone: +43/0316 872-6390



**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- Information meeting about the volunteer work in Speyer
- Planning the volunteer work in Graz
- Work out the program for volunteers in Graz, e.g. learning to know the senior's office
- Searching and booking accommodation

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

The guest volunteers will visit lonesome older people in the geriatric centers of Graz

**8. Which plans have been made for the accommodation of the guest volunteers?**

The volunteers will live in a holiday home with surrounding garden.

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

There is - of course - a kitchen in the holiday home; sometimes there will be the possibility to have the meals in the geriatric centers.

**10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

Sightseeing in Graz, especially guided by a senior guide; visit to an opera performance and to museums; invitation to participate in our special seminar for senior volunteers.

**11. Any other comments, questions, recommendations?**

. / .

## Austria, Team 2: Korneuburg

### Exchange with: Rome

#### 1. Communication data:

Responsible organisation: Municipal authority Korneuburg  
 Postal address: A-2100 Korneuburg, Hauptplatz 39  
 Website, if available: <http://www.korneuburg.gv.at>  
 Contact person: Franz Errath  
 Telephone number: +43 2262 747 08  
 E-Mail address: [franz.errath@aon.at](mailto:franz.errath@aon.at)  
 Foreign languages: English

#### 2. Local time schedules:

Date for the preparatory seminar: 23<sup>rd</sup> April  
 Dates for our team going abroad: 09.05. – 29.05.2005  
 Dates for the visit of our partner team: 18.07. – 07.08.2005

#### 3. Has a team of local volunteers been established?

☒ The establishment of a team of 2 women and 3 men is meanwhile completed.

#### 4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?

- Accommodation
- Leisure time programme: guided tour to Vienna, excursion to the Schneeberg etc.
- checking possibilities for deployment of the guest volunteers

#### 5. Is a representative of the municipality involved in the exchange of older volunteers?

☒ Yes, the municipality is represented by  
 Department: Abteilung 4 Bürgerservice  
 Contact person: Thomas Öller  
 Telephone:

**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- Contact for the help organisations
- Contact to the district council
- Coordination for the help organisations

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

There are various possibilities for the deployment of the guest volunteers, the definite projects still have to be decided: Old people's home, home for handicapped people, meals on wheels, youth centre, municipality and Red Cross.

**8. Which plans have been made for the accommodation of the guest volunteers?**

The volunteers will get accommodation in a guesthouse or will be hosted private (all 5 volunteers together), - to be decided -

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

Breakfast and dinner: The volunteers have the possibility to prepare their own meals.

Lunch: The volunteers will have the possibility to have lunch at the institutions they are working.

**10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

Yes: guided tour to Vienna, excursion to the Schneeberg, excursions on the Danube etc.

**11. Any other comments, questions, recommendations?**

. / .



**5. Is a representative of the municipality involved in the exchange of older volunteers?**

- ☒ Yes, the municipality is represented by
- Department: Senior Office of the City of Vienna
- Contact person: Friedrich Grundei
- Telephone: +43 1 4000-8580

But please ask also my colleague Mrs Kovacic from the Diakonie

**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- Please ask my Austria colleague Mrs Kovacic from the Diakonie

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

In the week between April, 13 until April, 19 2005 we have in the youth work programme the focus on "building bridges between the generations". At this time our older guest volunteers visit our organisation and work with us in this project. Our daily work in the visit time is to take care of the different youth groups in the different parks in the 15<sup>th</sup> district of Vienna. We offer special programmes every day. The older guest volunteers will support us in this work.

**8. Which plans have been made for the accommodation of the guest volunteers?**

We have contact with the different youth hostels in Vienna.

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

We have an own meal on wheels service. Our guest volunteers can choose the daily menus.

**10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

In this case we work together with the Diakonie. They prepare special things for the guest volunteers and our guest volunteers can also visit these programmes.

**11. Any other comments, questions, recommendations?**

. / .

**Czech Republic, Team 1: Prague**  
**Exchange with: Municipality of Roma**

**1. Communication data:**

Responsible organisation: ZIVOT 90  
 Postal address: Karolíny Světlé 18, 110 00 Prague 1  
 Website, if available: [www.zivot90.cz](http://www.zivot90.cz)  
 Contact person: Blanka Lormanova, Barbora Brtnova  
 Telephone number: + 420 222 333 511, + 420 222 333 514  
 E-Mail address: [blanka.lormanova@zivot90.cz](mailto:blanka.lormanova@zivot90.cz),  
[barbora.brtnova@zivot90.cz](mailto:barbora.brtnova@zivot90.cz)  
 Foreign languages: English

**2. Local time schedules:**

Date for the preparatory seminar: date is not yet definite  
 Dates for our team going abroad: 01.05 – 21.05.2005  
 Dates for the visit of our partner team: 09.05. – 30.05.2005

**3. Has a team of local volunteers been established?**

☒ The establishment of a team of 5 women and 0 men is meanwhile completed.

**4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?**

- Team of local volunteers has to come to know each other to be able to cooperate during exchange.
- Team of local volunteers has to find information about the location of their exchanges.
- Each volunteer has to realise his or her expectations, suggestions and fears concerning exchange.

- Each volunteer has to improve his or her language skills before organizing basic linguistic course.
- Team of local volunteers has to get to know basic information about ZIVOT 90 to be able to introduce this organisation to the partner volunteers during exchange.
- Team of local volunteers has to come up with possibilities of leisure activities for guest volunteers.

**5. Is a representative of the municipality involved in the exchange of older volunteers?**

- ☒ Our municipality is not represented yet in the preparatory team. We plan to undertake the following steps: choose projects, volunteers, prepare volunteers for exchange, stimulate volunteers in their areas to actively participate in the project

**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- Representatives of the municipality haven't partake in the project yet.

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

All the projects we would like to offer to the teams of guest volunteers are projects running in ZIVOT 90 with help of 180 local volunteers. All these projects help to solve the problems of the elderly. Definitive timetables will be made till the end of March.

1<sup>st</sup> week - Respite care and physical therapy centre:

Accompaniment of disabled clients on wheelchairs or crutches to some places in Prague (parks, historical areas, river Vltava side etc.), assistance in the area of therapies (art therapy, ergo therapy, painting courses, ceramic courses), rehabilitation exercises, assistance with basic care (delivering food etc.), cooperation with nurses.

2<sup>nd</sup> week - "Academy for the elderly" (learning programmes): participation on linguistic courses (English, German, Spain etc.), PC and internet courses, exercises (yoga, exercise of arthritic joints, swimming), musical courses etc.

3<sup>rd</sup> week - work in senior bazaars (assortment of clothes), Senior café bar (Carrying drinks and meals, place setting, cleaning), Senior Theatre u Valšů - part of ZIVOT 90' projects (ushering guests, working in cloakroom).

**8. Which plans have been made for the accommodation of the guest volunteers?**

We examined location, equipment and financial conditions of accommodation possibilities in Prague. After that we preliminary ordered duplex apartment situated near the centre of Prague (30 minutes by public transportation) in pension, equipped with kitchen, 2 bathrooms, living room and 4 bedrooms.

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

Guest volunteers will be provided with lunch (in ZIVOT 90). They will have to prepare breakfast and supper by their own in well equipped kitchen. Drinks and foodstuff will be provided.

**10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

We would like to offer the guest volunteers a range of cultural events, sightseeing and sport activities from which they would choose, e.g. cultural monuments in Prague and its vicinity (Prague Castle, St. Vitus Cathedral, Strahov Monastery, Charles Bridge, Old Town Square), concerts, theatre performances, cinema, exhibitions, Prague Zoo and botanical garden, sports possibilities in Prague (swimming pools, tennis courts). We would also like to involve local volunteers in preparing leisure activities for our partner team.

**11. Any other comments, questions, recommendations?**

We are aware that we should create groups equally consisting of women and men. But in our conditions it wasn't possible. Volunteering in the Czech Republic was interrupted for the last 50 years and now the tradition of volunteering activities saturates mostly women (85 - 90%), the other problem is that elderly women are much healthier, more active than elderly man and more willing to participate in the project. These factors lead to present the constitution of the teams of our volunteers.



## Czech Republic, Team 2: Prague

**Exchange with: Stadt Kassel –Referat für Altenarbeit**

## 1. Communication data:

Responsible organisation: ZIVOT 90

Postal address: Karolíny Světlé 18, 110 00 Prague

Website, if available: [www.zivot90.cz](http://www.zivot90.cz)

Contact person: Blanka Lormanova, Barbora Brtnova

Telephone number: + 420 222 333 511, + 420 222 333 514

E-Mail address: blanka.lormanova@zivot90.cz,  
barbora.brtnova@zivot90.cz

Foreign languages: English

## 2. Local time schedules:

Date for the preparatory seminar:            date is not yet definite

Dates for our team going abroad: 15.05. – 06.06.2005

Dates for the visit of our partner team: 09.05. – 30.05.2005

**3. Has a team of local volunteers been established?**

- ☒ The establishment of a team of 4 women and 1 man is meanwhile completed.

**4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?**

- Team of local volunteers has to come to know each other to be able to cooperate during the exchange.
- Team of local volunteers has to find information about the location of their exchanges.
- Each volunteer has to realise his or her expectations, suggestions and fears concerning exchange.

- Each volunteer has to improve his or her language skills before organizing the basic linguistic course.
- Team of local volunteers has to get to know basic information about ZIVOT 90 to be able to introduce this organisation to the partner volunteers during the exchange.
- Team of local volunteers has to come up with possibilities of leisure activities for the guest volunteers.

**5. Is a representative of the municipality involved in the exchange of older volunteers?**

- ☒ Our municipality is not represented yet in the preparatory team. We plan to undertake the following steps: choose projects, volunteers, prepare volunteers for exchange, stimulate volunteers in their areas to actively participate in the project

**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- Representatives of the municipality haven't partake in the project yet.

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

All the projects we would like to offer to the teams of guest volunteers are projects running in ZIVOT 90 with help of 180 local volunteers. All these projects help to solve the problems of the elderly. Final timetables will be completed till the end of March.

There are 3 different projects divided into 3 weeks.

1<sup>st</sup> week - "Academy for the elderly" (learning programmes):

Participation on linguistic courses (English, German, Spain etc.), PC and internet courses, exercises (yoga, exercise of arthritic joints, swimming), musical courses etc.

2<sup>nd</sup> week - work in Seniorbazars (assortment of clothes), Senior café bar (carrying drinks and meals, place setting, cleaning), Theatre U Valšů (ushering guests, work in cloakroom)

3<sup>rd</sup> week - Respite care and physical therapy center: accompaniment of disabled clients on wheelchairs or crutches to some places in Prague (parks, historical areas, river Vltava side etc.), assistance in the area of therapies (art therapy,

ergo therapy, painting courses, ceramic courses), rehabilitation exercises, assistance with basic care (delivering food etc.), cooperation with nurses.

**8. Which plans have been made for the accommodation of the guest volunteers?**

For two teams of volunteers from Kassel and Offenbach we have preliminary ordered five apartments, each for two persons with kitchen and bathroom near the centre of Prague (10 minutes by tram).

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

Guest volunteers will be provided with lunch (in ZIVOT 90). They will have to prepare breakfast and supper by their own in a well equipped kitchen. Drinks and foodstuff will be provided.

**10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

We would like to offer the guest volunteers a range of cultural events, sightseeing and sport activities from which they would choose, e.g: cultural monuments in Prague and its vicinity (Prague Castle, St. Vitus Cathedral, Strahov Monastery, Charles Bridge, Old Town Square), concerts, theatre performances, cinema, exhibitions, Prague Zoo and botanical garden, sports possibilities in Prague (swimming pools, tennis courts). We would also like to involve local volunteers in preparing leisure activities for our partner team.

**11. Any other comments, questions, recommendations?**

We are aware that we should create groups equally consisting of women and men. But in our conditions it wasn't possible. Volunteering in the Czech Republic was interrupted for the last 50 years and now tradition of volunteering activities saturates mostly women (85 - 90%), the other problem is that elderly women are much healthier, more active than elderly man and more willing to participate on the project. These factors lead to present constitution of the teams of our volunteers.

## Czech Republic, Team 3: Prague

### Exchange with: Kreis Offenbach

#### 1. Communication data:

Responsible organisation: ZIVOT 90  
 Postal address: Karolíny Světlé 18, 110 00 Prague 1  
 Website, if available: [www.zivot90.cz](http://www.zivot90.cz)  
 Contact person: Blanka Lormanova, Barbora Brtnova  
 Telephone number: + 420 222 333 511, + 420 222 333 514  
 E-Mail address: [blanka.lormanova@zivot90.cz](mailto:blanka.lormanova@zivot90.cz),  
[barbora.brtnova@zivot90.cz](mailto:barbora.brtnova@zivot90.cz)  
 Foreign languages: English

#### 2. Local time schedules:

Date for the preparatory seminar: date is not yet definite  
 Dates for our team going abroad: ? - ?  
 Dates for the visit of our partner team: 09.05. – 30.05.2005

#### 3. Has a team of local volunteers been established?

☒ The establishment of a team of 4 women and 1 man is meanwhile completed.

#### 4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?

- Team of local volunteers has to come to know each other to be able to cooperate during exchange.
- Team of local volunteers has to find information about the location of their exchanges.
- Each volunteer has to realise his or her expectations, suggestions and fears concerning exchange.

- Each volunteer has to improve his or her language skills before organizing basic linguistic course.
- Team of local volunteers has to get to know basic information about ZIVOT 90 to be able to introduce this organisation to the partner volunteers during exchange.
- Team of local volunteers has to come up with possibilities of leisure activities for guest volunteers.

