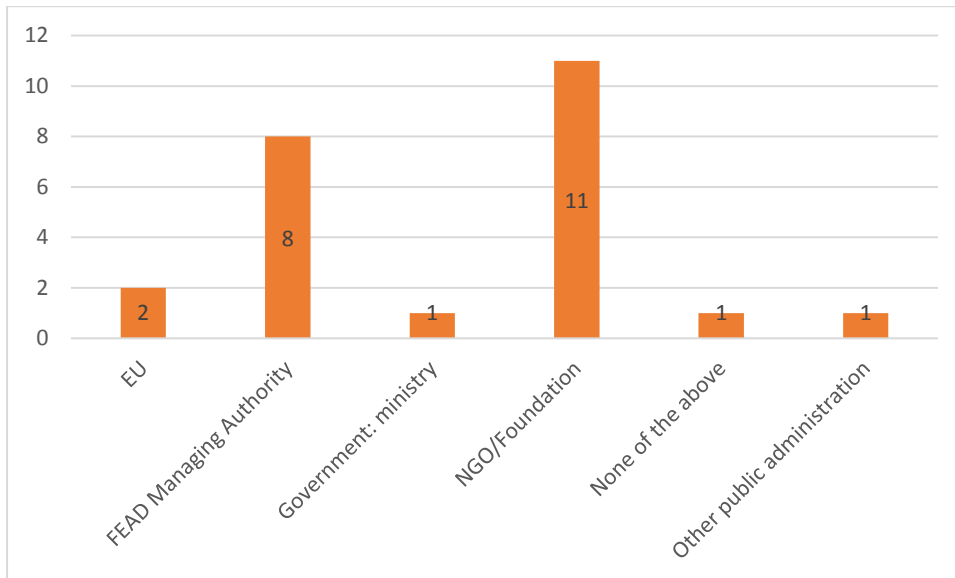


Delegate feedback – 9th Network meeting: The involvement of volunteers in FEAD delivery

Organisations represented at the Meeting

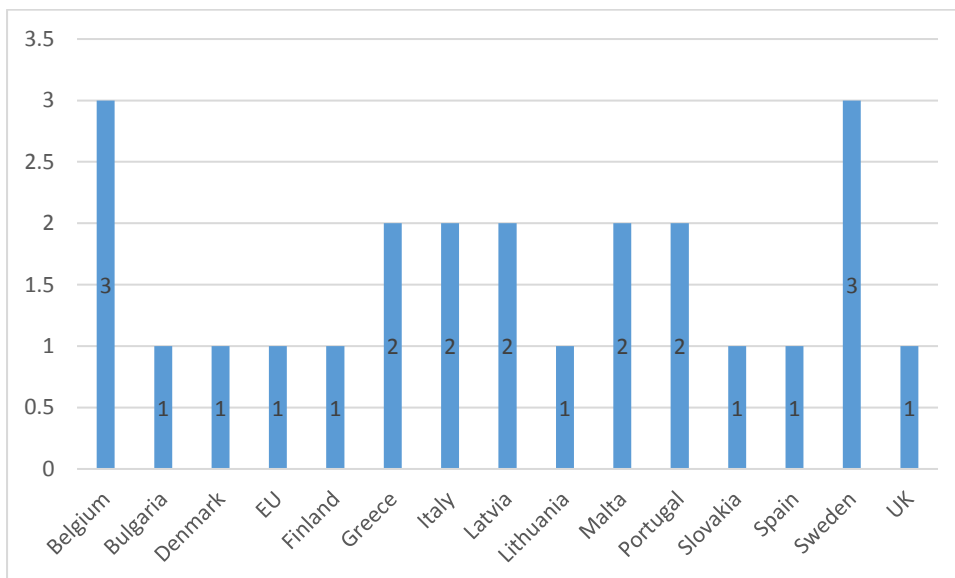
Most participants responding to the survey (n=23)¹ represented FEAD Managing Authorities or NGOs/Foundations. A few other participants were from the EU institutions, national governments or other public administration.



Source: Ecorys, n=23

Countries of origins

Respondents came from a large range of countries as illustrated by the chart below.

