

Spain
[REINO DE ESPAÑA]

CIVIL SERVICE PLACEMENT IN VALENCIA ON BEHALF OF SPES

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COUNTRY FACT SHEET

- **Population** 43,197,684 inhabitants
- **Area** 505,988 sq. km.
- **Population density** 84 inhabitants per sq. km.

The urban population represents 76% of the entire population. The trend towards an increase in the population is due to the arrival of immigrants.

- **Present form of government** Parliamentary monarchy

- **System of government**

At an administrative level, the country is divided into 17 autonomous communities (regions), and subdivided into 50 provinces and two autonomous cities.

- **European elections**
10-13 June 2004 54 European parliamentarians

- **Social security and welfare system**

Spain has a universal welfare state model, with free access to social services. The social security system makes provisions for a series of services, which include: subsidies for the unemployed and for the sick, protection in favour of the family and a public pension system. The organisation of health services is the responsibility of the public authorities.

- **Public health system**

Instituted with the General Public Health Laws of 1986, this system covers 98% of the population. The system is managed within the social security system by the *National Health Institute (INSALUD)*.

The sources of financing have notably changed over the years. In fact, in 1988, the funds mostly came from mandatory contributions, from the employer and the employee; today, however, taxation is the principle source of funding. *INSALUD* supplies services through its institutions and through agreements with private medical centres and not for profit hospitals. Around 7% of the population voluntarily subscribes to private insurance cover for illnesses.

- **Level of education**

Percentage of young adults (aged 20-24) who have completed secondary schooling (2003): 62.5%
Percentage of the adult population (aged 25-64) who have completed the highest level of secondary schooling (2002): 41.6%

- **Immigration rate** 1% of the present population

- **Growth rate**
(report of annual births/deaths per 100 persons): 0.2%

- **Employment rate (2003)**

Population between the ages of 15-64: 59.7%
46% female
and 73.2% male
Population between the ages of 55-64: 23.4% female
and 59.3% male

- **Unemployment rate (2003)**

Population between the ages of 15-64: 10.8%
14.9% female
and 7.9% male

FSV CV

Fundación de la Solidaridad y el Voluntariado de la Comunidad Valenciana

Foundation for Solidarity and Voluntary Work of the Valencian Community

The *Foundation for Solidarity and Voluntary Work of the Valencian Community (FSV CV)* is a not for profit organisation, founded in 2001 by the Department of Social Welfare of the *Generalitat Valenciana* and *Bancaja* with the aim of encouraging, promoting and advancing volunteering in the Valencian Community. The *FSV CV* has undertaken a series of programmes and services which has enabled it to create an environment for communication, work, and a meeting point between NGOs and the general public:

Documentation Centre

An archive consisting of more than 1,000 publications on the subject of solidarity, as well as a series of in-house publications such as the magazine *"Quaderns del Voluntariat"* (Solidarity Notebooks), the *Guide to Voluntary Entities in the Valencian Community*, the *Catalogue of Documentary Archives*, the *Guide to Obtaining Resources for NGOs* and a CD on *Good Practices in Volunteer Management*.

Economic resources

For organisations undertaking training and awareness-raising projects to attract volunteers and specific training programmes in implementing volunteer work in specific areas. Between 2001 and 2003, the *FSV CV* financed 120 volunteer projects.

Information and support to organisations and volunteers

A team of experts in accounting, legal matters, communications, project development and international contacts is equipped to respond to any query relating to the sphere of volunteering.

The *FSV CV* also contributes to the reciprocal understanding and social recognition of the associative sector and volunteering.

The **Solidarity Line** provides information on activities of interest for organisations and volunteers and, at the same time, is a careful observer of the main issues concerning the individuals and voluntary organisations.

The *FSV CV* **organises** activities that bring the general public closer to the realities of the voluntary movement, thereby encouraging recognition of the work it carries out and increasing social awareness.

It **encourages** closer links between organisations and the media by acting as an intermediary and offering free training in the management of press offices for voluntary organisations.

The **Solidarity Page** on the portal of the foundation enables organisations to update the Bulletin Board themselves by putting up their activity websites as well as other sites of interest. In 2002, the www.solidaridadyvoluntariado.org website received a total of 6,073 visits.

The **Volunteer Training Plan** covers training needs relating to volunteering by means of which offers four different programmes, encom-

passing initiation to voluntary work, specific training for working in particular sectors, management of organisations and promotion of voluntary work in the University environment.

The *FSVCV* organises **congresses and conferences** on social policies, solidarity and voluntary work, corporate social responsibility and is the point of reference at both an international and intersectoral level.

It fostered the organisation of the first *Euro Meeting on Corporate Social Responsibility*, thus providing a common playing field for sharing the latest experiences, debating different lines of thought, and published the first framework document of the *Plan for Promoting Corporate Social Responsibility in Spain*.

The *FSVCV* **encourages and supports volunteering at the local level**, through the establishment of a *Network of Volunteer Centres* in the Valencian Community, with fifteen locations, which is in continual expansion.

The *FSVCV*, fully aware of the important role played by civil society in the process of constructing the European Union, is firmly committed to the participation and involvement of Valencian volunteering

in organisations, meetings and networks of an international nature, thus becoming a point of reference for other countries.

It has established synergies at the international level that facilitate the exchange of useful experiences and information by means of its **European Office** in Brussels, which puts all the information and services provided by European institutions within the reach of volunteer entities in the Valencian Community, while at the same time constituting a valuable bridge for establishing direct intersectoral contacts with and within Europe.

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www.solidaridadyvoluntariado.org

[Alfonso Torrente]

PARTNER CENTRE FACT SHEET

FSVCV

■ Population served 4.470.885

■ Geographic area Valencian Community
23.255 sq.km.

■ Organisations members 4.470.885

■ Organisations served 1.669

■ People employed full-time 29
part-time none

| | | |
|------------------------|--|------|
| ■ Number of volunteers | on the Board and in controlling organs | 29 |
| | in services and activities | none |

| | |
|---------------------------|----------------|
| ■ Annual budget year 2003 | 2.888.456 Euro |
|---------------------------|----------------|

| | |
|-----------------|----|
| ■ Local offices | 16 |
|-----------------|----|

| | | |
|--------------------|--------------------------|---|
| ■ Services offered | Training | X |
| | Advice | X |
| | Information | X |
| | Practical resources | X |
| | Representation | X |
| | International networking | X |

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ABOUT VOLUNTARY ORGANISATIONS

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Overview of the sector

VOLUNTEERING ACROSS EUROPE

1. HISTORICAL BACKGROUND

The first types of organisations in Spain were founded in the mid 19th century. These organisations were labour cooperatives, mainly concentrated in industrialised Catalonia, with the principal objective of safeguarding the interests of its members. These forms of organisations reached their peak during the period of the Second Republic (1931-1939), that was established following revolutionary uprisings that marked the end of Primo de Rivera's dictatorship (1923-1931). After the Civil War (1936-1939), a more repressive phase of the Franco dictatorship began. The strong corporatist policies of the regime did not tolerate any form of liberal associationism and welfare was considered more as a form of state charity than a right of the citizens. On the other hand, the first forms of support (benefits, old age pensions, family allowances, reimbursement of expenses for work accidents, etc.) were given exclusively to workers, through forms of protection that had been attained prior to Francoism. The entire welfare system was based on the concept of charity more than rights: social intervention was funded by lotto, betting and by private donations. Private initiatives by the Church covered all the rest, and it was to have a prominent role in laying the foundations of the dawn-ing *welfare state*. As for the State, it created its own organisation administered directly by the fascist phalange, the *Obra de Auxilio Statal*, the state-controlled institute for social welfare that was based on the "voluntary" work of women who were called to carry out obligatory social service, on the basis of military conscription for men.

Along with the economic development of the nation (*desarrollismo*) in the early 1960s, funds were regularly allocated for social assistance to support charity institutions and develop social services. Welfare expenditure increased by 35.5%, though principally regarded the employed, as funds were used to maintain wage levels, in a combination of paternalism and repression, aimed at guaranteeing social peace. This was a *dirigiste* version of France's welfare model, imported by technocrats of the Opus Dei. In the meantime, the Ley de Asociaciones of 1969 was cautiously tolerated, allowing the consolidation of the catholic and corporative associationism of *Caritas*, the *Red Cross* and *Once*, which still dominates Spanish not for profit sector¹ today.

The decline of the regime commenced in the 1970s. With the emerging civil society, spontaneous forms of organisations sprang up throughout the nation. The *movimientos ciudadanos* played a fundamental political role in this period of great political upheaval. With the death of Franco in 1975, the transition from authoritarianism to democracy was led by King Juan Carlos. Political parties were legalised and autonomy was granted to Catalonia, Galicia and to the Basque Country. In 1978, a new democratic Constitution of the country was signed, and in 1979 the first elections were held after fifty years.

¹ AAVV., *The Spanish non-profit sector*, Universidad de Deusto, Bilbao; Universidad Ramon Llull, Barcellona; Escuela de educación social, Fundacion Pere Tarrés; Escuela de trabajo social, dpto de pedagogia, 2002.

Throughout the 1980s, associationism passed through a period of crisis (participation in associations was 37% in 1973 and only 23% in 1980). The newly founded institutions, in fact, had the trust of most of the country, and the senior board members from organisations left in order to fill political party positions. The existing organisations essentially had the aim of providing assistance, and it is in this period that the term *voluntariado social* was coined. The large organisations founded in the late Francoism period, generally linked to the Church, collaborated with the State to create a form of welfare that had been present in Europe for decades. A very important role in the creation of the welfare state was also played by the Autonomous Regions. The 1978 Constitution, in fact, provided a new model of territorial organisation, through the creation of the Autonomous Regions. The Constitution recognised and guaranteed the right of self-government to these “Regions” in managing their own interests. These Regions had great autonomy, not comparable to the Italian regional model and, after some friction with the State, obtained the exclusive competence of social services in their territories. Most local government authorities embraced the idea of a *welfare-mix* to optimise the services they could offer. The powers of legislation, planning and coordination with the private sector and the third sector remained the competence of regional parliaments².

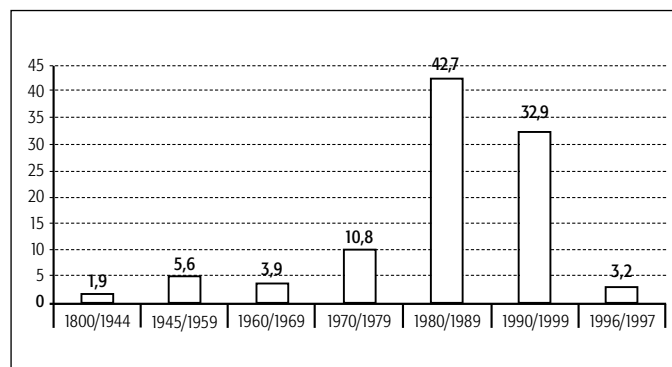
In the 1990s, Spain passed through a period of renewed social enterprise which reached the 1970 levels. These were mainly new forms of aggregation, generally less “institutionalised”, though their classification is extremely difficult as they included youth, ecologist, cultural and local forms of association.