**5. Is a representative of the municipality involved in the exchange of older volunteers?**

- ☒ Our municipality is not represented yet in the preparatory team. We plan to undertake the following steps: choose projects, volunteers, prepare volunteers for exchange, stimulate volunteers in their areas to actively participate in the project

**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- Representatives of the municipality haven't partake in the project yet.

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

All the projects we would like to offer to the teams of guest volunteers are projects running in ZIVOT 90 with help of 180 local volunteers. All these projects help to solve the problems of the elderly. Final timetables will be completed till the end of March.

There are 3 different projects divided into 3 weeks.

1<sup>st</sup> week - work in Seniorbazars (assortment of clothes), Senior café bar (carrying drinks and meals, place setting, cleaning..), Theatre U Valšů (ushering guests, work in cloakroom)

2nd week - Respite care and physical therapy center: accompaniment of disabled clients on wheelchairs or crutches to some places in Prague (parks, historical areas, river Vltava side etc.), assistance in the area of therapies (art therapy, ergo therapy, painting courses, ceramic courses), rehabilitation exercises, assistance with basic care (delivering food etc.), cooperation with nurses.

3<sup>rd</sup> week - "Academy for the elderly" (tearing programmes): participation on linguistic courses (English, German, Spain etc.), PC and internet courses, exercises (yoga, exercise of arthristic joints, swimming), musical courses etc.

**8. Which plans have been made for the accommodation of the guest volunteers?**

For two teams of volunteers Offenbach and Kassel we have preliminary ordered five apartments, each for two persons with kitchen and bathroom near the center of Prague.

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

Guest volunteers will be provided with lunch (in ZIVOT 90). They will have to prepare breakfast and supper by their own in a well equipped kitchen. Drinks and foodstuff will be provided.

**10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

We would like to offer the guest volunteers a range of cultural events, sightseeings and sport activities from which they would choose, e.g. cultural monuments in Prague and its vicinity (Prague Castle, St. Vitus Cathedral, Strahov Monastery, Charles Bridge, Old Town Square), concerts, theatre performances, cinema, exhibitions, Prague Zoo and botanical garden, sports possibilities in Prague (swimming pools, tennis courts). We would also like to involve local volunteers in preparing leasure activities for our partner team.

**11. Any other comments, questions, recommendations?**

We are aware that we should create groups equally consisting of women and men. But in our conditions it wasn't possible. Volunteering in the Czech Republic was interrupted for the last 50 years and now tradition of volunteering activities saturates mostly women (85 - 90%), the other problem is that elderly women are much healthier, more active than elderly man and more willing to participate on the project. These factors lead to present constitution of the teams of our volunteers.

**German-speaking Community, Team 1: Eupen / St. Vith**  
**Exchange with: Speyer / Trier / Saarburg**

**1. Communication data:**

Responsible organisation: German speaking Community/Belgium, in cooperation with "Red-Cross german speaking community" and "Landfrauenverband/Stundenblume"

Postal address: Gospertstrasse 1, B-4700 Eupen

Website, if available: [www.dglive.be](http://www.dglive.be)

Contact person: Johanna Schröder/Pascal Sarlette

Telephone number: 00 32 87 59.63.40 or 48

E-Mail address: [johanna.schroeder@dgov.be](mailto:johanna.schroeder@dgov.be)  
[pascal.sarlette@dgov.be](mailto:pascal.sarlette@dgov.be)

Foreign languages: french

**2. Local time schedules:**

Date for the preparatory seminar: May 2005

Dates for our team going abroad: 01.06.2005 – 15.06.2005

Dates for the visit of our partner team: 04.07.2005 – 17.07.2005

**3. Has a team of local volunteers been established?**

☒ The establishment of a team of 2 women and 2 men is meanwhile completed.

**4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?**

- recrutement of volunteers (see the project description)
- first activity plan
- repartition of responsibility for each activity

**5. Is a representative of the municipality involved in the exchange of older volunteers?**

- ☒ Yes, the municipality is represented by  
Department: German speaking community and the municipalities  
of Eupen and St.Vith  
Contact person: Minister Bernd Gentges, Bürgermeister Dr. Elmar  
Keutgen (Eupen) und Christian Krings (St.Vith)-  
Telephone:

**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- tourism part
- visit tours

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

in work

**8. Which plans have been made for the accommodation of the guest volunteers?**

in work

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

in work

**10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

in work

**11. Any other comments, questions, recommendations?**

. / .



**German-speaking Community, Team 2: Eupen / St. Vith**  
**Exchange with: Marburg**

**1. Communication data:**

Responsible organisation: German speaking Community/Belgium, in cooperation with "Red-Cross german speaking community" and "Landfrauenverband/Stundenblume"

Postal address: Gospertstrasse 1, B-4700 Eupen

Website, if available: [www.dglive.be](http://www.dglive.be)

Contact person: Johanna Schröder/Pascal Sarlette

Telephone number: 00 32 87 59.63.40 or 48

E-Mail address: [johanna.schroeder@dgov.be](mailto:johanna.schroeder@dgov.be)  
[pascal.sarlette@dgov.be](mailto:pascal.sarlette@dgov.be)

Foreign languages: french

**2. Local time schedules:**

Date for the preparatory seminar: May 2005

Dates for our team going abroad: 29.05.05 – 12.06.05

Dates for the visit of our partner team: 04.07.05 – 17.07.05

**3. Has a team of local volunteers been established?**

☒ The establishment of a team of 2 women and 2 men is meanwhile completed.

**4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?**

- recrutement of volunteers (see the project description)
- first activity plan
- repartition of responsibility for each activity

**5. Is a representative of the municipality involved in the exchange of older volunteers?**

- ☒ Yes, the municipality is represented by  
Department: German speaking Community and the municipality  
of Eupen and St.Vith  
Contact person: Minister Bernd Gentges, Bürgermeister Dr. Elmar  
Keutgen (Eupen and Christian Krings (St.Vith)  
Telephone:

**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- tourism part

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

in work

**8. Which plans have been made for the accommodation of the guest volunteers?**

in work

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

in work

**10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

in work

**11. Any other comments, questions, recommendations?**

. / .

## Hessia, Team 1: District of Offenbach

### Exchange with: Vienna

#### 1. Communication data:

Responsible organisation: Kreis Offenbach  
 Postal address: Werner-Hilpert-Str.1, 63128 Dietzenbach  
 Website, if available: [www.kreis-offenbach.de](http://www.kreis-offenbach.de)  
 Contact person: Hans Lucas  
 Telephone number: 06074/8180-4208  
 E-Mail address: [h.lucas@kreis-offenbach.de](mailto:h.lucas@kreis-offenbach.de)  
 Foreign languages: English

#### 2. Local time schedules:

Date for the preparatory seminar: May 2005  
 Dates for our team going abroad: 05.06. – 25.06.2005  
 Dates for the visit of our partner team: 13.06. – 01.07.2005

#### 3. Has a team of local volunteers been established?

☒ We will have established our team of local volunteers by April 2005.

#### 4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?

- . / .

#### 5. Is a representative of the municipality involved in the exchange of older volunteers?

☒ Yes, the municipality is represented by  
 Department:  
 Contact person: Hans Lucas  
 Telephone: 06074/8180-4208

**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- organisation
- coordination

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

They will work from Monday to Friday in the morning half a day at the "Seniorenhilfe" and the "Mütterzentrum" in Langen.

**8. Which plans have been made for the accommodation of the guest volunteers?**

They will live in families (members of the "Seniorenhilfe").

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

They will have breakfast at their family and lunch at the "Mütterzentrum".

**10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

There will be a leisure and an information programme: Sightseeing in the Rhein-Main region, for example a guided tour in Frankfurt with "Liebenswertes Frankfurt e.V."

**11. Any other comments, questions, recommendations?**

. / .

## Hessia, Team 2: District of Offenbach

### Exchange with: Prague

#### 1. Communication data:

Responsible organisation: Kreis Offenbach  
 Postal address: Werner-Hilpert-Str. 1, 63128 Dietzenbach  
 Website, if available: [www.kreis-offenbach.de](http://www.kreis-offenbach.de)  
 Contact person: Hans Lucas  
 Telephone number: 06074/8180-4208  
 E-Mail address: [h.lucas@kreis-offenbach.de](mailto:h.lucas@kreis-offenbach.de)  
 Foreign languages: English

#### 2. Local time schedules:

Date for the preparatory seminar: May 2005  
 Dates for our team going abroad: 09.05 – 30.05.2005  
 Dates for the visit of our partner team: June – July

#### 3. Has a team of local volunteers been established?

☒ We will have established our team of local volunteers by April.

#### 4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?

- . / .

#### 5. Is a representative of the municipality involved in the exchange of older volunteers?

☒ Yes, the municipality is represented by  
 Department:  
 Contact person: Hans Lucas  
 Telephone: 06074/8180-4208

#### 6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?

- organisation

- coordination

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

Working at "Seniorenhilfe Dietzenbach" in the project "Old helps young".

**8. Which plans have been made for the accommodation of the guest volunteers?**

The volunteers will live in families.

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

- in preparation -

**10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

Yes, there will be a leisure and information programme, for example visiting projects of dialogue between different generations in the district.

**11. Any other comments, questions, recommendations?**

. / .

## Hessia, Team 3: Municipality of Offenbach

### Exchange with: Mödling

#### 1. Communication data:

Responsible organisation: Freiwilligenzentrum Offenbach e. V.

Postal address: Krafftstrasse 29

Website, if available: www.fzof.de

Contact person: Dr. Aida Holtmeier

Telephone number: 0 69 - 82 36 70 49

E-Mail address: info@fzof.de

Foreign languages:

#### 2. Local time schedules:

Date for the preparatory seminar: Mai 2005

Dates for our team going abroad: still unclear -

Dates for the visit of our partner team: 24.7.2005 – 14.8.2005

#### 3. Has a team of local volunteers been established?

☐ The establishment of a team of women and men is meanwhile completed.

☐ We will have established our team of local volunteers by .

#### 4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?

• . / .

#### 5. Is a representative of the municipality involved in the exchange of older volunteers?

☒ Yes, the municipality is represented by  
 Department: Presseamt  
 Contact person: Werner Frei  
 Telephone: 069 / 80 65-29 85

**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- Providing of accommodation (private)
- Reception
- Lunch at the canteen of the town hall
- 500€ for the catering of the volunteers, when required.

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

Working with children and teenagers at the "Tierschutzverein" and the "Kinder- und Jugendfarm e.V. Offenbach" during holidays.

**8. Which plans have been made for the accommodation of the guest volunteers?**

The volunteers will live in families.

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

The volunteers will get meals either in their families or at the town hall.

**10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

We are going to visit the Saalburg, different museums and the Landtag in Wiesbaden. Furthermore the volunteers are offered a sightseeing tour in Frankfurt and a boat trip on the river Main- Schifffahrt auf dem Main.

**11. Any other comments, questions, recommendations?**

. / .



**Hessia, Team 4: Wetzlar**  
**Exchange with: Penzance/Cornwall**

**1. Communication data:**

Responsible organisation: City council Wetzlar and volunteer office Middle Hessia

Postal address: Ernst-Leitz-Straße 30, 35578 Wetzlar

Website, if available: [www.wetzlar.de](http://www.wetzlar.de)

Contact person: Susanne Wind

Telephone number: +49- 6441/995057

E-Mail address: [susanne.wind@wetzlar.de](mailto:susanne.wind@wetzlar.de)

Foreign languages: English, French

**2. Local time schedules:**

Date for the preparatory seminar: 18.03.2005

Dates for our team going abroad: 17.06. – 08.07.2005

Dates for the visit of our partner team: 23.07. – 13.08.2005

**3. Has a team of local volunteers been established?**

☒ The establishment of a team of 3 women and 2 men is meanwhile completed.

**4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?**

- preparation course
- language course
- the organisation of the journey to Penzance

**5. Is a representative of the municipality involved in the exchange of older volunteers?**

☒ Yes, the municipality is represented by

Department: City council Wetzlar

Contact person: Mayor Klaus Breidsprecher

Telephone: +49-06441/992001

**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- The City council Wetzlar is responsible for the whole organisation (together with volunteer office Middle Hessa)

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

**"Work-Places"**

We will offer different projects. The organisations will work out a time-table for the volunteers (if necessary):

„Full-time-jobs“: for three weeks every day (maximum four to five hours a day):

- Alzheimer Gesellschaft: caring for people with Alzheimer disease: singing, making music, dancing, listening (for three weeks every day: four to five hours the day)
- Albert Schweitzer Kinderdorf (children village): caring for children with a difficult home situation (for three weeks every day: four to five hours the day)
- Jugendamt Wetzlar (Youth Welfare Office): holiday activities for children (eight to twelve years old), which stay in Wetzlar during summer-holidays (for three weeks every day: four to five hours the day)
- 1) Adventure Playground (building a celtic village)
- 2) different activities for childrens ...
- Kinderhort Marienheim (After-school-care-club): "Kindergarten" for children up to thirteen years with English course: they are very interested in having a native speaker there (painting garden fence with children, going shopping for bistro, cycling tour around Wetzlar, helping children with exercises)
- Nachbarschaftszentrum Niedergirmes (center of neighbourhood-activities in the quarter of Wetzlar-Niedergirmes): cooking meals for people and helping in a Second Hand shop, handing out food) (for three weeks every day: four to five hours the day).
- Evangelischer Gemeindeverband, Die Diakonie (Deaconry): Essen auf Rädern (Meals on Wheels): together with the alternative civilian service (maybe for three weeks every day: four to five hours the day)
- Königsberger Diakonie (Home for old people): for three weeks every day: four to five hours the day: supporting different visiting services – i.e.
- To visit and help the day care for older and handicaped persons for several days
- To join the „Green Ladies“ (volunteers, who visit older and lonely persons in the home for older people)
- To join the visiting service of the church – for example for birthday congratulations (40 years, 75 years or older)
- Visiting the Monastery Altenberg
- To work with a day group in Haus Königsberg (foster home): to meet the residents of the foster home, spending time together, having meals together, playing table games together, etc. )
- To get to know the hospice work in another foster home near Wetzlar

- To get to know the different activities of the volunteers from the cathedral community (second hand shop, flea market, group work)

Part-time-jobs:

- Naturschutzzentrum Hessen (Nature Protections Association Hessia): Working outdoor in a nature trail (for one week)
- Animal shelter: walking with dogs and cleaning cages for all animals (for one week)
- Wetzlarer Festspiele (Wetzlar Open Air Festival): Visiting the English artists and assisting the manager of the festival (ticket control, organisation on- and offstage)
- Maybe: Museum (for seniors, who are interested in literature, especially in Goethe)

We think that the volunteers from Cornwall should have the opportunity to change, so they need not to be in a special project if they don't like it.

