



International FORUM on Development Service
FORUM International du Volontariat pour le Développement

IVSO 2004: Collaborating for Change



***Hosted by Fredskorpset
31 October – 3 November 2004, Oslo, Norway***



International FORUM on Development Service
FORUM International du Volontariat pour le Développement

Annual Meeting of International Volunteer Sending Organisations

IVSO 2004

IVSO 2004 was hosted by Fredskorpset in Oslo. FORUM would like to extend its sincere thanks to everyone at Fredskorpset for making the meeting a success. The theme of the meeting was **collaborating for change**. David Hansen, Chief Political Adviser to Norway's Minister of Foreign Affairs, welcomed delegates to Oslo and commended them for their collaborative way of working, stressing that "no country stands alone in fighting poverty."



IVSO 2004 Programme

Sunday 31 October 2004

6.00pm Reception hosted by Fredskorpset at *Blå*

Monday 1 November 2004

9.00am **Conference opening**

Welcome by Cliff Allum, President of FORUM

9.30am **Address** by Mr. David Hansen, Chief Political Adviser to the Minister of Development Co-operation.

10.00am **Session 1: Policy Framework – Latest Trends in Policy Coherence**

Chair: Cliff Allum

Panel: Ad de Raad (UNV), Judith Randel & Tony German (Development Initiatives).

1.00pm Lunch

2.00pm **Session 2: Current Trends and Added Value of International Volunteering**

Chair: Karen Takacs

Presentation of research commissioned by FORUM and undertaken by Judith Randel and Tony German of Development Initiatives. The session will address current trends in international volunteering, examples of practice in addressing added value and the possible role of social capital as a way of identifying added value in international volunteering.

7.00pm Dinner hosted by Fredskorpset at *Hvalstrand Bad*.

Tuesday 2 November 2004

9.00am **Session 3: Strategic Agreements, Best Value and Performance Measurement**

Chair: Mark Goldring

The impact of both public sector reforms and changes in donor perspective and practice is impacting on the ways in which International Volunteering is being resourced. While the drive for 'best value' has seen instances of outsourcing, tendering and performance measurement being addressed, the drive for policy coherence and a programmatic approach has seen an increase in strategic grant arrangements.

This session looks at examples of current practice in the areas of:

- Tendering
- Strategic Grant Agreements
Presentation by Gordon Cummings, Claude Perras and Karen Takacs on behalf of the Canadian International Volunteer Cooperation Agencies (CIVCA)



11.15am **Session 4: Programme Workshops**
Chair: Julian Kramer and John Jones

This session was organised in two parallel streams, each with 3 workshops focusing on current themes and areas of work that individual organisations wish to share and explore with others.

1.00pm Lunch

2.00pm **Session 4: Programme Workshops** continued.

6.00pm **FORUM meeting**
Chair: Cliff Allum

Wednesday 3 November 2004

9.00am **Session 5: Forms of Inter-Agency Collaboration in International Volunteering**
Chair: Karen Takacs

The development sector at both governmental and NGO level has been characterised by increased co-operation in recent years. In some cases this is leading to changing institutional arrangements.

This session explores case studies of different forms of co-operation, the reasons behind collaboration and the consequent benefits for International Volunteering.

- Presentation by Mark Goldring, CEO, VSO on the merger between VSO and beso.
- Presentation by Claude Perras, Director of the WUSC-CECI Volunteer Cooperation Programme, on the strategic alliance between WUSC and CECI.

11.30am **Session 6: Future Plans**
Chair: Cliff Allum

- Report back from the FORUM meeting
- IVSO 2004 Review and Evaluation
- IVSO 2005
- Research Priorities

