

# The Netherlands

[NEDERLAND]

**CIVIL SERVICE PLACEMENT IN DORDRECHT ON BEHALF OF SPES**

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**COUNTRY FACT SHEET**

- **Population** 16,297,889 inhabitants
- **Area** 41,536 sq. km.
- **Population density** 390 inhabitants per sq. km.

■ **Present form of government** Parliamentary democracy under a constitutional monarch

■ **System of government**  
On the administrative level the country is divided into 12 provinces and subdivided into 483 municipalities.

■ **European elections**  
**10-13 june 2004** 27 European parliamentarians

■ **Social security and welfare system**  
The standing expenses for social security were 28.5% of GDP for the year 2002. Whoever resides legally within the Netherlands, and does not have the necessary means to satisfy their essential needs, may appeal to the Dutch Government. The Ministry for Social Affairs and Employment is responsible for welfare. The costs for social security are withheld automatically from one's salary.

■ **Health system**  
the Netherlands has opted for a mandatory public health insurance in which the funding systems are public up to a certain income level (63,000 Euro per year), whilst the distribution of loans would be mostly private. The basic insurance coverage is funded up to 75% by a sum withheld from workers' salaries. Services not included in

the basic package are paid extra. The Government sets the minimum standards for the quality and service of the health care providers and takes countermeasures to avoid the formation of cartels and monopolies, either on behalf of the suppliers or the insurers.

■ **Level of education**  
Percentage of young adults (aged 20-24) who have completed secondary schooling (2003): 73.3%  
Percentage of adult population (aged 25-64) who have completed the highest level of secondary schooling (2002): 67.6%

■ **Immigration rate** 0.2% of the population

■ **Growth rate**  
(report of annual births/deaths per 100 inhabitants) 0.54%

■ **Employment rate (2003)**  
Population between the ages of 15 and 65 (2003): 73.5%  
65.8% female and 80.9% male  
  
Population between the ages of 55 and 64 (2003): 32.1% female and 57.3% male

■ **Unemployment rate (2003)**  
Population between the ages of 15-65: 6.4%  
7.4% female and 5.6% male

# PAD

## Partecipatie & Activering Drechtsteden

### Who we are

*PAD* is an intermediary organisation, part of a larger welfare organisation, named DWO – Dordtse WelzijnsOrganisatie (particulier initiatief). Its activities are funded through the awarding of contracts by local and regional authorities.

*PAD's* sphere of action can be divided into two main areas. The first area of operation is that of support to voluntary organisations (about 1,050) and volunteers (about 50,000) in the Drechtsteden region (a region made up of six different municipalities with autonomous administrations). The second area is the creation of programmes which foster the participation of diverse groups of people in society, by strengthening their abilities. *PAD* believes that involvement in voluntary organisations can lead to strengthening one's capacities. The persons that *PAD* assists in this direction are also addressed towards activities in community centres and additional forms of work. Every year *PAD* helps around two hundred people in Dordrecht to regain their position in society.

### Our work

*PAD* helps voluntary organisations by providing them with a variety of services. Acting as a volunteering broker, *PAD* matches the requests for volunteers from organisations with applications for voluntary work from citizens. A key part of this service is a database, which currently holds over one thousand volunteer posts available in Drechtsteden. This is used by around eight hundred people a year to find an opening of their choice. The promotion of voluntary work in civil society is based on the conviction that being a volunteer can be an enriching experience. In this particular area, working with groups of refugees and new arrivals to the Netherlands is an important part of voluntary work, and one which can become a good opportunity to develop new skills, meet new people and gain new experience. People with (complex personal) problems or disabilities, for whom participation in society at a specific point in their life can be difficult, undergo similar processes of integration.

*PAD* serves the interests of the voluntary sector as a whole, organisations and volunteers, in particular through the promotion of their interests with local authorities and regional administration. It also provides an information service for volunteer organisations on new regulations, laws and procedures which may be of use in or even impact on their work. Help is given with finding solutions to operational problems, including the search for funding. Particular attention is paid to relationships between the organisations and volunteers: how to find them, how to attract new volunteers from different groups of people, how to create a general and positive approach to all those involved in the organisations.

*PAD* works towards the full recognition of the importance of voluntary work for civil society and of the great contribution that volunteers can make to a dynamic society.

There are special programmes targeted at the groups least involved in Holland's volunteer organisations: the young, the disabled, and those from other countries.

**With the young – MAATSCHAPPELIJKE STAGE**

Special programmes aimed at involving young people in voluntary work are promoted in secondary schools. Voluntary work is part of the school curriculum, allowing young people to spend a specific number of hours on voluntary commitments, thereby gaining a brief formative experience in the voluntary world.

**With the disabled**

Disabled people encounter numerous problems in their search for the right position and opportunities to participate in the society. Here, PAD acts as a mediator, seeking the cooperation of in finding a suitable placement and talking to the voluntary organisations about their stance on involvement of the disabled.

**With immigrants and refugees**

To find the right position for people from other countries, PAD talks to the voluntary organisations about their stance on integration and the problems they foresee, and then helps both the volunteers and the organisations to overcome the difficulties.

**With businesses**

Strengthening of cooperation between profit and not for profit organisations is an additional special programme, which helps to encourage corporate social responsibility and to discover how two worlds that are so different can work together and initiate dialogue.

The office is open to the public five days a week. Every year, on International Volunteer Day in December, PAD organises in several municipalities large events for volunteer organisations with entertainment and cash prizes for the voluntary organisations.

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**PARTNER CENTRE FACT SHEET**

**PAD**

■ Population served 350,000

■ Geographic area two regions, Drechtsteden and Alblasserwaard-Vijfheerenlanden most involved in Drechtsteden region, consisting of 6 municipalities: Papendrecht, Zwijndrecht, Alblasserdam, Hendrik Ido Ambacht en Sliedrecht

■ Organisations members none

■ Organisations served 1600

■ People employed  
 full-time 4  
 part-time 7

<p>■ <b>Number of volunteers</b></p>	<p>on the Board and in controlling organs in services and activities</p>	<p>none none</p>
<p>■ <b>Annual budget year 2004</b></p>	<p>500-600,000 Euro</p>	
<p>■ <b>Branch offices</b></p>	<p>2 in Drechtsteden region 4 in Alblasserwaard-Vijfheerenlanden</p>	
<p>■ <b>Services offered</b></p>	<p>Training Advice Information Practical resources Representation International networking</p>	<p>X X X X X X</p>
	<p><i>other</i> Advocacy Promotion Volunteer job offer service Social Enterprise Organiser of rewards and award events for volunteers and volunteer organisations</p>	

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# Overview of the sector

## VOLUNTEERING ACROSS EUROPE

### 1. HISTORICAL BACKGROUND

The not for profit sector has a long historical tradition in the Netherlands. From the late 16th century to the 18th century, the Netherlands was in the forefront for agriculture and manufacturing development in the market economy which, thanks to the rich middle class merchants, dominated the international market for a long time.

During this period, one can speak only of wealthy people's philanthropy or that of the charitable intervention of the Church, while later on, this tradition was strengthened and renewed. This came about particularly from the mid 19th century onwards, through forms of self-organisation of civil society which, by organising people around new and old realities of Dutch society (workers' movements with their trade unions and parties, and Churches themselves) responded to new needs of tutelage, welfare, social welfare and health care.

These needs took on more importance in the Netherlands and in Europe following the Industrial Revolution which, after the Second World War, led to a unique type of welfare state.

From this process, the so-called *verzuiling* or pillarisation, the "pillar structure" of Dutch society was created. The phenomenon also extended its influence to other economic, political and cultural sectors; thus creating a great variety of organisations – political parties, trade unions, housing cooperatives, newspapers and, later on, also radios and televisions – but also schools, hospitals and sports clubs, inspired by different pillar ideologies.

Pillarisation was the main method through which disadvantaged sectors, mostly the Catholic and Calvinist minorities and the lower working classes, achieved full emancipation and citizenship. Catholics formed the largest and most homogeneous pillars. Protestant pillars were very different from Calvinist pillars, considering that they did not come from Churches with rigidly organised hierarchical structures. On the other hand, liberal and social parties never formed real pillars.

Over time, each sector created its own means of propagating its ideas, mostly in terms of education. While the socialists and liberals preferred state schools, the Calvinists and Catholics wanted their own educational institutions (especially the latter, whose ecclesiastical élite felt the need to educate young people in accordance with their confessional values).

Pillarisation is not an exclusively Dutch phenomenon, but what makes the situation different in the Netherlands is the level, breadth and functioning of the structure. Each pillar was made up of several networks, united under a common ideology, and of people who helped one another in different ways.

Pillarisation organised the majority of the population: people remained within the sphere of the same pillar from crib to tomb, bringing about a vertical segmentation of the society. Furthermore, every sector, especially their élites, recognised and respected one another. In fact, they were much more inclined to collaborate than to fight.

In spite of the sharp divisions in society, in the second half of the 19th century the Netherlands passed through a period of democratic stability and peace. Open conflicts were avoided and society was governed by this compartmental social structure, while political conflicts were resolved at a higher level, by the élite.

Pillarisation also moderated class conflicts. Confessional parties alternated in government leadership, while the social factions started to apply pressure to modify State funds to public schools. The pillarisation process had slowly led to the creation of private confessional schools, and for this reason the Calvinists and Catholics refused to pay for services they did not use.

Private schools began to receive some form of refunding from the State from 1889 onwards, but it was only in 1920 that all schools were given the same form of treatment. This right gained constitutional recognition, and private schools started to receive the same funding as public schools.

The success of parties linked to pillars also had repercussions in socio-economic policies. The first law on social welfare was the Workman's Compensation Act in 1901 (almost twenty years after the first European laws on social welfare). The role of the government, limited in the past, and sometimes not as important as that of the pillars, began to increase after the Second World War. The Catholic ideology of subsidiarity, and the principle of sovereignty that inspired Calvinists, had imposed limited interference of the government. Liberals shared this point of view, and when not in government, they could rarely criticise the confessional governments on central political matters. On the other hand, workers and entrepreneurial organisations collaborated and dealt with all industrial relations issues amongst themselves, including issues such as social and health care insurance and social security.

