



# Volunteering and Learning in Later Life

## A Survey on Senior Skill-based Volunteering in Europe

Findings Report



Education and Culture  
Lifelong learning programme

Grundtvig Learning Partnership

[www.seniores.altervista.org](http://www.seniores.altervista.org)



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## Executive Summary

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The project “**Volunteering as an Opportunity for Learning in Later Life**”, launched by the European Commission, is being carried out by three partner countries: Denmark, France and Italy. Aimed at studying the motivations of senior skill-based volunteers and the ways to promote senior volunteering, its ultimate objective is to produce a training system for learning in later life.

A questionnaire was drawn up to establish who the senior volunteers are, what they can do, why they volunteer, what are the obstacles they face and above all what are the improvements they seek.

A survey conducted between November 2011 and February 2012 in the three partner countries revealed that senior volunteers operate in a wide variety of thematic areas including civil society, education and support to universities, information and communication technologies, technical support to industry, the environment and human rights. They are mainly located in large cities and are involved in local, regional, national or international volunteering.

The motivations are mainly centered on personal satisfaction and generosity, but they also include more demanding stimulations. Importantly, several individuals complain about lack of training for themselves as well as for their fellow volunteers.

From the detailed analysis of the consolidated results, we can highlight the following broad statistical distribution of the senior volunteers surveyed: one third are women, two third are in the 60-70 age bracket, approximately 90% have a high level of education, a very large majority are retired people, almost all live in large cities, and one third spend one to five days per month in volunteering.

An interesting finding is that while more than half of the respondents serve in their home country some 35% serve or wish to serve abroad. Clearly, this has an impact on the need for special training. Another point that underlines the requirement for training is the fact that, while the most popular areas of volunteering are education and children, a notable proportion of individuals serve or wish to serve in technical assistance and/or specialized advising.

Women are more significant in numbers than men in the 50-60 age bracket. They are mostly interested in social assignments and preferably in their home country. Education and children are popular thematic areas for all age groups, but volunteers above 60 are definitely also attracted by the private sector and technical support to industry.

While the motivations of the senior volunteers contacted in the three countries are mainly centered on personal satisfaction and generosity, they show a range of interests and concerns, e.g. transfer of experience, meeting people, and active ageing.

Senior skill based volunteers expect a better understanding from the public sector and politicians, from the private sector and industry and even from their own organizations.

Some also complain of the lack of training they experience for themselves and for fellow volunteers.

Very importantly, the contributors to the initial enquiry in the three countries make a point of expressing their feelings on the obstacles they are meeting in their volunteering activities. At the same time they have made a large number of suggestions to improve volunteering, in quality and quantity, to make it more rewarding.

Among the impediments they perceive are personal lack of time, insufficient personal skills, lack of training particularly in information and communication technologies and foreign languages, inadequate project management, unfair competition towards public and private employees, and the lack of recognition and support by civil society and politicians.

It is encouraging to note the variety of suggestions for improvement. Top of the list seems to be a call for better leadership and improved efficiency, team work and continuity. Furthermore, a large number of individuals demand action on the part of politicians: they wish to convince politicians that senior volunteers can do more for identified uncovered needs. Politicians are also challenged to make more funds available.

Above all, there appears to be an overwhelming desire, mainly from women, for specialized training. This need for training is also being felt as a means of working in teams, of sharing skills, and of finding opportunities.

# 1. The Project

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In March 2000, the **Lisbon European Council** outlined a strategy that had the aim of making the European Union the most competitive and dynamic knowledge-based economy in the world. It was heavily based, amongst other things, on “**The learning economy**”.

As a result, the European Commission set up the LIFELONG LEARNING PROGRAMME that includes several echelons: one of these is the well-known Erasmus programme which is designed for university students, another is the GRUNDTVIG PROGRAMME which is designed for adult education.

The Grundtvig Programme, having the aim of developing the adult education sector in European countries, proposes to increase the number of adults receiving training, to promote education abroad, to encourage co-operation between foreign organizations, to develop new training practices, to upgrade the education of people on the margins of society and to innovate ICT-based educational practices.

In that context, the Grundtvig Programme launched a Project called “**Volunteering as an opportunity for Learning in Later Life**” with three partners, having won a two-year contract in 2011, with Grundtvig in the category: **Learning Partnerships**. These partners are:

- Seniores Italia – Rome, Italy (Coordinator)
- Office Technique d'Études et de Coopération Internationale – Paris, France
- Seniors Without Borders – Holbæk, Denmark.

This Project has four objectives:

- Investigate senior skill-based volunteers' motivations on the European level,
- Identify innovative strategies and tools to enhance senior professionals' involvement in volunteer activities,
- Identify best practices in pre-assignment training provided to senior volunteers,
- Create a tool for pre-assignment training tailored for senior skill-based volunteers.

In relation to the first objective, the Project insists on gender disaggregated analysis. In the third and fourth objective, “pre-assignment training” this is to be understood as training prior to any kind of volunteer activity.

## 2. Senior Skill-based Volunteering

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With reference to the first objective above, **Senior Volunteers are considered to be people above 50 years of age who render unpaid services to individuals or society in general.** As skill-based volunteers they are either senior experts, e.g. former company executives in a particular field, or senior craftsmen/ craftswomen, teachers and technicians in a specific field.

The three partners of the Learning Partnership have agreed to address on a European level the two subjects:

1. Volunteering as an active expression of civic participation, and
2. Training for senior volunteers engaged in volunteer activities.

The partners consider that senior volunteering needs to be promoted in Europe and that the Lifelong Learning Programme gives them the opportunity for that.

The surveys conducted by the three partners showed broadly similar results concerning the motivations of senior volunteers, though Denmark garnered a higher percentage of female respondents at 54% than France and Italy who achieved only 25%-27%.

Contributors to the survey were gratified by the very idea of the project, sometimes making the point that the EU is at long last taking an interest in Senior Volunteering. In practically all cases, they insisted on receiving the results of the survey.

### Senior Skill-based Volunteering:

Skill-based volunteering is a free service given by individuals with specialized skills and experience to no profit organizations in order to sustain their capacity to achieve their social mission. Advertising, audit, bookkeeping, fundraising are a few areas of intervention.

Such individuals usually are highly educated people with multiple interests and desire for autonomy who like to transfer their knowledge as well as to train other people and feel rewarded by self-worth and respect instead of money. This is in contrast to traditional volunteering, where specific training is not required.

A senior skill-based volunteer is an adult over 50 years of age having substantial competence in a specific area, willing to share his/her experience and to offer unpaid service for mutual benefit. He has a special aptitude for training and team work, he is open to any kind of diversity that he considers a driving force for development, he is motivated by solidarity and not interested in financial benefits.

### Volunteering Assignments:

Volunteering assignments cover a broad spectrum of activities both in the area of skill-based volunteering and traditional volunteering.

Many volunteers are specifically trained in the areas they work in, such as medicine or education, others serve in response to a particular need on a personal basis to requests by charitable organizations. They can work with people or communities with tasks such as shopping for an old person, reading to a blind woman, taking care of a disabled child, or working as a waiter in a soup kitchen, cleaning a house for the poor, collecting the waste in a park...

Skill-based volunteers can act in many different fields: agriculture, building, commerce, handicraft, health, industry, transports, tourism.

## 3. Survey Methods

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### Survey Goals and questionnaire definition:

The goals of the survey, which dictated the structure and content of the questionnaire were:

- To develop a knowledge of existing and potential Senior Volunteers as a basis for developing strategies to strengthen the capacity of organizations of Senior volunteers to recruit and above all to motivate volunteers;
- To acquire basic as a basis for the development of strategies for raising awareness about senior volunteers as a resource for cooperation, civil society, institutions and lifelong learning;

The questionnaire was therefore structured so as to allow the gathering of the following information:

- Who are the senior skill-based volunteers?
- What can they do?
- Why do they want to volunteer?
- What could push them to be more involved in senior skill-based volunteering?
- Which are the main drawbacks about senior skill-based volunteering and what could improve volunteers' motivations?

In order to simplify data processing and obtain homogeneous and comparable results in the three countries, a multiple choice questionnaire was drawn up however some open questions were included with the intention of getting suggestions by the respondents about the drawbacks and motivating forces for senior skill-based volunteering.

### **Active Ageing:**

The World Health Organization defines Active ageing as the process of optimizing opportunities for health, participation and security in order to enhance quality of life as people age. It applies to both individuals and population groups.

Active ageing allows people to realize their potential for physical, social, and mental well-being throughout the life course and to participate in society, while providing them with adequate protection, security and care when they need it.

### **Lifelong Learning:**

The European Commission has defined Lifelong Learning as all learning activity undertaken throughout life, with the aim of improving knowledge, skills and competence, within a personal, civic, social and/or employment-related perspective.

Lifelong learning is therefore about:

- acquiring and updating all kinds of abilities, interests, knowledge and qualifications from the pre-school years to post-retirement. It promotes the development of knowledge and competences that will enable each citizen to adapt to the knowledge-based society and actively participate in all spheres of social and economic life, taking more control of his or her future.
- valuing all forms of learning, including: formal learning, such as a degree course followed at university; non-formal learning, such as vocational skills acquired at the workplace; and informal learning, such as inter-generational learning.

The European Commission specifies that learning opportunities should be available to all citizens on an ongoing basis. In practice this should mean that citizens each have individual learning pathways, suitable to their needs and interests at all stages of their lives. Lifelong learning is also about providing "second chances" to update basic skills and also offering learning opportunities at more advanced levels.

## Target Groups and Data Collection Methods

### **Denmark**

*Sample Design:* The target group for the questionnaire was selected on the criteria of age above 50 years, and of a high probability of engagement and interest for skill-based volunteering.

*Data Collection Methods:* Seniors without Borders (SwB) entered partnership with the Danish senior association DanAge (Danish: Ældre Sagen), which is by far the largest senior organisation in Denmark. The questionnaire was put into the electronic survey system used by DanAge and made generally available on the Internet via links on the websites of the two organisations, and on Facebook.

The target group was addressed through direct e-mails to 1,500 selected members of DanAge, 300 members of SwB, and a number of smaller groups through personal networks.

The Danish questionnaire had all the questions identical to the standard questionnaire agreed among the three countries. In addition to this it had a few independent questions particularly designed for the partner DanAge. These latter have been eliminated in the statistical process of this Project.

Furthermore, the Danish questionnaire had attached to it two options for the respondent: to volunteer for an interview, and to participate in a lottery (for a few inexpensive gifts). These options were kept technically separate from the questionnaire in order to maintain anonymity.

The DanAge electronic survey system imposed one compromise to the standard questionnaire. The system could not rank the answers (tick-boxes) within the three questions designed for this method (q. 13-15). In order to be compatible with the prescribed method and to eliminate possible bias these tick-box answers were subsequently given randomised ranking. Studies of the statistics indicate that any inaccuracy introduced in this way is insignificant.

Approximately 300 responses were received. 106 respondents volunteered for interviews, which have been conducted in a separate activity in addition to the statistical process.

### **France**

*Sample Design:* The standard questionnaire was addressed to Seniors of more than 50 years of age, involved in skill-based volunteering and also to some involved in non-skill-based volunteering. These senior volunteers are mostly engaged in national assignments.

*Data Collection Methods:* The « Office Technique d' Études et de Coopération Internationale » (OTECI) circulated the software supported questionnaire to a large number of personal or official contacts throughout France. More than 50 members of OTECI participated in the operation, sending out the questionnaire to all their contacts involved in all types of volunteering, as well as filling in the questionnaire for themselves.

The contacts involved were either individual volunteers, but more often active members of associations of skill-based volunteers. In addition, OTECI invited the following “sister” associations of Senior Experts to participate in the enquiry:

- Ecti Professionnels Seniors (ECTI)
- Association Générale des Intervenants Retraités (AGIR)
- Entente des Générations pour l'Emploi et l'Entreprise (EGEE)

A total of 1,891 replies to the questionnaire were received. In fact, the 1,891 people who replied belong to the 398 different associations contacted and detailed on page 27. They originated from men and women, living in all parts of France. They represented some 80 different associations involved in the following thematic areas amongst others: welfare, charities, education, poverty, protection, sport, citizenship, job search.