**8. Which plans have been made for the accommodation of the guest volunteers?**

"Zivildienstschule Wetzlar" (school for alternative civilian service). It is located in the centre of Wetzlar. The volunteers will have single rooms. They will be in contact with the young people living there (i.e. young men, which refused military service and are educated in social matters instead). They can have breakfast and dinner together. Please notice that the "Zivildienstschule" is not always a quiet place (because of the many young people that are together there), but the young people and the principal are very nice and very interested in volunteering.

- Costs: 20 € per person (breakfast included). These costs are covered from EURAG. For a small extra amount it is also possible to have dinner and lunch there.

At the moment we are trying to organise that the volunteers are getting lunch at their working places.

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

There is a kitchen; breakfast and dinner will be provided at the "Zivildienstschule"

**10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

Leisure time programme:

Wine-Festival: From 22<sup>nd</sup> to 24<sup>th</sup> July there is a "wine festival": a group of guests from Colchester – the twin city of Wetzlar - is serving English wines there. There will be a little leisure time programme for our English guests. So the seniors from Cornwall will have a really nice weekend in the beginning.

Additional: Sightseeing tour Wetzlar, visiting interesting places in Wetzlar and in the neighbourhood. Visiting a newspaper publishing house, visiting the „Hessen Park“ (traditional, typical buildings, handcrafts and lifestyle of the past), visits to social institutions in Wetzlar (hospice, foster home, senior clubs etc.)

Contact: German-English-Society, Senior Advisory Board, lectures and talks about nature protections, volunteering, etc.)

Beefore their arrival the guest volunteers will receive the detailed programme together with a list of contact persons before their arrival

**11. Any other comments, questions, recommendations?**

. / .

## Hessia, Team 5: Kassel

### Exchange with: Prague

#### 1. Communication data:

Responsible organisation: Stadt Kassel, Sozialamt  
 Postal address: 34112 Kassel  
 Website, if available: www.kassel.de  
 Contact person: Uwe Wolk  
 Telephone number: 0561 787 5071  
 E-Mail address: uwe.wolk@stadt-kassel.de  
 Foreign languages: English

#### 2. Local time schedules:

Date for the preparatory seminar:  
 Dates for our team going abroad: May 9<sup>th</sup> - May 30<sup>th</sup> 2005  
 Dates for the visit of our partner team: May 16<sup>th</sup> - June 6<sup>th</sup> 2005

#### 3. Has a team of local volunteers been established?

- ☐ The establishment of a team of 4 women and x men is meanwhile completed.
- ☒ We will have established our team of local volunteers by April 1<sup>st</sup> 2005 .

#### 4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?

- still open

#### 5. Is a representative of the municipality involved in the exchange of older volunteers?

- ☒ Yes, the municipality is represented by  
 Department: Sozialamt  
 Contact person: Uwe Wolk

Telephone: 0561 787 5071

- ☐ Our municipality is not represented yet in the preparatory team. We plan to undertake the following steps:

**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- Coordination

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

The volunteers will be assigned to various institutions that offer services and leisure time activities for senior citizens. Elderly people can find here information, support inspiration for independent living and social integration. The different centres offer a variety of social gatherings, opportunities for lifelong learning and encouragement for active participation in the community. Many of the activities are organised by the elderly themselves. An important issue is to promote intergenerational and intercultural contacts. In many aspects these centres work similar to ZIVOT 90. They are mainly financed by subsidies either from the local authority or welfare organisations.

**“Wir Jungen Alten” (We, the Young Old)**

The service has been founded by the Catholic's church welfare organisation, Caritas, but is open to people regardless of their denomination. They specifically aim at attracting people around 55 to support them in finding new orientation after retirement or the reduction of family duties. They have at their disposition a house with garden and a joiner's workshop. They organise discussion groups, arts and crafts activities, and group outings to participate in cultural events. A psychologist is available for individual counselling.

**“Stadtteilzentrum Agathof” – “Community Centre Agathof”**

Agathof is run by a private Charity. Approximately 400 persons visit the centre per week. In recent years elderly migrants from GUS/former Soviet Union have started several activities in the centre thereby contributing to an intercultural understanding. As a speciality Agathof offers its visitors participation in video and computer projects. There are also groups dealing with local history/reminiscence and theatre. Agathof is actively involved in community work in the eastern part of town.

**„Stadtteilzentrum am Wehrturm“ – community Centre Wehrturm**

Very similar to Agathof, but in a different part of town, Wehrturm has developed special interest groups around literature and poetry. They regularly produce their own books, and organise literary events at different venues. The centre is situated in the ground floor of a nursing home and groups try to involve its residents in their activity. They also reach out into the district and co-operate with its various institutions.

### **“Nachbarschaftstreff Kirchditmold” – Neighborhood project**

This centre has been founded by a charity initiated by a housing society. They aim at supporting the neighbourhood of that particular district. (Similar centres have meanwhile been created in three more parts of town.) Apart from the many activities that contribute to the wellbeing of the elder tenants, there is a strong impact in intergenerational help and communication.

### **The museum of local history**

The museum shows our history from year 913 till now. A charity “Freunde des Stadtmuseums Kassel e.V.” assists and supports its work and carries a museums shop and pub. They offer special events like birthday or seminars for children, lectures, meetings and other activities. It is placed in the centre, only a few minutes by feet from the boarding house.

#### **8. Which plans have been made for the accommodation of the guest volunteers?**

The volunteers will get accommodation in a boarding house, providing five single rooms, central location

#### **9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

Breakfast has to be organized by volunteers; lunch is mainly provided by the host institutions; arrangements for evening meals mostly through project.

#### **10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

Sightseeing, theatre, Spa etc.

#### **11. Any other comments, questions, recommendations?**

## Hessia, Team 6: Kassel

Exchange with: (to be decided)

### 1. Communication data:

Responsible organisation: Stadt Kassel  
 Postal address: 34112 Kassel  
 Website, if available: www.kassel.de  
 Contact person: Uwe Wolk  
 Telephone number: 0561 787 5071  
 E-Mail address: uwe.wolk@stadt-kassel.de  
 Foreign languages: English

### 2. Local time schedules:

Date for the preparatory seminar: open  
 Dates for our team going abroad: -  
 Dates for the visit of our partner team: -

### 3. Has a team of local volunteers been established?

- ☐ The establishment of a team of women and men is meanwhile completed.
- ☒ We will have established our team of local volunteers by .

### 4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?

- open

### 5. Is a representative of the municipality involved in the exchange of older volunteers?

- ☒ Yes, the municipality is represented by
- Department: Sozialamt
- Contact person: Uwe Wolk



Telephone: 0561 787 5071

6. **Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**
  - Coordination
7. **Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**
8. **Which plans have been made for the accommodation of the guest volunteers?**

Boarding House, Single rooms
9. **How are the guest volunteers provided with food or with facilities to prepare their own meals?**

. / .
10. **Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**
11. **Any other comments, questions, recommendations?**

**Hessia, Team 7: Marburg**  
**Exchange with: Eupen/St. Vith**

**1. Communication data:**

Responsible organisation: Freiwilligenagentur Marburg-Biedenkopf

Postal address: Am Erlengraben 12a, 35037 Marburg

Website, if available:

Contact person: Doris Heineck, Ulrich Schiepe

Telephone number: 0049 (0) 6421 / 270516

E-Mail address: Freiwilligenagentur-Marburg@scm.de

Foreign languages: English, French (basics)

**2. Local time schedules:**

Date for the preparatory seminar:

Dates for our team going abroad: 04.07.2005 – 17.04.2005

Dates for the visit of our partner team: 29.05.2005 – 12.06.2005

**3. Has a team of local volunteers been established?**

☒ We will have established our team of local volunteers by 31.03.2005

**4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?**

• . / .

**5. Is a representative of the municipality involved in the exchange of older volunteers?**

☒ Our municipality is not represented yet in the preparatory team. We plan to undertake the following steps: We have organised a meeting with our representative for social affairs on 31<sup>st</sup> of May 2005 in order to become acquainted with the volunteers of Belgium

**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- As mentioned above, we informed our representative for social affairs about the project and we have arranged a welcome meeting.

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

We have offered the volunteers of Belgium different possibilities:

1) Marburger Tafel: Organisation, which provides poor people with food

Tasks:

a) Picking up food products from supermarkets, which normally would be wasted

b) Sorting of vegetables and placing the food products in the compartments

c) Handing out the food products to people who are legitimated to be poor

2) Bürgerinitiative für Soziale Fragen, organisation that tries to improve living conditions for people in a special district of Marburg (unemployed people, migrants, youth)

Working fields:

Social supports, Support for developing own resources and competences, supporting social networks, communication and integration

Offers for the volunteers: getting to know the different working fields, taking part in preparing an event "presentation of culture from the district Richtsberg/Marburg", getting to know the activities of different small organisations in the district Richtsberg/Marburg

3) Working in an old people's welfare: to get know the different offers for old people, visiting some older people, talking with them.

4) Working in the Diakonisches Werk Oberhessen (Welfare and Social work Hessa): churchly organisation, who supports needy people. Working fields: working with homeless people, social service, service for migrants, taking care of elderly people.

Offers for the volunteers: getting in touch with the different working fields, working in some fields, talking with other volunteers of the organisation

We have planned that the volunteers are working in the organisations in the morning until noon; in the afternoon we would like to present them some other fields of volunteer deployment, for example:

- "Weltladen"

- Project: elder people support young people, who are looking for a apprenticeship or for a profession.

Project, in which pupils work as volunteers in different social organisations

Project, in which elder people advice children and youth per telephone

**8. Which plans have been made for the accommodation of the guest volunteers?**

We booked one apartment for two persons, one apartment for a couple and a private accommodation for one person. All accommodations are close together. Meetings of the group can be held in one of the apartments, which is quite big.

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

We will support them with a stock of food at the beginning; afterwards we show them supermarkets, where they can buy their own foodstuff. Furthermore we will organise lunch for them.

**10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

Sightseeing tour: Marburg, botanical garden, Amöneburg (outside of Marburg), may be an evening event (concert, theatre).

**11. Any other comments, questions, recommendations?**

. / .

## Italy, Team 1: Rome

### Exchange with: Prague

#### 1. Communication data:

Responsible organisation: Municipality of Roma Department Social Affairs  
 Postal address: Viale Manzoni Roma  
 Website, if available: [www.comune.roma.it](http://www.comune.roma.it)  
 Contact person: Francesca Marchetti  
 Telephone number: ++39.06.67105156  
 E-Mail address: [f.marchetti@comune.roma.it](mailto:f.marchetti@comune.roma.it)  
 Foreign languages: English (read)

#### 2. Local time schedules:

Date for the preparatory seminar: April  
 Dates for our team going abroad: 08.05.2005 – 29.05.2005  
 Dates for the visit of our partner team: 01.05.2005 – 21.05.2005

#### 3. Has a team of local volunteers been established?

☒ We will have established our team of local volunteers by 1 April.

#### 4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?

• . / .

#### 5. Is a representative of the municipality involved in the exchange of older volunteers?

☒ Yes, the municipality is represented by  
 Department: Social Affairs  
 Contact person: Francesca Marchetti  
 Telephone: 06.67105156

**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- Contact potential volunteers (already done)
- Organise a preliminary meeting (already done)
- Select the volunteers (in cooperation with National coordination)
- Organise the hosting of volunteers
- Organise the work of volunteers

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

They will work in the framework of the activities of the Casa del Volontariato, a structure of the Municipality of Roma that manages local volunteers in local projects. The five volunteers will work alongside the local volunteers in a project of care of children outside schools and parks, and in a project of care of older people in their houses (help with shopping, post office and so on). Turns of 4-5 hours per day will be proposed and agreed with volunteers

**8. Which plans have been made for the accommodation of the guest volunteers?**

They will be hosted in a guest house for older people owned by the Municipality: The volunteers will have single rooms with bathroom.

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

They will eat at the canteen of the guest house. In case of need, packed lunch will be given to the volunteers.

**10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

Not yet discussed. The idea is that local volunteers will stay some time with them.

**11. Any other comments, questions, recommendations?**

. / .