12.30pm **Close of conference** - Cliff Allum and Ragnar Kleiven



Participant List

Tina Agerbak <i>Information Officer & Course Coordinator</i>	MS, Denmark
Cliff Allum <i>President</i>	International FORUM on Development Service
Gordon Cummings <i>President and Chief Executive Officer</i>	CESO, Canada
Tor Elden <i>General Secretary</i>	Fredskorpset, Norway
Hartwig Euler <i>Executive Secretary</i>	Lernen und Helfen in Ubersee, Germany
Tony German <i>Researcher</i>	Development Initiatives, UK
Mark Goldring <i>Chief Executive</i>	VSO, UK
Rosh Gurung	Nepal Institute of Development Studies, Nepal
Prudence Kaijage <i>Director of Training</i>	MS, Tanzania
Ragnar Kleiven <i>Chair of the Board</i>	Fredskorpset, Norway
Christoph Klinnert	German Development Service, DED, Germany
Claude Perras <i>Director</i>	CECI-WUSC Volunteer Cooperation Programme
Ad de Raad <i>Executive Coordinator</i>	UN Volunteers
Judith Randel <i>Researcher</i>	Development Initiatives, UK
Martin Schreiber <i>Central Secretary</i>	Unité, Switzerland
Luís Silva <i>Head of International Programmes</i>	Skillshare International, UK



International FORUM on Development Service
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Carl-Johan Smedeby
Head of Administration

Forum Syd, Sweden

Deborah Snelson
Chief Executive Officer

VSA, New Zealand

Karen Takacs
Executive Director

Canadian Crossroads International

Hatakeyama Takashi
Senior Assistant to Managing Director

Japan Overseas Cooperation Volunteers, Japan

Alison Tesfachew
Chief, External Relations Group

UN Volunteers, Germany

Dr. Jürgen Wilhelm
Director General

German Development Service, DED, Germany

Tomoyuki Yamada
Staff of PR and Social Contribution Team, Domestic Affairs Group

Japan Overseas Cooperation Volunteers, Japan



Session 1: Policy Framework

Policy Framework - Latest Trends in Policy Coherence

Chair: Cliff Allum

Panel: Ad de Raad (UNV), Judith Randel (Development Initiatives), Tony German (Development Initiatives).

This session aimed to establish the context for the day, by analysing the policy framework that we are now operating within. It addressed the latest trends in policy coherence, including the impact of the emphasis on Millennium Development Goals (MDGs), donor collaboration, models of budget support and other policy instruments and the implications for International Volunteering. Ad de Raad, Executive Coordinator of UN Volunteers, recognised the significance of volunteerism, both internationally and nationally, in achieving the MDGs.

Session 2: Current Trends and Added Value

Tony German and Judith Randel of Development Initiatives presented a summary of current trends experienced by international volunteering organisations and an interim report of research in to the added value of international volunteering and social capital. This research had been commissioned by FORUM. The final report and full survey are available from FORUM.

The following trends were highlighted:

- Increasing importance of values and commitment.
- Successful shift from youth programmes.
- Significance of development context of volunteering.
- Shift in skills requirements of some countries (e.g. shift from carpentry, teaching etc to civil rights and advocacy).
- Trend towards a multi-directional approach with the introduction of South-North and South-South placements and work in the areas of advocacy, information dissemination and development awareness. Discussion around moving from volunteer sending to volunteer mobilisation and from capacity building to capacity lending.
- Donor perspectives – donor requirements in order to justify funding to their own constituencies and the achievement of MDGs.

Tony and Judith introduced the possible role of social capital as a way of identifying added value in international volunteering. Social capital enables people to be aware of their rights and have the information to assert their rights. Judith Randel explained that “social capital enables rights to be realized.” It is the inclination to do something without expecting anything in return and therefore has strong links with the spirit of volunteering. Judith encouraged international volunteering agencies to open dialogues and engage people, explaining that this is vital because “volunteering is on the edge of everyone’s agenda and in the middle of no-one’s.”



In a world where cultural understanding is becoming increasingly important, international volunteering agencies have a comparative advantage in facilitating exchanges and enabling effective links.

Tony and Judith's research had included interviews with a range of agencies. To illustrate the interim report presentation, Martin Schreiber and Dr Jürgen Wilhelm presented case studies of Unité and DED respectively.

A plenary discussion followed the presentation. Points raised included:

- **Measurement** of social capital. The research was initially intended to look broadly at social capital. The focus has now shifted to whether social capital should be a quantifiable objective of our work. Ad de Raad said that this development is a positive step as “we now have a way of expressing and quantifying our value and the contribution of volunteers.”
- **Contribution of volunteering agencies.** How much can we claim to contribute? Who are the other stakeholders? Tony German suggested that volunteering is “an expression of social capital”, explaining that “volunteering offers something which technical cooperation does not. A voluntary contribution leads to a different quality of partnership.”
- **Terminology.** While the process of breaking down national barriers is accelerating, there remain sensitivities around the use of the word ‘volunteer’. This term has different connotations in different parts of the world and in different contexts.
- **Outcome or critical means?** Is social capital an outcome which we should measure or a step to achieving our goals?