Increasing public aid and intervention led to an increase in the services offered but, at the same time, contributed to the decline of the pillars' role in this sector. The new services, often provided

through State funds, increased the costs of organisations which, in turn, became more vulnerable as they depended on the flow of public funding to a greater extent. Furthermore, accepting money from the community meant accepting the community's rules. The crisis of the 1970s and early 1980s led to the closure of many organisations. Owing to debts, some organisations either merged with others or closed completely. Furthermore, the protection of corporate interests had become the object of much criticism. The trade unions were held responsible for having conceded benefits to a large portion of the population, which meant that expenses, financed by workers' contributions, were constantly on the increase. In recent years, the trend has been towards a more direct government control or towards forms of privatisation<sup>1</sup>.

## **2. IMPORTANCE AND EXTENT OF VOLUNTEERING AND NOT FOR PROFIT FROM A STATISTICAL VIEWPOINT**

The not for profit sector is extremely developed in the Netherlands. Though there are many reasons for this<sup>2</sup>, the main one resides in the role carried out by the pillars which, in line with their political and religious ideals, first fostered and then created numerous not for profit organisations of an ideological and confessional nature.

A widespread model of public funding for the main activities of not for profit organisations was first seen in primary education, and then subsequently spread into social services and health care.

The Dutch not for profit sector is an important sector economically: it provides 669,000 full-time jobs which represents 12.9% of the entire workforce (this statistics does not include workers employed in agriculture).

Furthermore, the sector attracts a large number of volunteers; an estimated 400,000 full-time positions which is equal to 7.5 % of total paid workforce. Not for profit expenditure accounts for 15.5% of the

<sup>1</sup> Cf. Any Burger, Paul Dekker, *The nonprofit sector in the Netherlands*, 2001, pp. 15-21.

<sup>2</sup> Cf. Any Burger, Paul Dekker, Stefan Toepler, Hemut K. Anheier and Lester Salamon, *The Netherlands: Key features of the Dutch nonprofit sector*, 1999, pp.151-152.

Dutch GDP, and the sector generates more than 10.2 % of the national income. Not for profit has a fundamental role in supplying services for the welfare state: for example, 97% of the elderly residing in old peoples' homes, 75% of pupils in primary and secondary schools, and 41% of tourists in museums utilise services provided by not for profit organisations.

### Key figures of the Dutch not for profit sector, 1995

Full-time paid employment	669,121
Full-time volunteering	406,472
Annual expenditure	45 billion Euro
Value added	30 billion Euro

### Main source of income as % of total

Government	31.6%
Health insurance	26.8%
Earned income	38.1%
Private donations	3.4%

### The not for profit sector in a wider perspective

Employment as % of total paid workforce	12.3%
Total % including volunteers	19.8%
Operating expenses as % of GDP	15.5%
Value added as % of GDP	10.2%

Source: *The not for profit sector in the Netherlands (2001)*.

## 2.1 THE VOLUNTARY SECTOR WORKFORCE

Public funds constitute the greatest source of revenue for not for profit organisations. The following table illustrates which services of the welfare state (social services, education and research, health ca-

re) have the greatest number of employees in the entire sector<sup>3</sup>.

### Employment in the not for profit sector, 1995

	Number	% of total not for profit	% of entire economy
Culture and recreation	27,000	4.0	0.5
Education and research	181,000	27.7	3.3
Health care	282,000	42.1	5.0
Social services	125,000	18.9	2.3
Environment	6,000	0.9	0.1
Development & housing	17,000	2.5	0.3
Civic and advocacy organisations	4,000	0.6	0.1
Philanthropy and volunteering	3,000	0.4	0.1
International activities	4,000	0.6	0.1
Religion	7,000	1.1	0.1
Professional organisations and unions	13,000	1.9	0.2
Not for profit sector	669,000	100	12.3

Source: *The not for profit sector in the Netherlands (2001)*.

In the first place, health care accounts for 282,000 positions. It means that four out of ten not for profit jobs are in health care. Not only does this sector have the greatest number of employees, but it is also receives most public funds. Widespread funding flows into health care to the benefit of not for profit organisations mainly because of the "historic" absence of the State in providing this service. The government oversees the use of funding and examines the hospital budgets. Despite this role of the government, the funds consist mainly of health insurance payments and not direct government subsidies or payments.

Education and research take second place with 181,000 jobs,

<sup>3</sup> Cf. *The nonprofit sector in the Netherlands*, cit., p. 36-37.

which accounts for 27.1% of the employees in the entire not for profit sector.

Social services also have a large share in not for profit employment (18.9%), which is equal to 125,000 jobs. The bulk of the employment is located in care for the elderly and the disabled and in social work<sup>4</sup>. Education, health care and social services, the traditional fields of the welfare state, together account for 89.1 % of paid employment, the remaining 10.9% is distributed among the other fields in the sector, particularly culture and recreation (with a share in not for profit employment of 4%; almost half in libraries and museums).

The sectors with the smallest share are those of philanthropy and international activities, which have 0.5% of not for profit employment.

According to statistics, at least half of the adult population does volunteering in the Netherlands. There are approximately 400,000 full-time positions in not for profit (60% of the employees in the sector or in other words 7.5% of the entire active population).

The structure of voluntary work differs greatly from that of paid employment<sup>5</sup>. If health care, education and social services are the fields with the greatest number of paid employees, culture and recreation are the areas of activity that attract the largest number of volunteers, about 36.4%, while health care has only 6.8% of volunteers, education 14.4% and social services 20.8%.

Increased numbers of volunteers are involved with environmental organisations which attract 3.5% of volunteers, while civic and support organisations have a share of 6.4% and organisations of a religious nature have 8.3% of volunteers, as compared to the total workforce.

When comparing the figures, the presence of volunteer personnel is ten times greater than that of paid workers: in civic and support organisations there is 0.6% of paid workers compared to 6.4% of volunteers, 4.1% of paid workers compared to 36.1% of volunteers in culture and recreation, and 0.9% of paid workers compared to 3.5%

### Volunteers in fulltime positions in the not for profit, 1995

	Number	% of total not for profit
Culture, recreation and sports	147,000	36.4%
Education and research	59,000	14.4%
Health care	27,000	6.8%
Social services	84,000	20.8%
Environment	15,000	3.5%
Housing	1,000	0.2%
Civic and advocacy organisations	25,000	6.4%
International activities	8,000	2.0%
Religious institutions	34,000	8.3%
Professional organisations and trade unions	6,000	1.4%
Not for profit sector	406,000	100%-

Source: *The not for profit sector in the Netherlands* (2001).

of volunteers in environment. The numbers are even more surprising in religious institutions because the ratio is 1 to 8, with 8.3% of volunteers compared to 1.1% of paid workers.

Last of all, the following graph analyses the data relative to volunteers and paid workers together in not for profit<sup>6</sup>. While in social services the ratio between volunteers and paid workers is balanced, in the culture and recreation areas the number of volunteers is four times greater (16.2%) than paid workers (4%), which confirms the significant presence of volunteers in this sector, particularly in sports (36% of the total).

Environmental organisations have 1.5% of paid workers compared to 4.6% of volunteers and paid workforce, while health care is a sector in which there is more paid employment than volunteers. The figures relating to health care change greatly when volunteers are cal-

<sup>4</sup> *The not for profit sector in the Netherlands*, cit., p. 38-40.

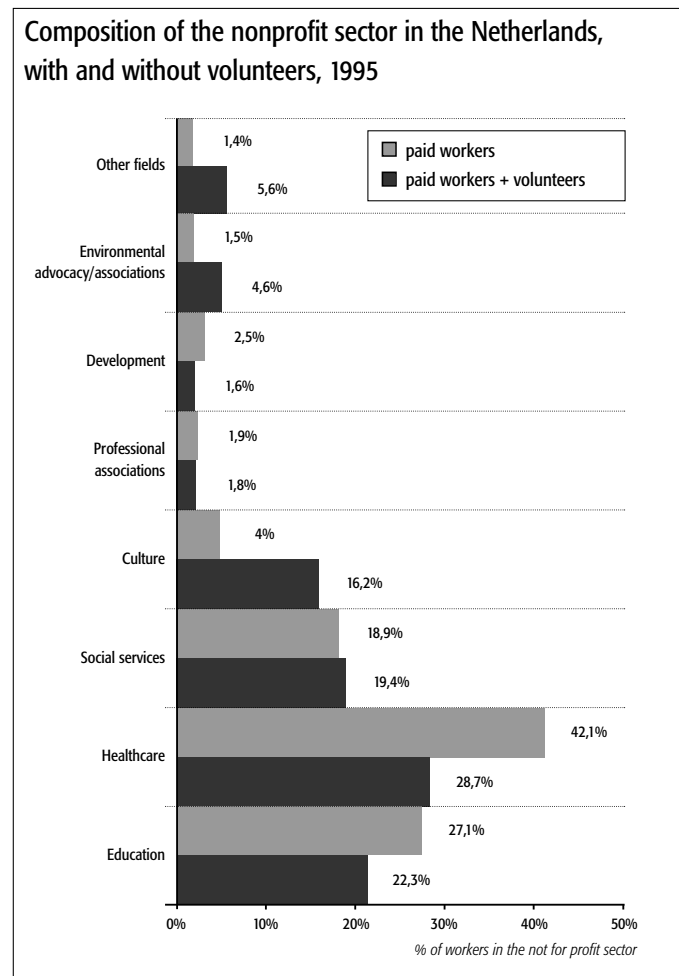
<sup>5</sup> *Ibidem*, pp. 39-40.

<sup>6</sup> Cf. *The Netherlands: Key features of the Dutch nonprofit sector*, cit., pp. 154-156.

culated: it rises from 42.1% of paid workers to 28.7% of paid workers plus volunteers, calculating only 6.8% of volunteers in full-time positions.

What is most evident in the overall analysis of the data, is the presence of wide use of paid workers in the traditional services of the welfare state such as social services, health care and education. Analysing the figures relative to the workforce and volunteers, one can see

that 80.4% of workers, whether paid or not, and a good 88%, are found in these three areas of activity. The figures once again confirm that the not for profit sector has developed thanks to the pillarisation: the sectors belonging to the pillars have the largest share, with 9 paid workers out of 10, while all the other not for profit activities have only 10% of the workforce and 17% of expenditure, though almost 54% of volunteers. The figures show that not for profit organisations outside the welfare domain rely less on paid workers, but represent a strong area of employment for active citizenship, although less professional and with fewer funds compared to the organisations that offer welfare services.



Source: *The Netherlands: Key Features of the Dutch nonprofit Sector* (1999).