2. IMPORTANCE OF THE THIRD SECTOR AND VOLUNTEERING FROM A STATISTICAL VIEWPOINT

The third sector in Spain is a relatively new phenomenon. In fact, organisations started to increase only in the last period of Franco’s

dictatorship (1970-1979), while the State was preparing the transition to democracy. These organisations basically wanted the State to acknowledge those civil and political rights that Franco’s dictatorship had denied Spanish citizens.

Third sector organisations by year of establishment, repartition in %



Source: *The Third Sector in Europe: Review of Present Policies*, 1998.

The actual boom occurred with the 1978 democratic Constitution that finally acknowledged ample expression of freedom to civil society and restored political plurality through legalising political parties. In this period, the organisations that were founded generally provided social assistance, and were supported in their task by the new welfare state. Almost all those organisations of the transition period from a dictatorial regime to a democratic rule disappeared, having playing their role in the request of acknowledging civil, political and social rights.

Juridical forms of not for profit organisations

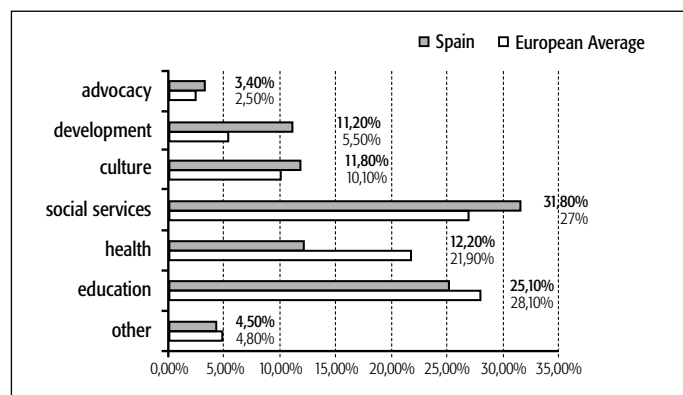
| Juridical forms | Number | % |
|-------------------------|---------|------|
| Organisations | 174.916 | 69.0 |
| Foundations | 5,698 | 2.2 |
| Cooperatives | 7,822 | 3.1 |
| Social security mutuals | 400 | 0.2 |

| | | |
|-------------------|---------|-------|
| Education Centres | 6,392 | 2.5 |
| Sports clubs | 58,085 | 22.9 |
| Savings banks | 50 | 0.02 |
| Health centres | 144 | 0.06 |
| Total | 253,507 | 100.0 |

Source: Brief description of the Spanish third sector, 1999.

The most representative juridical form of the third sector is the organisation. Instead, a foundation is a relatively recent juridical form that has been very successful in recent years as it has been given much greater tax concessions than an association. And finally, notwithstanding their relatively scarce number, cooperatives have a considerable influence in the history and economy of the third sector, owing to their size, capacity of use, and services offered³.

Sectors of activity of not for profit organisations



Source: John Hopkins University, *Comparative nonprofit sector project*, 1995.

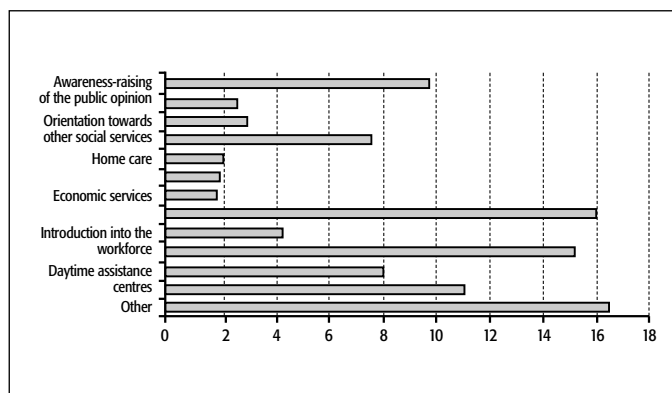
By analysing the specific sectors of activity, one can see that education and the health sector are important in Spain, though relatively inferior to the European average (western European countries), which instead, is surpassed in the sectors of social services, develop-

³ AAV., *Brief description of Spanish Third Sector*. Associazione Lunaria; Fundació Francisco Ferrer i Guardia, Barcellona; Institute for Local Social Policy and Not for profit Organisations; University of Rome "La Sapienza", 1999.

⁴ Rodríguez Cabrero, G. et al., *Las entidades voluntarias en España - Institucionalización, estructura económica y desarrollo asociativo*. Ministerio de Asuntos Sociales, 1996.

ment and advocacy. This figure most likely reflects the role carried out by not for profit organisations in the political transition period from dictatorship to democracy and their contribution to the social and economic development of the country⁴.

Distribution of the services offered by associations and foundations %



Source: Survey ASP/TSAS, 2001.

3. JURIDICAL AND ORGANISATIONAL FORMS OF PRINCIPAL THIRD SECTOR ENTITIES

On the 15th January 1996, **Law 6/1996 on Volunteering** was passed with the general objective of promoting citizen participation in volunteering activities within public and private not for profit organisations. There are many important aspects of this law, one of them being that the State commits itself to guaranteeing the freedom of citizens in choosing whatever form of assistance they wish to give, and the State is obliged to recognise, as well as promote and effectively help volunteering in all its diverse forms. Moreover, the text offers an interesting **definition of volunteering**, in that it stresses the impor-

tance of establishing boundaries between the concept of the “volunteer” and that of the “employee”. In this sense, a volunteer is a person who carries out a job without economic gain. Moreover, volunteering must be of an altruistic and solidarity character. The volunteer has the right to be reimbursed for any expenses s/he may incur while fulfilling the tasks that must be developed through public or private organisations in concordance with concrete projects. All those isolated and sporadic volunteering initiatives carried out outside public, private or not for profit organisations for family, friendship or good neighbourly motives are excluded. Voluntary work can, under no circumstances, substitute paid employment (Art. 3). With this definition, the law wishes to consider volunteering in all its diversity, without coining new terminology that would not help in clarifying the Spanish associative panorama that is already so rich and complex.

Following an introductory section and several general dispositions, the law is substantially divided into three parts: the first concentrates on aspects of volunteering, the second on the relationships between the volunteers and the organisation for whom they volunteer, and the third regards measures to foster volunteering. The law places the emphasis on voluntary activity, carried out in the context of private or public organisations, rather than on associations⁵.

As regards to volunteers. The law lays down a broad framework of the rights and duties of volunteers, including the right of participation in the elaboration, implementation and assessment of programmes, the right to non-discrimination, training, reimbursement of expenses and insurance (Art. 6). The last mentioned point has raised some controversy, as some organisations cannot provide the necessary insurance cover, thus impeding the recognition of volunteers. The volunteer’s duties consist mainly in respecting the commitment taken with the organisations; discretion regarding information of the activities carried out; refusal of any form of payment; respecting the rights of the beneficiaries; participating in any necessary training courses provided by the organisation, as well as in any meetings

aimed at sustaining the quality level of the services provided (Art. 7).

As regards to relations between volunteers and organisations. In order to avail itself of volunteer staff, the organisation (Art. 8.1): must be not for profit, legally established, have a juridical status (a simple public or private act is sufficient in Spain), and carry out programmes of general interest. It must, moreover, formalise the relationship with the volunteer, establishing rights and duties of both parties, the nature of the tasks to be undertaken by the volunteer, the number of hours committed by the volunteer, and be responsible for any damage done to third parties.

Measures to support volunteering. Those foreseen by the law include the provision, by the State, of technical assistance, training programmes, and information services (Art. 13). The various promotional measures and volunteering policies shall be dealt with further ahead. At this point, it is worth noting that volunteers have the possibility of acquiring a real status, provided for in the same law, in that the organisations must issue certificates detailing the nature and length of the voluntary activities undertaken.

On the one hand, the 1996 Law on Volunteering attempts to meet the requests made by civil society, while on the other, it aims to reflect the European recommendations on support for volunteering, such as those outlined in the *European Charter for Volunteers* (1989) and the *International Association for Volunteer Effort’s (IAVE) Universal Declaration on Volunteering* (1990).

Moreover, with this law the State has committed itself to respect the sovereignty of all measures that the Autonomous Regions have and will implement, many of which were regulated before 1996.

In Title I of the Spanish Constitution, Articles 14 to 29 regard the **fundamental rights and public liberties**, while Articles 30 to 38 concern the **rights and duties of citizens**. The Constitution gives distinct hierarchical levels to these two groups of articles, entrusting the regulation of the first series of articles to the so-called **organic laws** that must be deliberated with a parliamentary majority. These articles en-

⁵As regards to the definition of volunteering provided in the law, the Spanish Red Cross has stated that “Voluntary activity would be a more appropriate expression, closer to the objectives set out by the law: to foster, support and safeguard altruistic, solidarity, liberal and organised activity without an economic payment.”.

deavour to establish a minimum common system of norms throughout the national territory, and represent the fundamental nucleus on which the Autonomous Regions cannot emanate new laws. Instead, the second group of articles is regulated through ordinary State laws. These rights are therefore guaranteed, but can be regulated in a different manner depending on the Region.

The **right of association**, sanctioned by Art. 22, and included among the fundamental rights, hence regulated by an organic law, consists of two parts. The first contains the “enunciations of principle”, on which the Autonomous Regions cannot intervene, and a second part that provides for a concrete set of rules for organisations. The Autonomous Regions can emanate new laws on this last mentioned aspect as long as these organisations operate at a local level; where as the dispositions of the organic law apply to national associations.

Instead, the **right to establish a foundation** is sanctioned by Art. 34, which is not a fundamental right, and hence hierarchically inferior to that of associations. Moreover, the Autonomous Regions are free to emanate laws regarding this matter as long as they refer to local foundations.

3.1 ORGANISATIONS

Organic Law 1/2002 of 22 March 2002 establishes a common and minimum set of rules which not for profit associations must adhere to, that are not contemplated in legislation by Autonomous Regions. Up to 2002, the right of association was regulated by Francoist Law 191/1964. Numerous articles were found to be in contrast with the 1978 Spanish Constitution, and therefore devoid of legal value. The presence of this legislative gap has led some Autonomous Regions (Basque Country and Catalonia) to emanate new laws on the matter autonomously.

Definition (Art. 35 Civil Code)

A group of natural persons that pursue a given permissible object laid down by the statutes of the organisation (*universitas personarum*).

It foresees:

- The democratic functioning of organisations in the full respect of pluralism (Art. 2).
- The constitution of an organisation through a “constitutive act” (public or private) which contains a statute, sufficient to have legal status (Art. 5).
- The non-obligatory registration on a register (depending on whether it is of national or regional competence) which is only for publicity purposes (diversely from foundations, which need to be registered to acquire legal status) (Art. 10).
- Different forms of responsibility for organisations that are either registered or not on a register. The founders/promoters of organisations that are not registered, answer personally and collectively to obligations contracted with third parties (Art. 10), while those organisations that are registered, answer to their obligations with the present and future assets and not with those of their members. In this case, the members of the governing board maintain the civil and administrative responsibility towards the organisation for actions undertaken in the exercise of their duties (Art. 15).
- The conditions that allow an organisation to define itself as being of “public benefit” (Art. 32).
- Tax concessions and exemptions for organisations of public benefit (Art. 33).
- The obligation of periodic financial reports to the competent Public Administration authorities, necessary in maintaining the denomination of “public benefit” (Art. 34).
- The possibility of setting up sectorial association councils in order to guarantee collaboration with the Public Administration (Art. 42).