**Italy, Team 2: Rome**  
**Exchange with: Korneuburg**

**1. Communication data:**

Responsible organisation: Municipality of Roma Department Social Affairs  
 Postal address: Viale Manzoni Roma  
 Website, if available: [www.comune.roma.it](http://www.comune.roma.it)  
 Contact person: Francesca Marchetti  
 Telephone number: ++39.06.67105156  
 E-Mail address: [f.marchetti@comune.roma.it](mailto:f.marchetti@comune.roma.it)  
 Foreign languages: English (read)

**2. Local time schedules:**

Date for the preparatory seminar:  
 Dates for our team going abroad: July – August - not fixed yet  
 Dates for the visit of our partner team: 01.05.05 – 21.05.05

**3. Has a team of local volunteers been established?**

☒ We will have established our team of local volunteers by 1 April.

**4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?**

- . / .

**5. Is a representative of the municipality involved in the exchange of older volunteers?**

☒ Yes, the municipality is represented by  
 Department: Social Affairs  
 Contact person: Francesca Marchetti  
 Telephone: 06.67105156

**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- Contact potential volunteers (already done)
- Organise a preliminary meeting (already done)
- Select the volunteers (in cooperation with National coordination)
- Organise the hosting of volunteers
- Organise the work of volunteers

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

They will work in the framework of the activities of the Casa del Volontariato, a structure of the Municipality of Roma that manages local volunteers in local projects. The five volunteers will work alongside the local volunteers in a project of care of children outside schools and parks, and in a project of care of older people in their houses (help with shopping, post office and so on). Turns of 4-5 hours per day will be proposed and agreed with volunteers

**8. Which plans have been made for the accommodation of the guest volunteers?**

They will be hosted in a guest house for older people owned by the Municipality: The volunteers will have single rooms with bathroom

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

They will eat at the canteen of the guest house. In case of need, packed lunch will be given to the volunteers.

**10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

Not yet discussed. The idea is that local volunteers will stay some time with them.

**11. Any other comments, questions, recommendations?**

. / .



**Italy, Team 3: Rome**  
**Exchange with: Kesteven**

**1. Communication data:**

Responsible organisation: Municipality of Roma Department Social Affairs  
 Postal address: Viale Manzoni Roma  
 Website, if available: [www.comune.roma.it](http://www.comune.roma.it)  
 Contact person: Francesca Marchetti  
 Telephone number: ++39.06.67105156  
 E-Mail address: [f.marchetti@comune.roma.it](mailto:f.marchetti@comune.roma.it)  
 Foreign languages: English (read)

**2. Local time schedules:**

Date for the preparatory seminar:  
 Dates for our team going abroad: July - July  
 Dates for the visit of our partner team: July - July

**3. Has a team of local volunteers been established?**

☒ We will have established our team of local volunteers by 1 April. .

**4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?**

- . / .

**5. Is a representative of the municipality involved in the exchange of older volunteers?**

☒ Yes, the municipality is represented by  
 Department: Social Affairs  
 Contact person: Francesca Marchetti  
 Telephone: 06.67105156

**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- Contact potential volunteers (already done)
- Organise a preliminary meeting (already done)
- Select the volunteers (in cooperation with National coordination)
- Organise the hosting of volunteers
- Organise the work of volunteers

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

They will work in the framework of the activities of the Casa del Volontariato, a structure of the Municipality of Roma that manages local volunteers in local projects. The five volunteers will work alongside the local volunteers in a project of care of children outside schools and parks, and in a project of care of older people in their houses (help with shopping, post office and so on). Turns of 4-5 hours per day will be proposed and agreed with volunteers

**8. Which plans have been made for the accommodation of the guest volunteers?**

They will be hosted in a guest house for older people owned by the Municipality: The volunteers will have single rooms with bathroom

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

They will eat at the canteen of the guest house. In case of need, packed lunch will be given to the volunteers.

**10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

Not yet discussed. The idea is that local volunteers will stay some time with them.

**11. Any other comments, questions, recommendations?**

. / .

## Italy, Team 4: Bologna

### Exchange with: Liverpool

#### 1. Communication data:

Responsible organisation: Auser, Third Age University and Ancescio

Postal address: Bologna, Italy

Website, if available:

Contact person: Massimo Zucchini

Telephone number: ++39.051.204781

E-Mail address: Massimo.zucchini@comune.bologna.it

Foreign languages: English

#### 2. Local time schedules:

Date for the preparatory seminar: In May, not yet fixed

Dates for our team going abroad: August -

Dates for the visit of our partner team: 04.07. – 24.07.2004

#### 3. Has a team of local volunteers been established?

x We will have established our team of local volunteers by first week of April.

#### 4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?

- . / .

#### 5. Is a representative of the municipality involved in the exchange of older volunteers?

x Yes, the municipality is represented by

Department: Co-ordination of Social Services

Contact person: Massimo Zucchini

Telephone: ++39.051204781

**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- Contact and co-ordinate local organisations
- Find accommodation for foreign volunteers
- Find a language course
- Find a venue for the training

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

The volunteers will be working in museums and in a social centre for old people.

**8. Which plans have been made for the accommodation of the guest volunteers?**

Probably 3 of them in a hotel, 2 of them in a house of the municipality (for free)

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

Likely In a restaurant (To be fixed)

**10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

Yes, meetings with the outgoing volunteers, excursions in Bologna and probably nearby towns

**11. Any other comments, questions, recommendations?**

. / .

## Rhineland-Palatinate, Team 1: Speyer

### Exchange with: Graz

#### 1. Communication data:

Responsible organisation: Seniorenbüro Speyer  
 Postal address: Maulbronner Hof 1A, 67346 Speyer, Germany  
 Website, if available: [www.speyer.de](http://www.speyer.de)  
 Contact person: Ria Krampitz  
 Telephone number: +49-6323-61433  
 E-Mail address: [Ria.Krampitz@stadt-speyer.de](mailto:Ria.Krampitz@stadt-speyer.de)  
 Foreign languages: English

#### 2. Local time schedules:

Date for the preparatory seminar: 17. May 2005 in Mainz  
 Dates for our team going abroad: 6. June 2005 - 27. June 2005  
 Dates for the visit of our partner team: 4. July 2005 - 25. July 2005

#### 3. Has a team of local volunteers been established?

☒ The establishment of a team of 5 women and men is meanwhile completed.

#### 4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?

- The volunteers will have many contacts and the volunteers will be in contact with people from the newspapers, restaurants and cultural organisations.
- The local volunteers will arrange leisure activities for the guest volunteers.
- The volunteers are disseminators from "Teaming Up".
- The local volunteers are looking for opportunities to provide food.
- The local volunteers help to find accommodation.

#### 5. Is a representative of the municipality involved in the exchange of older volunteers?

- ☒ Yes, the municipality is represented by  
Department: Seniorenbüro der Stadt Speyer  
Contact person: Ria Krampitz  
Telephone: +49-6232-61433

**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- Public relations
- Convincing different organisations to support the project "Teaming Up".
- Personal reception of the mayor.

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

The deployment of the guest volunteers will be in a nursing home for the elderly and in a hospital. The volunteers will work in the visiting service for older people in the nursing homes in Speyer and the hospital.

Following organisations are involved: Altenpflegeheim der Bürgerhospitalstiftung, Altenpflegeheim der Diakonissenanstalt, Seniorenzentrum Storchentpark, Caritas Altenzentrum St. Martha and the Krankenhaus der Diakonissenanstalt.

The plan for the deployment is as follows: The volunteers will be working either in the morning or in the afternoon. In the second half of the day there will be a leisure programme: We will present our guest volunteers other organisations that are working with volunteers.

Following organisations are cooperating with us: Hospizhilfe, Speyerer Tafel, Diakonissenanstalt, Seniorenbüro, Internet-Treff des Seniorenbüros, offener Kanal. The following list of organisations will also present their work to the guest volunteers: Ambulante and stationäre Hospizhilfe, Speyerer Tafel, Diakonissenanstalt, Seniorenbüro, Internet-Treff des Seniorenbüros F@irNet, offener Kanal.

**8. Which plans have been made for the accommodation of the guest volunteers?**

The five guest volunteers from Graz will get accommodation in the "Priesterseminar". The rooms are simple but recently renovated and with shower and WC. It is possible to have breakfast at the "Priesterseminar". The price for bed and breakfast is 18€ per person.

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

The volunteers can have lunch in the respective organisations they are working. Up to now, on some days the volunteers are invited for dinner. A local volunteer for example organised that one evening they will be invited to a restaurant. On the remaining day they have to care for themselves resp. we are still looking for a solution.

**10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

Yes, we are going to offer leisure activities: Up to now the following activities are definite:

- Visiting the cathedral in the evening
- A guided city tour
- Visiting the museum, the Purrmanhaus and the Feuerbachhaus

Furthermore we are planning a guided tour through Palatine and to take part in a winetasting. We also would like to offer a trip to Heidelberg and the visit of a champagne producer.

**11. Any other comments, questions, recommendations?**

. / .

## **Rhineland-Palatinate, Team 2: Trier-Saarburg**

### **Exchange with: Eupen/St. Vith**

#### **1. Communication data:**

Responsible organisation: Kreisverwaltung Trier-Saarburg  
Postal address: Leitstelle Älter Werden  
Willy Brandt Platz 1, 54290 Trier  
Website, if available:  
Contact person: Dieter Ackermann  
Telephone number: +49-651-715324  
E-Mail address: acdi@trier-saarburg.de  
Foreign languages:

#### **2. Local time schedules:**

Date for the preparatory seminar: 17. Mai 2005 in Mainz  
Dates for our team going abroad: 04. July - 17. July 2005  
Dates for the visit of our partner team: 01. June - 15. June 2005

#### **3. Has a team of local volunteers been established?**

- ☒ The establishment of a team of 3 women and 1 (we are still looking for the fifth Person) man is meanwhile completed.

#### **4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?**

- The volunteers will have many contacts and the volunteers will be in contact with people from the newspapers, restaurants and cultural organisations.
- The local volunteers will arrange leisure activities for the guest volunteers.
- The volunteers are disseminators from "Teaming Up".
- The local volunteers are looking for opportunities to provide food.
- The local volunteers help to find accommodation.



**5. Is a representative of the municipality involved in the exchange of older volunteers?**

- ☒ Yes, the municipality is represented by  
Department: Leitstelle Älterwerden  
Contact person: Dieter Ackermann  
Telephone: +49-651-715324

**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- Public relations
- Convincing different organisations to support the project "Teaming Up".
- Personal reception of the mayor.

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

The deployment for the volunteers is in the Hospice, they will visit patients in hospital, work at the Landfrauenverband, the DRK and the "Lebenshilfe". Furthermore the volunteers are going to visit other organisations like the VHS, Freilichtmuseum, Haus Franziskus and the police headquarters.

**8. Which plans have been made for the accommodation of the guest volunteers?**

The guest volunteers will get accommodation in the Seniorenresidenz St. Andreas in Pölich.

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

The volunteers will have lunch and dinner at the Seniorenresidenz. die Seniorenresidenz sorgt für Vollverpflegung

**10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

The leisure activities are not organised yet.

**11. Any other comments, questions, recommendations?**

. / .

## United Kingdom, Team 1: Lanark

**Exchange with: (to be decided)**

### 1. Communication data:

Responsible organisation: Friends of Volunteering Clydesdale

Postal address: 2 Hope Street Lanark

Website, if available:

Contact person: Lesley Gair

Telephone number: 01555 66 4403

E-Mail address: lesley.gair1@btinternet.com

Foreign languages: Italian/French

### 2. Local time schedules:

Date for the preparatory seminar: To be arranged

Dates for our team going abroad: Hopefully 10.05. – 30.05.2005

Dates for the visit of our partner team: 5 - 26 June – Both dates to be confirmed when we know who we will be exchanging with

### 3. Has a team of local volunteers been established?

☐ The establishment of a team of women and men is meanwhile completed.

☐ We will have established our team of local volunteers by - Can only confirm when we know where and when we are going.

### 4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?

- Arranging flights to Italy
- Arranging voluntary work and liaising with projects
- Arranging language lessons
- Making suitable transport arrangements to place of work
- Finding accommodation for exchange partners

**5. Is a representative of the municipality involved in the exchange of older volunteers?**

- ☒ Our municipality is not represented yet in the preparatory team. We plan to undertake the following steps:

**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- Looking for grant funding
- RSVP reception

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

Assisting in work on small guage railway. Helping primary children with knitting and reading. Visiting outlying community centres to socialize with members. Walking and checking rights of way. Much more will be organized when we know whether males or fremales are coming.

**8. Which plans have been made for the accommodation of the guest volunteers?**

Can't arrange till we know who is coming e.g. single room double, self catering required etc. B 7 B would cost more than 20 €. About £25 per head.

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

Some meals in host homes, some in local restaurants.

**10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

Visits to local places of interst e.g. Loch Lomond, New Lanark World Heritage Village, Duck of Hamilton's Hunting Lodge, croquet in the park, horse riding, swimming, Shopping Glasgow/Edinburgh, visit to Edinburgh Castle.

**11. Any other comments, questions, recommendations?**

Everything is very unsettled till we have further communitcation from Davide di Pietro regarding our partner in Italy. Will extra finance be made available for this?

## United Kingdom, Team 2: Kesteven

### Exchange with: Rome

#### 1. Communication data:

Responsible organisation: Voluntary Action Kesteven  
 Postal address: 26 27 St catherine's Road  
 Grantham Lincs NG31 6TTT  
 Website, if available:  
 Contact person: Susan Swinburn  
 Telephone number: 01476 570085  
 E-Mail address: granthamvb@care4free.net  
 Foreign languages:

#### 2. Local time schedules:

Date for the preparatory seminar: TBC  
 Dates for our team going abroad: 01.07. - 21.07.2005  
 Dates for the visit of our partner team: 08.07. - 29.07.2005

#### 3. Has a team of local volunteers been established?

☒ We will have established our team of local volunteers by April 2005.