## 2.2 CHARACTERISTICS OF VOLUNTEERS

In statistical surveys, the currently used definition of a volunteer is “a person who freely carries out a chosen unpaid activity within certain formal organisations, for the good of other individuals or the society in general”.

Therefore, this organised context distinguishes the voluntary action from other forms of activity carried out free of charge, but this distinction does not appear very relevant for most of the population. There are 250,000 officially registered voluntary organisations and foundations in which volunteers carry out their activity. Apart from these 250,000 registered organisations, there are other active volunteers who provide services to the community which are unaccounted for, given the legal status of the organisations in which they operate.

The economic importance of volunteering is around 15 billion Euro, while it is estimated that about 4 million volunteers are present in organisations and foundations<sup>7</sup>, although the number of young people is decreasing as they are more involved in work.

In 2002, a research project conducted by the Dutch Office of Social and Cultural Planning showed that a large number of volunteers are 35-45 years old, parents with children, and with a high level of

<sup>7</sup> Cf. Civiq (2004), *Volunteering and participation on the agenda*. pp.160-161.

education. This age group is the most active in voluntary work (37%), even though the 50-65 year-old age group (now about 36%) could overtake the former in time.

In 1999, the study *Giving in the Netherlands* showed that the population over 18 years of age volunteered at least once a month<sup>8</sup>. There are about 3 million people that spend an average of 12.4 hours a month of their time volunteering. Besides these people who are employed in a continuous manner, about 11% of the population carries out voluntary work on a sporadic basis.

The following table shows the percentage of active volunteer participation per age bracket in the Netherlands.

#### Age bracket of volunteers

Age bracket of the population	% of active volunteers
15-19	39
20-24	33
25-34	38
35-44	51
45-54	45
55-64	45
65-74	40
75-84	25

Source: *Giving in the Netherlands* (1999).

The age bracket of the population that are active as volunteers is an important element in analysing the Dutch not for profit sector. Studies indicate an increase in the age of volunteers, which holds true for both men and women. In 1980, 30% of Dutch volunteers were between 18 and 34 years of age, while in 1995 only 22% of the sample population was young volunteers<sup>9</sup>. On the other hand, the data do not show any significant variations in the 35 to 54 age group. The fi-

#### Volunteers: data 1980-1995

	% of volunteer		hours per week	
	1980	1995	1980	1995
Entire sample population	33	32	4.3	4.9
Men	36	31	4.6	6
Women	29	33	4	4
18-34 years	30	22	4.3	4.5
35-54 years	37	39	3.8	5
55 and older	33	36	5.2	5.3
Primary education	28	27	4	4.7
Secondary education	38	34	4.3	5.3
Tertiary, university	47	36	4.9	4.4
No Church affiliation	25	23	3.9	4.7
Church members	27	34	4.4	4.7
Regularly churchgoers	51	57	4.6	5.5

Source: *The non profit sector in the Netherlands* (2001).

#### Data on the presence of volunteers

	Men*	Women*
Sports and recreation	14	8
Health care	2	6
Social assistance	4	6
Educational	2	6
Arts and culture	3	4
Community work	4	3
Politics	1	1
Union	3	1
Church	5	6

\*Percentage of men and women over 18 years of age.

Source: *Giving in the Netherlands* (1999).

gure is stable both because the population tends to consider volunteering as an addition to paid work, and because many parents help

<sup>8</sup> Cf. Margriet-Marie Govaart, Henk Jan Van Daal, Angelica Munz and Jolanda Keeson, *Volunteering Worldwide*, 2001, pp. 215-216.

<sup>9</sup> Cf. *The nonprofit sector in the Netherlands*, cit., p. 57.

their own children and their fellow citizens through volunteering.

Many more volunteers are now part-timers, because those with full-time jobs, especially women, are too busy to be involved in other activities in the little spare time they have.

There is no great difference in the percentage of female (41%) and male (43%) volunteers. While women are mostly active in the health and traditional social sectors and in education areas, men are more present in sports and recreation volunteer activities.

### **3. JURIDICAL AND ORGANISATIONAL FORMS OF VOLUNTARY ORGANISATIONS AND THE THIRD SECTOR**

Not for profit organisations in the Netherlands are divided into organisations, foundations and churches<sup>10</sup>.

In the Netherlands, "the right to associate has been constitutionally protected since the Constitution of 1848. Article 8 of the 1983 Constitution stipulates that the right to associate can only be restricted by law in the event of violation of public order. Every inhabitant of the country enjoys this right. Foundations as legal entities had existed in the Netherlands since medieval time according to custom law. Following the introduction of Civil Code in 1838, the Court ruled that only a notarial deed was required for the establishment. Customer law was replaced in 1956 by an Act on Foundations. In 1976, Book Two of the new Civil Code came into force, in which organisations (Part II) and foundations (Part IV) were also regulated. The old laws were then repealed"<sup>11</sup>.

Churches are not only protected by the right to associate, but also by the laws on freedom of religion<sup>12</sup>. The Netherlands has no national church by public law. In accordance with Section Two of Book Two of the Civil Code, churches are regulated only by their own arti-

cles. Their legal personality is accepted by law.

"Civil law is laid down in the Netherlands Civil Code (Burgerlijk Wetboek, BW). The Second Book II of the Civil Code, under the heading "Legal Persons", provides for the general framework of organisational law for not for profit organisations. The Civil Code deals with issues such as the characteristics, establishment and dissolution of legal persons, bookkeeping and annual accounting, internal governance, and legal representation. The Civil Code applies to foundations and organisations only, and not to churches. Churches are a particular kind of not for profit organisation that the Civil Code does not regulate, unless they have the legal form of an organisation or foundation. In the Dutch legal system, not for profit organisations must satisfy certain requirements spelled out in the Civil Code to become a legal person. These requirements differ among formal organisations, informal organisations and foundations. Registration procedures are handled by the Chamber of Commerce. The rules for establishing an organisation or a foundation are not related to the purpose of the organisation, as a wide range of purposes and activities make them eligible for not for profit status. In the Netherlands, organisations and foundations are active in many different areas including home care, medical, legal, financial and educational assistance, libraries, museums, the arts, orphanages, labour unions and political parties.

The main restriction imposed on both organisations and foundations is that they are not allowed to distribute financial profit to their members, founders or persons appointed to their internal bodies. Beyond this restriction, foundations and organisations, like all legal persons, cannot have as their purpose the disruption of public order such as supporting or initiating armed revolutions, the initiation of hatred against certain groups of people, or the promotion of views that go against human dignity (Art. 2.20 of the Civil Code)."<sup>13</sup>

<sup>10</sup> See Johns Hopkins study *Defining the nonprofit sector: the Netherlands*, cit., pp. 5-8.

<sup>11</sup> *Ibidem*, p. 22.

<sup>12</sup> Cf. *The nonprofit sector in the Netherlands*, cit., p. 22.

<sup>13</sup> See Johns Hopkins study *Defining the nonprofit sector: the Netherlands* cit., pp.12-13.

### 3.1 ORGANISATIONS

The right to associate is recognised by Art. 1 and 8 of the Constitution for anyone who resides in the Netherlands. According to Art. 2 comma 26 of the Civil Code (BW), an organisation is a legal person composed of a minimum of two founders and is constituted to carry out a precise purpose other than that laid down for cooperatives and mutual societies. It is constituted through a bilateral legal act and cannot share profits among its members<sup>14</sup>.

The Civil Code provides for several different types of organisations: a public organisation established through a notarial deed, an organisation constituted through a private act and the stateless or international organisation<sup>15</sup>, not provided for by the law but recognised legally. The first type of organisation, with full juridical personality, must be entered in a register of organisations, and possess a constitutive act that must be drawn up by a notary which contains the statute, even though the statute may be incorporated in a notarial deed at another time. The statute must include a number of elements that are important in establishing the identity of the organisation, such as its name, purpose, obligations of its members, manner of convening the general meeting of members, and rules for appointing and dismissing board members. Organisations can assume debt, accept donations and purchase real estate without limitation. The articles of organisation must specify how the assets are to be disposed of in case of insolvency, or the procedures for determining such disposal (Art. 2 comma 27 of Civil Code).

Once creditors have been paid, the balance of the assets is assigned to all parties who are entitled to them under the statutes. If no one has a claim to the residual assets, they pass to the State, which will assign them in accordance with the object of the legal person as far as possible (Art. 2 comma 23b of the Civil Code).

These organisations have full juridical capacity and, after registe-

ring at the Chamber of Commerce, the governing board no longer answers in person to the obligations of the organisation. Registration, in this case, is obligatory.

An **informal association** can be established without a formal deed and its statute need not be laid down in a notarial deed. They may be registered at the Chamber of Commerce, though there is no obligation to do so.

Such an organisation has limited juridical personality. According to Art. 2 comma 30 of the Civil Code, in fact, its listing in the register of organisations held by the Chamber of Commerce limits the responsibility of its governing members, who are only liable in the case that a third party can demonstrate that the organisation has not met its obligations. It cannot accept legacies or acquire registered goods. According to Art. 2 comma 30 of the Civil Code, the members of the governing board are personally responsible for the organisations' obligations, though this responsibility is reduced with its registration at the Chamber of Commerce. These organisations may become formal once their statutes are laid down in a notarial deed. Thus, registration is not a condition to attain juridical personality, but failure to register implies different liability for the governing members of both formal and informal organisations.

Last of all, a stateless or foreign organisation, constituted abroad, is recognised in the Netherlands, and the applicable foreign law (which determines whether legal personality can be granted), governs the organisation in virtue of the Dutch law.

### 3.2 FOUNDATIONS

By definition, foundations do not have members. In accordance with Article 2 comma 285 of the Civil Code, a foundation is "a legal person created by a legal act which has no members and whose pur-

<sup>14</sup> Cf. *Communication from the Commission on promoting the role of voluntary organisations and foundations in Europe*, p. 67 and the Johns Hopkins study *Defining the nonprofit sector: the Netherlands*, p. 13.

<sup>15</sup> Cf. *Communication from the Commission on promoting the role of voluntary organisations and foundations in Europe*, pp. 67-68.

pose is to realise an object stated in its articles using capital allocated to such purpose". Foundations must be established by a notarial deed that contains the statute that needs to be listed in a special register held by the local Chamber of Commerce. A foundation can be established by one person. In accordance with Article 2 comma 286 of the Civil Code, the statute must indicate elements such as the name, purpose, appointment and dismissal of board members, and dispositions regarding the assets in the case of insolvency. From the time a foundation is registered, both the foundation and its governing members are personally liable for the foundation's obligations (Article 2 comma 289 of the Civil Code)<sup>16</sup>.