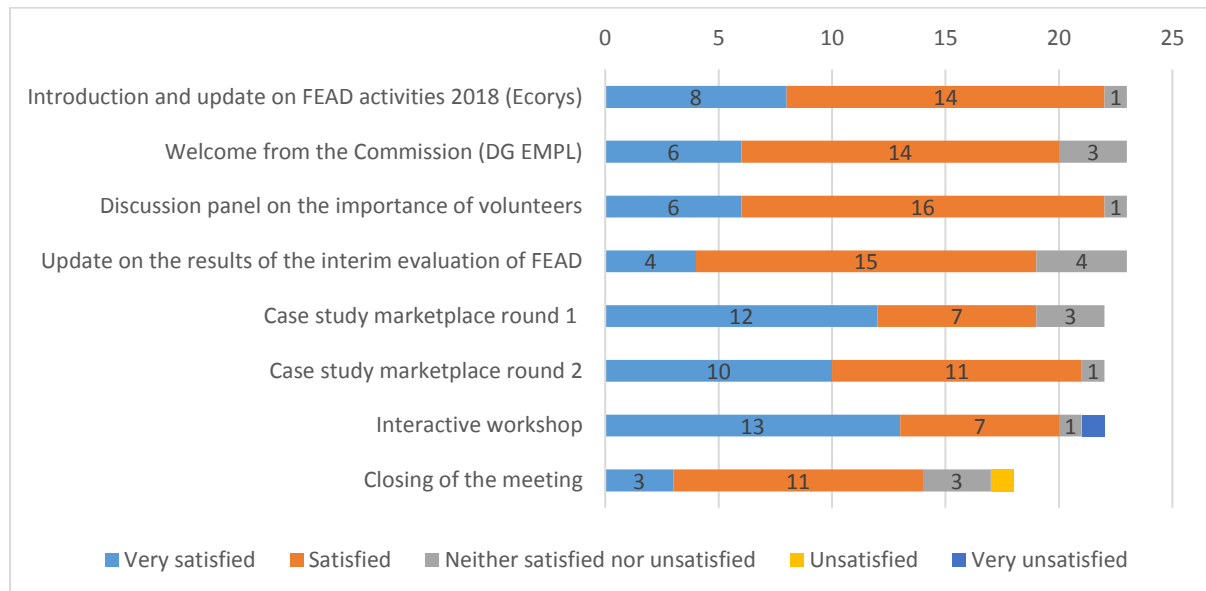


Source: Ecorys, n=23

¹ When responses do not add up to 23, this indicates instances when the respondents did not respond to a particular question or questions.

Satisfaction with different sessions at the meeting

Most participants responding to the survey (n=23)² were either “very satisfied” or “satisfied” with the different sessions at the meeting. The interactive workshop and the marketplace case studies were particularly well received as they provided “*an opportunity to find out about new methods and ways to involve volunteers*”. Generally, delegates praised opportunities for interaction, networking and exchange of experience as it enabled them to learn about best practices and challenges in other countries and share ideas.