3.2 FOUNDATIONS

Definition (Art. 34.1 Constitution)

A not for profit organisation set up, by will of its founders, which utilises its capital to further objectives of general interest.

Law 50/2002 of 26 December 2002 has a national character, while local foundations are subjected to the jurisdiction of the Autonomous Regions. The law foresees the following characteristics:

- Public benefit. Foundations must necessarily pursue objectives of general interest (therefore, with the exclusion of “family foundations”).
- Patrimony. The initial capital is necessary for its establishment; any integration to this capital must be authorised by the Protectorate; this allows a thorough public control on tax declarations.
- Constitution of a foundation. The foundation is constituted according to *inter vivos or mortis causa*, through a public notarial act. Registration in either the national or local Register of Foundations held at the Protectorate is necessary to acquire legal status.
- Patron board. It is the governing body of the foundation, made up of at least three physical or juridical members, their office must be carried out without payment.
- Protectorate. It is the body that foundations make reference to and the one who holds the Register; it helps foundations publicise their initiatives; it checks that the objectives of the foundations are pursued and that the capital is utilised correctly; it stands in for the patron board in the case a foundation is left without its governing body.
- Functioning and activities. Foundations can carry out commercial activities, but 70% of the net income must go towards institutional objectives and the remaining quota goes towards increasing the initial capital.
- Merger and closure. They come about upon agreement between the Patron Board and the Protectorate; in the case of closure, the capital must go to other not for profit entities.

3.3 COOPERATIVES

Definition (Art. 1)

Cooperatives are companies with variable capital and a democratic structure that bring together people who share common socio-economic needs or interests, and which carry out commercial activities

to reach these objectives and provide a service to the community.

In Spain, there are two types of cooperatives:

- Consumer cooperatives. Their principal aim is that of providing its members with products at the lowest price possible.
- Production cooperatives. Their principal aim is to pay their members for the work carried out at the best possible conditions.

All not for profit private entities, including organisations and foundations, are indicated with the term NGO (non-governmental organisation), not to be confused with non-governmental organisations of development cooperation, which in Spain, are identified with the initials ONGD (*Organizaciones no Gubernamentales de Desarrollo*).

3.4. TAX CONCESSIONS

The tax reform that commenced with Law 61/1978 on Company Tax marked a penalising phase as regards taxation of not for profit organisations which ended with the approval of **Law 30/1994**. This law provided for special tax regulations that were more advantageous for not for profit organisations involved in subsidiary activities of general interest. A considerable step forward was then taken with the recent approval of **Law 49/2002** on taxation regulations for not for profit organisations and on tax concessions to patronage. This improvement in providing tax concessions, however, has corresponded to tighter controls of the activities carried out. In the case of foundations, the State, which had always recognised the “public benefit” role of foundations, had already provided adequate control instruments such as the Protectorate with Law 30/1994, while organisations had more autonomy and were less subjected to controls in the past. In the same year the law regarding tax concessions was approved, there was also the new law on organisations Law 1/2002, which gives organisations the possibility of declaring themselves “organisations of public benefit”. This recognition has two consequences: on the one hand, the State can exercise its control through rigid obligations (Art. 34) and, on the other hand, the great tax concessions given to organisations of public benefit that can be utilised thanks to Law No. 49/2002.

The law provides for the following:

Art. 1-4

The following entities can benefit from the tax concessions provided for by this law: foundations, organisations of public benefit, federations and similar bodies; sports federations, regional federations, the Spanish Olympic Committee and the Spanish Popular Committee.

The following requisites are necessary to have access to special tax concessions:

- These entities must pursue objectives of general interest that go from the defence of human rights, civic, educational, cultural, scientific, sport, health and employment activities, development cooperation, promotion of volunteering, to technological development.
- They must assign 70% of their net income or acquisitions to fulfilling their objectives: revenue from economic investments; revenue from the transmission of assets or fees to which they act as holders; acquisitions obtained from any other securities minus the expenses. The remaining revenue and acquisitions must go to increase the capital of the entity. The deadline in reaching these objectives is four years.
- The founders, associates, patrons, statutory representatives, members of the governing body and their spouse or relatives down to the fourth degree of consanguinity, must not be the main beneficiaries of the activities carried out by the entity nor receive any special benefits.
- The office of patron, statutory representative and member of the governing body must be carried out without economic gain.
- In case of dissolution, the capital of the entity must be given entirely to other entities considered possible beneficiaries of patronage.
- They must be registered in the corresponding register.

- They must carry out their book keeping obligations.
- They must present a fiscal statement of the entity to a public authority responsible for the corresponding register within six months from the end of the financial year.
- They must prepare an annual financial report.

Art. 5-15

Typology of tax exemptions: company tax, local taxes (property tax, etc.).

Art. 16-24

Tax concessions on patronage are applicable to donations and contributions in favour of not for profit organisations in which the tax regulations of Law 49/2002 are applicable, to Autonomous Regions and Local Authorities, to public Universities, to the *Instituto Cervantes*, to the *Instituto Ramón Llull* and to similar institutions of the Autonomous Regions which have their own official language⁶.

4. RELATIONS WITH PUBLIC INSTITUTIONS

The three territorial levels (State - Autonomous Regions - Provinces) established by the Spanish Constitution (Title VIII) have specific competencies regarding the volunteering sector. One part is regulated in a hierarchical manner, while the other part provides for great autonomy on behalf of the Autonomous Regions and the Provinces in adopting their own orientation. As regards to social assistance, which obviously concerns the voluntary sector closely, the main public responsibility is given to the Autonomous Regions (Art. 148 CE). The outline that follows describes the main public policies for the voluntary sector, which are better understood if one keeps in mind the historical processes that led to the present social poli-

⁶Tax regulations concerning donations and contributions. The following irrevocable contributions and donations can benefit from tax exemptions: donations of cash, assets and stocks; membership share of associations that do not correspond with the right to perceive a present or future service; establishment of an actual usufruct on assets or rights without pecuniary consideration; donations of property that are part of the historic Spanish heritage; donations of cultural heritage in favour of entities that pursue objectives that have to do with museum activities and the promotion and propagation of the historic-artistic heritage.

cies regarding voluntary work, and like any other private initiative, concern the actual right and freedom of carrying it out, which is the result of political victories throughout history. The policy of establishing the modern State, conducted by the illuminist and liberal movement, brought with it the suppression of numerous religious congregations as well as the loss of a large part of the patrimonial assets of entities of a “foundation” nature, thus reducing the potential of the private sector in the field of social welfare. We are faced with a political action that is apparently contradictory to liberal ideology, which must be inserted into a wider political project of the protagonists of that period: the fall of the *Ancien Regime* and greater rights given to the citizens, included the right of association. In this manner, they guaranteed the absence of obstacles in establishing a direct relationship between the State and citizens. Leaving behind the political and economic aspects, let us see how social assistance intervention passes into the hands of the State, which focused on substituting charitable action with public intervention. In the 20th century, a policy clearly aimed at restricting education carried out by religious institutes was implemented in order to lessen the Church’s influence. This policy reached its maximum juridical expression in the 1931 Constitution that prohibited religious orders from carrying out activity in the sectors of industry, trade and education (Art. 26), while strengthening the freedom of association at the same time. Successively, the Francoist regime restricted volunteering activity in two ways; firstly, freedom of association was greatly limited and placed under the complete control of the State as regards the establishment, functioning and appointment of the governing board of any association. Secondly, further control measures were implemented by the nationalisation of large portions of volunteering activity through various organisms of Francoist corporatism, such as the *Obra de Auxilio Estatal*. It was only with the 1978 Constitution, that Spain definitively sanctioned the right of association (Art. 22) and that of foundation (Art. 34) among its fundamental rights, which are regulated respectively today by Law No. 1 and

No. 49 of 2002. It is thanks to these laws that volunteering is now provided with guaranteed institutional channels of development and has acquired an effective legitimisation.

Today, the Spanish third sector, like those in other countries, has a conflictual relationship with public institutions. In fact, on the one hand, its survival depends on public funding, while on the other, its intrinsic autonomy implies an evident desire to be free from State control. The debate on this issue is still underway. In the meantime, it is possible to analyse the normative instruments, and hence the institutional channels through which this relationship of collaboration is conducted⁷.

4.1. LEGISLATION

Laws regarding social action and/or social services

The Constitution establishes the possibility for Autonomous Regions to take complete responsibility as regards to welfare services (Art. 148). All the Autonomous Regions can emanate laws in this sector, including provisions regarding volunteering. In general, two typologies are put into context: the first, as producers of social services, potential collaborators in the public sector, and the second, as a collective subject that needs public protection.

The principal aim of these laws is that of establishing a system that is planned and run by public institutions in each Autonomous Region. In this manner, the voluntary sector plays a subordinate collaborative role within public plans through a system of subsidies or grants. Only in very few cases, is the voluntary sector contemplated as an autonomous subject (Cabrero, 2003). On the other hand, the law provides for protection and support to voluntary activity.

Below is a brief description of the laws that govern the collaboration of associative world with the Public Administration in several Spanish regions.

- The first law regarding social services was Law 6/1982 of the **Basque Country**. The law foresees collaboration with the private so-

cial services sector that is to be carried out within programmes decided and developed by the Public Administration.

- Law 14/1983 of **Navarra** is very similar to the first, with a difference that this law specifies that compliance to the norms and programmes of the Public Administration is an indispensable condition to receive economic support (Art. 6).
- The following Autonomous Regions have adopted similar lines of conduct, mentioned in the order of approval of laws to this regard: Madrid, Castilla-La Mancha, Islas Baleares, Asturias, the Canaries, Extremadura, Galicia, Comunidad Valenciana, La Rioja, Galicia (new law of 1993), Pais Vasco (new law of 1996) and Comunidad Valenciana (new law of 1997).
- The regions of Murcia, Catalonia, Aragón, Castilla y León and Cantabria have promulgated laws regarding social services in which access to financial support and grants on behalf of voluntary organisations is not expressly subordinated to their participation in public programmes. It should be noted that only the law passed in the Castilla y León Region, expressly provides for access to financial support on behalf of voluntary organisations that do not collaborate in public programmes (Art. 26).