### 3.3 CHURCHES

Article 6 of the Dutch Constitution declares that each person is free to worship his or her own religion or conviction, individually and with others. Churches have no direct relationship with the State, though consultation between the State and the churches takes place in the interchurch convention for consultation with the government body that represents Christian churches and the Jewish Community (CIO).

There are no formal requirements for establishing a church, unless in violation with the law. A congregation can either be independent from its own church or part of it. There are numerous schools and hospitals that are run by religious organisations and foundations, though they are not formally part of a church. Article 2 comma 2 of the Civil Code states that both a church and its independent units have legal personality. It is up to the churches to decide how their various organisations are to be classified in their own statutes: a school or a hospital run by a church and regulated by the church's statutes,

is any case considered an independent part of it. As the Civil Code does not provide for formal or material rules for churches, there are doubts concerning its juridical personality, so many religious groups prefer to be established as an organisation or foundation.

Administrative law essentially treats religious organisations in the same way as other not for profit organisations. The only exception is the property used either for religious practice, as a natural reserve or for public utility. In these cases they are exempt from any form of taxation<sup>17</sup>.

### 3.4 TERMINOLOGY USED FOR THE NOT FOR PROFIT SECTOR

A term that is widely and historically used is *particulier initiatief*<sup>18</sup>, that is "private initiative" or "PI". This term refers to groups of citizens joined together in voluntary organisations in pursuing issues that do not regard only individual interests. The term can be used for the majority of not for profit organisations, though, at times, it is also used to refer to the profit sector

The term *maatschappelijk middenveld*<sup>19</sup> (literally, societal midfield) describes all kinds of organisations between the citizens and the State. In a wider sense, it encompasses the profit sector (though that is not common), as well as a variety of organisations that provide services to the public (which at times include independent state agencies, such as public universities), interest groups, hobby and sports clubs and other voluntary organisations. Traditionally, the term was applied to pillarised organisations, with the exception of political parties. Nowadays, the term is reserved for special interest and support organisations, which have a "vertical" mediating role between the State and the citizens. On the one hand, "societal midfield" organisations represent the interests of their specific group at a government level and try to influence policy-making

<sup>16</sup> See Johns Hopkins study *Defining the nonprofit sector: the Netherlands* cit., pp.13-14.

<sup>17</sup> See Johns Hopkins study *Defining the nonprofit sector: the Netherlands* cit., pp.16-17.

<sup>18</sup> *The nonprofit sector in the Netherlands*, cit., p. 3 and *Defining the nonprofit...*, cit., p.1.

<sup>19</sup> *Ibidem*, p.1-2.

decisions. On the other hand, many organisations are of great service to the government, for instance, by implementing and monitoring policies.

The expression *gesubsidieerde en gepremieerde sector*<sup>20</sup> (subsidised sector), abbreviated as the *g&g sector*, defines the sector in financial terms. It is used in reference to organisations that receive public subsidies or premiums from the obligatory national social security and health insurance programmes. This term can be applied to a large section of the not for profit sector since many private organisations receive some form of public subsidies or payments from the social funds, namely from the health care sector.

In addition to these local terms, there are other “imported” terms can be mentioned briefly.

The term “NGO” (Non-Governmental Organisation) is utilised in the field of international cooperation and development.

“Intermediary Organisation” is the expression used by sociologists to indicate what is commonly known as a “societal midfield organisation”.

The term “third sector” and “independent sector” are sometimes used – the latter only present in English. They refer to not for profit organisations, but have fewer economic connotations.

“Volunteer centres” revolve around volunteering, mediating between demand and supply of voluntary work.

The term “civil society” is becoming a popular alternative to “societal midfield”<sup>21</sup>.

### 3.5 CRITERIA USED IN DEFINING NOT FOR PROFIT ORGANISATIONS

Generally speaking, an organisation must meet five fundamental criteria to be considered part of the not for profit sector. It must be:

- organised, that is, formally regulated;
- private, that is, institutionally separate from the government;
- self-governing;
- not distributing profit;
- involve some meaningful degree of voluntary participation.

These five criteria that define not for profit organisations are briefly outlined below:

#### Organised<sup>22</sup>

The legal form of an organisation or foundation guarantees some kind of institutional structure for not for profit organisations. Not that there are no informal organisations, but these are only a small percentage and the activities that they carry out are marginal.

#### Private<sup>23</sup>

These organisations need to be private and institutionally separate from the government. Since most not for profits in the Netherlands are either organisations or foundations, the legal entity itself separates them from the government. Public contributions do not diminish the private nature of organisations, even though the organisations may be completely financed by public funds and provide services to the public. Foundations are considered *government foundations* when at least half of the members of the governing board are appointed by the government (Munneke, 1983, vol. II, 5-6). Government foundations have not been included in our survey on the Dutch not for profit sector.

#### Not distributing profit<sup>24</sup>

The not for profit criterion is evident in most organisations of the sector that have a legal basis as either organisations or foundations.

<sup>20</sup> *Ibidem*, p. 2.

<sup>21</sup> Cf. *The nonprofit sector in the Netherlands*, cit., p. 4 and *Defining the nonprofit...*, cit., pp. 2-3.

<sup>22</sup> *Ibidem*, p. 18.

<sup>23</sup> *Ibidem*, p. 18-19.

<sup>24</sup> Cf. *The nonprofit sector in the Netherlands*, cit., pp. 6-7 and the Johns Hopkins study *Defining the nonprofit sector: the Netherlands*, p.19.

These types of organisations may not distribute profits to their members, founders or governors. Instead, any operational surplus needs to be retained and dedicated to the purpose of the organisation. The non-distribution constraint only applies to the distribution of profits that are made by the organisation itself. The legal typology of the foundation is also used for pension funds, for which the law provides for an exception on the matter of distribution.

### Self-governing<sup>25</sup>

The self-governing criterion stipulates that the not for profit organisations need to have their own internal governance procedures and a meaningful degree of autonomy. The self-governing criterion may be problematic in a number of cases, particularly for the key institutions of the Dutch welfare state.

### Volunteering<sup>26</sup>

Organisations can rely on volunteers in different manners and proportions, varying from organisations working exclusively with volunteers, to organisations who have volunteers only as Board members, and on to organisations who employ volunteers in activities and/or services.

One must not confuse organisations animated by the activity of volunteers with other forms of volunteering present in the Dutch not for profit sector which, as we have seen, is highly professional. In many not for profit organisations voluntary input may only be found at the board level. Even at that level volunteering is sometimes disputable, since in some not for profit organisations board members are representatives of other organisations for whom representation is an integral part of their job.

In determining the applicability of the voluntary criterion, we must focus on the voluntariness of members and (financial) contributions to the organisation.

## 4. RELATIONS WITH PUBLIC INSTITUTIONS

Government support for not for profit organisations is quite substantial.

About 30% of the non for profit sector's revenue comes from government support through direct subsidies and grants. At times, these funds are allocated to support the organisations' activities, such as museums, sports centres, political parties, etc. If a broader definition of government support is applied, then one must also include payments for health care and social services, the share in revenues in this case rises to about 60%.

In the first half of the 20th century, social security was completely in the hands of employers and workers. Health care and welfare services were essentially offered by private institutions. Education was heavily influenced by pillarisation.

In more recent times, the government policies of cutbacks, deregulation and privatisation offer proof that the government intends to provide fewer funds and foster the development of the private sector which, not necessarily, regards the not for profit sector.

Today, the government's position seems to be to leave many things up to the market. An example is the homes for the elderly and private education. Then there are certain forms of some health insurance payments which can be regarded as indirect government payments: up to a certain gross income people are obliged to insure themselves with a compulsory state health insurance fund (*ziekenfonds*); if their earnings are above this threshold, the worker must take out health insurance from a commercial insurance company that is not co-financed by the State. No matter where this insurance is stipulated, each person is obliged to pay an extra contribution. These contributions go into a fund utilised by the government to provide for certain services, such as home care, family care, mental health care, and care for the disabled.

<sup>25</sup> Cf. *The nonprofit sector in the Netherlands*, cit., p.7.

<sup>26</sup> Cf. *The nonprofit sector in the Netherlands*, cit, pp. 7-8 and the Johns Hopkins study *Defining the nonprofit sector: the Netherlands*, pp. 19-21.

Recent decades have seen some important changes in government itself that have had an enormous impact on not for profit organisations. These changes include decentralisation, cutbacks, deregulation and privatisation. These have all influenced the not for profit sector in different ways. Decentralisation has not only led to a decrease in the influence of national umbrella organisations, but in many cases also to their disappearance.

The cutbacks in public social spending have reduced the government funds allocated to not for profit organisations, thus forcing many of them to search for other resources, principally on the market. Many have felt the need to reorganise themselves, through mergers, becoming more professionalised and business oriented. Others, such as consumer organisations, have lost their subsidies completely; and churches have lost their privilege of not having to pay for their outgoing mail.

In some cases, government support goes directly to the citizens; for example, subsidies for those that have difficulty in paying rent do not pass through not for profit organisations, which have lost their influence in this sector.

## 5. ECONOMIC IMPORTANCE AND FORMS OF FUNDING

### 5.1 ECONOMIC IMPORTANCE

Operating expenditure of Dutch not for profit organisations amounts to about 15.5% of the GDP, 45 billion Euro, according to the latest research<sup>27</sup>. The table below shows the subdivision of internal expenditure of not for profits and the incidence in each sector<sup>28</sup>.

Health, education and social services account for 61% of the operating expenditures; this means that while 89.1% of employees in the not for profit sector work in organisations that supply welfare services,

these fields do not reach the same percentage of expenditure. The housing sector can partly justify the discrepancy in the percentages as its operating expenditure amounts to 23%, though it provides full-time employment for only 2.5% of the employees in the sector. It should be said that not for profit housing organisations occupy a central place in the Netherlands. Of the approximately 6 million dwellings in the country, half are rented homes. Of these three million rented homes, not for profits own and manage more than two million. In other words, one third of all dwellings and two thirds of all rented homes are in the hands of not for profit housing cooperatives.