#### 4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?

- . / .

#### 5. Is a representative of the municipality involved in the exchange of older volunteers?

☐ Yes, the municipality is represented by  
 Department:  
 Contact person:  
 Telephone:

- ☐ Our municipality is not represented yet in the preparatory team. We plan to undertake the following steps:

**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- 
- 
- 

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

TBC

**8. Which plans have been made for the accommodation of the guest volunteers?**

TBC

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

TBC

**10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

TBC

**11. Any other comments, questions, recommendations?**

Yes, longer lead in time please.

## United Kingdom, Team 3: Liverpool

### Exchange with: Bologna

#### 1. Communication data:

Responsible organisation: PSS

Postal address: 18 Seel Street, Liverpool, L1 4BE  
United Kingdom

Website, if available: [www.pss.org.uk](http://www.pss.org.uk)

Contact person: Elaine Warner

Telephone number: 0151 - 7025574

E-Mail address: [E.warner@pss.org.uk](mailto:E.warner@pss.org.uk)

Foreign languages:

#### 2. Local time schedules:

Date for the preparatory seminar: tbc

Dates for our team going abroad: 04.07. - 24.07.2005

Dates for the visit of our partner team: August – Dates tbc

#### 3. Has a team of local volunteers been established?

☒ We will have established our team of local volunteers by end of March.

#### 4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?

- Planning itinery
- Planning accomodation
- Helping plan projects
- Compiling a welcome handbook with Italian translation hopefully
- Planning social activities

**5. Is a representative of the municipality involved in the exchange of older volunteers?**

- ☒ Our municipality is not represented yet in the preparatory team. We plan to undertake the following steps:

**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- . / .

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

tbc

**8. Which plans have been made for the accommodation of the guest volunteers?**

tbc

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

tbc

**10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

Yes - tbc when team have established activities, but could be local tours of Liverpool as well as sightseeing and social meals.

**11. Any other comments, questions, recommendations?**

When the team is fully established we will have more confirmed plans

## United Kingdom, Team 4: Penzance/Cornwall

### Exchange with: Wetzlar

#### 1. Communication data:

Responsible organisation: Penwith Volunter Bureau  
 Postal address: Parade Street, Penzance, Cornwall, TR18 4BU  
 United Kingdom  
 Website, if available:  
 Contact person: Marilyn Tenbeth  
 Telephone number: 0044 - 1736 - 330988  
 E-Mail address: marilyn.pvb@pcdt.org.uk  
 Foreign languages:

#### 2. Local time schedules:

Date for the preparatory seminar: In the progress of being arranged  
 Dates for our team going abroad: 23.07. – 13.08.2005  
 Dates for the visit of our partner team: 17.06. – 08.07.2005

#### 3. Has a team of local volunteers been established?

☒ We will have established our team of local volunteers by 25<sup>th</sup> May 2005.

#### 4. In case of an established team: Which tasks in the preparation of the exchange are taken over by the team of local volunteers?

- The hope is that the team will help with the language course (one of the volunteers already chosen is a german teacher)
- I anticipate that they will also help with arranging transport as at least two of them do not want to fly
- There is also the possibility that they will organise other volunteer opportunities with the organisations for which they already volunteer



**5. Is a representative of the municipality involved in the exchange of older volunteers?**

- ☒ Yes, the municipality is represented by
- |                 |                         |
|-----------------|-------------------------|
| Department:     | Penwith Distric Council |
| Contact person: | Matthew Barton          |
| Telephone:      | 0044 - 1736 - 362341    |

**6. Which tasks in the preparation of the exchange are taken over by representatives of the municipality?**

- None

**7. Which plans have been made for the deployment of the guest volunteers? Please give timetables and work descriptions.**

Although a lot of arrangements have been made, we are not yet able to give timetables and work description.

**8. Which plans have been made for the accommodation of the guest volunteers?**

Accommodation has been booked as we were told that the volunteers would be prepared to share rooms but there is a meeting in Westlar today to verify this. It is extremely difficult to book single rooms in Penzance for anything like € 20 during our very busy summer season. I have managed to book two rooms in a pub - one for the two men and one for the three ladies. It would include a huge breakfast and the cost would be £ 15 per person per night! If there are problems with this, we will endeavour to book alternative accommodation as we still have a little time.

**9. How are the guest volunteers provided with food or with facilities to prepare their own meals?**

If they used the above accommodation, the breakfast would probably see them through the day, but the pub would also be prepared to provide a packed lunch at a small charge. Some of the volunteering opportunities would also be able to supply a free lunch. It would be up to the volunteers to sort their evening meal. The pub cooks excellent food at reasonable prices, there is a fish and chip restaurant next door and there are lots of other places to buy food.

- 10. Are there plans to offer the guest volunteers leisure activities? If so, please give some details.**

Yes, there are plans to do this, but nothing is sorted yet apart from interesting walks around the area.

- 11. Any other comments, questions, recommendations?**

. / .

# European project “TEAMING UP!”

## Questionnaire for volunteers

*Please provide the information requested below or tick the relevant answer. Should there not be sufficient place for your answers, feel free to use an additional sheet of paper. We herewith ensure that the evaluation will comply with data protection acts both at European level and in Germany, where the domicile of the evaluator is located.*

### 1. Personal information

Name: Mrs / Mr .....

Postal address.: .....

Telephone: ..... E-mail: .....

Date of birth: ..... Profession: .....

### 2. Information on the exchange location

Town /district, country: .....

### 3. Involvement in the preparation of the exchange

In which parts of the preparatory work for exchange of older volunteers were you involved?

- ☐ Setting up the local teams of volunteers
- ☐ Organising the voluntary work activities of the foreign team
- ☐ Organising leisure activities
- ☐ Organising accommodation and provision of meals
- ☐ Communication with the foreign partners
- ☐ Organising public relation
- ☐ Other – please describe: .....

.....

### 4. Contact with the exchange partners from the other country

Were you satisfied with the contact you had with your exchange partners from the other country during the preparatory phase?

- ☐ Yes
- ☐ No, the contact was insufficient with the following disadvantages: .....

.....

.....

**5. Preparatory seminar**

Please assess the contents and framework conditions of the preparatory seminar.

	very good	good	average	bad
Attractiveness of contents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use for the exchange	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Didactic design	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other aspects to be mentioned: .....

.....

**6. Length of stay**

How many weeks did you stay at your exchange location? ..... weeks

In retrospect ...

- ☐ This was too short, ..... weeks would have been better.
- ☐ This was too long, ..... weeks would have been better.
- ☐ This was just right.

**7. Knowledge of languages**

Did you have to speak a foreign language during the exchange?

- ☐ No (*please continue with question 8*)
- ☐ Yes

Did you think you had sufficient language skills?

- ☐ Yes
- ☐ No, resulting in the following problems: .....

.....

**8. Activities**

What kind of voluntary work activities did you carry out during your exchange?

.....

.....

Did these activities fulfil your expectations and skills?

- ☐ Yes
- ☐ No, the activities were inappropriate because: .....

.....

.....

**9. Accommodation**

What was your accommodation like, how were you accommodated abroad?

- ☐ In a private house
- ☐ In a hostel (or equivalent) run by a charitable organisation
- ☐ In a hotel
- ☐ Other - please describe: .....

Were you satisfied with your accommodation?

- ☐ Yes, and I was especially satisfied with: .....

.....

- ☐ No, I was not satisfied because: .....

.....

**10. Contact person**

Did you have a contact person during the exchange for questions or problems to be clarified?

- ☐ Yes
- ☐ No

**11. Other framework conditions of the exchange**

Were the financial conditions of the Teaming Up project appropriate?

- ☐ Yes
- ☐ No, the financial conditions were inappropriate because: .....

.....

.....

Were the insurances in the Teaming Up project appropriate?

- ☐ Yes
- ☐ No, the insurances were inappropriate because: .....

.....

.....

**12. Benefits of the exchange**

To which extent has the exchange, from your point of view, contributed to a new or better relation between your home town or district and the exchange location?

.....

.....

.....

**13. Idea of an exchange programme for older volunteers to promote the trans-national relations between towns or districts**

In the light of the experience you have gained, how effective is the idea of an exchange of older volunteers to promote the trans-national relations between towns or districts?

- ☐ I still regard it as a very good idea.
- ☐ I am less convinced about the idea than I was before.
- ☐ I am not keen on the idea any more.

**14. Participation in follow-up activities**

Would you participate in potential follow-up activities resulting from this project?

- ☐ Yes, without reservation
- ☐ Yes, but with the following reservations: .....
- .....
- .....
- ☐ No, because: .....
- .....
- .....

**15. Further comments**

Should there be other – positive or negative – aspects to your evaluation of your participation in the exchange project which have not been considered here so far, please let us know:

.....

.....

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.....

**Thank you very much for filling in the questionnaire and supporting the evaluation of TEAMING UP!**

# European project “TEAMING UP!”

## Questionnaire for representatives of NGOs and local or regional authorities

*Please provide the information requested below or tick the relevant answer. Should there not be sufficient place for your answers, feel free to use an additional sheet of paper. We herewith ensure that the evaluation will comply with data protection acts both at European level and in Germany, where the evaluator is based.*

### 1. Information on the institution

Contact person: ..... for the following

☐ NGO: .....

☐ Town / district: .....

Postal address.: .....

Telephone: ..... E-mail: .....

Exchange with: ..... (town / district, country)

### 2. Involvement in the preparation of the exchange

In which parts of the preparatory work for exchange of older volunteers were you involved?

☐ Setting up the local teams of volunteers

☐ Organising the voluntary work activities of the foreign team

☐ Organising leisure activities

☐ Organising accommodation and provision of meals

☐ Communication with the foreign partners

☐ Organising public relation

☐ Other – please describe: .....

.....

### 3. Length of stay

How many weeks did the guest volunteers stay at your location? ..... weeks

In retrospect ...

☐ This was too short, ..... weeks would have been better.

☐ This was too long, ..... weeks would have been better.

☐ This was just right.

**4. Knowledge of languages**

Did the foreign volunteers have to speak a foreign language during the exchange?

- ☐ No *(please continue with question 5)*  
☐ Yes

Did you think they had sufficient language skills?

- ☐ Yes  
☐ No, resulting in the following problems: .....  
 .....

**5. Activities of the foreign volunteers**

What kind of activities did the foreign volunteers carry out during their exchange?

.....  
 .....

Did these activities and their results fulfil your expectations?

- ☐ Yes  
☐ No, because: .....  
 .....  
 .....  
 .....

**6. Framework conditions of the exchange**

Were the financial conditions of the Teaming Up project appropriate?

- ☐ Yes  
☐ No, the financial conditions were not appropriate because: .....  
 .....  
 .....

Were the work and time which you invested in the project worth its results?

- ☐ Yes, because: .....  
 .....  
 .....  
☐ No, because: .....  
 .....  
 .....



**7. Benefits of the exchange**

To which extent has the exchange, from your point of view, contributed to a new or better relation between your town or district and the exchange location?

.....

.....

.....

.....

.....

**8. Idea of an exchange programme for older volunteers to promote trans-national relations**

In the light of the experience you have gained, how effective is the idea of an exchange of older volunteers to promote the trans-national relations between towns, districts or NGOs?

- ☐ I still regard it as a very good idea.
- ☐ I am less convinced about the idea than I was before.
- ☐ I am not keen on the idea any more.

**9. Participation in follow-up activities**

Would you participate in potential follow up activities resulting from this project?

- ☐ Yes, without reservation
- ☐ Yes, but with the following reservations: .....
- .....
- .....
- ☐ No, because: .....
- .....
- .....

**10. Further comments**

Should there be other – positive or negative – aspects to your evaluation of your participation in the exchange project which have not been considered here so far, please let us know:

.....

.....

.....

.....

**Thank you very much for filling in the questionnaire and supporting the evaluation of TEAMING UP!**

# European project “TEAMING UP!”

## Questionnaire for coordinators

Name:

### 1. Assessment of the preparation of the exchange

How easy or difficult were the following tasks to fulfil in general?

	very difficult	not too difficult	quite easy
Setting up the local teams of volunteers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involving NGO representatives in the project	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involving representatives of local / regional authorities in the project	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organising the voluntary work activities of the foreign team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organising leisure activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organising accommodation and provision of meals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication with the foreign partners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organising public relation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other – please describe:			

If you mentioned one or more issues to have been “very difficult”, please specify:

### 2. Length of stay

How many weeks did the guest volunteers stay at your location? weeks

In retrospect ...

- ☐ This was too short, weeks would have been better.
- ☐ This was too long, weeks would have been better.
- ☐ This was just right.

### 3. Knowledge of languages

Did the foreign volunteers have to speak a foreign language during the exchange?

- ☐ No (*please continue with question 4*)
- ☐ Yes

Did you think they had sufficient language skills?

- ☐ Yes
- ☐ No, resulting in the following problems:

**4. Assessment of the realisation of the exchange**

How well or bad did the following issues work?

	very well	not too bad	rather bad
Voluntary work activities of the volunteers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leisure activities of volunteers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing a contact in case of problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self-organisation of the foreign team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact of foreign volunteers with representatives of local / regional authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involvement of foreign volunteers in public relations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other – please describe:			

If you mentioned one or more issues to have worked “rather bad”, please specify:

**5. Framework conditions of the exchange**

Were the financial conditions of the Teaming Up project appropriate?

- ☐ Yes
- ☐ No, the financial conditions were not appropriate because:

Were the management and coordination activities at European level appropriate to facilitate the work at national, regional and local level?