The questionnaire, which was anonymous, included the 17 standard closed-ended questions, but also very importantly one open-ended question aimed at collecting people's feelings and recommendations about their commitments to volunteering. A total of 439 answers to that particular question were collected. These turned out to represent a mine of special messages, of immense value for the objectives of the Grundtvig Project. It was felt that this particular facet of the OTECI questionnaire was a very stimulating encouragement for future actions of the Grundtvig Project.

## Italy

*Sample Design:* The questionnaire was addressed to Seniors over 50 years of age involved in skill-based volunteering or willing to start skill-based volunteering.

*Data Collection Methods:* Seniores Italia distributed a paper questionnaire by e-mail to 491 addresses of active members of the Association. Moreover, the following organizations were involved in the distribution and collection of the questionnaire among their members:

- Italian Associations of Senior Volunteering
- Support offices for Volunteering (Centri di Servizio per il Volontariato);
- Other organizations involved in Grundtvig projects for senior volunteers;
- Third Sector and Third Age Universities.

Finally, face-to-face interviews were carried out. In this way both seniors already involved in volunteering and willing to start volunteering could be reached.

A total of 370 questionnaires were collected. An effort to guarantee territorial balance was also done, but a better response was received by organizations of Northern Italy.

In order to preserve the privacy of both volunteers and organizations, the questionnaire was anonymous and each organization involved could choose whether to collect its own questionnaires and send them to Seniores Italia in a batch or to ask volunteers to address the questionnaires directly to Seniores Italia.

## 4. Survey Results

### Responses and Analysis

A total of 1,879 responses were received from senior skill-based volunteers and senior volunteers-to-be in the three countries, which can be considered a statistically representative sample of European senior skill-based volunteers.

Results are calculated and shown as percentages. The following pages represent a consolidation of the survey results in the three countries. **In order to avoid country bias a weighted average has been used:** percentages have been calculated for each country separately by making the basis for calculating the average by adding (for any given possible answer to one question) the percentage for each country with a coefficient of 1 and dividing the sum by 3.

### Profile of Respondents

The first 6 questions of the questionnaire were meant to determine the profile of respondents. This allows results to be broken down by different groups to give further insight.

#### **Sample Distribution per Gender:**

The Survey is aimed at providing a gender disaggregated analysis to allow the study of the commitment of women in senior skill-based volunteering. In spite of the efforts to gain female involvement during the questionnaires collection, gender balance was achieved only in Denmark:

GENDER	Women	Men
Denmark	54%	46%
France	26%	74%
Italy	27%	73%

Gender weighted average results as follows:

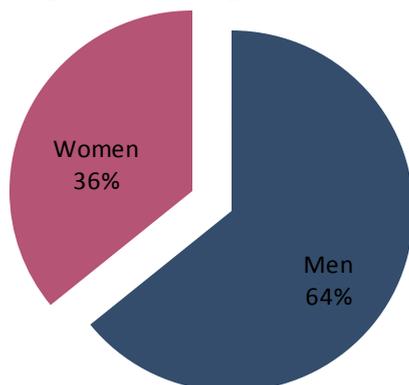


Chart 1 – Sample Distribution per Gender (weighted average)

#### **Age and Gender Distribution**

In the three countries, younger volunteers in the age range 50-60 are mostly women, while in other categories men are more numerous than women (there is an exception in Denmark where in the age range 60-70 women are more numerous than men: this also reflects the overall country situation).

### Sample Distribution per Age:

Four age categories have been used, as follows:

1. Between 50 and 59 years old
2. Between 60 and 69 years old
3. Between 70 and 79 years old
4. More than 80 years old.

Most respondents are in their 60s or 70s. Younger seniors, between 50 and 60 years old, are just 8-9% in Denmark and France, while they reach 18% in Italy. This shortage of young seniors may be read as a sign of inadequate recruitment of fresh volunteers, but on the other hand, in the three countries average age for retirement is around 65 or more, this means that many seniors are only looking for volunteering opportunities only after this age.

Age distribution per Country results as follows:

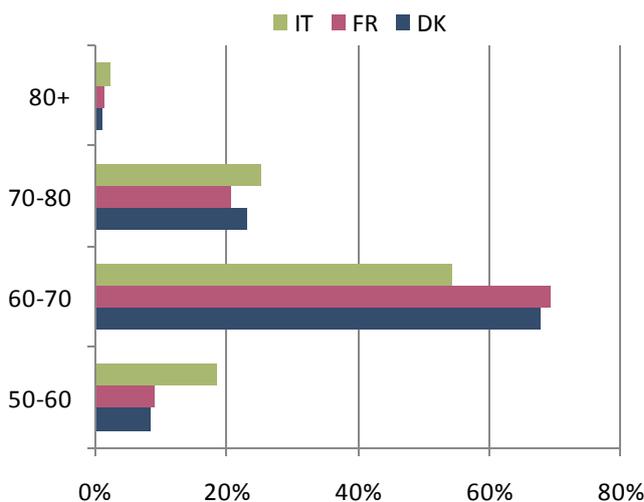
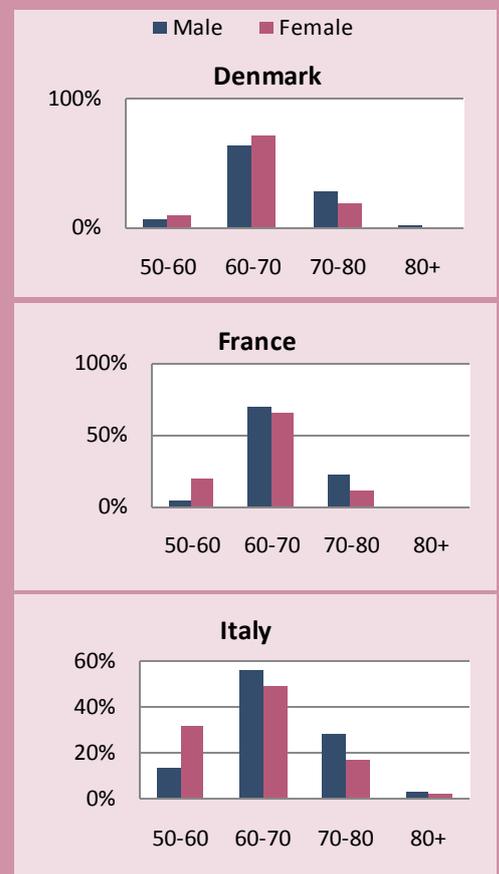


Chart 2 - Sample Distribution per Age (weighted average)

### Sample Distribution per Education:

Many respondents are university graduates (53% of men and 32% of women) and the level of education is quite high among senior skill-based volunteers in the three countries. Italy has the highest percentage of university and post-university graduates, and are mostly men. Denmark and France also have a majority of university graduates, but also present are those with post-high school technical training and these are mostly women (teachers, nurses, etc...).



**In the Danish survey** there is a slight preponderance of women (54%). This is perhaps not surprising, since the percentage of women engaged in active employment is very high in Denmark (70%). Also, a high percentage of women in Denmark have post-high school training or a university degree. After retirement, it could be expected that women will also be active as senior volunteers.

**In Italy** volunteering associations generally involve more women than men (53% against 47%), while for senior skill-based volunteering it is the opposite, with numbers of men exceeding women. This is probably because many women over 60 are not qualified enough to provide technical assistance or training.

**In France** the age distribution shows a very high percentage (above 65%) for people in the 60-70 age group, with men being higher than women. Conversely, in the smaller 50-60 age group, the numbers of women are higher. This clearly reveals that the French retirement age favours the volunteering of men, while women are more available than men at a younger age.

The high level in education shows how this kind of senior volunteering is based on skills and knowledge sharing.

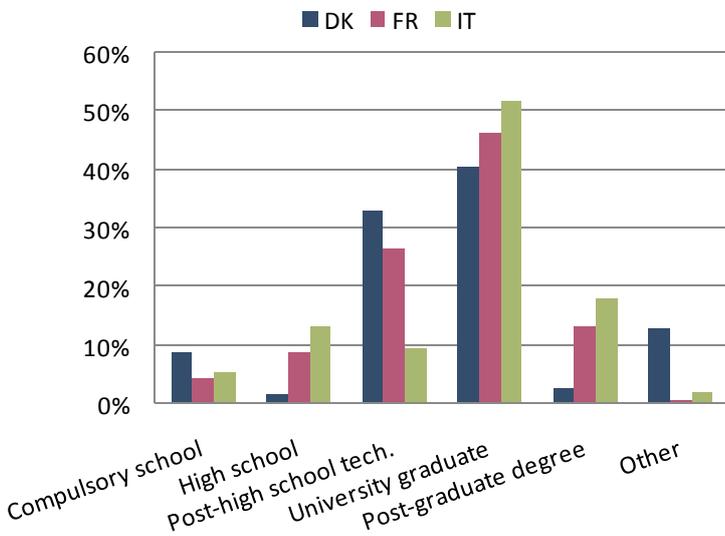


Chart 3 - Sample Distribution per Education (weighted average)

### Sample Distribution per Working Status

Almost all senior skill-based volunteers are retired. France has the highest percentage of retired volunteers, while in Denmark almost 20% of the respondents are still employed, and mostly women. Italy has 13% of freelance and 13% of unemployed volunteers who are mostly men. It should be mentioned that in Denmark for instance in many job positions in the public sector it is possible to continue until the age of 70. Also, in the three countries self-employed or freelance people often continue their working life after the normal retirement age.

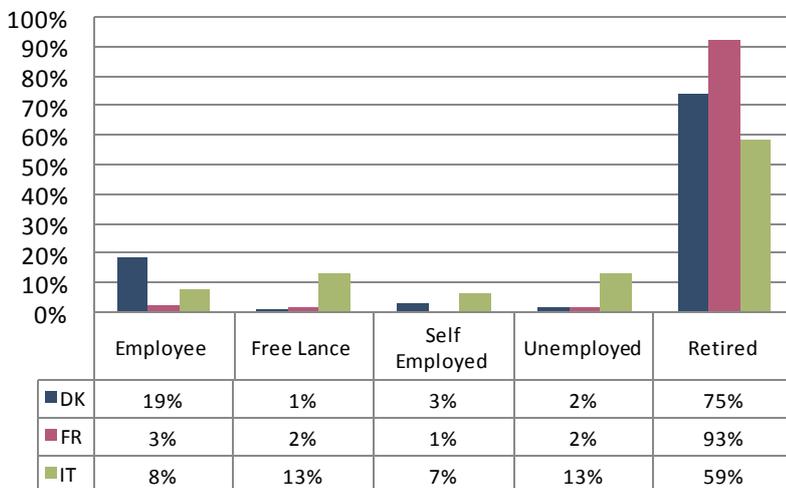
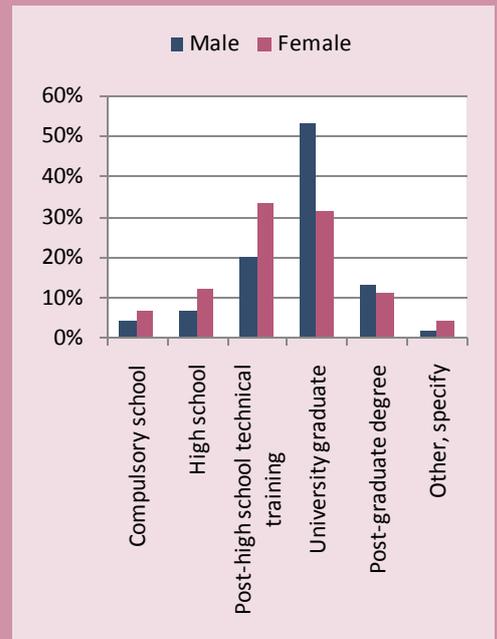


Chart 4 - Sample Distribution per Working Status (weighted average)

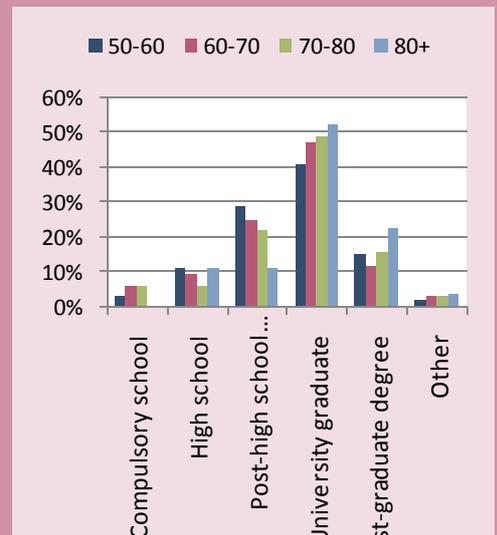
### Gender Distribution per Education:

University graduates are mostly men, while among women there are 30% with post-high school technical training and as many university graduates. The percentage of women also exceeds that of men in compulsory school and high school. This means that women respondents generally have lower education than men, mirroring the senior population in Europe.