### Operating expenditure of the not for profit sector per area of activity, 1995

	% of total not for profit
Culture and recreation	6.5
Education and research	20.0
Health care	27.6
Social services	13.4
Environment	1.5
Development & housing	23.2
Civic and advocacy organisations	1.3
Philanthropy and volunteering	1.3
International activities	2.1
Religion	0.9
Professional organisations and trade unions	2.3
Not for profit sector	100.0

Source: *The non profit sector in the Netherlands* (2001).

### 5.2 FUNDING

Public funds are the main source of funding for the sector<sup>29</sup>: al-

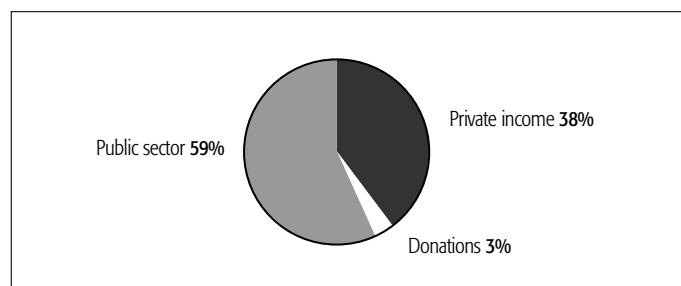
<sup>27</sup> Cf. *The Netherlands: Key features of the Dutch nonprofit sector*, cit., pp.146-147.

<sup>28</sup> Cf. *The nonprofit sector in the Netherlands*. cit., pp 40-41.

most 60% of revenue comes from the government and health insurance payments. Private earnings are the second most important source of revenue: membership fees and self-taxation of members make up 38% of funding, while private giving or philanthropy, on the other hand, constitutes 3% of the total revenue<sup>31</sup>.

The latter represents the smallest form of not for profit revenues, though it is a very important source of funding for some fields, such as organisations of a religious nature which receive 82% of contributions from their members in the form of donations. Private donations are also fundamental for international activities (20% of its funds come from charity donations).

#### Sources of not for profit revenue in the Netherlands, 1995



Source: *The Netherlands: Key Features of the Dutch not for profit sector* (1999).

Culture and recreation, the environment, civic, support and professional organisations, benefit in particular from **private donation** from 8-16% (see table above), while they are almost inexistent in education, health, housing and social services. **Private income from members**<sup>31</sup> accounts for 38%, and therefore is the second largest source of funding for not for profit organisations. For example, culture and recreation, environment, civic and support organisations are mostly financed by contributions from their members. The data are even more significant for the housing sector where the payment of

<sup>29</sup> *Ibidem*, p 43.

<sup>30</sup> Cf. *The Netherlands: Key features of the Dutch nonprofit sector*, cit., p. 157.

<sup>31</sup> Cf. *The nonprofit sector in the Netherlands*, cit., p. 44.

#### Sources of not for profit revenue, 1995

	Public funds	Private donations	Membership fees
Culture and recreation	27	8	65
Education and research	91	1	8
Health	96	1	3
Social services	66	3	31
Environment	23	16	60
Development & housing	7	0	93
Civic and advocacy associations	4	11	85
Philanthropy and volunteering	0	3	94
International activities	45	35	20
Religion	0	82	18
Professional associations and trade unions	0	10	90
Not for profit sector	59	3	38

Source: *The nonprofit sector in the Netherlands* (2001).

rent constitutes 93% of the revenue. Revenue from the sale of **lottery** tickets is the greatest source of funding in philanthropy (95%); in fact, lotteries in the Netherlands are legally obliged to distribute a large share of their earnings (about 60%) to what are deemed worthy causes. Finally, in social services, the main source of private earnings comes from **fees** paid by clients that benefit from assistance services (homes for the sick, the elderly, etc.).

Public funds, as mentioned previously, finance 59% of the entire not for profit sector. The main beneficiaries are education and health: with 91% and 96% respectively. The crucial difference is that health care receives mainly third-party (health insurance) payments, while revenues in education are direct statutory payments. Social services (66%) and international activities (45%) also receive large amounts of direct

government support. The other sectors have a low level of public funding and in some fields such as philanthropy, professional and religious organisations, no direct government payments are received at all.

The division between welfare state services and other not for profit areas produces some very interesting data. Health, social services and housing cooperatives together produce 84% of the expenditure, 91% of the added value and 90% of the full-time employment<sup>32</sup>. Public funds finance these sectors for a total of 66%, while private income is lower (33%) than the aggregated figure (38%). Private donations only amount to 0.9%.

#### The four welfare state services and the seven other groups

	four welfare state services	seven other groups
<b>The not for profit in general:</b>		
Employment	90.3	9.7
Volunteering	42.2	57.8
Expenditure	84.1	16.9
Added value	90.8	9.2
<b>Revenue share of:</b>		
Public funds	65.7	19.2
Donations	0.9	16.7
Private income	33.4	64.1

Source: *The not for profit sector in the Netherlands* (2001).

When comparing the figures regarding the four fields of the welfare state with the remaining seven groups, it becomes apparent that private income is very important for the latter (64.1%) and not public funds (19.2%); not to mention private donations (16.7%) which is five times higher than for the not for profit sector in general.

### 5.3 TAX CONCESSIONS

The delivery of a number of specific services by not for profit organisations is exempt from VAT (Value Added Tax). The list of exempted services includes health assistance, social assistance, sport, culture, radio, television, education and fundraising. Donations by individuals and companies are deductible from personal income taxes (up to a maximum of 10% of gross income) or from corporation tax (up to a maximum 6% of taxable profit). Not for profit organisations that serve a public interest such as institutions of a religious, philanthropic, cultural and scientific nature are entitled to favourable tax concessions with respect to donations and death duties. The deductions vary, according to the amount, between 41% to 68%; while other not for profit fields may qualify for a much lower rate of 11%.

### 6. ROLE OF VOLUNTEERING IN THE WELFARE SYSTEM

The particular characteristic of Dutch not for profit is that the organisations hold a *nearly monopolistic* position in the supply of some important services, especially those offered to the disabled and those linked to social services. Another distinctive characteristic is linked to the territorial dimension of not for profit organisations: it is common to find local or regional organisations, while it is hard to find an organisation that is a branch of a national chain capable of providing services throughout the nation.

When analysing the welfare services offered, the articulation of a two-level structure is immediately evident: there are organisations that provide standard services for the physical and psychological well-being of individuals (health care, assistance to the mentally disabled, home care, territorial and residential services for the handicapped), and others which aim at improving the quality of life and the socio-cultural conditions of society (nursery schools, primary schools, social and recreational centres, street work, libraries, cultural organisations and community organisations).

The first group of services is regulated and financed at a national level, and funding is organised around a mix of both public and private insurance cover; the second group of services is put directly under the jurisdiction of local public administrations and the financing is organised around funds transferred from the public national budget to municipalities and regions, which have ample discretionary power as to which services receive the most funds. In both forms of funding, the services are supplied directly by the third sector organisations.

As we have already mentioned, the distinct configuration of the not for profit in the Netherlands is the product of historical structures which led to phenomena such as pillarisation or subsidiarity. This last principle confirms that the public administration has left much to private initiative, which means that the State need not offer goods or services as long as a private organisation can sustain them – also because, certain regulations stipulate precisely that some funds need to be handed over from the state to the private sector and not to be used by the public sector to render these services. The principle of pillarisation gives citizens the opportunity, for all their cultural, social, health and other needs, to be provided for by cultural organisations of their choice. This has produced an identical and parallel system of organisations of the third sector which operate at the same level and in the same territorial areas. The process of decentralisation put into effect by government policies in the 1980s has given local authorities greater responsibility, but has placed them under the supervision of provincial and national governments. These new responsibilities have led to a drastic change in the working methods of local administrators and of public operators as, until that time, only a limited number of local authorities had developed policies involving the third sector. These authorities acknowledged the autonomy of civil society and hoped to facilitate their activities through the use of voluntary centres, for example by renting premises under extremely convenient conditions, fostering the use of support centres and, but rarely, financing some expenses and paying insurance for the volunteers.

In order to encourage voluntary work, some local authorities gi-

ve yearly awards to volunteers and volunteer organisations and disseminate public leaflets on the nationwide campaign on volunteering (SIRE campaign). Local authorities are also concerned with encouraging the long-term unemployed to have a greater role in society by reintegrating them into civil life. One of these means are the so-called “programmes on reintegration” (*sociale activering*), where the unemployed are becoming engaged in the volunteer sector. Although working in the volunteer sector can be a first step in becoming part of the workforce again for some people, this approach can be problematic. Not all voluntary organisations are prepared to supervise activities involving these people, as they may have complex problems which require the intervention of operators that are capable of managing and monitoring psychological difficulties.

## **7. NATIONAL AND REGIONAL SUPPORT BODIES OF THE THIRD SECTOR**

### **7.1 VOLUNTEER SUPPORT CENTRES**

Volunteer centres are not for profit structures in which funding depends on local and regional government institutions, and the services offered to the beneficiaries are free of charge. Towards the mid 1970s, the national government fostered the establishment of 30 volunteer centres at a local level and contributed in financing their activities. Today, there are about 200 volunteer centres registered in the Netherlands, found throughout the national territory. To better clarify the situation in the Netherlands, it is important to understand the organisation and structure of these centres. In 2001, there were 160 volunteer support centres at a local level that worked towards providing a formal support to the volunteer sector. In addition, some volunteer activities, like sports or scouts, are pretty well organised in vertical thematic branches and get specific support, visual identification and facilities from national federations.

# Support bodies

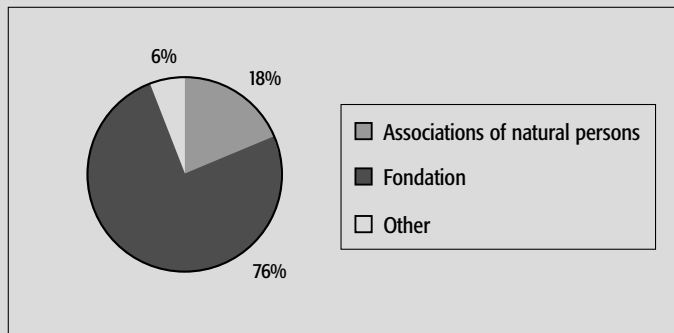
## 1. SUPPORT BODIES INTERVIEWED AND THE CASE OF PAD

The work and the role carried out by support organisations is set out below using the analysis of the responses supplied by the 15 organisations that were interviewed. Amongst these, one case has been analysed in particular depth: *PAD (Participatie & Activering Drechtsteden)*. A more detailed description is provided for activities and operating methods.