- ☐ Yes
- ☐ No, the management and coordination activities were not appropriate because:

Were the evaluation activities appropriate and easy to implement?

- ☐ Yes
- ☐ No, the evaluation activities were not appropriate because:

Were the work and time which you invested in the project worth its results?

- ☐ Yes, because:
- ☐ No, because:

**6. Benefits of the exchange**

To which extent has the exchange, from your point of view, contributed to a new or better relation between the towns or districts within your coordination area?

**7. Idea of an exchange programme for older volunteers to promote trans-national relations**

In the light of the experience you have gained, how effective is the idea of an exchange of older volunteers to promote the trans-national relations between towns, districts or NGOs?

- ☐ I still regard it as a very good idea.
- ☐ I am less convinced about the idea than I was before.
- ☐ I am not keen on the idea any more.

**8. Follow-up activities**

Would you stimulate or participate in follow up activities resulting from this project?

- ☐ Yes, without reservation.
- ☐ Yes, but with the following reservations:
- ☐ No, because:

**9. Further comments**

Should there be other – positive or negative – aspects to your evaluation of your participation in the exchange project which have not been considered here so far, please let us know:

**SPECIAL THANKS TO THE COORDINATORS FOR FILLING IN THIS FORM AS WELL!**

**Teaming Up: Assessment of results for**

(region or country)

Date of evaluation meeting:

Reporter:

**1. List of participants: name and function (volunteer, NGO or municipality representative)**

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.
- 11.
- 12.
- 13.
- 14.
- 15.
- 16.
- 17.
- 18.
- 19.
- 20.

(Please add participants, if necessary)

- 2. What are the most important gains and advantages of the exchange from the perspective of volunteers?**
- 3. What are the most important gains and advantages of the exchange from the perspective of NGO representatives?**
- 4. What are the most important gains and advantages of the exchange from the perspective of representatives of municipalities and regions?**
- 5. What kind of intercultural learning processes could be observed?**

6. Which parts of the proceedings should be improved to facilitate future exchanges of volunteers' teams?
7. Should future exchanges of older volunteers between the municipalities or regions be put on a regular basis?

Number of positive responses:

Number of negative responses:

8. If more positive responses: What could be done to put an exchange of older volunteers on a regular basis?
9. If more positive responses: What will be done to put an exchange of older volunteers on a regular basis?
10. Will the teams of volunteers continue their collaboration? If yes, in which way?
11. Other relevant messages for the evaluation:

**Dr. Elisabeth Hechl**

**The importance of a sustainable establishment of European exchange opportunities for older volunteers**

**Venice, 22 October 2005**

I am greatly honoured and pleased to be able to pass on to you the best wishes of the Austrian Federal Ministry for Social Security, Generations and Consumer Protection, and in particular the Competence Centre for Senior Citizens Policy.

Education, social security, medical progress and a functioning health care system for everybody: these are the great achievements of our times and they enable ever more people to grow old in good health and economic security.

Current demographic changes are an opportunity as much as a challenge that needs to be addressed by politics, society, science and the economy.

Perceiving demographic change as an enrichment, recognising and fostering the strengths offered by older people, securing social welfare achievements and the health care system and making life-long learning a matter-of-fact pursuit: these are the challenges for the decades to come.

In a working and living environment that is subject to constant change driven by new insights and novel technologies, the ability to acquire, evaluate and apply new knowledge on an ongoing basis is turning into a key factor for the opportunities open to older people to participate in the social, political, economic and cultural life.

The more such opportunities for participation in society and affluence depend on people's access to knowledge and the educational offer, the more important will it be to ensure access for older people to life-long learning.

The knowledge society is a fact of life and calls for some general rethinking in terms of the educational offer and educational behaviour.

Life-long learning comprises learning for personal, social and occupational reasons. It may be pursued in a range of different environments, within or outside formal educational systems. Promoting life-long learning means investing more in humans and their knowledge, supporting the acquisition of basic qualifications and smoothing the path for innovative and more flexible forms of learning – always considering gender-specific differences and the resulting differences in needs.

In view of the demographic development, the growing number of older people and the need for a sensible use to be put to the third life phase, life-long learning and voluntary work will become increasingly important to secure and enable active participation in society.

Voluntary commitment on the part of citizens will be an ever more important factor for the work undertaken by organisations in social, cultural, health care and environmental fields – and will indeed become indispensable for the community.

In this connection it should be seen as a great opportunity when older people in particular, after their occupational and family life phases, give more of their time to

volunteering their occupational know-how and their life-long experience for the benefit of others.

Volunteering is the concrete expression of the important good of solidarity, the vitality of which is decisive for the social cohesion of our society.

Society needs the voluntary commitment of its citizens, whether by individuals or within an organised structure.

A key concern thus is to ensure that voluntary service enjoys all the appreciation it is due and to support the organisations involved by a number of measures.

The projects carried out since 2001 in exchange programmes for older volunteers have always been perceived as a great opportunity and as an expression of the appreciation due to voluntary work. These projects combine motivations and skills of older people with the need of non-profit organisations, thus strengthening the motivation in volunteers, contributing to an exchange of know-how, improving our knowledge of volunteer organisations and the situation of volunteers in other countries and helping in networking between organisations.

The great success achieved by the exchange programmes is evidenced from the fact that they have been enthusiastically received from the very start and that (almost) all organisations and volunteers stressed that they wished to continue with the programme and showed their interest in institutionalising a European exchange programme.

Furthermore, there were effects produced by the exchange of older volunteers which were neither foreseen nor expected at the start: in contrast to young people, older volunteers prefer relatively short stays of two to four weeks, but their exchange has a sustained impact: ties once established will be carefully nursed and help to network the organisations at a European level. Thus, one result of our 2001 exchange project was that a French organisation set up a branch office in Luxembourg, with older volunteers preparing the ground and enjoying the support of local institutions.

A European exchange programme for older volunteers offers a foundation to implement a social Europe “from the bottom up” – with people and organisations that give their commitment to social concerns.

When it comes to voluntary work, the state should always remember: it need not do everything, but it must send the proper signals and offer the requisite support.

By supporting exchange programmes for older volunteers, it should be made clear that life-long learning and investment into further education is necessary and desirable in all sectors and all phases of life.

With this, new options are opened in volunteerism, and another step is taken in realising cross-border co-operation in a common Europe.

This is of particular importance when seen from a European perspective: there are more elderly people in Europe than ever before, and the trend is set to continue.



Getting older people (and their experiences which naturally differ from those of the young) to actively involve themselves in the project of the European Union, offering them an opportunity to see other European countries, make friends and exchange experiences – this is a key contribution to making united Europe come alive, regardless of the age of participants. In view of the excellent experience obtained from the various projects carried out since the European exchange programme for older volunteers in 2001, together with the other follow-up projects Mobility 55+, Still Active and Teaming Up, the European Commission and national governments should look into the conditions required to set up such an exchange programme on a long-term basis.

From the **Austrian point of view**, it would be desirable to develop the various pilot projects into a separate exchange programme for older volunteers – along the lines of the European voluntary service for young people, but with due regard to the different situations and needs of older people.

With this, the development work carried out in recent years would be continued and the activities put on a sustainable foundation.

This has come to be of great importance since the experience gained and the materials and ideas developed with considerable expert knowledge provide the essential foundation for future developments.

Furthermore, the participating NGOs would have an opportunity for more long-term planning which would enable them to add an exchange of volunteers as a fixed part of their own programme and in this way become a reliable partner for the future.

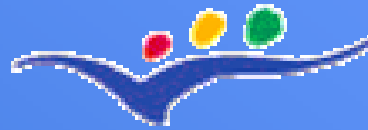
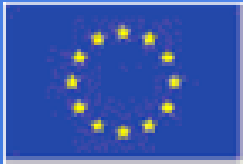
And thirdly, this would establish a constant offer for older volunteers.

Finally I wish to point out that the exchange programmes for older volunteers have actually made it possible to implement life-long learning during the retirement phase in and for a united Europe.

Austria has from the very start supported the exchange programmes for older volunteers and it strives to continue its support in both content and finances for the coming years.

I hope that the programme will obtain the requisite financial support from the European Commission also in the years to come, in order to continue on the road on which it has already progressed so far.

Let me wish us all that we will be able to put the project on a sustainable foundation.



Education and Culture

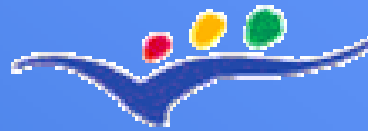
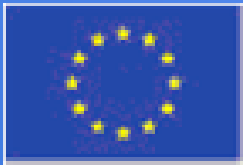
# Socrates

## EUROPEAN CONFERENCE

**Teaming Up – an exchange  
programme for older  
volunteers**

*Venice (IT), 21-23 October 2005*

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Education and Culture

# Socrates

**Grundtvig – promoting future  
prospects for adult learner mobility  
and volunteering in Europe**

***Alan Smith***

*DG Education & Culture, European Commission  
Deputy Head of Unit B3 – Comenius-Grundtvig*

- *Lifelong learning: what are the main EU educational policy and programme initiatives?*
- *Grundtvig : what is it, and what has it achieved so far?*
- *Towards the future: What lies ahead for Grundtvig post-2006?*
- *How to promote adult learner mobility and volunteering in the future Grundtvig programme?*

- Amsterdam Treaty (1997) and « Lisbon » (2000)
- Memorandum on Lifelong Learning (2000)
- Communication « Making a European Area of Lifelong Learning a Reality » (2001)
- Resolution of the Council (2002)
- LLL in the Joint Employment Strategy
- Education and training as a dimension of other policy fields
- Work programme on common objectives
- Underpinned by indicators and benchmarking

# EU Policy response to the challenge of LLL: « Education & Training 2010 »

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## *Phase I – Working groups involving all Member States*

- A – Teacher and trainer education
- B – Basic skills, language teaching, entrepreneurship
- C – ICT in education and training
- D – Increasing participation in maths and science
- E – Resources: investing in education and training
- F – Mobility and European cooperation
- G – Open learning environment, active citizenship, social inclusion
- H – Making learning attractive, strengthening links with working life and society

## *Phase II – Thematic clustering, including adult learning, on an opting in basis*

# Lifelong learning : key issues emerging from EU debate

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- Putting the learner at the centre: Valuing learning
- Information, guidance and counselling
- Bringing together learners and learning opportunities
- Still a need for focus on basic skills
- Innovative pedagogy
- Investing time and money in learning

# EU Programme response to challenge of LLL

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- Socrates
- Leonardo da Vinci
- Youth
- Ad hoc initiatives
  - E-Learning
  - European Years (against racism 1996; lifelong learning 1997; languages 2001; education through sport 2004; inter-cultural dialogue 2008?)
  - R3L (2002-2004)



- European cooperation projects (Grundtvig 1)
  - Learning partnerships (Grundtvig 2)
  - Mobility for further training of adult education staff (Grundtvig 3)
  - Networks (Grundtvig 4)
- 
- *2005: 30mio €, 400 LPs, 71 projects, 10 networks, around 2500 participating organisations Europe-wide*

# Grundtvig 2000-2004

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- 300 Grundtvig 1-Projects with 2000 partners
- 843 G2 Learning partnerships with 4000 partners
- 3168 training grants under Grundtvig 3
- Grants to 19 Grundtvig 4-Networks
- Preparatory visits and thematic seminars
- Many conferences etc. under the Accompanying measures
- Smoothly functioning network of National Agencies

## *External evaluation 2003-2004*



- Increasing quality through sharing of experience
- Beginnings of impact at system / policy level
- Enhancing training of adult educators
- Assisting in EU enlargement
- European dimension of adult education organisations
- European networks of adult educators

# Grundtvig: looking forward...



- Executive Agency for the centralised actions from 2005
- Towards new programme generation 2007-2013:

*enhanced importance for adult education: « Grundtvig »  
a full sectoral programme for general adult education  
alongside those for schools, higher education and  
vocational training*

# History: adult education in the EU education programmes

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*Increasing importance,  
reflecting the growing emphasis on LLL throughout Europe:*

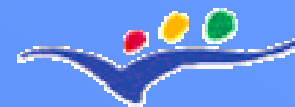
- Pre-1995: Non-existent
- 1995-1999: Sub-Action within Chapter 3 of Socrates I  
(<3% of total Socrates budget)
- 2000-2006: Full Action within Socrates II  
(>7% of total Socrates budget)
- 2007-2013: Full Sectoral programme within Integrated Programme for Lifelong Learning  
(>3% of total Integrated Programme budget = ?)