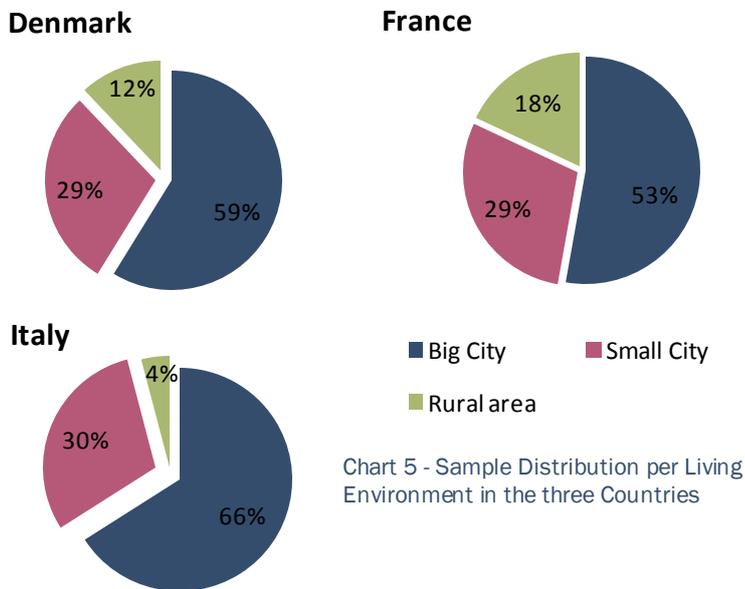
### Age Distribution per Education:

Older seniors have higher education, than younger seniors. Almost 30% of the respondents in their 60s have post high-school technical training and more than 10% have high school degrees. This means that senior skill-based volunteering has in recent years involved more and more technical expertise.



### Sample Distribution per Living Environment

Most of the respondents are from big and small cities. In Italy skill-based volunteering hardly involves any seniors living in rural areas, while in France volunteers living out of cities are 18% and 12% in Denmark.



### Sample Distribution per Engagement in Volunteering

The questionnaire was addressed to senior skill-based volunteers and to seniors intending to start volunteering. 26% of respondents were not yet volunteering. Actual engagement of seniors already involved in volunteering shows that most of them are serving from 1 to 5 days in a month and 14% are already engaged more than 10 days in a month, which appears to be a high percentage.

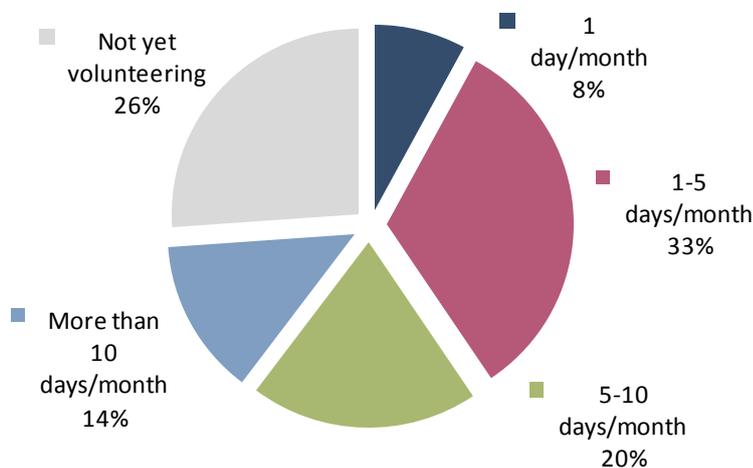
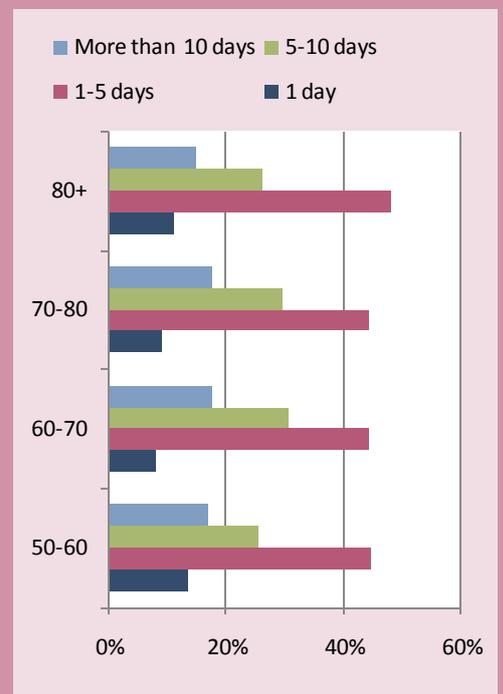
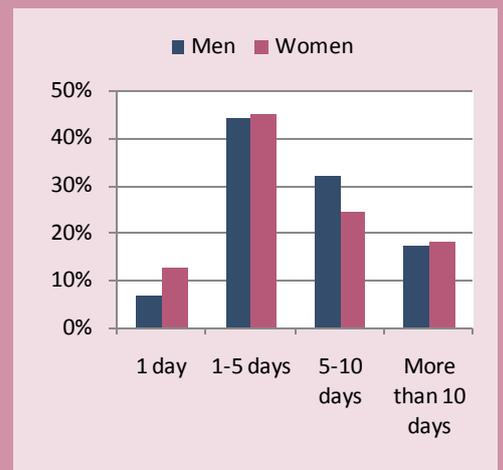


Chart 6 - How much time, on average, do you spend volunteering in one month? (weighted average)

Senior skill-based volunteers are not only ex top executives and business managers, many are teachers, nurses, craftsmen and technicians who share the expertise gathered during their working life with other people, training youths or providing assistance to SMEs, etc.

### Time Availability per Gender and Age

There are few differences between men and women and among age categories in terms of time availability per month:



### Sample Distribution per time Availability

The 26% of seniors not yet involved in volunteering have potential availability. Comparing the chart above with the one here below it can be observed that the percentage of seniors available from 5 to 10 days in a month is increased to 31% (from 20%) and the percentage of seniors who could spend volunteering more than 10 days in a month is increased from 14% to 21%. At the same time, the percentage of volunteers already serving just 1 day per month is held steady at 8%. This perhaps confirms what respondents stated amongst the factors that could make volunteering more rewarding: more opportunities to volunteer!

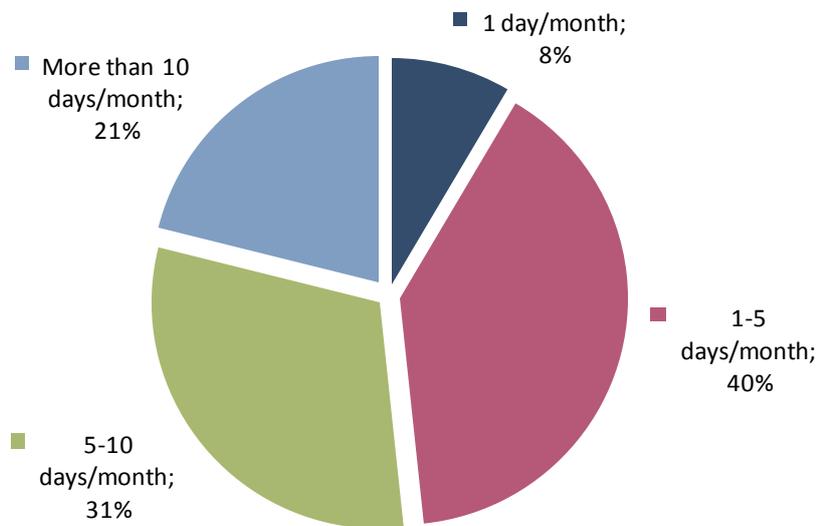


Chart 7 - How much time, on average, would you be available to spend volunteering in one month? (weighted average)

## Volunteering Activity

### Sample Distribution per Volunteering Dimension

Most of the respondents have opportunities to serve in their home-country (59%), but 33% of respondents who are willing to *extend* or *start* volunteering want to do it abroad and 13% would like to have opportunity both at the national and international level. This shows a significant shift from volunteering in the home country towards volunteering abroad: the difference is between reality and aspiration – people would like to do volunteering outside home country and something could be done to meet volunteers' aspirations in this respect.

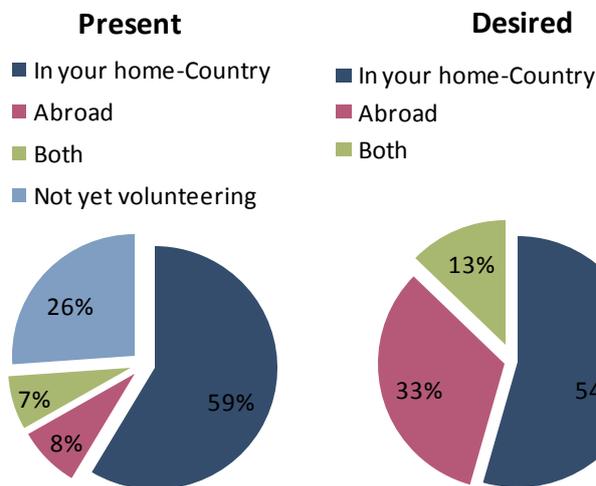


Chart 8 - If you are already volunteering, your skill-based volunteering activity is carried out... (weighted average)

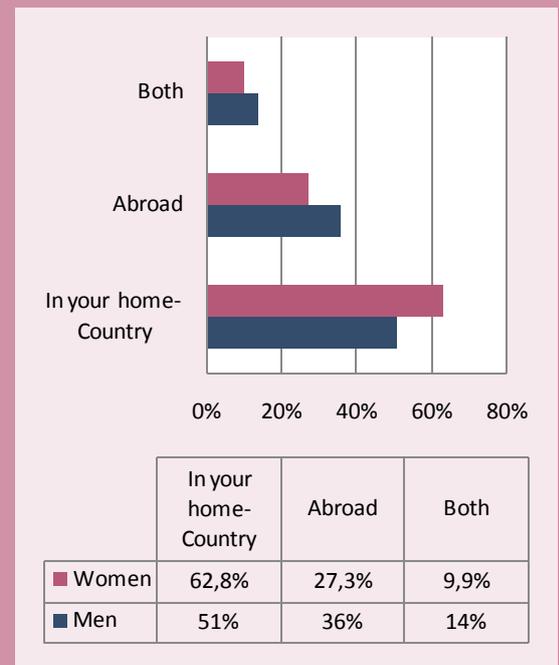
Chart 9 - If you are willing to start volunteering, you are interested in opportunities... (weighted average)

Comparing the percentages of the three countries, it can be noted that while in Denmark and France seniors are mostly interested in volunteering in their home-country, in Italy almost 48% of respondents are interested in volunteering abroad.