### 1.1 LEGAL STATUS, ORGANISATIONAL STRUCTURE AND FINANCIAL RESOURCES

Of the 15 organisations interviewed, thirteen are foundations, two are organisations of natural persons and one is part of a larger welfare organisation.

#### Legal Form of Administrative Bodies



The **principal responsibilities** stated by the organisations in their statutes are advice and the support of volunteer organisations (10), the promotion of volunteering in schools (3) and other objectives such as the recruitment of volunteers, mediation between organisations and volunteers, and the reintegration into the work place of the socially disadvantaged (12).

Nearly all the organisations are run by a Board of Directors (14) and a President (13). In addition to general assemblies, five organisations also have weekly consultation meetings and seven meet together several times a year.

The **members** of the Board are volunteers in nine out of fifteen cases.

*PAD* is no exception, and is run by a governing board made up of seven members, including the President.

With regard to the financial resources, five organisations stated that their total income is between 101,000 Euro and 250,000 Euro, two recorded sums of less than 100,000 Euro, two registered 501,000 Euro and three exceeded 900,000 Euro.

The majority of organisations (9) are based in **rented offices**, seven own their premises and only one body uses an office belonging to another organisation. The size of the head office varies between organisations: three have offices between 10 and 50m<sup>2</sup>, two between 51 and 100 m<sup>2</sup>, four from 100 to 400 m<sup>2</sup> and the last four have over 400m<sup>2</sup> available to them. A total of 8 organisations use more than eight rooms, 6 use three to eight rooms, and 5 have only two rooms available.

The majority of organisations are **open** five days a week (12). Overall, the weekly opening hours for the public are from 31-40 hours for six organisations, 21-30 for five organisations, 11-20 hours for three, and 10 hours of advice for one. Some of them (5) have at least one **local office** and one body has another five separate offices. **Disabled access** is guaranteed in nearly all offices (14).

### 1.2 TERRITORIAL RANGE, HUMAN RESOURCES AND RELATIONS WITH OTHER BODIES

With regard to the **territorial range** covered, twelve of the organisations interviewed stated that they operate at a municipal, inter-municipal and regional level, whereas only three are active at a pro-

vincial level.

The total number of volunteers involved in temporary projects in 2003 was about 370, whilst the total number of those recruited was about 215.

As well as providing certain services, thirteen organisations have established **agreements and conventions** with external groups and, in particular, with seventy non profit organisations, six professionals or offices and fifteen public bodies. These cover areas such as the promotion of the culture of solidarity, support for social planning, advice and guidance, training, etc.

rehabilitation (3), re-education / reintegration (5), cultural promotion (1), sports (4).

*PAD*, in particular, is a structure that is closely linked to the welfare state; it implements programmes to help the long-term unemployed and to reintegrate disadvantaged minorities (immigrants, refugees, disabled) into society.

In particular, *PAD* works with the “*sociale dienst*”, a part of local municipality government, which enters long-unemployed persons into programmes in order to stimulate their reintegration into the workforce. Thus, each individual enrolled in *PAD*'s rehabilitation programme receives a monthly allowance (though payments cannot be su-

#### Agreements and conventions established by the organisations with other organisations

Convention area	N. not for profit organisations	N. Professionals and offices	N. Public bodies
Promotion and development of solidarity	7	1	2
Support for social planning and for volunteering initiatives	4	1	3
Advice, guidance and information	8	1	2
Mechanisms for technical and logistical support or for the planning, start-up and implementation of specific activities	7	1	2
Training and qualification offered to organisations	12		2
Information, news and communication services	11	1	2
Documentation	10		
Databases on organisations	11	1	2
Total	70	6	15

#### 1.3 AREAS OF ACTIVITY, GOALS AND TYPOLOGY OF BENEFICIARIES

The principal **areas of activity** are: social welfare (10), health (10), recreation and culture (9), education (11), environmental protection (7), advocacy (4), sports (9) and other areas, such as infancy (8).

In 2003, the organisations interviewed were involved in **direct social aid activities** with citizens in only five out of 15 cases, and mainly in the following sectors: promotion of forms of self-help (2),

spended). The rehabilitation programmes last 6 months and, depending on the problems faced by the individual, the unit's staff may also advise rehabilitation therapy at the same time.

Another *PAD* project, involving organisations and targeted to foreigners' integration, is called “**Interculturalisatie**”. The project was designed to aid the integration of foreign minorities into the local community, perceived as a significant problem. The initiative is being

developed in conjunction with several local organisations, and is aimed at the integration of immigrants, helping them to become an active and accepted part of Dutch society through involvement in volunteer organisations. PAD provides a further contribution, through sociological research geared at finding a solution to this adversity.

Essentially almost all organisations (14) provide **information, guidance and liaison services** for individuals interested in volunteering and the organisations which make use of them: eleven organisations provide this service to organisations in general and eleven to public bodies.

The **methods of operation** are diverse: fifteen organisations offer information to volunteers, eleven give guidance interviews to help with the choice of organisation, twelve offer placements to the interested organisations and another twelve provide support during the introductory phase of the volunteer's placement. In seven out of 15 cases, the service is provided free of charge.

In order to best clarify what this type of activity involves, and how it is carried out, let us look more closely at PAD's experience. In 2003, it received around 300 requests to sign up, of which around half were placed in organisations. The selection of volunteers takes place through an informal interview, which is followed by information-gathering from the would-be volunteer and the opportunity to verify the volunteer's real motivation. Where these checks reveal a suitable profile, the person is directed towards the organisations which best matches their profile. It is left up to the volunteer to arrange the first meeting with the organisation. After about two months, PAD contacts the volunteer again to ascertain that the meeting was successful. If it has not taken place, the search for a new organisation for the person to join starts again.

During this whole process, PAD naturally maintains accurate records; it provides insurance for the organisations (0.90 Euro per volunteer) and offers advice about the "Arbo law" which defines the working conditions, about the principles which regulate the use of volunteers and about the laws which permit tax exemptions for the payment of rebates.

Nearly all the support organisations also carry out promotional activities for volunteers targeted specifically at youth and women, as well as through awareness-raising campaigns in schools (3) and active volunteer recruitment activities (3).

The PAD project "**Maatschappelyke stage**" has proven to be important in this context, in which school participation is provided for. Every secondary school has the option to make voluntary work either compulsory or optional, and to incorporate the hours of volunteering into the school curriculum or not. Pupils are directly informed about the volunteering sector at school by PAD staff, or by being received at the unit's office. Voluntary work experience, 20-30 hours within voluntary organisations, represents the central part of the programme. It is seen as "getting acquainted" with voluntary involvement and the pupils are asked to report or discuss the experience at the end. The credits thus get acquired upon evaluation of all three parts of the project: initial involvement, the volunteering experience in organisations and final evaluation.

Another aspect is the range of **beneficiaries** who turn to the support organisations. Those who have utilised the services offered by the various organisations in 2003 are foundations (12), volunteer organisations (4), general organisations (4), other not for profit organisations (2), individual citizens (9).

The case of "**Vorst: Vrijwilligers Organisatie Stimuleringsprijs**" provides an important example of activities designed to support the organisations. This was a project promoted and carried out by PAD since 2002 to reward the organisations which most distinguished themselves in the quality of their work with volunteers. The project's symbol is a crown which is awarded twice a year by a PAD official. A maximum of 20 crowns may be awarded annually in the two events and PAD is responsible for choosing the winning organisations. Some of the elements valued are issues like smart recruiting techniques, capacity to retain and value volunteers, work conditions and atmosphere, democratic decisional process and possibilities for volunteers to have a say in running the organisation, etc. The procedure followed in the awarding of the prize for quality involves a careful analysis of the organisation applying for VORST by the distribution of a que-

stionnaire to be filled out with volunteers involved in the organisation during a meeting with *PAD* staff. By evaluating the responses received, *PAD* ranks the organisations in order and awards the prizes. The project is limited to the Municipality of Dordrecht, as the funding only comes from the local government.

More than half the organisations (11) have a **database** of organisations of the area covered, which holds details of addresses, area of activity, addresses, membership of a network organisation, number of volunteers, age and sex of volunteers. In addition, thirteen organisations also maintain a database of individual citizens who are interested in voluntary work opportunities.

**Assessment of needs** occurs in a variety of ways: analysis of demand from the organisations and citizens (15), meetings with organisations and other users (14), specific research into the analysis of needs (10).

As far as the tools used to **assess** the effectiveness/efficiency of the services are concerned, nine organisations use questionnaires and interviews with the service users, six carry out periodic analysis of the quantity/quality of work undertaken and four analyse the trend in demand of each service on behalf of the users, six organisations do not have systematic record-keeping and four only record the number of services supplied; in one single case, the date of every service provided is entered.

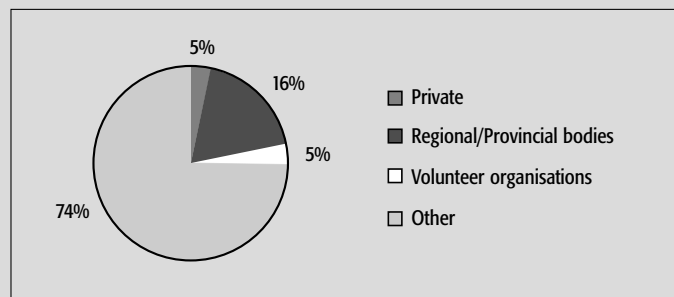
#### 1.4 REGULATIONS AND RELATIONS WITH OTHER PROMOTIONAL ORGANISATIONS AND/OR PUBLIC INSTITUTIONS

Only in seven support bodies are services supplied on the basis of **laws and regulations** regarding the voluntary sector.

Regulations provide for forms of funding (covering between 50 and 100% of the service) for support activities that are offered by these bodies in favour of volunteers, or to other associative groups in fifteen out of seventeen cases. The beneficiaries do not pay for the services provided in nine of the organisations interviewed, and where payment is made, it is a partial contribution towards costs.