LISMI: Law of Social Integration of the Disabled (Law 13/1982)

This law regulates the prevention of disabilities and assistance to disabled persons in various social contexts. It provides for the creation of a network of services guaranteed by public authorities in the health, education and social services sectors, also through a system of collaboration between public and private entities which involves the Central Administration, the Autonomous Regions, local corporations, trade unions, public entities and bodies and private associations and private citizens (Art. 3.2). To achieve these objectives, this law also provides for support measures to volunteering through technical consultancy, coordination, planning and economic backing (Art. 4.1). Moreover, the State will support the collaboration of voluntary activity in providing assistance to the disabled, by fostering the creation of not for profit organisations that collaborate with professional figures in this context (Art. 64.1)

General Health Law

The right to health care is one of the fundamental rights enjoyed by all Spanish citizens, a right that is recognised in the Constitution, and also found in the general Health Law 14/1986 which institutes the National Health System, made up of public bodies. At the same time, this law safeguards the presence and practice of private entities (with Art. 88 and 89) since they are guaranteed by the Constitution. Private operators can be integrated into the public system on the basis of four principal modes:

- General hospitals and other private services can be integrated into the National Health System, through subventions for services provided; priority is given to collaboration with not for profit entities (Art. 66 and 90).
- Private entities, as well as public ones, can receive subventions for particular activities “of great social interest” (Art. 91).
- Last of all, the Health Administration will facilitate the activities of not for profit, healthcare services and similar organisations, in accordance with the legislation to promote their co-ordination with the public health system (Art.9)

The General Health Law 14/1986 expressly establishes preferential channels to establish agreements with not for profit entities.

Law on education

In Organic Law 8/1985 which regulates the right to education, concerted action is provided for as a means to support private centres. Preference is expressly given to cooperatives, and favourable conditions are set for not for profit entities.

4.2 ADVISORY PARTICIPATION

Advisory participation of the voluntary sector in public policies generally concerns activities in favour of the disabled and the elderly. Policies regarding disabled persons have, in fact, led to the creation of a number of bodies which principally have an advisory role.

With regards to the disabled, the most recent National Council

for the Disabled, created in 1999, is the result of a long institutional course that commenced in 1910, and which has involved all the governments up to the present⁸. The associative movement has three members in this Council, the same members of the General State Administration, which include the president and the vice-president.

The voluntary organisations that carry out activities in favour of the elderly only have one advisory channel: the National Council for the Elderly, set up by Royal Decree 2171/1994. The associative movement has twenty-three councillors on this council board, while there are twenty-seven from the Public Administration.

As far as the advisory bodies of a general nature are concerned, the Economic and Social Council has a small representation from the voluntary sector among its members. There is an advisory committee within the Ministry of Labour and Social Affairs, which is also made up of members from the voluntary sector that assign subventions from funds obtained through 0,52% of PIT (Personal Income Tax). The National Council Non-governmental Organisations (of Social Action), set up with Royal Decree, plays a very important role at a national level. The voluntary sector participates in this council with twenty-two representatives assigned to various sectors of activity. These various sectors are financially supported through public tenders for grants from the Ministry of Labour and Social Affairs, financed through PIT. The number of representatives from the Public Administration on the board of this Council is much lower, and moreover, they do not have the right to vote (Art. 5)⁹.

In implementing the provisions provided for in the laws on social action and/or social services, the Autonomous Regions have set up Councils for Social Services which contain representatives of organisations who work in the social services sector (organisations for

the family, the young, the elderly, the disabled, drug addicts, ethnic minorities, etc.).

5 ECONOMIC IMPORTANCE AND FORMS OF FUNDING

5.1 ECONOMIC IMPORTANCE

The Spanish not for profit sector is not only important in political and social terms, but also because of its growing economic magnitude. In updating the research conducted by Johns Hopkins (1995), Ruiz Olabuénaga (2000) identified the following economic characteristics.

- The not for profit sector in Spain represents 5.2% of the Spanish GDP (Gross Domestic Product).
- Employment in the not for profit sector is equal to 4.1% of the total, excluding the farming sector. This percentage is almost eight times greater than Spain's largest private Spanish enterprise (*Telefónica*). With the inclusion of volunteers, this figure reaches 6.29% of the total workforce.
- The budget of not for profit entities increases annually to a great extent. Foundations are the entities which have the greatest financial availability, though the organisations (and federations) are particularly dynamic. From 1995 to 1998, the budgets of these last mentioned entities have increased by 38%.

Although the Spanish not for profit is an important sector for employment in Spain, it is slightly below average compared to some of its counterparts elsewhere in Europe, and slightly below the international average, as can be seen from the 1995 data. This can be put

⁸The 1910 Royal Decree, which established the Authority for the Deaf, Dumb, Blind and Abnormal, assigned two councillors to its board from associations for the deaf and dumb, for the blind, and for the abnormal (Art. 11). An equivalent organism during the Francoist regime, the National Body for Special Education (1965) also had two councillors on its board from the associative world. After Franco's death, with Royal Decree 1023/1976, the Royal Authority for Special Education was set up. The successive version, called Royal Authority for the Education and Care of the Handicapped was provided with a Council of Representatives of Support Associations for the Handicapped in 1980, which had a coordinating and advisory role. The Royal Authority for the Prevention and Care of the Disabled is made up of high government representatives and executive members of large associations for the disabled. Later, the Council for Invalids was set up within the Institute for Migration and Social Services.

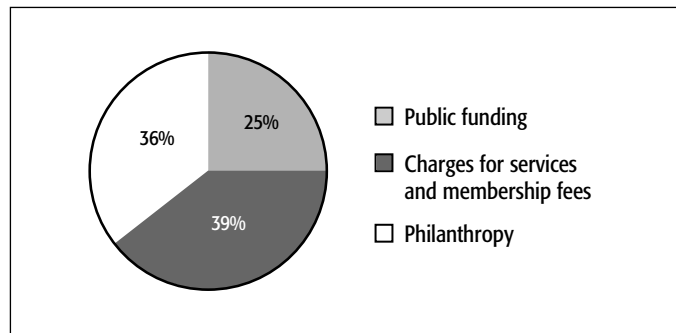
⁹Casado, D., *Organizaciones voluntarias en España*, Editorial Hacer S.L, 1995.

into relation with the relatively recent birth of the not for profit sector in Spain.

5.2 FUNDING

The following graph illustrates the various sources of revenue in the not for profit sector.

Sources of not for profit revenue



Source: Olabuénaga and others (2000).

The data also include voluntary work, which is registered as a form of income and placed under “philanthropy”. If one did not consider voluntary work as a form of funding, we would see increased percentages in public funding, charges for services and membership fees. Spain differs substantially from the rest of Europe as it receives larger contributions from the public funding. In any case, two consid-

erations should be made. First of all, the data are partially distorted by the inclusion into the statistics of *Caritas*, the *Red Cross* and *Once*¹⁰, which have a great capacity of obtaining private funding and which are of enormous economic importance. Secondly, the data do not refer to the third sector, but to not for profit in general.

If we only consider average-sized organisations and foundations, we could sum up the sources of revenue as follows:

- **Municipalities** provide 25% of the revenue. There are direct forms of funding to the NGOs through public tenders and subventions. Then there is the phenomenon of “dependent” volunteering in municipalities.
- The **Autonomous Regions** provide 50%. Their role is fundamental in elaborating social policies (constitutional competence). The availability of funds of the Autonomous Regions is determined by the central State Authorities on the basis of the number of inhabitants in the region and on the specific agreements between the State and each region, based on the competence that the last-mentioned have. Catalonia, the Basque Country and Galicia receive tax revenues directly, as declared in their statute, and then they devolve a given percentage to the State (about 60%). The other regions do not have the power of receiving tax revenue directly and thus depend completely on State funding.
- **Personal Income Tax** accounts for 10%. Every citizen has the possibility of devolving 0.52% to the Catholic Church or to the NGOs. The State then divides the sum between the Church and NGOs through public tenders. The NGOs that have a recognised public benefit status (about a hundred in Spain) and, in particular, the *Red*

¹⁰ The origins of ONCE go back to the 1930s, when a group of blind persons represented by Javier Gutierrez de Tovar, gave life to a national organisation to meet the needs of the blind and foster their employment and social integration. Under Franco, ONCE was consolidated and acquired the monopoly in representing the interests of blind Spaniards. Its status as an “entity of public good and charity” was halfway between public and private, which differentiated it clearly from organisations such as voluntary associations. During the Francoist regime, ONCE obtained authorisation to organise lotteries at a local level, which became the principal form of revenue, and also an occasion to create a form of occupation among its members. With the transition to democracy in Spain, ONCE saw the competition grow against this form of revenue, by the national state lotteries as well as by lotteries organised by other groups of disabled persons, guided by PRODIECU. Within a few years, ONCE obtained permission that its lottery be at a national level and that the PRODIECU lotteries should be declared illegal. These were then incorporated by ONCE which agreed to look after other forms of disability and thus created the Fundación ONCE, which possessed its own entrepreneurial group (FUNDOSA) that dealt with creating employment, and alternative forms of integration for the disabled. ONCE alone, without counting its entrepreneurial corporations provided employment for 28,193 people in 2000. Since 1981, it has a democratic functioning, though many do not consider it part of the third sector because of the great many commercial and entrepreneurial activities that it carries out.

Cross, have preference in gaining access to funds.

- **Private funding**, through membership fees, private funding from enterprises, and the like, provides 5% (without counting the economic equivalent of volunteering work). Donations go, above all, to foundations and organisations of public benefit, as they are tax deductible. Associations survive on membership fees.
- **Savings Banks** provide about 10%. In fact, they are obliged to give 30 % of their net income to social initiatives. About 15% is usually given directly to foundations created by the banks themselves (such as, the *Fundación Bancaja*). The remaining 15% is then distributed among the NGOs through public tenders. The savings banks carry out very tight controls on the way the NGOs utilise these funds.

By analysing the sectors of activity and the degree of dependency on public funding, we can summarise the Spanish situation in the following manner:

Organisations that provide social services and international activities

Productivity and strong dependence on the Public Administration.

The actors that carry out these activities principally deal with the providing and managing services, with a certain degree of economic dependence on the Public Administration. In the context of social services, only the larger organisations such as the *Red Cross*, *Caritas* etc., are sustained by other forms of funding: private donations, membership fees, and charges for services. This diversification in incoming revenue allows them to be more autonomous from the Public Administration. The social services organisations are more professionalised than those working in international activities and utilise more paid personnel than volunteers.

Education/research and health

Productivity, dependence on the Public Administration and capacity to obtain various forms of revenue.

These are the most professionalised sectors and with the highest percentage of paid workforce. They have a large quantity of grants and public funds at their disposal, and moreover, they can rely on a

sizeable amount of revenue from membership fees and charges for services, which, in the case of health care, represents the main form of revenue.

Professional activities, minorities and social security mutuals

Mutualism and economic independence.

The main activity is to provide benefits for its own members; rather than others outside the associations. The staff is mostly paid.

Culture, sport and recreation

Leisure activities and economic independence.

These organisations are principally financed through membership fees, charges for services provided and private donations. They are characterised by a consistent share of volunteer work (the second most important after social services).

Civil rights and legal consultancy, the environment and philanthropy

Advocacy and economic independence.

They represent a small number of organisations that pursue objectives such as claiming and defending civil rights, in continuity with the experience of the third sector of the 1970s and early 1980s. They are quite autonomous from the Public Administration and possess a relatively low percentage of paid staff, relying heavily on voluntary work.

5.3 HUMAN RESOURCES

The prominent positions in organisations are not generally paid; a situation which is clearly expressed in by the law regarding foundations. The organisations can hire paid staff, on the condition that they are "at the disposal" of volunteer staff and not vice-versa. In reality, owing to the growing importance of the third sector, employment of trained and competent personnel is becoming increasingly necessary.