	DK	FR	IT
In your home-Country	64%	61%	38%
Abroad	36%	15%	48%
Both	0%	24%	14%

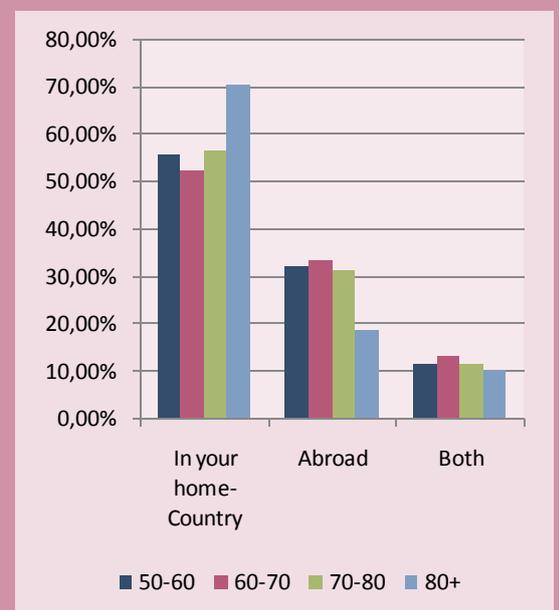
### Gender Distribution per Desired Volunteering Dimension

Both men and women respondents are currently more involved in volunteering in their home country (almost 60%). Considering the opportunity to start or extend their volunteering activity women are still more oriented towards serving at the national level (63%). This is probably as a result of having more family commitments requiring them to be based at home.



### Age Distribution per Desired Volunteering Dimension

Older seniors are willing to volunteer in their home country, while the majority of seniors who are not yet volunteering are younger seniors in their fifties.



### Sample Distribution per Thematic Area

Most popular thematic areas where respondents want to serve as volunteers are Education and Children, but also Private Sector and Technical Support to Industry. This shows the twofold character of senior skill-based volunteering, assistance and teaching on the one hand, and technical assistance and specialized consulting on the other.

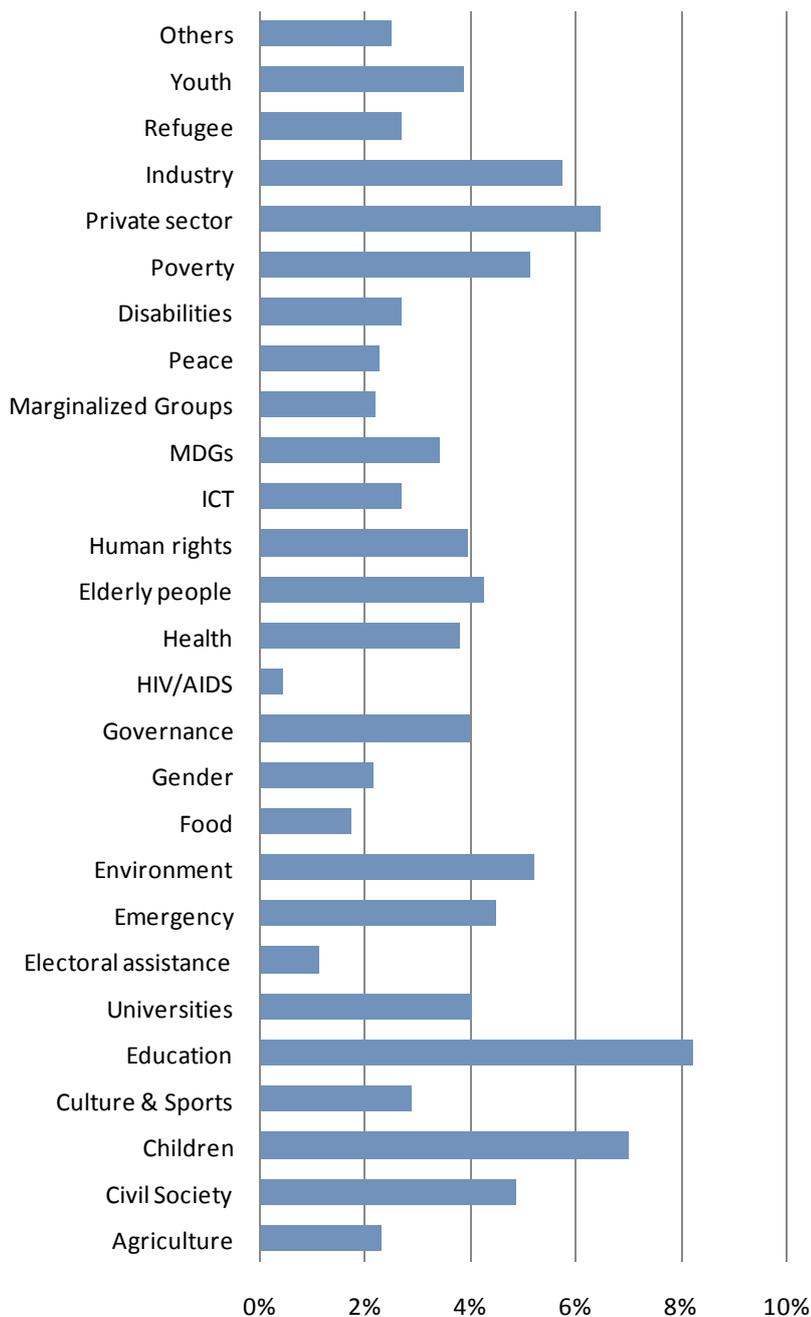
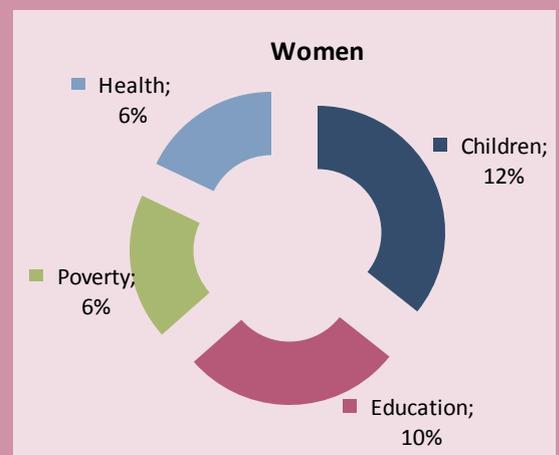
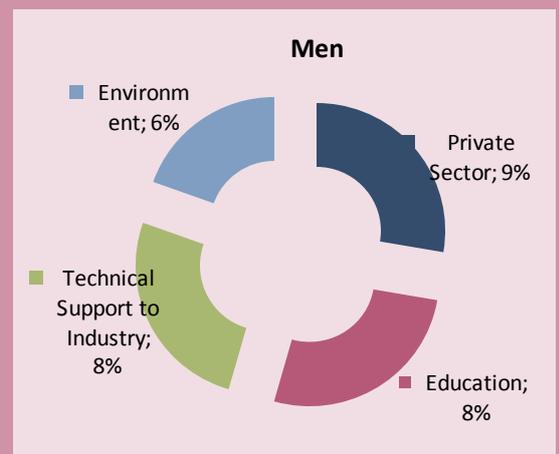


Chart 10 - Which are the preferred thematic areas for your skill-based volunteering? (weighted average)

### Most popular Thematic Areas for Men and Women

Education is a popular Thematic Area with both men and women, 8% of men and 10% of women. In most cases men are more interested in skill-based assignments, in particular in technical assistance (private sector and providing technical support to industry), while women are oriented to support disadvantaged groups and take care of children.

This is in accordance both with the distribution per education and by desired volunteering dimension.



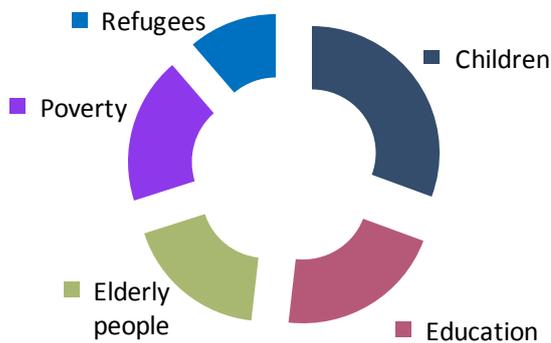
### Most popular Thematic Areas per Age

Education and Children are popular in all age categories. While younger seniors prefer to be engaged in assignments concerning environment and emergency relief, which are current issues, volunteers over 60 are all interested in the private sector, a distinctive thematic area of senior skill-based volunteering.

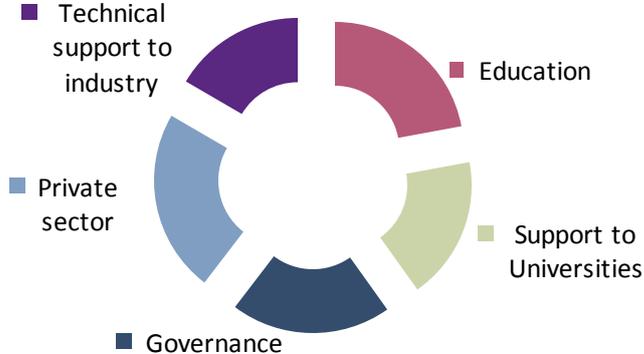
There are differences among the three countries. While Danish seniors are most interested in assistance to disadvantaged groups, French and Italian seniors are more private-sector oriented. Education is the only thematic area amongst the most popular in every country.

This shows how European seniors can offer expertise in many different sectors according to each Country's proficiency.

**Denmark**



**France**



**Italy**

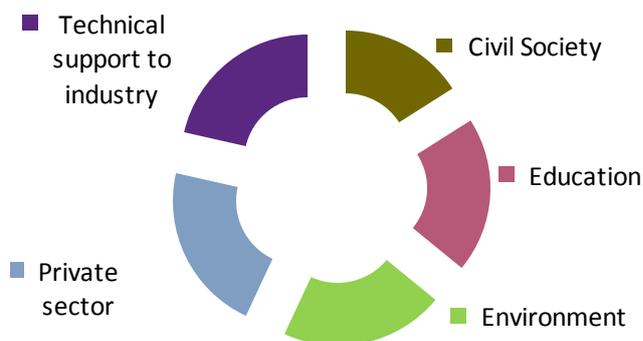
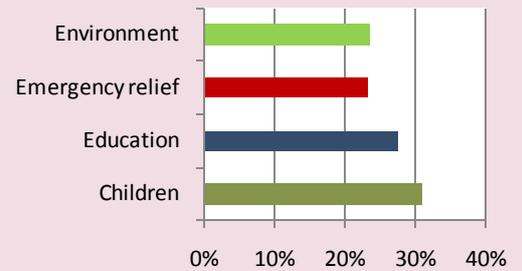
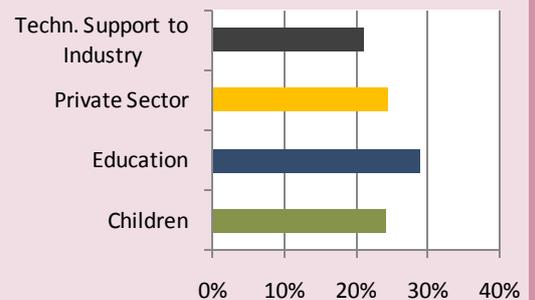


Chart 11 - Most popular Thematic Areas per Country

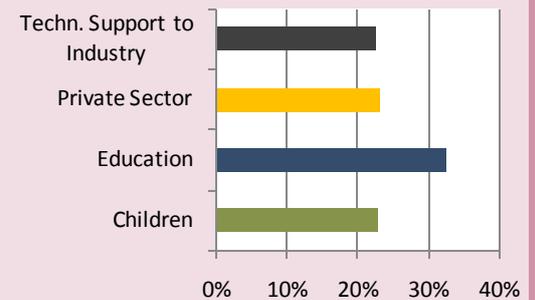
**Age 50-60**



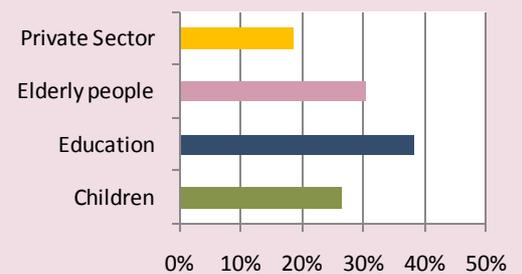
**Age 60-70**



**Age 70-80**



**Age 80+**



## Motivations to Serve as Senior Skill-based Volunteers

### Motivations of Senior Skill-based Volunteers

As can be seen from the table below, the reason most seniors are interested in Volunteering is helping others. At the same time, personal satisfaction is seen to be important in Italy and Denmark as well as active ageing and meeting people. Among other motivations, many respondents indicated the desire to share their skills with people in need, which is typical of senior skill-based volunteering.