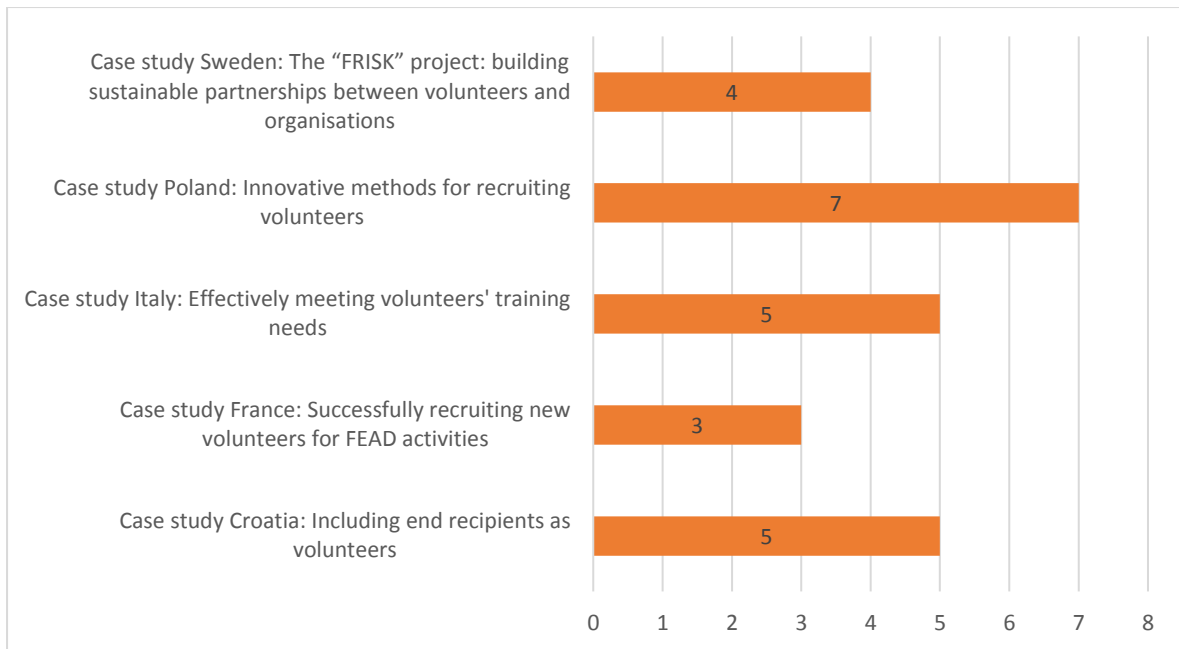


Source: Ecorys, n=23

Case studies that were best received

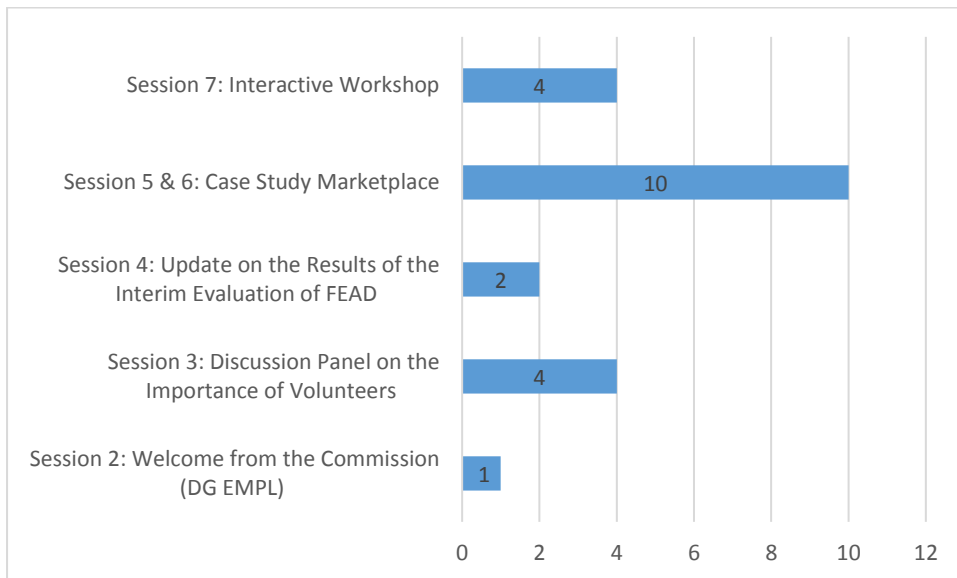
The case study focussing on innovative methods for recruiting volunteers was particularly well received.

² When responses do not add up to 23, this indicates instances when the respondents did not respond to a particular question or questions.



Source: Ecorys, n=23

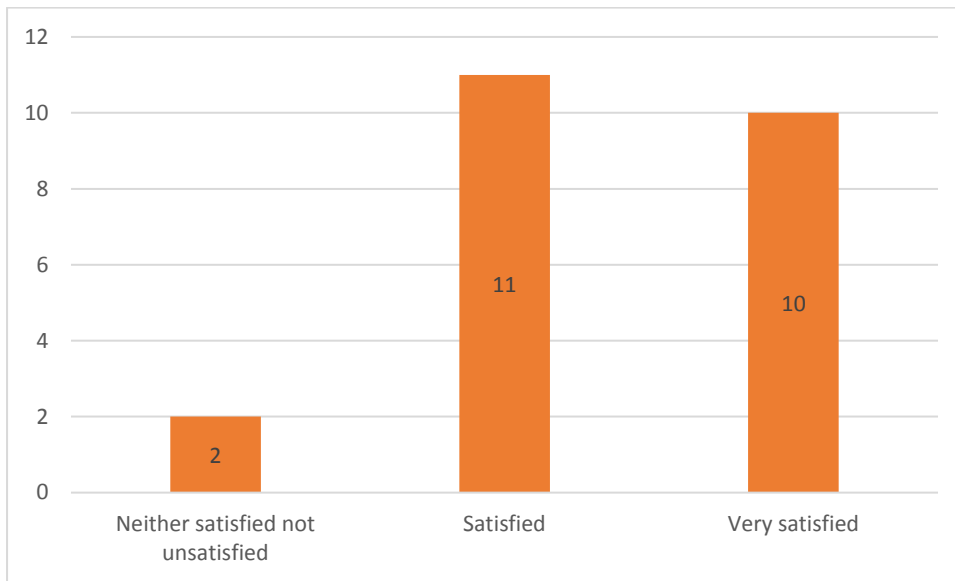
Most relevant session(s) to FEAD-related work