Proportionally, foundations provide more paid employment than associations, which utilise voluntary work to a greater extent. In recent

years, however, the difference between the two types of organisations in terms of paid workforce is dwindling¹¹.

Workforce according to the sectors of activity

| | Paid personnel | Volunteers | Total |
|--------------------------------|----------------|----------------|----------------|
| Culture, sports and recreation | 55,856 | 55,151 | 111,007 |
| Education and research | 119,218 | 31,262 | 150,479 |
| Health | 58,000 | 18,662 | 76,562 |
| Social services | 161,224 | 73,016 | 224,239 |
| Environment | 1,652 | 20,408 | 22,061 |
| Minorities | 53,298 | 13,842 | 67,141 |
| Civil rights | 15,997 | 27,031 | 43,028 |
| Philanthropic Intermediaries | 500 | 247 | 747 |
| International activities | 9,380 | 9,794 | 19,174 |
| Professional associations | 8,629 | 4,285 | 12,914 |
| Mutuals | 1,425 | 0 | 1,425 |
| Total | 485,179 | 253,599 | 728,778 |

Source: Olabuénaga and others, 2000.

Finally, it is worth noting that the percentage of part-time contracts compared to full-time contracts is on the increase.

6 REGULATIONS, ORGANISATIONS AND PROVISIONS TO PROMOTE AND QUALIFY VOLUNTEERING

6.1 THE LAW ON VOLUNTEERING

As seen previously, the Law on Volunteering contains some articles (Articles 13-16) that are expressly dedicated to measures to support volunteering (Title IV of the Law). Apart from setting down a se-

ries of provisions in support of volunteering such as technical assistance, training programmes, information services and awareness-raising campaigns of voluntary action (Art. 13), it also provides (Art. 14) for the possibility of incentives for volunteers in the form of reduced costs for museums and public transportation. In other words, it provides for measures to foster voluntary action and recognises its social value. Both measures met with some resistance, especially in equating voluntary work to military service, as the first is a free choice of the individual, while the second was obligatory. Moreover, this article seemed to be contradiction to the spirit of volunteering which, as mentioned in the same law, should be “disinterested” in nature. The debate ended with the cessation of obligatory military conscription.

Generally speaking, many have felt the threat of excessive State control over civil society which has come precisely from these State incentives. Then on the other hand, considering the great tax benefits provided for those who donate money to charity, other groups from civil society considered that further incentives could be provided for those who dedicate their time (another precious good) to this sector.

6.2 THE STATE PLAN ON VOLUNTEERING

In order to comply with the fundamental objectives of the Law on Volunteering, which focuses on supporting and raising awareness of volunteering in society, the Ministry of Labour and Social Affairs approved a three-year State Plan on Volunteering (1997-2000), which later launched the Second State Plan on Volunteering (2001- 2004). It should be noted that the aims and proposals expressed in the Plans are not of a binding nature; their importance lies in providing general guidelines, while more precise parameters were established to monitor the results in the Second State Plan. For their part, the Autonomous Regions have, in fact, the possibility of carrying out plans to foster volunteering at a local level.

¹¹ Carpio García, M., *El sector no lucrativo en España - Especial atención al ámbito social*, Pirámide editorial, 1999.

The Second State Plan (2001-2004), which was the result of collaboration between experts from various Ministries and several NGOs convened by the government, has the following fundamental aims:

As regards to awareness-raising:

- To support all those initiatives that entail the promulgation of voluntary work, as well as the acknowledgment and debate on the role of volunteering in society.
- To involve the mass-media in promoting issues of the NGO world and volunteering.
- To consolidate volunteering in the sphere of education, from infants school to university, even by encouraging studies and research on the third sector.
- To consolidate the voluntary activity of different ages and groups (for example, the young, with the aim of creating a culture of solidarity, or among the elderly, indispensable figures in society who can provide a wealth of experience).

As regards to support from the public sector:

- To support the organisational and functional modernisation of the organisations.
- To provide economic and human resources, above all, through training courses in various sectors of activity (civil protection, environment, health, etc.) which can also be utilised to prepare professional figures in coordinating and running organisations.

- To achieve the social involvement of enterprises, by providing them with incentives to fund activities and encourage the enterprises' use of the services provided by NGOs and voluntary work.

As regards to coordination between NGOs and the State:

- To strengthen the NGO coordinating bodies so that there is neither a lack nor overlapping of services offered.
- To increase the participation of NGOs in providing public services.
- To insert NGOs into international networks and bodies, which would also allow an exchange of data and good practices.

6.3 BODIES FOR THE PROMOTION OF VOLUNTARY ACTIVITY

At the State level, there is no law that provides for the creation of structures for the promotion and qualification of voluntary activity, a situation remedied at the local level by civil society and the institutions. For example, in Valencia there is a privately-run foundation (the *FSVCV*) which has the Regional Ministry of Welfare as a member. In Barcelona, the only case in Spain, a completely publicly-run organisation, known as Volunteering Catalan Service, carries out similar functions. However, in most cases, the initiative has come from the associations themselves, that have joined forces to provide support and advisory services, which in some cases, has led them to obtaining the sponsorship and funding from public bodies.

Support bodies

1. VOLUNTEER SERVICE CENTRES IN SPAIN

As seen previously, Spain has no national laws providing for the creation of promotional structures. However, it does have a National Volunteering Plan financed by PIT (Personal Income Tax), which allocates funds to the various Autonomous Communities every year to foster volunteering.

In most regions, it is the organisations that receive these funds and supply coordinated services aimed at increasing and supporting volunteering. Catalonia is the only region where a completely publicly-run organisation handles this kind of activity, while Valencia provides funds exclusively to the *Fundación de la Solidaridad y el Voluntariado*, a private organisation working in partnership with the local Welfare Ministry.

Other than being relevant to this study, the three cases outlined below constitute three different ways of managing the promotion of local volunteering.

2. THE EXAMPLE OF THE VALENCIAN COMMUNITY: THE FUNDACIÓN DE LA SOLIDARIDAD Y EL VOLUNTARIADO DE LA COMUNIDAD VALENCIANA (FSVCV)

The *FSVCV* was jointly set up in 2001 by the *Bancaja* Foundation and the local Welfare Ministry to promote volunteering.

The law stipulates that savings banks must allocate 15% of their profits to finance social work. In 1996, the *Bancaja* (the Valencian Community savings bank) independently set up a foundation to finance the promotion of volunteering. With the National Volunteering Plan (1997-2000) providing for funds to be set aside for the same

purpose, there was a risk of duplicating the services provided.

This led to the creation of the *FSVCV*, a foundation jointly promoted by the local Welfare Ministry and the *Bancaja* Foundation, on 9 March 2001. While the Foundation is considered a private organisation, in light of the fact that it is primarily funded by the *Bancaja* Foundation¹², its statutory goals are of a public nature.

The Foundation capitalises on the experience of both organisations in promoting volunteering and solidarity on the one hand, and provides new responses and activities based on the demands and requirements of volunteering in Valencia on the other. Article 6 of the Foundation's statute stipulates that its "objective of general interest is to assist, promote and encourage volunteering and solidarity with those in need, as well as to support welfare and social services."

2.1 ORGANISATIONAL STRUCTURE

The *FSVCV* is run by an eight-member **Patron board** which constitutes the Foundation's governing and representative body. Its tasks are to ensure that the Foundation's objectives are met, administer funds as stipulated by sector legislation as well as by its own statute, and verify that statute directives are correctly implemented.

In compliance with the statute, the following procedure is used to appoint members:

- Four members, including the President, are appointed by the local Welfare Ministry or *Conselleria de Bienestar Social de la Generalitat Valenciana*. The *Bienestar Social* Minister is the president. One member is appointed on the grounds of personal merit. The remaining two are the Managing Director of the Development Cooperation Directorate of the Presidency of the *Generalitat Valenciana* and the

¹² According to Spanish legislation, foundations can either be private or public in nature. They are considered public when most of the assets with which a foundation is established come from public bodies, whereas foundations are considered private when these assets are principally supplied by private patrons.

Social Services Director of the *Bienestar Social* Ministry respectively.

- Four members are freely appointed by the *Bancaja*. In general, one of these four is chosen to represent Valencia's voluntary organisations.

State control is exercised externally by the **Protectorate** and internally by the four members of the *Generalitat Valenciana* Ministry. The *FSVCV* is subject to an external financial audit every year as additional proof of its transparency.

The day-to-day management of the Foundation is entrusted to the **Executive Director** (*Gerente*), who is nominated by the patron board and implements the directives concerning the internal management of the Foundation. Many of the tasks that the statute assigns the patron board, such as internal organisation, the representative function and signing contracts, are in fact carried out by the *Gerente*.

The organisation is sub-divided into four departments to simplify the work of the structure: Communication, General Services, Services and Programmes and Coordination of Voluntary Centres. The *Gerente* nominates these functions, which are not included in the statute. The Foundation does not employ volunteer staff.

2.2 FORMS OF FUNDING

The Foundation was set up with a capital of 60,101.21 Euro. The founding members have undertaken to pay the following sums every year for five years:

- The Ministry supplies the funds it receives from the central government on the basis of the National Volunteering Plan and adds an equivalent sum. Should the Ministry receive no funds from the central government, it is to pay the sum specified under the "Volunteering Programmes" heading which appears in the Valencian Ministry's financial statement every year. In 2003, the *FSVCV* received a sum of 627,906.02 Euro from the Ministry.
- The *Bancaja* Foundation sets aside 1,803,036.31 Euro for the Foundation every year, as well as rent-free use of its headquarters.

In 2003, the *FSVCV* also received funds from the European Commission and other public bodies.

2.3 ACTIVITIES AND SERVICES

In accordance with the objectives defined when setting up the Foundation, the *FSVCV*'s principal activity is "**Promoting Volunteering**". Initiatives include agreements with major media organisations such as *Radio Televisión Valenciana* and daily newspapers such as *Las Provincias*, *El Mundo* and *El País*, which dedicate space to the promotion of volunteering. Other significant awareness-raising activities have included the *Solidaridad en el Aula* campaign aimed at over 1,600 primary, secondary and high school students. The campaign ran for a total of 62 days and included a series of lectures on solidarity and human rights.

Another significant activity, **NGO Support Services**, had an impact measured at 21% in 2003. These services are provided in various ways:

- Through the *NGO Hotel*, that is, premises supplied to small organisations with all the infrastructures they require to carry out their work (premises, Internet access, telephone line, a photocopier etc.). In 2003, the premises were offered to various associations on 921 occasions.
- Advice on legal, technical, accounting, IT and communication matters:

This service, available to all organisations, brings them up to date and offers advice on regulatory changes in the areas affecting voluntary organisations. It also provides guidelines on drafting and managing projects, especially European ones, with specific reference to the co-financing aspect, and keeps organisations informed of published public tenders. Such advice was provided for a total of 3,498 times in 2003.

In 2003, 15% of the Foundation's activity focused on **Grants of economic and technical resources to NGOs** through "Public tenders for aid and cooperation for volunteering projects". In 2003, 49 NGOs benefited from these resources out of a total of 188 projects

presented. In addition, to resolve the problems NGOs often face in terms of access to new technologies, the *FSVCV* has set up a “Plan to Computerise Volunteering Organisations”, which provides not for profit organisations with subsidies to purchase computers and software free of cost.