This shows the multiple aims of senior skill-based volunteers who wish to support people in need (not only through mere assistance, but above all with sustainable training) and, at the same time, provide opportunities for themselves to be active, useful and help attain personal satisfaction in later life.

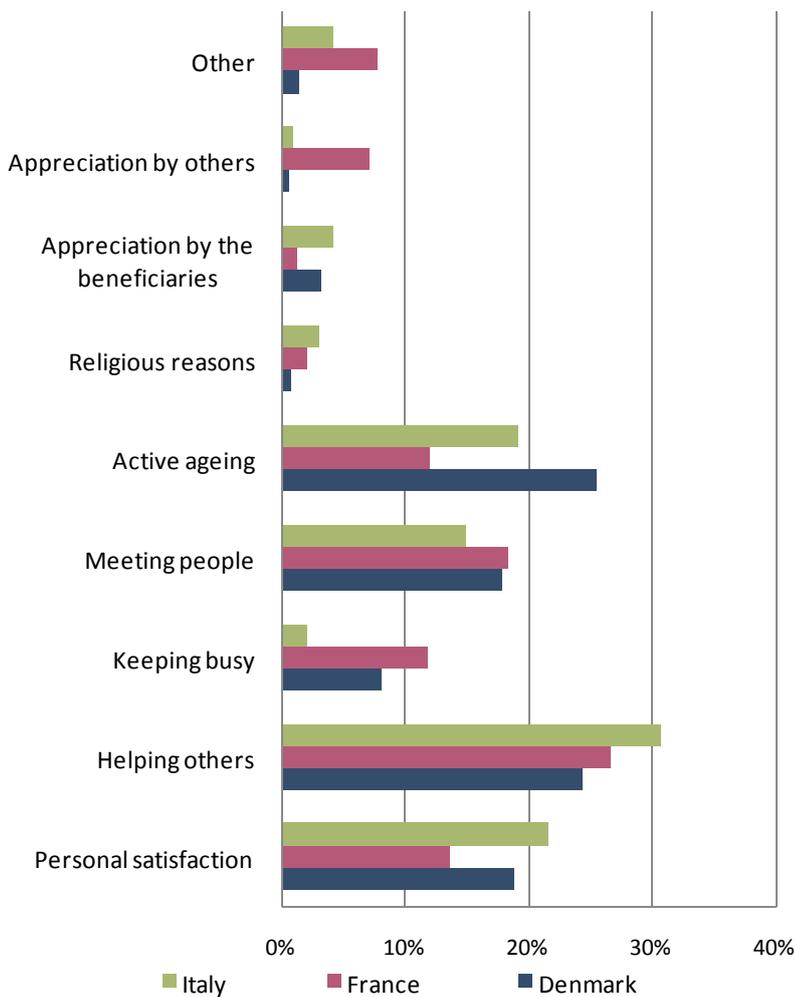
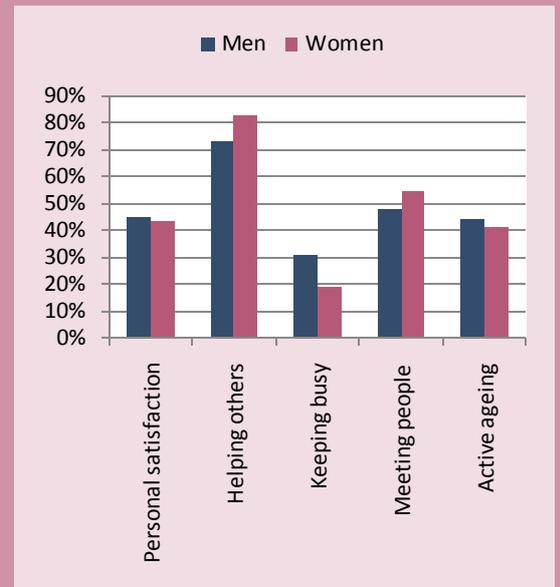


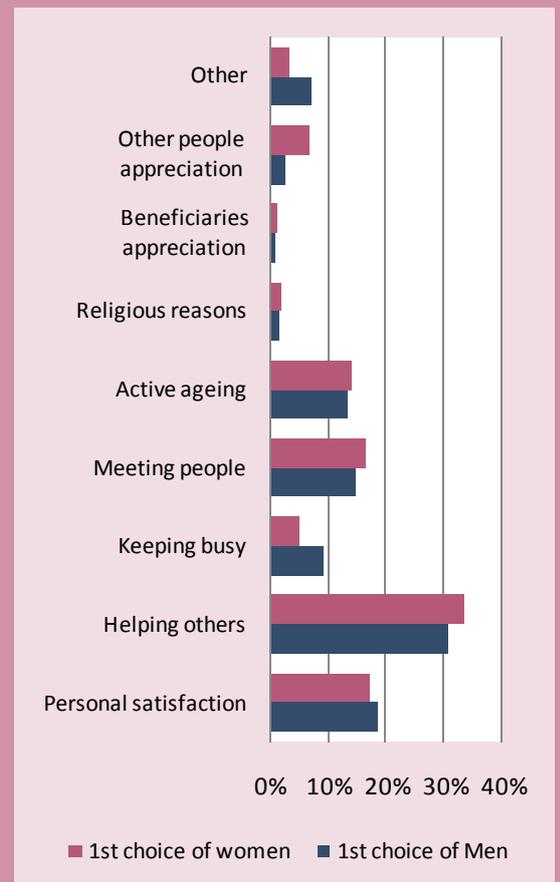
Chart 12 - What motivate you to serve as a Senior Skilled Volunteer?

### Motivations of Men and Women

In line with what has been demonstrated in the previous sections, women are mostly interested in solidarity, helping others (30%) and meeting people (20%), at the same time they look for personal satisfaction in volunteering as do men (16% of women and 18% of men). Active ageing, a much debated issue in Europe in recent years, is more important for men (20%) as well as the need to 'keep busy' (8%).



Comparing the first choice in motivations between men and women some slight differences can be noted, in line what has been observed above.



In the questionnaire respondents were asked to choose up to 3 motivations giving priority to their choices. Considering just first choices, it can be seen that almost 35% of the respondents are motivated by 'helping others', while more than 20% are motivated by 'personal satisfaction'. However, what is outstanding is that 15% of the respondents have chosen 'active ageing' and almost 14% 'meeting people' as their first choice motivation. This shows how seniors are looking for opportunities to participate in active life of the society and to share experiences.

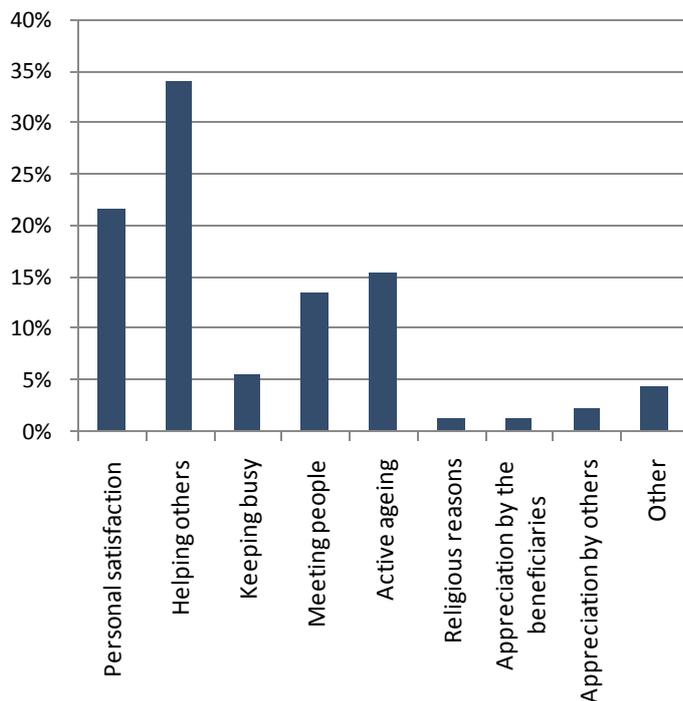


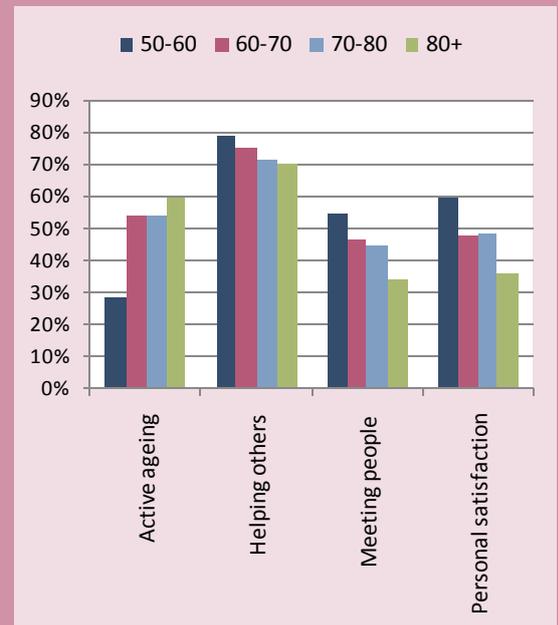
Chart 13 - What motivate you to serve as senior skill-based volunteer? (1st choice - Weighted average)

### Factors to be engaged in a volunteering assignment

To accept a volunteering assignment seniors mostly evaluate the opportunity to help others and its relevance to their personal skills, confirming the will of volunteers to share their competences with people in need. Italian and Danish volunteers are particularly interested in approaching new places and cultures, referring to volunteering abroad, while French seniors give greater weight to time availability.

### Motivations per Age

Younger seniors are looking for personal satisfaction and they are not yet interested in active ageing. After 60, seniors become more concerned with active ageing.



### Factors to Accept a Volunteering Assignment for Men and Women

There are not many differences in the factors that men and women consider before accepting a volunteering assignment. There is a slight majority of men who take into account the relevance to their personal skills (22% of men), this is in line with the preference of male respondents for skill-based assignments. At the same time also 18% of women think that personal skills are essential to undertake specific tasks as volunteers.

Women senior skill-based volunteers are mostly teachers or welfare workers, this is why their thematic areas are related to education and children or to social assistance (poverty, health).

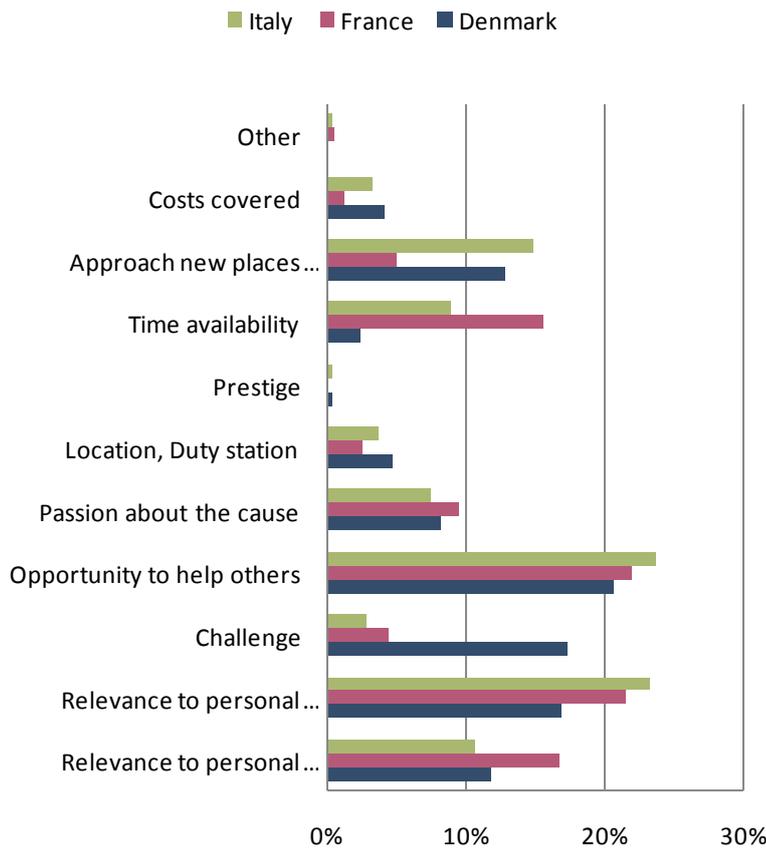


Chart 14 - Which are the factors you would consider to be engaged in a Senior Skill-based volunteering activity?