With regard to **relations with other promotional organisations**, sixteen subjects maintain links with the other bodies. The figures in the chart show how some forms of collaboration are the result of relations between the support bodies analysed and regional and/or provincial bodies (16%), other voluntary organisations (5%) and private organisations (5%). The largest share (a good 74%) indicated as "other", reflects the cooperation between the organisations and coordination and national support bodies, such as *Civiq* and *Vereniging NOV*.

#### Organisation cooperating with the support bodies



All support bodies have **obligations**, either **legislative** or otherwise, towards public institutions: listings on registers, reports on activities carried out, legal contracts between town councils and the organisations relating to public financing. In addition, **national or local** (or sector-based) laws affect thirteen bodies in terms of consultation and/or participation of the body in social policy-making decisions.

There is also a regulation known as "**Inspraak procedure**" which allows support bodies (and all kind of organizations) to get involved in the decision-making processes of some social policy sectors, with particular reference to the voluntary sector, employment and immigration.

In ten out of 15 cases, the local government is the public institution which has the greatest interest in promoting closer cooperation between organisations. The sectors with the closest ties between support bodies and public authorities are: social (3), volunteer (3), support for voluntary sector organisations, employment, linguistic support, health and education (1).

## 7.2. CIVIQ

*CIVIQ* is a not for profit organisation which sustains and supports voluntary activities. A lot of the work is done with financial support from the Ministry of Health, Welfare and Sports. *CIVIQ* also works with voluntary organisations, local and provisional support services and local authorities.

The main aim of the organisation is to foster a community which has a good quality of life with active citizens' participation. *CIVIQ* offers consultancy services, develops new methodologies and disseminates good practices. It provides advice, training and support, as well as doing promotional, research and product development work. *CIVIQ* offers the voluntary sector its experience, competence, tools and innovative methodologies.

In addition, *CIVIQ* offers consultancy services and accepts specific requests and queries from organisations working in the voluntary field and supplies them with custom-made advice and services. For example, among other things, *CIVIQ* offers the organisations information training on how to recruit and retain volunteers, and counselling services.

*CIVIQ* maintains contacts with the municipalities: it helps territorial institutions to design and implement municipal voluntary work policies, and it supports companies engaging in social entrepreneurship through employee volunteer work.

The projects, commissions and research that *CIVIQ* carries out produce a good deal of knowledge that is shared with other support services working at local, regional and national levels. *CIVIQ* has a variety of channels for disseminating knowledge, including conferences, web sites, workshops, courses and periodicals. *CIVIQ* also has an information centre that provides information and publications on volunteer work.

### Foundation

In 2003, the Dutch foundation that dealt with the management of volunteering (*stichting VrijwilligersManagement, sVM*) and the Dutch National Organisation of Volunteering (*Nederlandse Organi-*

*saties Vrijwilligerswerk - NOV*) joined forces and formed *CIVIQ*. *NOV* has historically sustained and represented the interests of more than four million volunteers while the objective of *sVM* was to modernise voluntary work and make it more professional. Over the years, the differences between the two organisations became less evident, to the point that they merged in 2003. At the moment, *NOV* continues its activities under the name of Organisation to Foster Volunteering (*Vereniging NOV*).

The following is a brief description of some of projects launched by *CIVIQ*.

### Voluntary work monitoring system for municipalities

Municipalities wanting to know about the voluntary work situation in their areas can use *CIVIQ*'s voluntary work monitoring system, which provides an easy way of evaluating the results of their policies

### Cultural diagnosis and change

Any organisational change brings with it a change in culture. *CIVIQ* has developed a tool for voluntary organisations to analyse the changes that occur at a cultural level, within their volunteering organisation. Known as the "culture test", it includes a questionnaire and an underlying culture model that is suitable for the voluntary sector.

### "Gain and retain"

Increasing the number of volunteers and retaining them is a difficult task to face. *CIVIQ* has devised a method for recruiting and retaining volunteers, especially specific categories.

### "Stap Twee" ("Step Two")

Many Dutch voluntary organisations are still "white, mono-cultural" organisations. This is a five-year programme that aims to make voluntary work multicultural, and hopes to change the present situation.

Internationally, *CIVIQ* plays an important role as well. It is a member of *European Volunteer Centre (CEV)* and participates in the development of *Volonteurope*, a European platform that organises annual conferences for the European voluntary sector. *CIVIQ* is also well known for its professional experiences. Several staff members have worked on projects in Central and Eastern European countries and participated in international initiatives.

## 8. SOCIETY AND INSTITUTIONAL OUTLOOK ON THE ROLE OF VOLUNTEERING

In the 1980s, the Christian Democrats launched the model of a united society, based on the principle of mutual solidarity where people should take care of each other. Furthermore, reciprocal help would also foster an economy based on state resources for welfare. Since then, the national government has created the opportunities to gradually create a national infrastructure for volunteering.

The concept of civil society in the Netherlands has been welcomed with enthusiasm in cultural and research circles, for its organisation of programmes at a political level. However, the fundamental issue regarding the acceptable interaction between government and voluntary organisations remains open. The national government places great emphasis on intensive co-ordination between citizens and organisations. In this neo-republican approach, citizens have the responsibility of active participation, while the government uses its power to allow citizens to do voluntary activities and encourage them in this respect. In the last two years, the local and national organisations that make up the structure of voluntary activities have examined the trends in society and the problems faced by volunteering to this regard. The main problems to be faced are: individualism, a diminished predisposition to be active in voluntary organisations, the declining number of young people active in these sectors, the progressive aging of the volunteering groups who risk a physiological die out, the development of entrepreneurial interests in the organisation of services linked to welfare, and a growing demographic differentiation invol-

ving cultural and national differences. In this perspective, we have seen the creation of different projects in recent years aimed at strengthening the development of volunteering.

Various volunteer support organisations have been financed by the governments. The organisations linked to these projects are the following: *Nederlandse Organisaties Vrijwilligerswerk NOV* (now *Vereniging NOV*), the organisation for voluntary service in Holland, that has the task of safeguarding the interests and developing volunteering networks; the foundation for the volunteering administration, *stichting VrijwilligersManagement (sVM)*, that aims to develop volunteering; and the organisations *Vorming* and *Training en Advies (VTA)* linked to education and consultancy. The first two organisations merged and became part of *CIVIQ* on 1st September 2003. The national government has also undertaken supportive actions in the areas of home assistance and friendly aid programmes.

The fact that people are less inclined to make long term commitments as volunteers with organisations than in the past, helps us understand the departure point of *sVM's Free Flex project*. The goal of this project is to encourage organisations to recruit volunteers for short term projects with a clearly pre-defined target. In this way, they hope to take advantage of the tendency for alternating voluntary commitments without the obligations of long term ones. *Vereniging NOV* has launched the *Smaakmakers* and *Flying Team* projects aimed at encouraging youth to carry out volunteering and attracting them to the already existing voluntary activities.

The ageing population is a problem faced by the elderly themselves in many voluntary organisations, especially in the field of health care. Traditional organisations such as the *Unie van Vrijwilligers (UUV)*, that is, the Union of Volunteers, are trying to find solutions to problems such as the aging of volunteers and how to increase the competence of the volunteers who carry out tasks in health care structures.

In response to the interest shown by the business sector, the *Vereniging NOV* project *Maatschap in betrokkenheid (Partners in Participation)* supports the profit sector actors which actively try to involve their workers in projects. It is a project of Corporate Social Responsibility promotion, aiming to strengthen the link between the

market and the civil society, offering mutual benefits.

The interest in building a multi-cultural society is growing, especially now that ethnic differences are becoming a common trait of many urban centres. The neighbourhoods of some cities principally house immigrants, though this fact is usually not considered by the various organisations which operate in these areas, nor by the sports centres or resident organisations. A relatively small number of immigrants take part in the activities of the organisations created by their own communities. Given the necessity for Dutch organisations to know how to interact with multi-ethnic communities, the municipality of Rotterdam has been supporting the Institute for Multi-cultural Participation for several years.

*Vereniging NOV* organised in 2001 the IAVE World Conference as part of the International Year of the Volunteer, to contribute to modernising volunteering throughout the world.

### 8.1 NEW DEVELOPMENTS IN VOLUNTEERING IN THE NETHERLANDS

Volunteering is a deep-rooted activity in the Netherlands and the principal form of society's infrastructure. Voluntary work is responsible for a whole range of activities and one person in four is involved in the sector. In order to support the Dutch community's great resource, the National Commission for Volunteers is working on some proposals to present to local governments.

Nico van der Spek is currently a member of the National Commission for Volunteering, a body set up by the Dutch government to encourage local authorities in the development of social policies. In the course of an interview, clarifying some points which are relevant to this research, Nico van der Spek takes stock of the role of volunteering in the Dutch community and its relationship with institutions. In particular, he emphasises how the action of the National Commission for Volunteering may be geared at promoting greater action by local government in the development of social policies:

"Our aim is that funds allocated by the government are used by

the town councils to develop civil society. It is very important for us that citizens are aware of their own rights and of common needs, but also of the necessity for each one of us, institutions and individual citizens, to take responsibility. Let me give an example: if the Dutch do not want further taxation, they cannot ask the local government for additional services; instead, they should organise themselves, exchange views, make decisions and, maybe, provide the services needed themselves."

The local community, and therefore the commitment and desire to be at the centre, has an important role:

"The welfare law develops a framework and there is currently a bill under discussion in Parliament which will compel local government bodies to present a programme of social policy every four years, planning the budget not on the basis of approval by the national government, but through a bylaw enacted at a local level. This will commit the municipality to discussing its social policies with organisations and individual citizens."

There are, then, a number of reflections to be made on the future course of volunteering and its relationship with Dutch society:

"The first aspect relates to the changes in society in the last few years, for example the large influx of foreigners, who also put their time and energy into volunteering. There is increasing talk of "flexible volunteering" to meet the new demands of society and to enable the involvement of individuals who until now have been excluded from that world, such as immigrants. Also, there is the matter of relationships between volunteering and the business world. Profit-making businesses are today considering aspects of social responsibility and are starting to resolve problems in the local community, to look at the voluntary sector in a new light. In addition, these businesses have understood that investment in the voluntary sector brings an additional advantage at a company organisational level, since workers who undertake voluntary work – according to sector studies – are more motivated. Another important aspect is that of company regulations, many of which do not make it easy for workers to volunteer. But something is changing. For example, there are now businesses which allow employees to carry out voluntary work during working hours and

some of the large supermarkets are promoting initiatives for the disabled, opening one evening a week exclusively for them.”