Research work has led to numerous publications, and represented 18% of the Foundation’s activity. One particularly significant research project, carried out in collaboration with *CIRIEC*, a scientific organisation which specialises in public, social and cooperative economics, led to the publication of a book titled: *El tercer sector no lucrativo en el Mediterraneo*.

Support for inter-association cooperation, which accounted for 10% of the Foundation’s activity, culminated in 2003 with a major “Congress on Associationism and Volunteering in the Valencian Community”, attended by over 500 representatives of 150 NGOs.

International cooperation accounted for 8% of the Foundation’s activity, most significantly with the creation of the *FSVCV*’s European Office. Its role is to ensure that the *FSVCV* is present at European and international meetings on volunteering. The European Office gives the Valencian NGOs the opportunity to access programmes financed by EU institutions and international organisations. The *FSVCV* has also become the headquarters of the Technical Secretariat of the Mediterranean Observatory for Volunteering, a network of 28 organisations in 15 countries dedicated to collecting, analysing and distributing information on the status of volunteering, which proposes strategies to consolidate civil society organisations through the creation of solidarity networks. Among the *FSVCV*’s recent commitments was the promotion of the European Network of Regional Volunteering Centres - ACTIVE.

Finally, one activity that has grown steadily, especially in terms of participation, is that of **Volunteer Training**, which represented 5% of the Foundation’s activity in 2003. This service which operates through

the “Volunteer Training Programme”, is composed of a series of courses developed to meet the training-related needs of people involved in voluntary activity in the Valencian Community, in accordance with the strategies outlined in the State Plan on Volunteering. The training programmes include a basic course for the promotion and spread of volunteering; specific themes such as working with the disabled, with people suffering from Alzheimer’s disease and so on, and courses in organisational management or voluntary activity within universities to interest students in these issues. All the services supplied by the Foundation are free of charge, except for a few courses that require a registration fee. The training courses are intended for volunteers working with organisations, individual volunteers and the general public. The service is offered in co-operation with all six universities in the Valencian Community, the Foundation Estema, Foundation OVSI and the Valencian Platform for Social Volunteering Entities.

The *FSVCV* has an ongoing collaboration with universities for research projects on volunteering. The objective is to create suitable strategies for the evolution of organisations and social trends, such as the *Strategic Plan for Voluntary Work in the Valencian Community*. Since its inception, the *FSVCV* has launched five such studies on volunteering.

The *FSVCV* also promotes **Corporate Social Responsibility**, encouraging companies to play an active social role in ensuring high levels of social wellbeing. The overall number of services offered has increased considerably over the last three years, especially as regards information and training.

2.4 THE VALENCIAN COMMUNITY’S NETWORK OF VOLUNTEER CENTRES

In conclusion, it is interesting to analyse how the *FSVCV* has managed to establish a continuous presence throughout the region. The *Red de Centros de Voluntariado de la Comunidad Valenciana* or Network of Volunteering Centres was set up in 2001 to decentralise the *FSVCV*’s services. There are 16 centres in the network: Alcoi, Alicante, Alzira, Benidorm, Benicarló, Castellón, Cheste, Gandia, La Vall

d'Uixò, Llíria, Manises, Onda, Orihuela, Torrent, Valencia and Xàtiva. They have the same role as the *FSVCI* and constitute a reference point for voluntary organisations and citizens at the local level.

3. CATALONIA: FEDERACIÓ CATALANA DE VOLUNTARIAT SOCIAL (FCVS)

The *FCVS* is a private, pluralist, non-political and non-denominational regional organisation which coordinates and offers services to federate social voluntary associations. It is run by volunteers from these very associations, which currently number over 300 in Catalonia.

The *FCVS* came into being at a meeting of Catalonian associations in Monells in May 1986.

Following the establishment of the *FCVS*, the Catalan government created the Catalan Voluntary Service, a public-sector organisation whose role and objectives overlap those of the *FCVS*. The two organisations continue to be at odds with each other. The main objectives of the *FCVS* are to support social voluntary groups and encourage their proliferation; to promote the culture of voluntary work among citizens, to train new volunteers and foster the creation of new associations in the area.

3.1 ORGANISATIONAL STRUCTURE

From a juridical point of view, the *FCVS* is an association of associations, currently composed of 270 associations and 80 foundations. About 1,150 NGOs periodically receive updates on *FCVS* activities. The statutory organs of the *FCVS* are as follows: an Assembly of 350 members, with one representative for each association; a 15-member Board of Directors; a 4-member Executive Committee, the President, the Vice-President, the Treasurer and a Panel of auditors. The work of the *Federació* is carried out not only by the collective bodies but by the commitment of volunteer staff as well.

3.2 FORMS OF FUNDING

The *FCVS* reached break-even in 2003, with overall revenue amounting to Euro 280,309.97. Eighty percent of its funding comes from public-sector grants, mainly from bids, agreements and so on. Half of the remaining 20% comes from European Community funds, and the other half from the private sector and services supplied.

3.3 ACTIVITIES AND SERVICES

The *Federació* does not offer direct assistance to citizens. Its principal role is to put potential volunteers in touch with organisations in search of manpower, so as to promote and support the activity known as "organised volunteering", that is, voluntary work within organisations which carry out social volunteer projects in the area.

Besides recruiting volunteers and placing them within appropriate organisations, the *Federació* also offers advice on obtaining volunteer insurance at favourable rates, thereby creating a link between organisations and the various insurance companies. The placement of new volunteers is a lengthy process. It goes from informing volunteers about the organisations in the region, to detailed orientation discussions to help volunteers decide on the most suitable organisation and then to accompanying and supporting new volunteers through the introductory phase in the chosen structure. Another of the *Federació's* important tasks is the organisation of events, meetings and conferences to promote and support social volunteering.

The *Federació* also plays an increasingly important role in volunteer training, and periodically organises general seminars and specific courses. Another growing aspect of its activity is information and communication. The *Federació* produces a large number of publications. It has a strong presence in the mass media and periodically organises meetings with the press. The *Federació's* excellent and detailed website gives organisations a great deal of useful information and contains an updated data bank on the NGOs in the region.

The services offered to organisations are free of cost. Member-

ship of the *FCVS* is required to make use of these services.

3.4 RELATIONS WITH PUBLIC INSTITUTIONS

The *Federatió* is registered as a not for profit organisation and has been recognised as an “association of public benefit”, with all the tax concessions this status entails.

As regards institutions, the *Federatió* enjoys the support of two political representative bodies, the *Mesa Tercer Sector Social*, an autonomous lobby for social policies, and the *Consell Català*, a regional council whose members include local institutions, town councils and second level associations, that is, associations of associations such as the *FCVS* itself.

4. THE MADRID COMMUNITY: **FEDERACIÓN DE ENTIDADES DE VOLUNTARIADO DE LA COMUNIDAD AUTÓNOMA DE MADRID (FEVOCAM)**

The *FEVOCAM* was set up on 25 February 1992, and currently includes 39 social volunteer NGOs. The *Federación* came into being because of the need to promote organised social volunteering and encourage cooperation and communication among voluntary organisations in the Autonomous Madrid Region.

The Foundation’s objectives are to promote and spread social volunteering; to support and encourage cooperation among associations and the creation of shared projects; to draft and propose reforms aimed at the growth and promotion of volunteering to institutions; to help public authorities draw up volunteering policy and to defend the interests and the independence of volunteering organisations.

4.1 ORGANISATIONAL STRUCTURE

The *FEVOCAM* is a regional association of associations, currently composed of 29 associations, 6 foundations and 2 national association

networks as well as *Caritas* and the *Red Cross*. The majority of member associations are involved in welfare activities, health and advocacy.

The statutory organs of the *FEVOCAM* are as follows: an Assembly of 39 members, one representing each NGO; a 7 member Board of Directors; a 7 member Executive Committee; the President, the Vice-president, the Treasurer and a Panel of auditors.

The *FEVOCAM* envisages the recruitment of voluntary staff.

4.2 FORMS OF FUNDING

Some 64% of the *Federación’s* revenue comes from private donations, 34% from public-sector funds and the remaining 2% from association fees. The Federation is required to justify all revenue, except for association fees (120.20 Euro per NGO). In 2003, income amounted to 187,667 Euro and expenditure to 182,987 Euro, excluding fees.

Incomings are classified as follows:

Fixed income:

- Agreements with the Ministry of Social Affairs: 54,100 Euro
- PIT - Personal Income Tax contributions: 4,560 Euro
- Membership fees: 4,680 Euro

Variable income (2003):

- Projects financed by the Madrid municipality: 4,808 Euro
- Projects financed by banks: 55,192 Euro
- Collaboration with the *Obra Social Caja Madrid*: 64,327 Euro

4.3 ACTIVITIES AND SERVICES

The *FEVOCAM’s* principal activity is the promotion of voluntary activity, carried out for the most part by organising seminars and conferences, orienting volunteers in their choice of organisation (preliminary discussions, orientation, placement assistance in the chosen or-

ganisation), financing projects proposed by the various organisations and offering fund-raising consultancy.

The other significant aspect of its work is training. The *Federación* offers courses and seminars on various themes intended for volunteers as well as local institutions in Madrid and other municipalities.

The *Federación* produces a wide range of publications, from magazines and publications informing organisations of ongoing tenders for social projects to leaflets offering social volunteering guidelines for citizens.

The Federation offers its services free of cost. Membership is required for associations to make use of services.

4.4 RELATIONS WITH PUBLIC INSTITUTIONS

The *FEVOCAM* is registered as a not for profit organisation and has been recognised as a “public benefit association”.

7 NATIONAL AND REGIONAL COORDINATION OF THE THIRD SECTOR

7.1 PLATAFORMA DEL VOLUNTARIADO EN ESPAÑA (PVE)

The *Plataforma para la Promoción del Voluntariado en España (PPVE)* was created in 1986 out of the need of several entities engaged in volunteering to coordinate their activities. Since then, an exponential growth in voluntary action has led many volunteers to be involved in numerous social contexts. On the one hand, there has been an increase in the so-called “municipal volunteering” (volunteers at the service of Municipalities, considered and utilised as civil service staff), which is counter opposed to “organised volunteering”, that is, those volunteers who belong to organisations, seen as an expression of citizen participation. Following the consolidation of this new form of commitment, and in order to enhance the active and independent role carried out by “organised volunteering”, the *Plataforma para la Promoción del Voluntariado en España* changed its name to *Plataforma del Voluntariado en España (PVE)* in 2004. The main aim of *PVE* is to strengthen and represent the volunteering movement before public authorities and other stakeholders (both public and private). For this reason *PVE* was constituted under the juridical form of an association.

The *Plataforma* works in three sectors of activity, with its respective services:

- Promotion and support, through awareness-raising, information and the acknowledgement of voluntary work: information and advisory services, publication of the *Voluntarios*, documentation and publication services, press monitoring services, preparation of informative material, celebration of the *International Volunteering Day* on 5th December, volunteer awards, creation of a web site.
- Training and facilitation to obtain the spaces and means to develop volunteering: advisory service for training, documentation and library services, teacher-training courses, research and studies services, seminars and specific courses.