Among factors senior skill-based volunteers would consider for engaging in a volunteering activity, respondents could chose up to four items giving an order of priority. More than 25% of seniors have chosen the **opportunity to help others** and **relevance to their personal skills** as first choice: two main encouraging factors in senior skill-based volunteering.

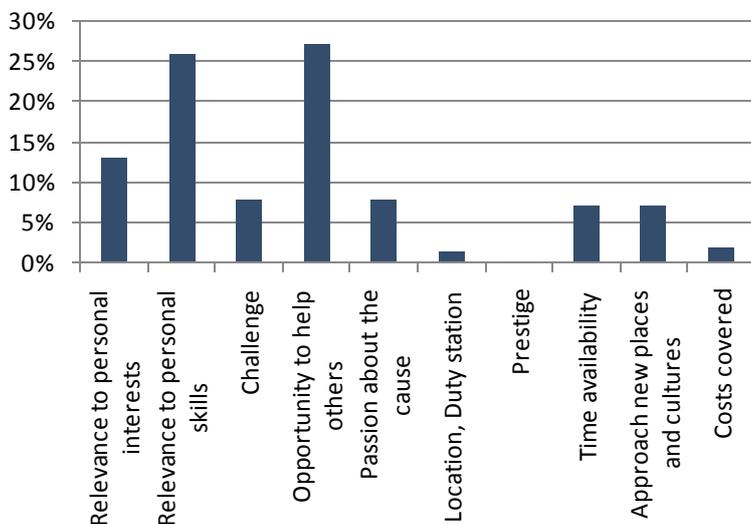
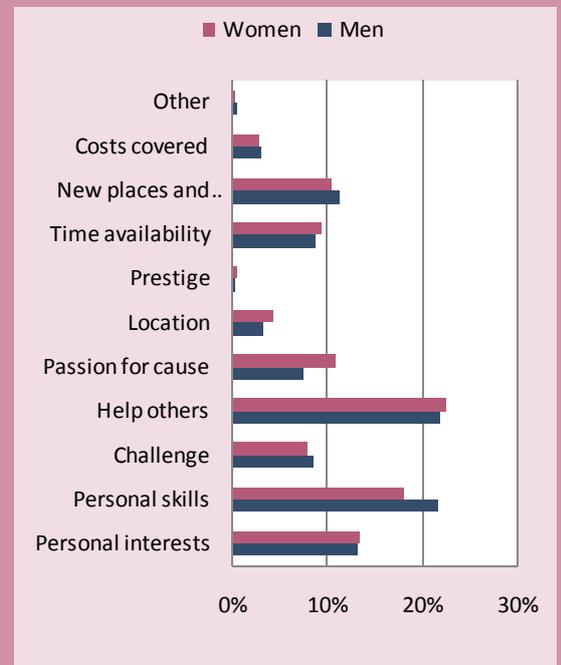
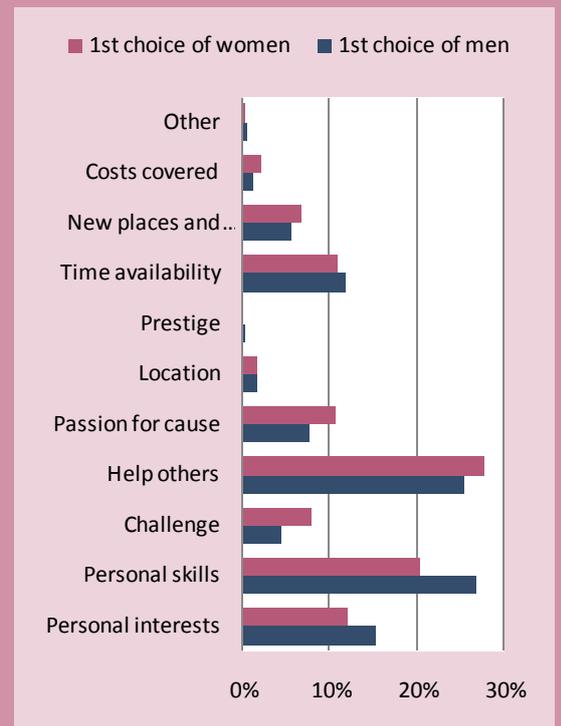


Chart 15 - Which are the factors you would consider to be engaged in a senior skill-based volunteering activity? (1st choice – Weighted average”)



Comparing men and women on first choices, men put their personal skills fit to the assignment proposed ahead of other considerations, while almost 30% of women take into account the opportunity to help others as first motivation to be engaged in a volunteering initiative.



**Factors to accept a volunteering assignment per Age**

There are not many differences per age. Passion about the cause is more important for younger seniors, while personal interests and personal skills are prevalent among older seniors.

## Drawbacks and Suggestions

Due to differences in and peculiarities of comments received in the three countries and in order to draw attention to particular issues highlighted by the respondents, the results of the open questions of the questionnaire are reported separately for each Country.

### Denmark

Main drawbacks revealed by the respondents as well as suggestions to make volunteering more rewarding have been divided into major groups as follows.

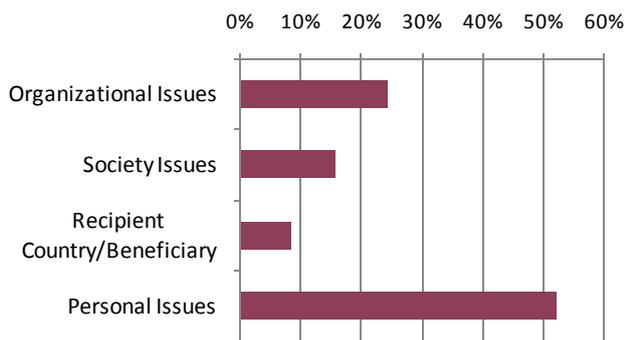


Chart 16 - Which are the main drawbacks that you would like to highlight about skill-based volunteering?

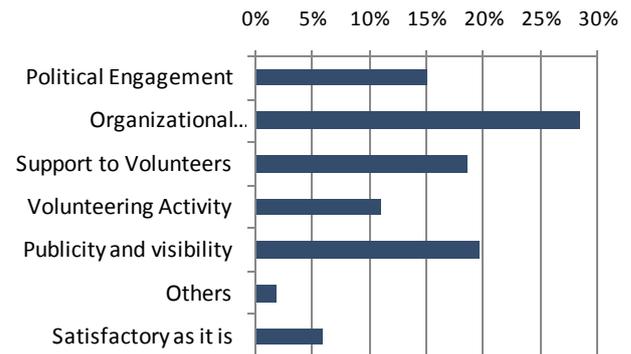


Chart 17 - What could be done to make skill-based volunteering more rewarding to you?

<b>ORGANIZATIONAL ISSUES</b>	<b>24%</b>
Bad project management	8%
Lack of collaboration	6%
Lack of financial resources	10%
<b>SOCIETY ISSUES</b>	<b>16%</b>
Political issues	2%
Unfair competition to salaried professionals	5%
Bureaucracy	2%
Lack of visibility and recognition	6%
<b>RECIPIENT COUNTRY/BENEFICIARIES</b>	<b>8%</b>
Climate	1%
Culture	1%
Inefficiency	6%
<b>PERSONAL ISSUES</b>	<b>52%</b>
Lack of time	16%
Personal expenditures not covered	11%
Lack of motivation	3%
Lack of competences, IT, language	6%
Health and family commitments	16%

<b>POLITICAL ENGAGEMENT</b>	<b>15%</b>
Political attention	7%
Financial support to projects	6%
Professional collaborators	2%
<b>ORGANIZATIONAL ANNOUNCEMENT</b>	<b>28%</b>
transparency, information	13%
Professional leadership	3%
Bureaucracy	2%
Clear tasks in project description	3%
Better planning	8%
<b>SUPPORT TO VOLUNTEERS</b>	<b>18%</b>
Cover expenditures	12%
Training for volunteers	3%
Sharing experiences with volunteers	3%
<b>VOLUNTEERING ACTIVITY</b>	<b>11%</b>
Working in team/being active in society	9%
Efficiency/right use of resources	2%
<b>PUBLICITY AND VISIBILITY</b>	<b>20%</b>
Recognition by society	16%
Expectations of the volunteer	1%
Direct address to potential volunteers	3%
<b>OTHERS</b>	<b>2%</b>
<b>SATISFACTORY AS IT IS</b>	<b>6%</b>

The Danish respondents reported many drawbacks related to voluntary activity. This is shown in the tables above. One issue is related to providing **financial support** to projects and getting personal costs covered with volunteers reporting that they often have to pay out of own pockets for transport and other expenditures, when they are helping others. Another problem is the result of unprofessional project management and **lack of collaboration** and coordination between members of a project team. For volunteers working in developing countries, cultural differences, language problems, bureaucracy and inefficiency are reported as drawbacks. Many respondents are mentioning **lack of time, health problems and family commitments** as drawbacks related to voluntary activity. A concern for some volunteers is to avoid participating in **unfair competition** with salaried professionals. It is also a drawback for some volunteers not being **recognised by society in general and politicians in particular** for the work they are doing. Finally, it should be underlined that many respondents are reporting no drawbacks related to voluntary activity.

The statistics reported above also show that 13% of respondents providing suggestions are asking for **more information** about where and how to volunteer. This could for instance be in the form of advertisements of new and on-going projects. Also more information about successful projects in developing countries is welcomed. **Better project planning** is also an issue raised by some respondents. The volunteers want to make a difference, but also to be respected for what they are doing. Many respondents enjoy **working in teams** and being an active member of society after retirement. Finally, it should be mentioned that financial support to projects and coverage of personal expenditures play an important role for many volunteers.

Erik is 64 years old. He is a member of Seniors without Borders (SwB) and he has done voluntary work in Denmark helping seniors 50+ to get new jobs in private companies. He is spending 7-8 hours per week on this activity. He is also interested in doing voluntary work in developing countries and has recently been involved in a SwB project in Uganda. He is a graduate in agriculture and has worked 25 years with developing projects. A former colleague got him interested in doing voluntary work in Africa. He felt no need for additional training, because he already had practical experience in developing countries.

Anne is 65 years old. She has done voluntary work in Denmark, but not abroad. She has been an “adult friend” for a young refugee and is coaching refugees for Dansk Flygtningehjælp (Danish Refugee Council). Anne spends 4-6 hours per week on this assignment. She is educated as a nurse and has considerable management and education experience. Her motivation to do voluntary work is to help others. She calls for training courses to be introduced relevant to voluntary work, and she suggests more information meetings for newly retired people.

Kate is 66 years old. She has done voluntary work during the last 5-6 years through the Danish Red Cross, helping abused women, mostly coming from the Middle East. Kate is spending about 4 hours a week on this activity. She was one of the founders of a voluntary organization called Svalerne (Swallows) with the objective of helping people in developing countries. She has an education as a teacher and as an ethnologist. Her motivation in doing voluntary work is the simple gratification that comes with helping others. She has followed several training courses organized by the Red Cross, but would like to see courses in law targeted at abused women's rights.

## France

In France, the main drawbacks identified concern time, workplan setting and efficiency in volunteering assignments with more than 10% of the respondents not fully satisfied with tasks proposed. As for suggestions, more than 30% of the respondents would feel more rewarded if senior skill-based volunteering was better known in the community, while 14% would like to have better meeting facilities and 12% covered expenses, highlighting the limited funds available for senior skill-based volunteering activity.