All this shows the importance of legislation at a European level

and the need for “...a reflection on how the different European countries relate to the world of volunteering, which values and roles are attributed to it, and what actions are undertaken to build a fruitful relationship with this huge resource within our society”.

# Getting to know the organisations

## 1. LEGAL STATUS, ORGANISATIONAL STRUCTURE AND FINANCIAL RESOURCES OF ORGANISATIONS

Fifteen voluntary organisations in total were studied in the survey carried out in the Netherlands in 2004. Essentially, they have three types of **legal status**: seven are foundations, four are predominantly voluntary organisations, and the remainder are defined generically as not for profit organisations.

These bodies have all been set up fairly recently; in fact, apart from one organisation which was established in 1937, most of them became operational in the 1980s and 1990s, and as recently as 2004, when the most recent organisation of those interviewed was founded.

Nine of the fifteen organisations rent their headquarters and only six operate out of their own premises.

Most of the organisations work a typical five-day week: from Monday to Friday, with opening hours to the public ranging between ten and forty hours per week.

Only one organisation works just one day per week, whilst another stays open also on Saturdays and Sundays. In any case, all the organisations interviewed operate continuously throughout the year.

As previously indicated, most are foundations created for the benefit of both members and non-members. Four organisations have emerged as an extension of a pre-existing activity and two through the initiative of an independent group of people. Regarding the **typology** that distinguishes the various organisations, results show that in twelve of the fifteen cases these are not defined by any specific programme and goal, two are moulded on a (political) ideology basis and only one has a Christian basis.

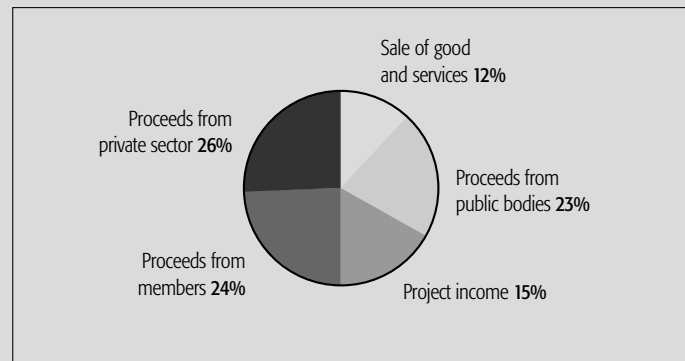
All the organisations have their own **statute** whereby they declare their involvement in not for profit activities (13 organisations), the democratic nature of their body (4), the charitable nature of social duty (7), five claim to operate for the sole purpose of solidarity and finally nine claim to be recorded on a particular roll or register. From

this data, one can say that fifteen of the organisations interviewed have multiple characteristics. Almost all of the bodies surveyed have a president and/or a governing board (12), six are headed by an assembly, seven have an executive body and four also have monitoring bodies. With the exception of two cases, the organisations are governed by rules and regulations governing the voluntary sector.

All of the organisations are currently entered on the Chamber of Commerce (*Kamer van Koophandel*) register.

With regard to the **types of income** the organisations obtained to carry out their activities in 2003, the graph shows that the main source was private funding: 26% of funds derive from donations, contributions from businesses and banks, only 12% came from the sale of goods and services, whilst 23% came from contributions from public bodies.

### Typology of the income available to the organisations in 2003



The amount of income exceeded 151,000 Euro in the case of eight organisations, ranged between 26,000 Euro and 50,000 Euro for one organisation, and was under 5,000 Euro for two organisations. Of the fifteen organisations, eight benefited from tax concessions (VAT reduction).

## 2. TERRITORIAL RANGE, HUMAN RESOURCES AND RELATIONSHIPS WITH OTHER BODIES

Almost all of the organisations interviewed are actively members of a **coordinating body** at various levels: fourteen on a provincial or city level, ten on a national or regional level and five internationally. The following table illustrates this involvement in detail.

With particular regard to the **territorial range** within which the organisations normally perform their activities, it can be seen that fourteen organisations operate at a regional and interregional level, several work within the city limits, and some also internationally.

All fifteen organisations enjoy good **collaborative relationships with other bodies**, more specifically: thirteen with other voluntary organisations, one with national, regional or provincial organisations to which it belongs, six with social cooperatives, four with self-help groups, seven with organisations with a social focus, two with foundations, two collaborate with parties and unions, another two with businesses and banks, eight with schools, professional training centres and universities, and lastly, all benefit from services offered by various public bodies (city councils, provinces, prefectures, ministries, etc.).

In conclusion to this section, regarding the relationships that voluntary organisations enjoy with other bodies, it remains to be said that eight of these, in 2002, undertook contracted activities for **public bodies**, either for a fee or free of charge. Only seven, due to the undertaking of specific action or projects, had no relationship with public bodies.

Finally, almost half of the organisations benefit from the support offered by **volunteer and promotion service entities**, particularly in terms of training, information and communication, legal and tax advice, logistical services, participation in events and seeking volunteers.

With regard to the nature of the **human resources** employed in the organisations, the following table gives an idea of the distribution, in percentages, of the presence of individuals acting gratuitously and on an ongoing basis, distinguishing between male and female volunteers.

### Distribution by gender of individuals acting gratuitously and continuously

Up to	10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
Female	X	X	X	X	-	-	X	X	X	-
Male	X	X	X	-	X	X	X		X	-

Although not all the organisations answered the question relating to the age of those employed gratuitously and continuously, in four out of the fifteen organisations, they are mostly adults (aged 46 - 65) whilst, for example, in another three there is no predominant age group.

Nine organisations are involved recruiting new volunteers and, in so doing, three of these use the services of a support body. The intake requirements for volunteer recruitment depend, in many cases, on the project concerned although, generally speaking, the organisations do not require any specific skills. In any case, nine organisations provide an in-house training course for the volunteer. The amount of time the volunteer dedicates to the organisation is up to the individual in seven cases out of fifteen, whilst two organisations require a commitment from the individual of once or twice a week.

## 3. AREAS OF ACTIVITY, GOALS AND TYPOLOGY OF BENEFICIARIES

From the number of responses provided, it is evident that organisations carry out **multiple activities**: six are involved in training and education, five in recreation, nine in welfare, 2 are involved in coordination and supporting operational groups, only one carries out activities relating to advocacy, three relate to sporting activities and a further three are involved in raising funds to finance activities carried out by other bodies, four organisations perform social health activities and finally only two are involved in civil defence.

### Activities performed by the organisations

Welfare	9
Health	4
Advocacy	1
Cultural issues and protection of cultural assets	3
Education and training	6
Recreation	5
Sport	3
Raising funds to finance activities performed by other bodies	3
Coordination and support for operational groups or territorial areas	2
Civil defence	2

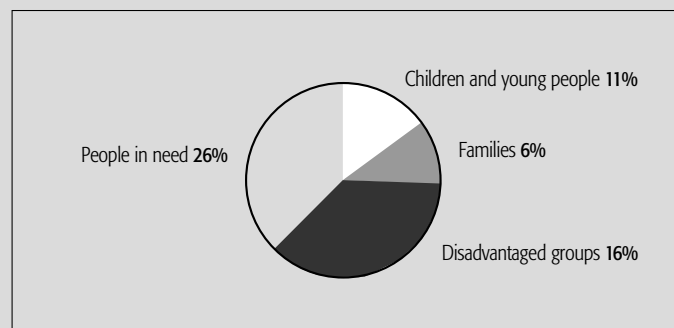
Of those interviewed, nine organisations were in a position to quantify their beneficiaries, which range from a minimum of 50 to a maximum of 80,000 beneficiaries. In general, the beneficiaries do not pay a subscription, nor are they charged for services, whilst just one organisation provides its services on payment of an annual membership fee.

In analysing the data gathered, it is possible to identify the main **areas and goals of intervention** of those organisations which, within their specific areas, also carry out activities relating to other sectors<sup>33</sup>. Of the five macro goals identified, the following predominate: carr-

ying out services of public interest and performing promotion and awareness activities (10 organisations), protecting the environment and the area (2), and undertaking training and research activities (6).

With regard to the **specific beneficiaries** and types of individual with whom the organisations are involved on a continual basis, on combining all the responses it is evident that the largest groups of beneficiaries are: children and young people (11 organisations), people in need (26), disadvantaged groups (16), families (6). The figures shown indicate the number of organisations involved in the beneficiary targets indicated (the total does not tally as more than one answer could be given).

### Beneficiaries and types of individuals with whom organisations are involved on a continual basis



<sup>33</sup> The total does not tally as multiple answers could be given to the question.

### **SUPPORT BODIES INTERVIEWED**

These are the support bodies and the organisations we have met, that have allowed for some direct insight into the reality we have been investigating.

**Breda-Actief**, Breda

**Bureau Vrijwilligerswerk Delft**, Delft

**Galant, Vrijwilligersnetwerk 's-Hertogenbosch**, Den Bosch

**HOF, Promotie Haags Vrijwilligerswerk**, Den Haag

**PAD Dordrecht**, Dordrecht

**PJ Partners**, Rotterdam

**Pluspunt Lelystad**, Lelystad

**STAP Stedelijk Advies- en OndersteuningsPunt Vrijwilligerswerk**, Rotterdam

**Vrijwilligerscentrale en Hulpdienst Uden**, Uden

**Vrijwilligerscentrale Eindhoven**, Eindhoven

**Vvb Dordrecht**, Dordrecht

**WVC Amstelveen**, Amstelveen

**WVC Amsterdam**, Amsterdam

**WVC Barneveld**, Barneveld

**WVC Helmond**, Helmond

**WVC West-Friesland**, Hoorn

### **VOLUNTEER ORGANISATIONS INTERVIEWED**

**ANBO**, Utrecht

**Bibelot**, Dordrecht

**Broodnodig**, Dordrecht

**Buddyzorg**, Sittard

**Hospice de Patio**, Dordrecht

**Huis voor de Zorg**, Randwijck-Maastricht

**Humanitas**, Amsterdam

**Slachtofferhulp**, Utrecht

**Zonnebloem**, Breda

### **OTHER ORGANISATIONS INTERVIEWED**

**Blooming**, Bergen

**De Heuvel, adviesbureau voor jeugd en jongerenwerk**, Rotterdam

**CIVIQ**, Utrecht

**NOC\* NSF**, Arnhem

**NIZW**, Utrecht

**LOVF**, Utrecht

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