- Creation and consolidation of volunteering networks, promoting the work network and co-ordination between national and international voluntary organisations: national platform meetings, development projects with the Territorial Platforms, promotion and consolidation of the Territorial Platforms, participation and co-ordination with international volunteering networks.

All the services are directed towards member organisations of the platform and are free of charge. The only requisite to become a *PVE* member is the signing of the *Código ético de los voluntarios* (Ethical Code of Volunteers), drawn up by the *PVE* itself. In recent years, *PVE* has increased its efforts to support networking among volunteering associations.

Composition

There are sixty volunteering organisations, including eighteen associations, seven foundations, eight networks or national federations, four regional networks, twenty-one local coordination bodies, including *Caritas* and the *Red Cross*. The *PVE* members sectors of activity are subdivided as follows: twenty-five deal with fostering volunteering, fourteen are welfare organisations, eleven work for the defence and protection of rights, seven deal with healthcare, two deal with recreation activities and culture, and one entity works in the field of education.

Structure

The Assembly, made up of all 60 member organisations, has the task of electing the Permanent Commission, which deliberates proposals and approves the budget. It meets twice a year. The Permanent Commission is made up of a Management Commission (Presidency, Vice-Presidency, Secretariat and Treasury) and of internal sectorial sub-commissions; it has the task of elaborating and managing the proposals that are then submitted to the Assembly. Along side these organs, *PVE* is run by the Board of Directors (9 members) and an Executive Council (5 members).

Financial resources

The main sources of funding are of public origin, accessed

through participating in public tenders and stipulating contracts and agreements, which in 2003 made up 56% of the total revenue. The main financier is the Ministry of Labour and Social Affairs. Another significant portion is made up of private donations (29% in 2003), followed by fees of the associations that belong to *PVE* (15% in 2003).

Human resources

The social bodies are made up of volunteers only, while the operative structure is made up of paid personnel. There are four work commissions that are active in the following fields: training, volunteering policies, international relations, and territorial co-ordination; each of these has a representative in the Board of Directors (*vocales*).

Relations with public institutions

The *PVE* is registered in the National Register of not for profit associations, and has been recognised as an organisation of public benefit, with all the tax concessions connected to being this type of entity. It is obliged to present its balance sheet to the Ministry of Labour within six months of the closure of the financial year. In terms of representation, the *PVE* is part of the *Consejo Estatal de ONG de Acción Social*, a body instituted with Royal Decree 1.910/1999 of 17 December. It is a non-binding advisory body, made up mostly of representatives of various NGOs and to a minor extent of State Administration officials.

7.2 PLATFORM OF THE AUTONOMOUS REGIONS

There are Platforms in several Autonomous Regions made up of various associations, federations and foundations. They have a role that is similar to the National Platform, though they are independent and autonomous from it. The following Platforms are part of the *PVE* with the right of vote in the Assembly, just like any other organisation member: *Plataforma para la Promoción del Voluntariado de Andalucía, La Coruña, Granada, Tenerife, Albacete, León, Segovia, Toledo, Soria, Córdoba, Jaén, Murcia, Las Palmas, Málaga, Almería, Badajoz, Melilla, Valencia, Valladolid* and *Seville*.

7.3 COORDINADORA DE ONGD DE ESPAÑA (CONGDE)

The *Coordinadora de ONGD de España* was set up in 1989 by seven organisations. At the time, it was the only coordinating body of NGOs that worked in international cooperation. Today, it is made up of 103 ONGD, and together with a further 16 *Coordinadoras Autonómicas* that have been established in the meantime. They coordinate 300 organisations that deal with international solidarity.

The **objectives** are those of setting up meetings in which all the member ONGD can gather to discuss issues related to their world, propagate the work of the ONGD, place pressure on the Spanish and European governments to respect the interests of the ONGD in economic and financial policies, maintain an exchange of ideas between the ONGD and the other organised social sectors, and provide technical assistance to the ONGD. Generally speaking, all the organisations that make up the *Coordinadora* deal with humanitarian aid, emergency situations and projects in developing countries. Many are either involved in awareness-raising campaigns directed to the general public or work in the field of development education. Others work on research projects or are more involved in the political field, placing pressure on political parties, local and national governments so that they can take measures in favour of the development of other peoples. In this context, fair trade is creating great interest among organisations.

The **activities** are carried out by various work groups (European Union, Communication, Latin America, Decentralised Co-operation, Women and Development, Humanitarian Aid, Co-funding, Development Education). These groups plan and coordinate joint activities and elaborate proposals intended for the Public Administration authorities and other social sectors. There is a technical secretariat that deals with the coordination and completion of the various programmes, as well as the publication of work and research, through the publishing house *Temas de cooperación* and a quarterly newsletter.

The **structure** of the *Coordinadora*: it has a General Assembly as its highest governing body, made up of all the federated organisations. It convenes at least once a year to deliberate on the budget and the general lines of intervention. The assembly elects a governing

board every three years, whose role it to execute the work plans approved by the general assembly.

7.4 COORDINADORAS OF THE AUTONOMOUS REGIONS

There are *Coordinadoras* in several Autonomous Regions. Their role is similar to that of the national *Coordinadora*, but they are independent and autonomous from it. The following are the *Coordinadoras* federated to the National *Coordinadora*: *Coordinadora de ONGD de Andalusia, Baleares, Castilla-León, Castilla La-Mancha, Euskadi, Murcia, La Rioja, Galicia, Navarra, Comunidad Valenciana, Aragón, Catalonia* and *Madrid*. The non-federated *Coordinadoras* are: *Coordinadora de ONGD de Extremadura, Canarias, Tenerife, Las Palmas* and *Asturias*.

8. SOCIETY AND INSTITUTIONAL OUTLOOK ON THE ROLE OF VOLUNTEERING

8.1 CURRENT PROBLEMS OF THE THIRD SECTOR

In 2001, the International Year of Volunteering, the *Esplai* Foundation, known for its studies on the Spanish third sector, launched a project entitled "Must we renew our associations?" which entailed a thorough debate on the current third sector. With the support of the Ministry of Labour and Social Affairs, a series of twelve seminars were organised in ten Autonomous Regions: Andalusia, Aragón, Asturias, the Canaries, Catalonia, Extremadura, Galicia, Madrid, the Basque Country and Comunidad Valenciana. Each seminar was supported by public, private and social subjects that helped promote the event, convene the participants, and disseminate the results of the work carried out. A total of 300 participants participated in the seminars, composed of directors and active members of more than 250 small and medium-sized associations of all types.

The following is a brief summary of the results that came from discussions held during these seminars:

The work of "social emergency", lack of national forethought and global strategies.

One of the utmost weaknesses was considered the lack of preventing the risk of exclusion. Intervention is often comparable to a firefighter's job, for those tasks that the public authorities cannot resolve, with the risk that the organisation is converted into a "services provider" subject. Very often, the modalities of social work are planned around the pace and interests of the Public Administrations that finance the projects. This contributes to a high degree of dependence and loss in opposing, where necessary, the policies of the institutions.

Lack of participation within the associations.

The lack of democratic participation is a greatly felt obstacle. According to many organisations, the incapacity of teamwork is the root of many other problems: lack of militancy or continued personal commitment, hierarchical approach to internal positions; not making volunteers responsible for their actions; greater involvement in carrying out activities without giving the right weight to the managerial-organisational aspects; scarce renewal of the governing members of the organisations.

Lack of training for members.

In the vast majority of cases, the board and active members of organisations have learnt from daily experience, thus lacking a specific preparation. This in turn can lead to an incapacity to plan, manage and coordinate one's own organisation.

Scarcity of human resources and confused relationships between volunteers and professional staff.

Human resources are both insufficient and unstable, and many organisations have difficulty in recruiting volunteers. Notwithstanding an increase in the number of professionally-trained staff, the need for qualified personnel continues to be high. In many organisations, vol-

unteers without specific qualifications are utilised to carry out complex technical professional work. Moreover, there seems to be a great confusion between the work carried out by professionals and that carried out by volunteers. The terms of participation, decision-making and communication are not clear. Professional staff complain that members and volunteers delegate their responsibilities to them and that they interfere in technical decisions. On the other hand, members and volunteers criticise the excessive power of professional staff. The work conditions of employed personnel are very often precarious. The reason has to do with the general preciousness of the organisations' resources. There are few situations that are coherent with the social values promoted by the world of associationism.

Insufficient resources, instability of projects.

Although the resources available have increased, they are still insufficient and discontinuous which makes the continuity of the projects and the sustainability of the organisation difficult. There are no social marketing strategies which could produce the organisations' resources and obtain new sources of funding. On the other hand, the resources are distributed in an unequal manner and those organisations that work in rural environments or in small urban areas have greater difficulty in accessing funds.

Lack of financial autonomy/private funding of the NGOs.

Organisations have an excessive dependence on public support. The biggest problem lies in the distribution dynamics of giving grants: lack of transparency, excessive bureaucracy, political favouritism, competition between organisations, risk of manipulation of organisations, lack of independence, etc. This in turn means that programmes and the organisations themselves are at great risk because they depend on the unstable support of Public Entities, which are often influenced by political-administrative changes. Moreover, this provokes an excess of institutionalisation of many organisations which have the Public Administration as their main or only point of reference.

Coordination problems with public institutions.

In general, organisations are unaware of the workings of the institutions, the administrative procedures, the manner in which to establish relations with them and the resources that these institutions place at their disposal. In turn, there is a lack of coordination within and among the various public administrations, which does not help resolve the problem.

Coordination problems among organisations.

Organisations are often unaware or know very little about other associations working in the same field which, in fact, creates an overlapping of services available and dispersion of resources. There is a serious problem of communication among organisations as they do not dedicate the necessary time or resources for this interassociation liaison. Competition to obtain public funding only increases the distance between organisations.

Lack of social communication of the organisations.

A strategy regarding adequate social communication is lacking. There is a scarce capacity to transmit an awareness of the problems to society, and the role carried out by the organisations to resolve them. Their own means of communication are often inadequate¹⁵.

8.2 THE LAW ON VOLUNTEERING

In December 1994, the then Minister of Social Affairs announced that the government was to regulate voluntary activity through a law. Little more than a year later, Law 6/96 on volunteering was unanimously approved and promulgated. During discussions regarding this project by the government, the voluntary organisations presented several amendments either directly to parliament or through the *PPVE*. In the end, with few variants to the project, parliament approved the law on 28 December 1995, which entered into force on 17 January 1996.

About voluntary organisations

1. LEGAL STATUS, ORGANISATIONAL STRUCTURE AND FINANCIAL RESOURCES

The survey carried out on 51 Spanish voluntary organisations has shown that the majority of these started their activities in the **1990s**, with only a few set up in the 1970s and 1980s, whilst the oldest organisation of those interviewed was founded back in 1954.

Most of these bodies rent their **headquarters** (32) whilst only seven organisations of the fifty-one own their own premises. A further seven have their headquarters made available by another body free of charge, and five use the residence of one of their members as their headquarters.