<b>DRAWBACKS</b>	
Diary and timetable constraints	36%
Inadequate efficiency	23%
Insufficiently stimulating tasks	12%
Cost (commuting, correspondence, communication)	12%
Lack of adequate meeting facilities	10%
Being part of a group issues	2%
Other	5%

<b>SUGGESTIONS</b>	
To make volunteering better known (brochures, local council bulletins)	31%
Charismatic leaders / efficient organizations	21%
Cooperation with similar organizations in other EU countries	19%
To secure well located and equipped meeting facilities	14%
Adequate cover of justified expenses	12%
Other	3%

The French questionnaire included an open question asking for free comments. **439 such comments** were received concerning a large variety of themes which have been sorted into 11 sub-groups: a veritable mine of data for future action:

- “Self-satisfaction through generosity”, the most important one (42%): an encouragement for Society and for objectives of LLP project.
- “Status & Image Upgrade” (33%) denotes a deficit in satisfaction: scope for improvement with LLP.
- “Criticism of Operations” (14%) should not be overlooked.
- Women are particularly keen on the need for further training for themselves.

	WOMEN	MEN	TOTAL	
<b>Self-satisfaction through generosity</b>	49	137	186	<b>42%</b>
Active citizenship	20	53	73	17%
Personal Fulfilment	19	52	71	16%
Transfer of Experience	10	32	42	10%
<b>Status and Image Upgrade</b>	30	117	147	<b>33%</b>
Public Sector Ingratitude	3	44	47	11%
Competition from Business Companies	2	24	26	6%
Private Sector Ingratitude	4	21	25	6%
Need of Training	14	11	25	6%
Lack of Volunteers	7	15	22	5%
Recipients taking advantage	0	2	2	0%
<b>Criticism of Operations</b>	12	50	62	<b>14%</b>
Own Group Misgivings	9	38	47	11%
Competition between associations	3	12	15	3%

#### TYPICAL EXAMPLES OF COMMENTS RECEIVED:

##### Acting member of society:

*“Let us team up our know-how”*  
*“A goal helps students in hardship”*

Happy seniors want to make other people happy

##### Transfer of experience:

*“Let us develop the coaching of students”*  
*“Let us learn foreign languages for better communication”*

Truly practical proposals for lifelong learning

##### Public Sector ingratitude:

*“We must collaborate to convince politicians that senior volunteering is wasted”*  
*“There are uncovered needs in municipalities”*

A political challenge for LLP in the EU

##### Private Sector ingratitude:

*“We must convince people that our know-how and experience should be used in start-ups”*  
*“People do not trust the assistance provided by senior volunteers”*

This can be easily rectified

##### Need of training:

*“We need to update our skills in new technologies permanently”*  
*“We need to overcome the language barriers”*

Right on target for LLP

##### Own group misgivings:

*“Managers of associations are not always up to their tasks”*  
*“We need to foster cross border actions”*

Food for thought for all

## Italy

Main drawbacks revealed by the respondents as well as suggestions to make volunteering more rewarding have been divided into major groups as follows.

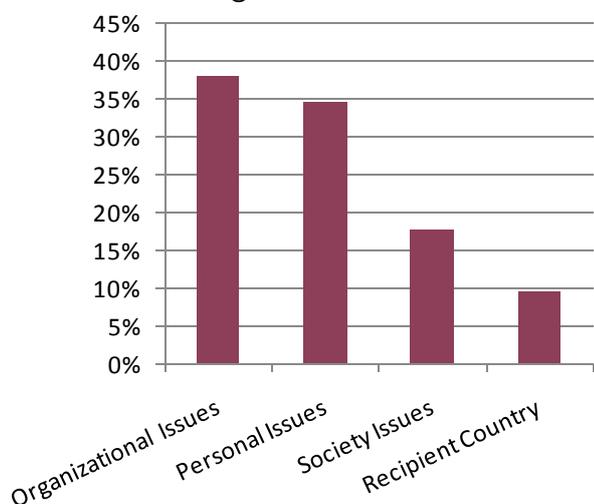


Chart 18 - Which are the main drawbacks that you would like to highlight about skill-based volunteering?

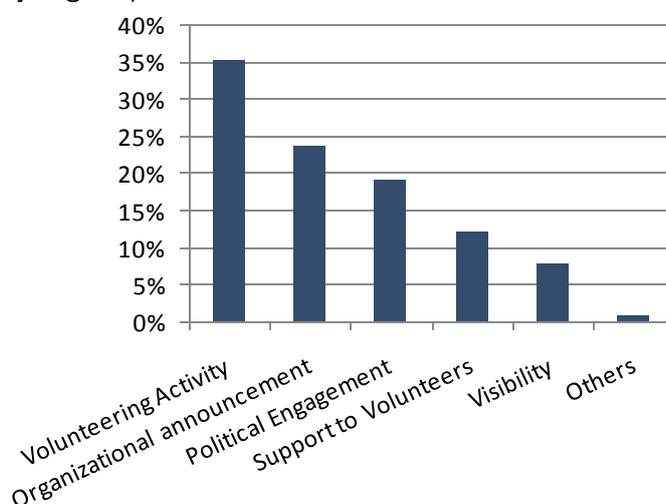


Chart 19 - What could be done to make skill-based volunteering more rewarding to you?

Each group has subcategories:

<b>ORGANIZATIONAL ISSUES</b>	<b>38%</b>
Project Management	12%
Need for collaboration	6%
Lack of funds	6%
Lack of continuity	14%

<b>PERSONAL ISSUES</b>	<b>34%</b>
Lack of time	8%
Economy	1%
Lack of motivation	5%
Lack of competences	8%
Health or family commitments	12%

<b>SOCIETY ISSUES</b>	<b>18%</b>
Political issues	9%
Protagonism of big organiz.	6%
Bureaucracy	2%
Lack of recognition	1%

<b>RECIPIENT COUNTRY OR BENEFICIARIES</b>	<b>10%</b>
Climate	1%
Culture	2%
Risk	5%
Inefficiency	2%

<b>VOLUNTEERING ACTIVITY</b>	<b>35%</b>
More opportunities to volunteer	11%
Sharing skills	9%
Working in team	8%
More efficiency	5%
Intergenerational collaboration	1%
Opportunity to meet new cultures	2%

<b>ORGANIZATIONAL ANNOUNCEMENT</b>	<b>37%</b>
Continuity of the action	13%
More transparency and information	6%
Project and result oriented activities	3%
professional leadership	3%
Clear tasks in project description	3%
Better planning	8%

<b>POLITICAL ENGAGEMENT</b>	<b>6%</b>
Political attention	3%
Financial support to projects	3%

<b>SUPPORT TO VOLUNTEERS</b>	<b>12%</b>
Economic support	1%
Training for volunteers	7%
Sharing experiences with volunteers	5%

<b>VISIBILITY</b>	<b>8%</b>
Visibility of skill-based volunteering	3%
Recognition by society	5%

<b>OTHER</b>	<b>1%</b>
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As for drawbacks, the main weak points of senior skill-based volunteering in Italy are related to organizational issues. What has been reported by most of respondents is a **lack of continuity in the activities**. Often senior skill-based volunteers carry out spot assignments, in particular abroad, in developing countries, and they do not have the opportunity to follow closely the development of the project they have worked for or receive regular feedback about the results achieved. At the same time, many seniors are not fully satisfied with **project management** and with the funds available for volunteering activities.

In some cases personal issues such as lack of time or economic reasons hold back seniors from undertaking volunteering activities. More than 8% of the respondents stated that lack of competences is a drawback in senior skill-based volunteering; this is generally referred to as **language knowledge, IT literacy and obsolescence of expertise** for retired seniors. This means that training and updating of competences are needed for senior volunteers to be able to improve their opportunities for involvement.

Almost 9% of the respondents mentioned political issues among drawbacks and in particular **lack of attention by politicians and governmental bodies** about the potential of senior skill-based volunteering. On one hand, it is an opportunity for retired people to continue to be active and useful to their community and to international cooperation and, on the other hand, a chance for SMEs, nonprofits and other kinds of host organizations to take advantage of highly qualified expertise in many different fields. In this period of economic downturn for Italy, senior volunteers are aware that they can be a resource for the society and want to be recognized as reliable, **experienced and low-cost workforce** both at the national and international level, without competing with business companies and the labor market.

Drawbacks related to the recipient country refer to international volunteering and more than 4% of the respondents do not feel safe travelling in developing countries and in remote areas especially on their own.

*“I want to spend my time working for something that is worth doing. Even in short-term assignments what I look for is a long-term impact for sustainable development”*

(Male volunteer, Age: 68)

*“A Volunteering assignment should be the starting point of a developing process and not only a spot commitment. Having the opportunity to carry out follow-up assignments and to establish a distance relationship between the volunteer and its host organization in some cases can lead to significant results.”*

(Male volunteer, Age: 55)

*“Besides the direct knowledge-sharing they are offering, these highly qualified professionals are contributing to the development of Armenia and are giving people an idea of what volunteers can offer. As highly experienced and skilled experts, they are spreading the image of capable volunteers coming to Armenia full of enthusiasm to give a hand for development.”*

(UNV Programme Officer in Armenia on senior skill-based volunteers)

As for suggestions to make volunteering more rewarding most respondents would like to **improve and increase their volunteering activity**. It is interesting to notice that more than 10% in Italy would like to have more opportunities to serve as volunteers and 9% are interested in sharing their skills. This demonstrates that seniors are willing to use the expertise gathered during their working life to serve their community or to support development in the world.

Many respondents would also like to **work in teams** rather than alone, though this mainly applies to working in developing countries where the presence and support of a colleague make them feel safer.

As for organizational issues, answers reinforce what: has already been observed among the drawbacks, that there is a need for better planning and management, and for **project oriented activities allowing a certain continuity** rather than spot interventions. Senior skill-based volunteers would prefer to be engaged in long-term initiatives with clear and specific objectives and leading to **concrete achievements**.

According to the respondents, in order to have the opportunity to execute entire projects and achieve sustainable results **senior skill-based volunteering needs more funds and political attention**, as already stated among the drawbacks.

As for support needed by volunteers, **training and sharing of experiences** among volunteers have been mentioned by respectively 7% and 5% of respondents in Italy. There is a lack of training opportunities for senior volunteers probably because it is expected that a senior skill-based volunteer does not need to be trained. As already observed, seniors would like to have the chance to update their skills. Retired seniors, away from work for some years perhaps, may not be used to new technologies or may be missing the practice of some foreign languages. Specific training courses and sharing of experiences with fellow volunteers are surely good **learning opportunities**.

*“I learned a lot from all the people I met during my working life and now I have precious skills to share, I want to use my experience for the benefit of someone else”*

(Female volunteer, Age: 56)

*“Sharing ideas and experiences with other volunteers serving in similar contexts or sectors would be useful in finding new solutions and gaining more confidence in one’s work. Moreover, listening to the stories of other volunteers may inspire new seniors to get involved.”*

(Male volunteer, Age: 63)

*“Working in a completely new environment for a few weeks, with people living and thinking in a very different way from the one we are used to and with whom we need to cooperate to achieve a result can help in developing our competences both from the social and professional point of view.”*

(Female volunteer, Age: 72)

## 5. Conclusions

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The aims of the research undertaken within the Grundtvig Programme were to analyze motivations leading European senior professionals to volunteer sharing their skills, to understand their availability and to examine their needs, and this in order to be better able to structure programmes designed to enhance their commitment to and the effectiveness of that volunteering. Beyond drawing a profile of senior skill-based volunteers, the survey raised useful clues and proposals addressed to many different constituencies: managers of volunteering organizations, volunteers themselves, private corporations, public bodies, politicians, etc.

Senior skill-based volunteers are willing and able to play a more effective role serving their community, or supporting SMEs in their home-country, or providing technical assistance and training in developing countries. They are aware of their potential and long to achieve concrete results in their volunteering activities. In this period of economic recession and lack of funds for solidarity and social initiatives European senior skill-based volunteers can be a precious resource, rich in know-how, in human and professional experience, able to provide high quality training and assistance free of charge or at low cost. Senior volunteers do not want to compete with paid professionals, but they can serve wherever a lack of expertise has to be filled or training is needed, improving the quality of services, or providing uncovered services in their community.

Equally, it is undeniable that senior volunteering has a beneficial impact on seniors themselves, offering them an opportunity to remain active, but also an informal learning experience in their later life, thus avoiding marginalization of the increasing retired population of Europe.