## *Adult education in Europe:*

*between the rhetoric and hype of LLL policy discourse ...  
... and the reality of budgetary curtailment and penury*

- Need to redefine / re-position
- Relationship between general and vocational
- Move to a more learner-centred approach
- Need for innovative pedagogy
- Need to enhance the professional profile of adult educators
- Need for private investment in adult education
- Yet need to retain strong sense of public commitment
- Need for greater cooperation between all 'players'

# The new generation of education and training programmes



Education and Culture

## The Commission Proposal Integrated programme for LLL – structure

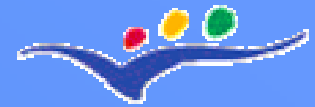
Integrated Programme			
<b>Comenius</b> School education	<b>Erasmus</b> Higher education & advanced training	<b>Leonardo da Vinci</b> Initial and continuing VET	<b>Grundtvig</b> Adult education
<b>Transversal programme</b> 4 key activities – Policy development; Language learning; ICT; Dissemination			
<b>Jean Monnet programme</b> 3 key activities – Jean Monnet Action; European Institutions; European Associations			

# Grundtvig: Objectives

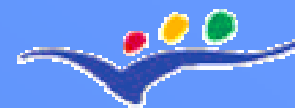
- General: to promote in the sector of adult education, within the overall integrated programme:
  - Quality, innovation & the European dimension
  - Accessibility and attractiveness of learning
  - Personal fulfilment, social cohesion, active citizenship, gender equality, particip.of learners with special needs
  - Creativity & employability
  - Increasing learning participation at all ages
  - Language learning & linguistic diversity
  - European citizenship, intercultural tolerance
  - Quality assurance
  - Dissemination & exchange of good practice



- Specific overall objectives of Grundtvig:
  - Respond to educational challenge of ageing population
  - Alternative pathways to knowledge and competence
  
- Operational objectives of Grundtvig:
  - Increase mobility of staff and learners (2013: 25,000)
  - Increase volume and quality of European cooperation between adult education organisations
  - Facilitate development and transfer of innovation
  - Promote alternative learning access routes for socially disadvantaged and reluctant learners
  - Improve pedagogical approaches and management



- Diversity of the field (nationally, internationally)
- Weak institutional infrastructure
- Precarious employment profile
- Personal
- Lack of tradition of European cooperation
- Inadequate funding



- Mobility
- Partnerships
- Projects
- Networks
- Accompanying measures

- Mobility (decentralised)
  - Adult education staff
    - Participation in further training courses
    - Study visits and job-shadowing
    - *Teaching visits*
    - *European assistantships in adult education ?*
  - *Adult learners*
    - *European study circles ?*
      - *residential seminars*
      - *focusing on topics of common interest*
      - *priority: European themes &/or disadvantaged*
    - *European adult volunteers scheme ?*

❖ Individual ? Via Learning partnerships?

- Grundtvig Learning Partnerships (decentralised)
  - Basic activities
  - Exchanges
    - Staff visits and exchanges
    - Learner visits and exchanges
  - *European events*

- Multilateral Cooperation Projects (centralised)
  - Cooperation projects (existing Grundtvig 1)
    - Smaller scale
    - Adaptation, transfer, dissemination, sharing experience and good practice
    - Bottom-up
    - Larger numbers
  - *Innovation projects (new)*
    - *Larger-scale (systemic impact)*
    - *Europe-wide*
    - *Top-down*
    - *Limited in number*

- Networks (centralised)
  - All participating countries
  - Forum, needs analysis
  - Dissemination, 'clustering'
  
- Accompanying measures (centralised)
  - Varying in scale, mostly small
  - Activities ineligible under main action lines
  - Mostly one-off and annual
  - Conferences and seminars, prizes and awards, publications, small-scale surveys, awareness-raising campaigns etc.

# Demographic trends: Europe is getting older

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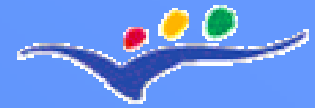
- Quantitative impact
- More older people: not just a problem but an opportunity and an exciting social challenge
- An issue for social policy, economic and labour market policy, health policy... and educational policy
- EU response in several policy sectors, notably employment and education



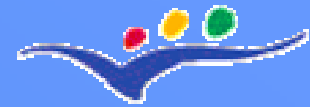
# Possible Grundtvig topics (older learners)

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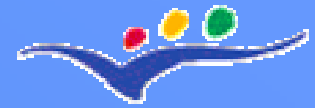
- Basic skills
- Strategies for stimulating participation
- New teaching approaches
- New roles for older people as mentors / Older people as an educational resource
- Qualification-oriented courses
- Reminiscence, autobiography, life review
- Funding issues / equal opportunities for older learners
- Learning environment



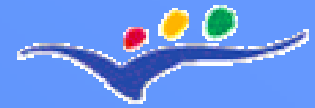
- Cultural and social empowerment
- Mobility and volunteering
- Creative writing
- Older learners in rural areas
- Language-learning
- Family learning
- OP as mentors in local communities



- Access
- Assessment methods
- Memory retention
- Inter-generational learning
- ICT
- Learning in homes and hospitals
- Different attitudes to LiLL in Europe / in other parts of world



- Advocacy training for older citizens
- Volunteering
- Arts and crafts
- Teaching delivery
- Sports and physical activity
- Health
- Walking and talking
- Local government, local democracy



- Encouraging stronger participation of older men in lifelong learning
- Financial literacy
- Environment
- Cultural organisations
- LLL function of higher education institutions
- Intercultural learning, ethnic minorities
- TV and the media
- Housebound learning

# Grundtvig & older learners

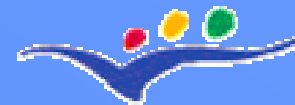
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- Availability of Compendium of projects via Grundtvig Europa website:
  - G1 projects
  - G2 learning partnerships
  - G4 network

# Learner Mobility: key questions for discussion at the conference

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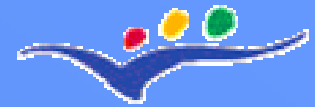
Education and Culture

1. *Should we promote more mobility and exchanges for individual adults, or should we continue to concentrate more on the adult education providers?*
2. *Older learners are a focal point for the future programme. What sorts of mobility activities could we envisage for this group?*
3. *Grundtvig tries to focus on disadvantaged groups in society. How can this be achieved in a mobility action for adult learners?*



4. *Would a European adult volunteers scheme 'fit' in Grundtvig? If so, should it be limited to 'education' and how?*
5. *Should it be reserved for older learners, or rather be open to all adults of any age?*
6. *Is there a minimum "critical mass" in terms of the numbers of volunteers per year who would need to be mobile to make the scheme worthwhile?*
7. *How should such a scheme be organised? What sending organisation / host organisation arrangements need to be made?*
8. *How long should the volunteering period be? Minimum / maximum?*



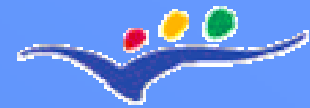


9. *How should the funds be channelled? Via host organisation?*
10. *What quality assurance guarantees need to be built into the system, and who should provide them?*
11. *What other issues need to be taken into account?*
12. *What other organisations should the Commission consult before launching a scheme for volunteers?*

# Other forms of adult learner mobility



- *What do you think about the other ideas for adult learner mobility which are being discussed:*
  - *European study circles (residential seminars focusing on topics of common interest) ?*
  - *Individual grants for language learning ?*
- *Are there any other ideas for adult learner mobility which you would like to suggest?*



Education and Culture

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- alan.smith@cec.eu.int
- [http://europa.eu.int/comm/dgs/education\\_culture/index\\_en.htm](http://europa.eu.int/comm/dgs/education_culture/index_en.htm)

## CALL FOR PROPOSALS – DG EAC n° 25/05

### ‘PROMOTION OF ACTIVE EUROPEAN CITIZENSHIP’ SUPPORT TO TOWN TWINNING ACTIONS CITIZENS’ MEETINGS 2006

#### 1. INTRODUCTION

This call for proposals is based on the Council decision establishing a **Community action programme to promote active European citizenship (civic participation)** (Council decision of 26 January 2004, published in the Official Journal L 30 from 04-02-2004). It concerns **actions to promote town-twinning** (part 3b of the programme), particularly meetings between citizens of twinned towns. A separate call for proposals has been published concerning conferences, training seminars and information campaigns.

#### 2. OBJECTIVES

The action programme seeks to strengthen the dialogue between the European Union and its citizens with a view to encouraging the emergence of an active and participatory European citizenship.

The objective of this call for proposals is to support **citizens’ meetings in the framework of town-twinning**, which:

- raise people’s **awareness of the European Union** and reinforce **commitment to European integration**
- bring the citizens of the European Union closer together and increase their **sense of joint belonging** in Europe
- enable the citizens to **participate actively** in a dialogue on the construction and future of the European Union
- **create new and strengthen existing links** and networks between municipalities in the European Union and in other countries participating in the programme.

The citizens’ meetings should include the following three aspects:

##### 1) Commitment to European integration

The citizens’ meetings should reinforce the participants’ commitment to European integration. This may be achieved through:

- discussing the basic idea of the European Union, its values, and its importance for Europe
- learning about and discussing the rights and duties of EU citizens

- sharing experience of concrete benefits of European integration at the local or individual level (impact of EU policies and EU funding, experiences of mobility, etc.)
- demonstrating solidarity and a feeling of belonging together among the people of twinned towns, as an example of belonging together in Europe as a whole.

## **2) Friendships in Europe**

The meetings should foster mutual understanding and friendship between people from the twinned towns. To this end the meetings should provide an opportunity for the participants:

- to get to know people from their twinned towns and to develop personal friendships with them
- to become familiar with the day to day life of people in the twinned towns (family life, working life, schools, local institutions and services, etc.)
- to experience and share together the cultural diversity and common cultural heritage in Europe

## **3) Active participation**

Citizens' meetings should be an experiment on active civic participation. Therefore the meetings should be based on large local participation and on active involvement of the participants in all activities. This can be achieved through:

- involving local community in the planning and implementation of the project (local associations, schools, volunteers, host families etc.)
- giving participants an active role (displays, workshops, joint cultural performances, etc)
- assuring joint working of groups from different towns

# **3. TIMETABLE**

## **3.1 Submission of applications and selection**

This call covers the period running from 15 March 2006 until 31 December 2006. It is divided into four phases. The deadlines for submission of grant applications are as follows:

First phase: until 15 November 2005 for actions beginning between 15 March and 31 May 2006;

Second phase: until 1 February 2006 for actions beginning between 1 June and 31 July 2006;

Third phase: until 3 April 2006 for actions beginning between 1 August and 30 September 2006;

Fourth phase: until 1 June 2006 for actions beginning between 1 October and 31 December 2006;

Applicants will be informed in writing about the receipt of their application.

Only applications that fulfil the eligibility criteria will be considered for a grant. If an application is deemed ineligible, a letter indicating the reasons will be sent to the applicant.

No information will be released until the Commission's decision on project selection has been taken.

The lists of selected projects will be published on the following website: [http://europa.eu.int/comm/towntwinning/projects/projects\\_en.html](http://europa.eu.int/comm/towntwinning/projects/projects_en.html). The publication is scheduled as follows:

First phase: on 15 February 2006 at the latest

Second phase: on 1 May 2006 at the latest

Third phase: on 1 July 2006 at the latest

Fourth phase: on 1 September 2006 at the latest

Selected proposals will be subjected to a financial analysis, in connection with which the Commission may ask the persons responsible for the proposed actions to provide additional information.

All unsuccessful applicants will be informed in writing.

### **3.2 Duration of the projects**

The maximum accepted duration of the meeting is **21 days**. This maximum will be applied by the Commission in grant calculation for meetings scheduled to run for a longer period.

If after submission of applications it becomes impossible for the beneficiary, for fully justified reasons beyond his control, to implement the project during the scheduled period, a change of the dates may be granted only within the calendar year 2006. Such a change cannot, however, lead to an increase in the grant amount.

## **4. BUDGET AVAILABLE AND CALCULATION OF GRANTS**

The total budget earmarked for the co-financing of projects *is estimated at* € 7,5 million.

The European Commission reserves the right not to distribute all the funds available.

The grants for meetings of citizens are targeted to co-finance the organisational costs of the host town (accommodation, meals, local transports, meeting rooms etc.) and the travel expenses of the invited delegations. The grants are calculated based on flat rates and are not directly linked to any specific costs, which therefore do not have to be accounted for or justified. The grant calculation will be made as follows:

- The grant for organisational costs is calculated by multiplying the number of participants from the invited municipalities by the number of days of the meeting and by a **daily rate** of the country, in which the meeting takes place. The daily rates for different countries are attached to the application form.<sup>1</sup>
- The grant for travel expenses is calculated for each invited delegation by multiplying the number of participants by the number of kilometres travelled (round trip distance travelled for return journey) and by a flat rate 0,025 €/km/ participant.

**The maximum grant is € 20 000 per project.** If the calculation based on the flat rates indicates a total amount over € 20 000, the Commission will apply this ceiling to the grant.

**The minimum grant is € 2 000 per project.** If the calculation based on the flat rates indicates a total amount of less than € 2 000, no grant will be awarded.

## 5. ELIGIBILITY CRITERIA

Applications which comply with the following eligibility criteria will be subject to further assessment.

### 5.1 Eligible applicants

The applicant must be **the municipality, in which the meeting takes place** or its twinning association/twinning committee with a legal status (legal personality).

### 5.2 Eligible countries

- The 25 Member States of the European Union (Austria, Belgium, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, the Slovak Republic, Slovenia, Spain, Sweden, United Kingdom);
- Bulgaria and Romania<sup>2</sup>

***NB: Only expenses in relation to the participants from eligible countries may be taken into account in the grant calculation.***

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<sup>1</sup> The weightings applied to the daily rate in different countries are calculated by the Statistical Office of the European Union (EUROSTAT) and reflect the cost of living for each country.

<sup>2</sup> Furthermore an EEA/EFTA country or a candidate country Turkey will be eligible if, by the deadline for submission of grant applications, an agreement on participation in the programme has been concluded between the Country in concern and the Commission.

### 5.3 Eligible actions

Citizens' meetings must:

- be organised in the framework of already existing or prospective (officially in preparation and to be concluded within 2 years) town twinning arrangements between towns and municipalities in the eligible countries. Each municipality involved must be twinned (or have a twinning officially in preparation) with at least one other participating municipality;
- involve municipalities from at least two eligible countries, from which at least one is an EU Member State;
- involve the following minimum number of participants:
  - in **bilateral meetings**: at least **ten participants** from the invited municipality
  - in **multilateral meetings** (more than two municipalities involved): at least **five participants** from each invited municipality.