Source: Ecorys, n=20

Respondents found the Case Study Marketplace session most useful for their FEAD-related work. Participants reported having learnt in particular about the pros and cons of working with volunteers, and about the different ways of involving, retaining and motivating volunteers in FEAD delivery. Another issue that was touched upon was the importance of training volunteers, and recognising and valuing their work.

Satisfaction with background information

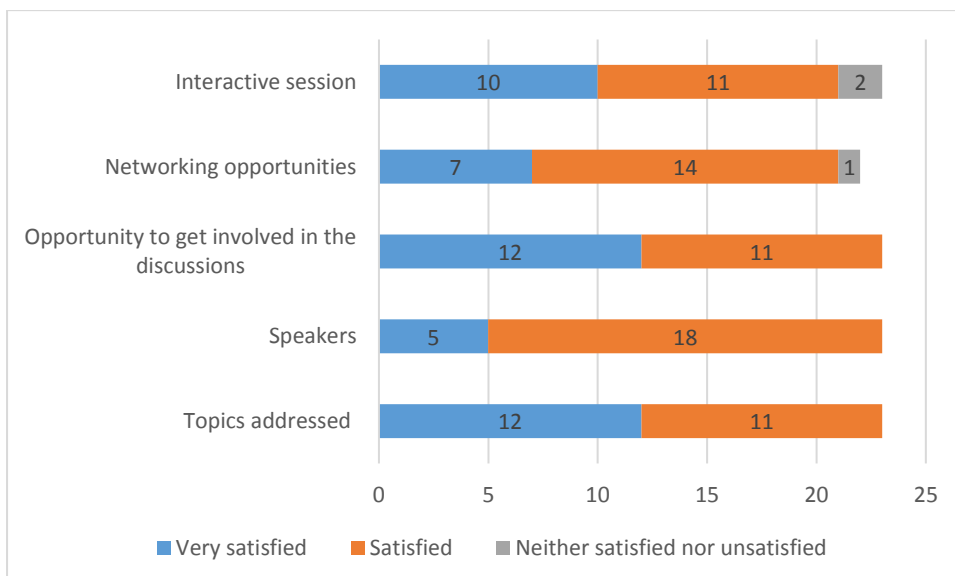


Source: *Ecoys*, n=23

Most of the respondents were either satisfied or very satisfied with the background information provided.

Satisfaction with different aspects of the meeting

When asked about different aspects of the meeting, most respondents reported they were either “very satisfied” or “satisfied”. The level of opportunity to get involved in discussions was particularly appreciated by delegates.



Views on the main challenges for involving volunteers in FEAD delivery

Respondents touched upon a wide range of challenges in relation to involving volunteers. The two main issues raised revolve around the recruitment and retention of volunteers for FEAD related activities. Respondents pointed out the difficulties of recruiting volunteers, in particular young people. A key learning in that respect is the importance of designing a specific programme for volunteers including a strategy to recruit and select them.

The second main challenge reported by delegates revolves around the retention of volunteers. Delegates pointed out the importance of nurturing a volunteers' culture, and in investing in the 'social capital' namely training the volunteers as being a main take away from the meeting.

The main challenges in involving volunteers are **recruiting** and **retention**. Therefore, it is important to design programmes that look at nurturing the volunteers' culture and in investing in the 'social capital' namely training of volunteers.

Main take away on how to better involve volunteers in the delivery of FEAD

Participants highlighted a large number of lessons from the meeting on how to improve the way volunteers are involved in FEAD delivery. To begin with, respondents stressed the importance of planning a strategic campaign of recruitment and using different tools for different targets (such as media and social networks). Also important is to speak with volunteers about their motivation for volunteering. When it comes to retaining volunteers, delegates pointed out the need to organise activities to make the volunteers feel like they are an integral part of the organisation, and to nurture a sense of ownership and commitment. The need to maintain a regular and positive communication with volunteers was further highlighted. Finally, respondents highlighted the need to invest in the training needs and motivational support and supervision of their volunteers.