According to the survey findings, volunteering organizations should consider what is needed to enhance seniors' motivation in serving as skill-based volunteers by:

- ✓ **Having training opportunities for competence update**, with a particular focus on ICT and foreign languages;
- ✓ **Having opportunities to share experiences**, to meet fellow volunteers, to learn from each other and boost their motivation;
- ✓ **Having rewarding experiences** achieving concrete results in cooperation with different partners;
- ✓ **Being considered trustworthy** even if unpaid, and gaining more visibility and recognition by society;
- ✓ **Having professional leadership** in the management of associations.

With this publication the associations involved in this Grundtvig project hope to raise awareness about the senior skill-based volunteering perspective and potential in Europe, to promote the benefits of skill-based volunteering to retired or almost retired European seniors, and to inspire organizations of senior skill-based volunteering to find new strategies to engage and well-manage more and more senior volunteers.

## Acknowledgements

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**Denmark:** Ældre Sagen (Dan Age); Copenhagen;

**France:** 100 000 entrepreneurs; A.A.S.M.; A.C.M.E.; A.S.C.A.L.A.; A.V.F.; A2IL; AASA; AASM CRETEIL; ABEL; ACAT; A3A; ACCOLADE; Accueil; ACCUEIL PATRIMOINE; ACE; ACF; ACL; aclc Lyon caluire; ACpacyclo-maison enfant caractère social; Actif-DPS; AD29; ADATH; ADES; Adessadomicile; ADIE; Admd; aehm; AEIM; AFDI; Afire; AFPJR; AFVD; Agence Régionale de Dvpt Economique IDF; AGIR abcd; Aide Sociale enfants et Adultes; AIDER; AIESME; AILE; AISVE; AJENA; AJILS; ALFA3A; ALH; ALIZE; Amicale des anciens de Liph(a)(AMLI); Amicale des anciens élèves ENSIC Nancy; Amicale EX EATP; amicale féminine de golf; amis de la Cathédrale de Soissons; AMIS HOPITAL MALAKOFF; ANTENNE SOCIALE LYON; ANVP; APAR; APEF; APF; APP St Jean; APPAC 06; APS; ARAM; ARASFEC; ARBIA; ARBRE; Ardeur; ARMAM (amicale des retraités Matra Aérospatiale Mbda); ARSl(a); Art et Culture; ARTC Rhône Alpes; Artisans de Nouveaux Développements; Artisans du Monde; AS Golf Grenoble; ASSC Association Sportive et Culturelle de Combaillaux; ASF; ASFAD; ASISDI; ASLVC; ASMEP-ETI; Association Ardennaise Sauvegarde Enfance Adolescence Adulte; Association Cadres et Emploi – 78; Association d'entraide de Chaintré et St Amour; Association des amis de l'Hôpital Saint-Vincent de Paul de Nazareth; association des aveugles de Créteil et écoute et rencontre; Association des Donneurs de Voix; Association des ingénieurs ECAM; Association des Ingénieurs ICAM; Association Diocésaine de Lyon, AMLI; Association diocésaine- Sian d'Aqui; Association familiale; Association familiale de Vandoeuvre; Association française des docteurs en droit; Association Jeunesse et Entreprises; Association ornithologique; Association par4; Association paroissiale; Association Petits Princes; Association V. Haüy; Atelier mémoire équipe St vincent; Ateliers de l'Environnement et de la Démocratie; AUCC (Collège Cévenol); Aumônerie Hôpital/Maison retraite; Aurore; Aux Captifs la Libération; Auxilia; AVEC; AVF; AVFD; Banque alimentaire; Bazar sans frontières; BCLA; Bénévoles cheminots; Bibliothèque; Bibliothèque associative: Point Lecture; Bibliothèque sonore; Bibliothèque Sonore de Manosque; Blouses Roses; BRGM; Bridge; Bridge Club de Veyrier du Lac; C.O.D.E.R.P.A.; C.P.U. LYON; C2Alliance; CANOL; Caritas France; CASAR; CCFF; CCI; CDCO69; Centre de Médiation du Val d'Oise: MEDIAVO; Centre du bénévolat Boulogne Billancourt; Centre pour l'emploi et l'action sociale dans les Hauts de Seine; CENTRE SOCIAL DU HAMEAU; CENTRE SOCIAL LA PEPINIERE; Centre Social Louis Braille 69800; Cercle d'Arts Plastiques; CGPME; Chaîne de l'Espoir; Chœur d'homme Polychr'hom; Chorale A Cœur Joie; Chorale du Champsaur-Valgaudemar; Chorale Guillaum Farel; Chorale Paroissiale; CIGALES; CILAC; Claire Amitié2ON; CLCV; CLIC; CLISMA; club aquariophile de Metz plantières; club de l'amitié; club herve des Savoie; Club Optimiste; Club optimiste Maubeuge; CMDE; CMSEA; CNEEIC; CNISF; Comité de jumelage; Comité de soutien aux Roms roumains de Blois; COMITE DEPARTEMENTAL DE VOLLEY BALL DU VAL D'OISE; Comité départemental et arbitrage Tir à l'ARC; Confédération Commerce Interentreprises; Conférence St.Vincent de Paul; COSIM Rhône Alpes; Cote d'opale; Couleur espoir et artisans du monde; Couleurs de Chine; COULEURS ESPOIR; Coup de Pouce Universitaire de Lyon (CPU); Courte Echelle; Cpeg; CRA; Crapahuteurs; CREATI; CREC; Crèche les Epèles; CRF; Crhtp; CRIIRAD; Croix Rouge Française; CTP45 LOIRET; CTP69; Culture et Bibliothèques pour Tous; Cvx; Diagar; Dispo-Cadres; Donneurs de voix Manosque; Douleurs Sans Frontières; Droit au vélo; DSF; E.R.F.113; Ecole de la Paix; Ecoute et Créativité; ECTI; EDTI; EGEE; Eglise reformée de France; EJM; END; enfance et familles adoptives; Enfants de l'Adrar des Iforas; Entraide Protestante; entraide Tararienne service à domicile aux personnes âgées; Entreprendre; EPAHD; Epicerie sociale l'Oustal; EpiSol; ERF; ESA; Escapam/Garonds le contact Rugby; Ensemble choral de L'ISLE ADAM; ESME; Espace Bénévolat; ETAPE; Etincelle LR; Evasion; Face; FAMILLES RURALES; fédération des Aînés ruraux 67; Fédération Internationale des Accueils des Français et francophones à l'Etranger; FEDERATION POUR L'INSERTION DES SOURDS ET DES AVEUGLES DE FRANCE FISAF; Femmes & Sciences; Femmes Ingénieurs; FFBridge; FIDESCO; FJT; FNATH; FNCOF; FNDSA; Fondation 2eme chance; Fondation Motrice; Force Femmes; FOYER DES JEUNES TRAVAILLEURS; Foyer protestant de la duchere; France Bénévolat; France Parkinson; FRC; Garder le contact; GASPARG; GEVALOR; Giaa; Goutte de lait Saint Léon; GREF; Groupe sportif lugdunum; HABITAT ET HUMANISME; Handicap International; Handi-provence; Honduras Par Cœur; ICAARE; IME; Intermines-Lorraine; ISF; JALMALV; JPV; Jumeaux et plus; Jumelage; l' ARC; La Cortonnade; LA FABRIQUE A PROJETS; La Fondation Motrice; La Fourmi Gourmande; La récré saint-Maur; La

sauvegarde; L'atelier SIIS; Le lien aftar sos globi; L'eau Vive; LEGUEMA; L'ENVOL; Les Amis de Mirmande; Les Chemins de traverse; Les Gas'Ouilly; Les Rayons de Soleil de l'Enfance; LFM; Ligue contre le cancer; Lions Club; Lire et Faire Lire; Loiret Nature; Environnement; Loisir à l'Hôpital; Ludothèque Pirouette; Lyon International; MAIA; Maison de l'emploi; MAISON DU CŒUR; MAMA AFRICA; Marathon des mots-neurodon(frc)-casit(aide sociale); MDM; Mécénat Chirurgie Cardiaque Enfants du Monde; Médecins du Monde; Médecins Sans Frontières; Media Espoir; Médiathèque; Médit'Action; Mémoire Verrière; MERIGNAC CHENE 2000; Mission Locale des Vallées de la Moselle et de l'Orne; Mission locale nord-Essonne; MJLF; MPTBleuets; Musée art moderne ville de Paris Amis; Musée de St Nicolas de Véroce; Narbonne-plage amitiés; ND des sans abris/Rotary; Objectif Pour l'Emploi; ONG l'homme et l'environnement; OPE; Ordre de Malte; ORSAC; OTECI; PAL; Paroisse-copro-jeunes en difficulté; Partage & Amitié; Passerelle pour l'Emploi; Petits Frères aumônerie d'hôpital; Petits Frères des Pauvres; Pharmacie Humanitaire Internationale; philotechnique; PHOTO CLUB PARIS VAL DE BIEVRE; PIE; Pirouette; Planète urgence; Poly-arctique; Président de la Fédération Nationale France A.V.C.; Profession Banlieue; PROMOFLUVIA; PSE Pour un Sourire d'Enfant; PSTI; R.E.S.F.; RCM; Regards; Relais ERF 113; relais rencontre & partage; Réseau entreprendre; RESF; RESTOS DU CŒUR; Ripatons; RIRE (clown pour les enfants malades); Rotary; Roue d'or Ajaccienne; RU 93; SCD; S.O.S Amitié; S.O.S AMITIE PAYS D'AIX; S.O.S. amitié anvp; S.O.S. Amitié Toulon; S.O.S. AMITIE, AMNESTY, SUVIMAX (cohorte); SACL; Savoie angels; Secours Catholique; Secours catholique PERTUIS; Secours Populaire Français; Sécurité Civile; SEL; SELVOS; Semaines Sociales de France; SESAME AUTISME Ile de France Ouest; SFAP; SFdS; SNC; Société des Amis de Balzac; Solidarité Kendié; Solidarité Paysans; Sos urgences mamans; SOUTIEN ET ECHANGES FAMILLES COLLEGES; SOUVENIR FRANÇAIS; SPA; Spéléo Club de Villeurbanne (SCV); SPR-Paris; St Jérôme partage et développement; Sté Artistique des Cheminots Lorrains; St-Vincent de Paul; sud sport.com; suicide ecoute; SVP Prévention Jeunes à Versailles; Table du soir; UFC QUE CHOISIR; UIA; Un toit Pour Tous; UNAFAM; Une assOciation autour de la Chanson; Une Entreprise industrielle; UNIAT ALSACE; UNICEF; Union Cépière; Union des EcoCycleries; Union européenne féminine; Unis-Cité; UNRPA; URIS; USCGV; V.S.Art; Valoridoc; VELO CLUB FERCO REDIND; vesti'aide; Vivre Ensemble dans le quartier des Cévennes; A.V.E.C.; VMEH; VNEI; VSF; WOA; Zaza Malagasy.

**Italy:** AISTP – Associazione Italiana per il Trasferimento e lo Sviluppo della Professionalità; Amici del Corni di Modena; Auser; Bambini nel Deserto Ong; CEMEA Lazio; CEMEA Mezzogiorno; Centro Servizi per il Volontariato Modena; CESIE – Centro Studi ed Iniziative Europee; CESV Lazio; Cesvot Toscana; Ciessevi Milano; Cittadinanza Attiva Ascoli Piceno; Cooperativa COGES; ISES - Italian Senior Expert Service; Mais Onlus; Moxa – Modena per gli Altri; Riserva Naturale Bianca; Jesi; Sermig Torino; UniTS - Università del Terzo Settore; Università dei 50epiù; VISES Onlus; VSP – Volontari Senior Professionali; VSSP Torino.

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**Office Technique d'Etudes et Coopération Internationale (OTECI)** is a non-profit organization promoting professional voluntary assistance by senior experts to small and medium size enterprises and institutions in France and Abroad.



**Seniors Without Borders** is a Danish association that organizes volunteers for independent projects abroad; focusing on the transfer of knowledge from its members to individuals in need of sustainable solutions for basic problems in everyday life.