The following are not eligible:

- invited groups, in which more than a half of the participants are elected local government representatives or municipal officials.

### 5.4 Eligible proposals

Only proposals submitted using the **official application form for Town Twinning citizens' meetings 2006 including the grant calculation sheet**, completed in full, signed (original signatures required) and submitted **within the deadlines stated under point 3.** of this call, will be considered.

Applications must contain:

- an **official covering letter** from the applicant introducing the application;
- a **proof of town twinning**: an official document from the municipal administration stating the existence or preparation of the twinning arrangement;
- a detailed day to day **programme** of the meeting (if possible the programme should be presented in English, French or German language)
- the **financial identification form** (bank details), signed by the applicant and certified by the bank;
- the **legal entities form**<sup>3</sup>, duly completed and signed. For twinning committees/associations the legal entity form must be accompanied by an

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<sup>3</sup> To download the financial identification and legal entities form please go to:  
[http://europa.eu.int/comm/towntwinning/call/meet\\_en.html](http://europa.eu.int/comm/towntwinning/call/meet_en.html)



official document attesting to the establishment of the twinning committee/association.

The application form and supporting documents must be **signed and dated by the person empowered to enter into a legal commitment on behalf of the applicant.**

All the conditions set out in section 11. of this call for proposals must be complied with.

## **6. EXCLUSION CRITERIA**

Applicants must state that they are not in any of the situations described in Articles 93 and 94 of the Financial Regulation applicable to the general budget of the European Communities (Council Regulation (EC, Euratom) No 1605/2002) and set out below.

Applicants will be excluded from participating in the call for proposals if they are in any of the following situations:

- a) they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- b) they have been convicted of an offence concerning their professional conduct by a judgment which has the force of *res judicata*;
- c) they have been guilty of grave professional misconduct proven by any means which the contracting authority can justify;
- d) they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed;
- e) they have been the subject of a judgment which has the force of *res judicata* for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests;
- f) following another procurement procedure or grant award procedure financed by the Community budget, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

Applicants will not be granted financial assistance if, on the date of the grant award procedure, they:

- (a) are subject to a conflict of interests;
- (b) are guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the grant award procedure, or fail to supply this information.

In accordance with Articles from 93 to 96 of the Financial Regulation, administrative and financial penalties may be imposed on applicants who are guilty of

misrepresentation or are found to have seriously failed to meet their contractual obligations under a previous contract award procedure.

To comply with these provisions, applicants must sign a declaration on their honour certifying that they are not in any of the situations referred to in Articles 93 and 94 of the Financial Regulation.

## **7. SELECTION CRITERIA**

Candidates must declare that they have the capacity to carry out the project successfully. The declaration is incorporated in the application form.

## **8. EVALUATION AND AWARD CRITERIA**

The award of grants shall be subject to the principles of transparency and equal treatment.

The project selection procedure takes place in three stages:

### **8.1 Eligibility Check**

Project applications will be checked to ensure that they fully comply with the common and specific eligibility and funding criteria. The exclusion criteria as specified in point 6. will be applied.

### **8.2 Evaluation**

The Commission will establish a Committee, which will evaluate the eligible applications. This Committee is composed of members from different Commission services and can be assisted by independent external experts. The eligible projects will be evaluated against the following criteria:

- **The overall quality of the projects** defined by:
  - a) the European content** of the programme, particularly in terms of:
    - providing knowledge about the European Union and about the life style of its citizens
    - increasing commitment to European integration
  - b) active participation** demonstrated by:
    - **involvement of local community** in the project (local associations, voluntary groups, host families etc.) during its preparation, implementation and possible follow up
    - **active role of participants** in the activities

- **joint working** of groups from different towns

**c) the relevance of the proposed activities** to the main **objectives** of the project and to the **target group**

**d) the visibility of the project and its planned follow-up** (publicity, concrete follow-up in participating municipalities, measures to raise awareness about the project and its results at different political levels);

- **Special attention will be given to:**

a) meetings concerning the preparation or conclusion of **new twinning** arrangements

b) meetings fulfilling **at least two** of the following criteria:

- involving **more than two municipalities**
- involving municipalities from the **new Member States** (countries which joined the Union 1<sup>st</sup> May 2004),
- actively involving **young people**,
- involving **disadvantaged groups**,
- respecting a **gender balance**.

### **8.3 Selection**

Grants will be awarded taking into account the criteria identified above and available financial resources.

In addition the Commission reserves the right to ensure a balanced geographical distribution.

## **9. FINANCIAL CONDITIONS**

Acceptance of an application by the Commission does not constitute an undertaking to award a financial contribution equal to the amount requested by the beneficiary. The allocated amount is calculated using the fixed rates as indicated in chapter 4. The awarding of a grant does not establish an entitlement for subsequent years.

Community grants are incentives to carry out projects which would not be feasible without the Commission's financial support, and are based on the principle of co-financing. They complement the applicant's own financial contribution and/or national, regional or private assistance that has been obtained elsewhere.

## **9.1 Payment procedures**

In the event of definitive approval of the application by the Commission, a financial agreement, drawn up in euro and detailing the conditions and level of funding, will be entered into between the Commission and the beneficiary. This agreement must be signed and returned to the Commission immediately. The Commission will sign it last.

No pre-financing will be paid.

The grant will be paid to the beneficiary (hosting town) after submission to, and acceptance by the Commission of a payment request together with a report from the meeting and a list of participants signed by them and certified by the beneficiary.

The final grant will be calculated based on the actual duration of the meeting and the actual number of participants from the invited municipalities applying the fixed rates and the following principles:

- The maximum duration of the meeting and the maximum number of the participants from the invited municipalities to be taken into account in the final calculation are those indicated in the grant agreement.
- Should the actual duration of the meeting be less than the duration indicated in the grant agreement and/or the actual number of participants from the invited municipalities fewer than the number indicated in the grant agreement, the grant will be reduced accordingly.
- If the final grant calculation amounts to less than € 1000, no payment will be made.

## **9.2 Audit**

Selected projects may be subject to audits. The responsible person in the organisation will undertake, with his or her signature, to provide proof that the grant has been used correctly. The Commission and the Court of Auditors of the European Communities may check the use made of the grant, at any time during the term of the agreement and during a period of five years following expiry of the agreement.

## **9.3 Double financing**

Subsidised projects may not benefit from any other Community funding for the same activity.

## **9.4 Legal entity**

The Commission can propose an agreement only on the basis of acceptance of documents which make it possible to define the beneficiary's legal personality. The beneficiary must provide the following documents:

All applicants must enclose:

- a bank details form, duly completed and signed,
- a legal entity form, duly completed and signed.

Municipalities must enclose:

- an official letter with letter head of the municipality.

Twinning associations/twinning committees must enclose:

- a copy of an official document attesting to the establishment of the entity.

## **9.5 Information on real costs**

The Commission will select a representative sample of projects, from which it will collect information concerning the real costs incurred. This information will be treated in order to establish the level of the flat rates in the future.

## **10. PUBLICITY**

All grants awarded in the course of a financial year must be published on the Internet site of the Community institutions during the first half of the year following the closure of the budget year in which they were awarded. The information may also be published using any other appropriate medium, including the Official Journal of the European Union.

With the agreement of the beneficiary (taking account of whether information is of such a nature as to jeopardise its security or prejudice its financial interests), the Commission will publish the following information:

- name and address of the beneficiary,
- subject of the grant,
- amount awarded and rate of funding.

Beneficiaries must clearly acknowledge the European Union's contribution in all publications or in conjunction with activities for which the grant is used.

Furthermore, beneficiaries are required to give prominence to the name and logo of the European Commission on all their publications, posters, programmes and other products realised under the co-financed project. The logo model can be downloaded from the Town Twinning web page.

## **11. PROCEDURE FOR THE SUBMISSION OF PROPOSALS**

### **11.1 Publication**

A concise version of the call for proposals is being published in the Official Journal of the European Communities. The full text of the call for proposals, the grant application forms, the financial identification forms, the legal entities forms and, for information purposes a copy of the standard agreement, can be obtained from the Internet site of the Education and Culture DG at the following address:

[http://europa.eu.int/comm/towntwinning/index\\_en.html](http://europa.eu.int/comm/towntwinning/index_en.html)

### **11.2 Application forms**

Grant applications must be drawn up in one of the official EU languages, using the form specifically designed for this purpose: **2006 Town Twinning grant application form for citizens' meetings**. These forms can be downloaded from the above internet address. Please note that only typed applications will be considered.

### **11.3 Submission of the application**

Only applications submitted on the correct form, duly completed, dated, and signed by will be accepted.

Applications must be:

- typed; hand-written applications will not be accepted;
- duly filled in, dated and signed by the person authorised to enter into legally binding commitments on behalf of the applicant organisation;
- sent in duplicate, with the original copy being identified as such.

Applications should be sent to the following address, for which purposes the relevant date is to be the date of despatch by post, as evidenced by the postmark; or by the registered delivery receipt issued by the Postal Services.

#### **Phase 1:**

**European Commission  
DG Education and Culture  
Unit D4 - Civil Society: Partnerships and Visits  
Town Twinning Applications nr 25/05  
Rue Van Maerlant 2 ; 4/35  
B-1049 Brussels  
Belgium**

**Phase 2- 4:**

**Education, Audiovisual and Culture Executive Agency (EACEA)**

**Unit Citizenship**

**Town Twinning Applications DG EAC n° 25/05**

**Rue Colonel Bourg 135-139**

**B-1140 Brussels**

**Belgium**

(For security reasons applications by hand delivery or by a courier service can only be delivered to the central post service of the European Commission (Rue de Geneve1, B-1140 Evere) with the indication of the appropriate address for the concerned phase, as stated above. In case of hand delivery the submission date is the date of receipt. In case of delivery by a courier service the submission date is the date of receipt by the courier service.)

**Applications submitted by fax or e-mail will not be examined.**

No changes to the dossier can be made after the application has been submitted. However, if there is a need to clarify certain aspects, the Commission may contact the applicant for this purpose.

**Applications submitted after the deadlines as mentioned under point 3. will not be considered.**

## **12. RULES APPLICABLE**

The award of Community grants is governed by the legal basis to the Programme and the Financial Regulations, and must respect the procedures laid down therein:

- The Community Action Programme to Promote Active European Citizenship”, which was adopted on 26 January 2004 by the European Council and published in OJ L 30, 04.2.2004, p.6.
- OJ L 248, 16.9.2002 (Council Regulation (EC, Euratom) No 1605/2002 of 25 June 2002 on the Financial Regulation applicable to the general budget of the European Communities)
- OJ L 357, 31.12.2002 (Commission Regulation (EC, Euratom) No 2342/2002 of 23 December 2002 laying down detailed rules for the implementation of Council Regulation (EC, Euratom) No 1605/2002 on the Financial Regulation applicable to the general budget of the European Communities)

## **13. CONTACT**

**The Commission service responsible for implementing and managing the call for proposals DG EAC n° 25/05 is the unit *Civil Society: Partnerships and Visits of the Education and Culture (EAC) Directorate-General*.**

All relevant information can be obtained from:

European Commission  
Education and Culture Directorate-General  
Unit D4 – Civil Society: Partnership and Visits  
Sector “Town Twinning”  
Rue Van Maerlant, 2 (office 4/35)  
B-1049 Brussels

**Hotline:** +32 2 295 26 85 (Tuesday - Thursday 9.30 - 12.30)

**Fax:** +32 2 296 23 89

[http://europa.eu.int/comm/towntwinning/call/call\\_en.html](http://europa.eu.int/comm/towntwinning/call/call_en.html)

**Annexes available** on the internet at the address indicated above:

<b>Annex I:</b>	<b>Daily rates</b>
<b>Annex II:</b>	<b>Application form 2006, Citizens’ meetings</b>
<b>Annex III:</b>	<b>Financial identification form</b>
<b>Annex IV:</b>	<b>Legal entities form</b>

## **CONTRACTUAL OBLIGATIONS**

### **1. Contractual conditions:**

Community funding will take the form of an EU grant agreement between the Commission and the beneficiary. As a condition for the grant, the Commission requires the beneficiary to sign an agreement on the arrangements for the project, including the financial provisions.

An example of the grant agreement used by the Commission can be accessed from the internet site identified in point 11.1.

Any changes to the planned activities must be submitted to the Commission in writing for prior approval.

Beneficiaries must adhere strictly to the applicable administrative rules and must respect the conditions of the ‘Community action programme to promote active European citizenship’ and the Commission's Financial Regulations.



The Commission cannot be held legally liable for projects that have received financial support. The financial support that it provides does not constitute a claim on the Commission and cannot therefore be transferred to a third party.

## **2. Observance of deadlines**

If projects are postponed an official request must be submitted. It must explain why the delay has come about and indicate the proposed modified time table within the calendar year 2006. Requests will be examined and – if accepted – an amendment to the grant agreement will be sent to the beneficiary for acceptance and signature.

## **3. Report**

On completion of the project the beneficiary must submit an activity report and be prepared to supply the European Commission with any information it may need to enable it to evaluate the project. This report must give a succinct but full description of the results of the project as compared with the initial objectives and must be accompanied by any publications produced under the project.

## **4. General Provisions**

Use of grants awarded to beneficiaries is subject to inspection and financial control by the Commission and/or European Court of Auditors and/or European Anti-Fraud Office (OLAF).

Any concealment by any applicant of all or part of any information which might have an incidence on the Commission's final decision will automatically render the application invalid or, if it is discovered at a later stage, will entitle the Commission to terminate the EU grant agreement and demand the full reimbursement of all sums received by the beneficiary under the EU grant agreement.