Almost all of the voluntary organisations (48) operate continuously throughout the year, thirty-eight operate on a five-day weekly basis, open to the public for a total of around 40 hours per week.

From the responses relating to the **motive** for creating the associations, it is evident that exists a fairly active social fabric, whereby 49% of the bodies were formed by an independent group of people, 27% emerged from a pre-existing activity, 12% were created on the initiative of a user group or their families and 9% were formed by a religious community.

Only in five cases have organisations been moulded on Christianity (or another religion), while eighteen organisations are of a secular and non-denominational nature. The remaining twenty-eight organisations claim to be moulded neither on religion nor on a particular ideology.

The most predominant type of **legal status** among the organisations interviewed is that of not for profit organisation, which is how as many as thirty-seven bodies are defined. There are seven foundations and six voluntary organisations. All the organisations are regulated by a **statute** which declares: the undertaking of not for profit activities (49); the democratic nature of the body (43); the charitable nature of social duty (43); activity for the sole purpose of solidarity (37); recording the body on a particular register. In fact, in forty-two cases, the

Statute also provides for specific regulations on the management of services provided.

The organisations are also governed by **sector legislation**: Law on Associations (43), Law on Volunteering (34), Law on Foundations (7), Law on the Disabled (4), Law on Social Services (2), Law on International cooperation (12).

Twenty-nine organisations are currently entered on the national Register of Associations, twenty-one on the Regional Register, thirteen on the Register for International Cooperation Bodies (*AECI*), seven on the Register for Foundations, a further seven on the Register for Voluntary Organisations, five are entered on the Register of Public Interest, three on the Social Services Register and three on the Register of Religious Bodies.

The data gathered provides a fairly clear picture of the **organisational structure** of the organisations, which generally have an assembly (43), a board of directors (50), executive bodies (management, coordination and the like) (43) and monitoring bodies (unions, auditors and the like) (24).

In order to carry out their activities in 2003, the organisations were able to benefit from several **funding channels**: in thirty-eight cases income was derived from member contributions or memberships and/or self-financing activities, in thirty-six cases from private funds and in twelve cases from the sale of goods and/or services. Furthermore, twenty-seven organisations received certain contributions from local and regional bodies, twenty-two from ongoing contracts or provision of services and 30 from projects submitted to public bodies and the European Union.

It can therefore be deduced that the funding is predominantly public in nature.

With particular regard to the amount of **income**, only seventeen organisations received over 150,000 Euro, sixteen bodies claim to have received between 51,000 and Euro 150,000 Euro, six receive under 5,000 Euro from their activities, and the remainder

have an income of around 25,000 Euro.

In the majority of cases (31) the organisations are also legally eligible to tax benefits (VAT exemption, Law 49/2002, reductions in tax on business activities, and reductions deriving from the *Ley Estatal de Fomento del Empleo*).

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

With regard to the territorial range in which organisations perform their activities, most of the bodies operate at a regional (20) and international (14) level, eight organisations operate within their provincial territory, and only two operate within the city to which they belong.

The organisations' activity is often carried out in collaboration with other bodies, as is evident from the thirty-six **agreements** or contracts signed with public bodies for the execution of specific activities or projects.

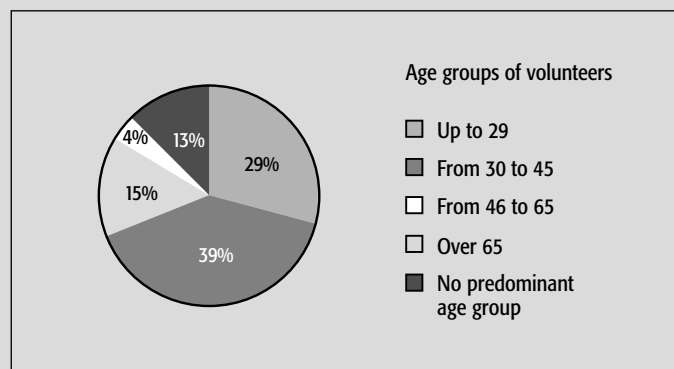
Furthermore, in 2003 the organisations also undertook numerous working relationships with other bodies in the form of **projects and initiatives carried out as part of a network**: thirty-five organisations collaborated with schools, professional training centres and universities; thirty with other voluntary organisations; twenty-nine with other services and offices of the city; twenty-five with organisations with a socio-cultural focus; a further twenty-five with various public bodies (educational bodies, civil defence bodies, etc.); twenty-three liaised with foundations and a further twenty-three with businesses and banks; twenty with national organisations; twenty-one with provincial services. Finally, only ten organisations collaborated with health service bodies, seven with parties and unions and seven with self-help groups. This list of bodies with which the organisations have collaborated, illustrates the presence of a close network of activity which manages to embrace various different areas of intervention.

Almost all of the organisations interviewed take an active part in a **coordinating body** at various levels: all form part of national and

regional networks, eleven belong to provincial bodies and twenty-two to international bodies.

Other data demonstrates the significant **role performed by volunteer support and promotion bodies** within the area surveyed. As many as thirty-seven organisations use the services of these bodies for the purposes of training (20), organisation of events (17), information (10), communication (7), logistical services and counselling (9).

Age groups of volunteers acting gratuitously and continuously



Almost all of the organisations actively seek new volunteers and, in doing so, use the services of a support body in 47% of cases.

These are: *FSVCV (Fundación de la Solidaridad y del Voluntariado de la Comunidad Valenciana)*, the *PVE (Plataforma para el Voluntariado España)*, *PPVE Comunidad Valenciana*, *FCVS (Federació Català de Voluntariat Social)*, *Internet*, *SVE*, *PIV (Punto de Información sobre el Voluntariado)* and *Ayuntamiento de Madrid*.

The recruitment of new volunteers is only subject to certain requirements in 39% of the cases, and the following requisites are required: pre-existing training (16), motivation (8), good emotional balance (4), and over 18 years of age (3). Thirty bodies require the volunteer to undergo induction training and only thirteen require ongoing training. Whilst the recruitment of volunteers is regulated by minimum selection criteria, they are not required to give a specific commitment in terms of time.

3. AREAS OF ACTIVITY, GOALS AND TYPOLOGY OF BENEFICIARIES

From the numerous responses given, it is evident that the organisations perform **several activities**.

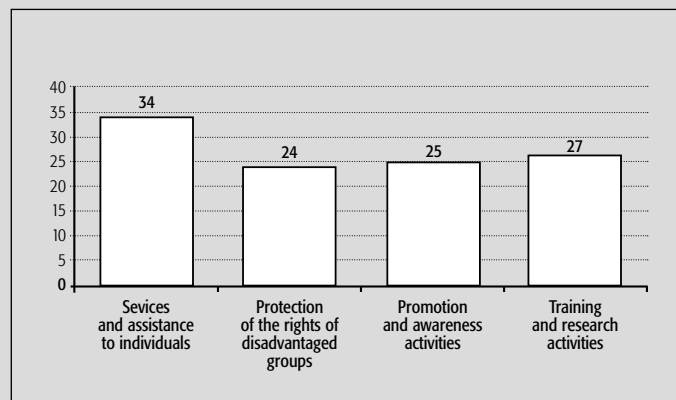
Activities performed by the organisations

| | |
|---|----|
| Welfare | 24 |
| Health | 10 |
| Advocacy | 31 |
| Cultural issues and protection of cultural assets | 14 |
| Education and training | 45 |
| Recreation | 21 |
| Sport | 9 |
| Civil protection | 1 |
| Protection and awareness-raising of the value of environmental and natural heritage | 8 |
| Projects (project support) in developing countries | 19 |
| Raising funds to finance activities carried out by other bodies | 9 |
| Coordination and support for operational groups or territorial areas | 18 |
| Other | 18 |

One of the most active areas is education/training, followed by the protection and promotion of rights. As many as twenty-four of the fifty-one organisations are involved in social care activities, almost as many are involved in recreational activities (21) and as important again are the activities performed in leading projects in developing countries (19), etc.

As a norm, the beneficiaries or users of the organisations are not required to pay a subscription or service fee.

Main areas of intervention of the organisations



Results are similar for those organisations performing **activities relating to other sectors** of intervention. In this case the responses show the goals of intervention of the organisations to fall within five macro goals: performing services of public interest (27), performing promotion and awareness-raising activities (90), protecting the environment and the area (11), performing training and research activities (33) and other (13).

The questionnaire also asked the organisations to identify the **specific beneficiaries** and types of individual with which they are involved on a continual basis. Combining all the responses, we are able to note that the largest groups of users are: children and young people (25), people in need (45), disadvantaged groups (34) and families (6). As a norm the beneficiaries or users do not pay a subscription or any fee for services.

Of those interviewed, twenty-eight organisations were in a position to quantify their users, which ranged from a minimum of six to a maximum of 50,000 users. As a norm, the beneficiaries or users do not pay a subscription or services fee.

ORGANISATIONS INTERVIEWED

These are the associations that have allowed us direct insight into the reality we have been investigating.

Acció Ecologista Agrò, Valencia
 Asamblea de Cooperación Por la Paz, Valencia
 Asociación cultural, educativa, solidaria Comunidad Valenciana, Valencia
 Asociación de Atención a las Personas con Parálisis Cerebral y Afines (Valencia), Valencia
 Asociación de Familiares de Alzheimer Valencia, Valencia
 Asociación de hogares para niños privados de ambiente familiar, Valencia
 Asociación de los hijos de Hoduduwa, Valencia
 Asociación de refugiados y asilados de la Comunidad Valenciana, Valencia
 Asociación de voluntarios de acogimiento familiar, Valencia
 Asociación Española Contra el Cancer, Valencia
 Asociación Hogar Vull, Valencia
 Asociación para la Cooperación con el Sur - Las Segovias, Valencia
 Asociación para la protección y integración de la mujer, Valencia
 Asociación para la Solidaridad (Valencia), Valencia
 Asociación Socio-Cultural Ibn Batuta, Barcelona
 Asociación Valenciana Contra la Sida, Valencia
 Asociación Valenciana de Ayuda a Personas Excluidas, Valencia
 Associació de Padres y Amigos de Personas Discapacitadas de Rivas-Vaciamadrid, Valencia
 Casa Cuna Santa Isabel, Valencia
 CEAR: Comisión Española de Ayuda al Refugiado, Madrid
 Centro DATO, Madrid
 Centro de Estudios para la Integración Social y Formación de Inmigrantes, Fundación de la Comunidad Valenciana, Valencia
 Centro de Estudios Rurales y de Agricultura Internacional, Valencia
 Centro de las culturas de la Comunidad Valenciana, Valencia
 Comité Ciudadano Anti-Sida, Valencia

Confederación Española de Organizaciones de Mayores, Asociación, Madrid
 Cooperacció, Barcelona
 Cooperación Social CV (delegazione della Comunità Valenciana), Valencia
 Es Posible, Valencia
 FADA - Asesoramiento y prevención de los abusos sexuales a menores, Valencia
 Federació de Asociaciones de Descapacitados Fisicos de la Provincia de Valencia, Valencia
 Federació de Redes de Apoyo a la Integración Sociolaboral (sede di Valencia), Valencia
 Federación Valenciana de Discapacitados, Valencia
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