How to better involve volunteers

- Using different tools for different target groups (e.g. social media channels for young people)
- Make volunteers feel valued and an integral part of organisations
- Nurture a sense of ownership and commitment
- Invest in skills development through training

Willingness to get involved in more FEAD Network activities

An overwhelming majority of delegates reported they aspire to get involved in more FEAD Network activities following this meeting as illustrated below.



Topics to be addressed in future FEAD Network exchanges

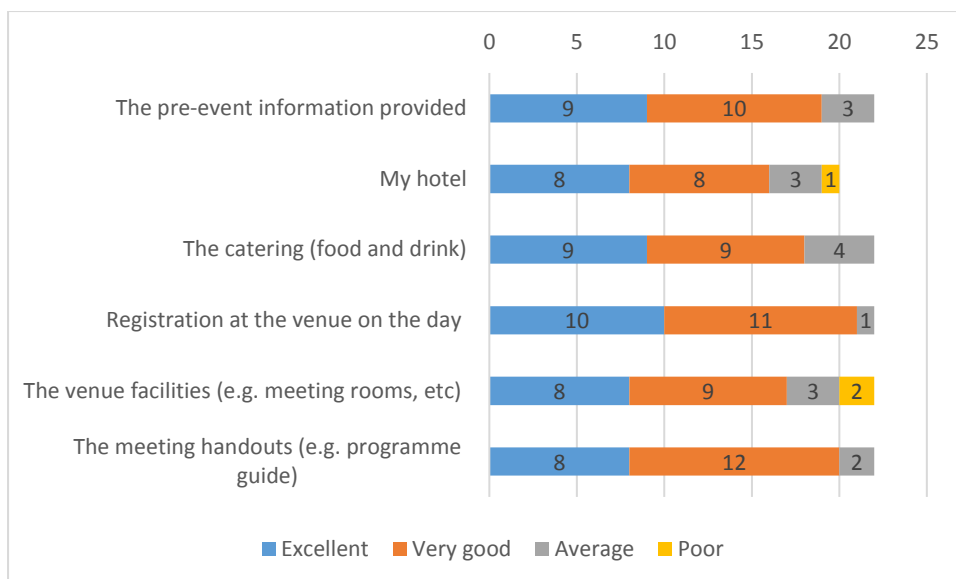
- The provision of accompanying measures in FEAD assistance
- How to create synergies between ESF and FEAD
- How to include the end recipients in programme design
- FEAD monitoring and evaluation

Suggestions of topics to be tackled by the Network in the future included:

- The provision of accompanying measures, including how to encourage beneficiaries to participate in them
- Breaking down the stigma associated with the collection of the FEAD assistance
- The monitoring and evaluation of FEAD
- Gender equality/non-discrimination
- How to create synergies between ESF and FEAD
- How to include end recipients in the setup, implementation and monitoring of FEAD projects
- The role of the professional helpers in designing and leading support services beyond food and material assistance.
- How to effectively reach out to the most deprived within the EU
- How to improve the parameters used for food collection and distribution, Solutions to preserve the food before distributing it to end recipients

Satisfaction with the logistical organisation of the meeting

Overall, participants were very happy with the logistical arrangements of the meeting.



However, one respondent pointed out the one-hotel-night coverage limit imposed by the European Commission proved challenging logistically. It caused them to leave the meeting prior to its end hence not being able to make the most of the interactive workshop. It also caused them to book tight flights, which resulted in a missed connection and further travel disruptions.

Ideas and suggestions for future Network meetings

Respondents suggested the meetings should be spread out over two days as to have more time to deepen the topic discussed, to network and to share ideas. Participants also suggested more networking opportunities could be arranged: it was suggested to set a time for delegates to introduce each other and in particular first time attendees, to organise more informal discussions, to circulate a participants' list including contact details. A delegate was disappointed that some of the registered European Commission representatives were missing during the event.

Respondents further suggested to include more project visits, more case studies presentations and to provide participants with more time to learn about them. Finally, it was suggested delegates could give a 3 minutes brief in the general assembly on how FEAD is being successful in their country based on their experience.