Session 3: Strategic Agreements, Best Value and Performance Measurement

Both public sector reforms and changes in donor perspective and practice have an impact on the ways in which international volunteering is resourced. The drive for ‘best value’ has seen instances of outsourcing, tendering and performance measurement being addressed, while the drive for policy coherence and a programmatic approach has seen an increase in strategic grant arrangements.

Strategic Grant Agreements

Presentation by Gordon Cummings, Claude Perras and Karen Takacs on behalf of the Canadian International Volunteer Cooperation Agencies (CIVCA).

Following a period characterised by the difficult relationship between Canada's international volunteering agencies and their government funding body (CIDA), a relationship of trust has now been established. Finding themselves competing with each other for the same



declining funding, the CIVCAs decided to collaborate to work with CIDA. On different issues, different agencies take the lead and act on behalf of the whole group.

Trust has also been built within the group of CIVCAs. There is no Chair and, while not every agency is able to attend every meeting with CIDA, they are represented by the other agencies. Gordon Cummings said that although the group is fairly informal at the moment, the agencies may choose “to formalise our collaboration at some stage. The worst thing would be to lose this way of working.”

Following CIVCA’s presentation, the discussion opened up. Martin Schreiber compared the Canadian example to the situation in Switzerland where “it’s not only international volunteering organisations; all sorts of NGOs are coming together to work using the collective model.” Delegates also stressed the importance of working with different government bodies and building several strong relationships. Mark Goldring shared his experience, explaining that “at VSO, we now put more energies in to working with other ministries, such as education and health, to raise development issues with them – not only with the Civil Society Department.” In order to develop this relationship with the government donor, good channels of communication are essential. Tor Elden explained that this should work in both directions and that “it is important to look at communication with the government funder and to assess whether or not you are doing your job.” Ideas on how these relationships could be strengthened were taken a step further, as Ad de Raad suggested “we have to try to put ourselves in the position of the government and play it out. Why not try role plays? This makes you understand the reality and what makes them tick! It enables us to anticipate their next move.”

Tendering

Following a review of their international volunteering programme, AusAID have produced a new report "Volunteers and Australian Development Cooperation" (August 2004) and have put the programme out to tender. <http://www.ausaid.gov.au/publications/pdf/volunteers.pdf> The process is currently underway and the outcome will be known in 2005.

With the AVI representative unable to attend, Cliff Allum outlined the current situation in Australia and gave a brief presentation. This formed the basis of a discussion among delegates about tendering and bidding, during which the following points were raised:

- Issue of competition between private companies and NGOs bidding for the same contract. Karen Takacs suggested that “the best way we can be collectively proactive is to articulate what we do that is different and what separates us from other NGOs and private IV companies.”
- Relationship between the government donor agency and the NGO sector.
- National foreign policy of the government. Tor Elden illustrated this point by saying that “we have to build relationships with conservative governments and not only with our closest friends.”



Session 4: Programme Workshops

This session was organised in two parallel streams, each with 3 workshops focusing on current themes and areas of work that individual organisations wished to share and explore with others. The session was chaired by Julian Kramer and John Jones, with at least one resource person in each workshop.

Youth programmes: Challenges and contribution to development.

Tor Elden and Ragnar Kleiven, Fredskorpset.

Fredskorpset led the programme workshop looking at the challenges of youth programmes and how they can contribute to development. Positive aspects and dangers of youth programmes were identified:

Positive

- To influence future decision-makers in programme countries by engaging them in volunteer action.
- To increase tolerance towards other behaviours and societies.
- To find values of different cultures.
- “*Samaki – mkunje akingali mbichi*” – “The best time to bend a fish is when it is fresh”
- Realistic ways of engaging young people for life.
- To challenge our ways of thinking.

Dangers

- Self-centred absorption of many young people from the North extends in to their adult lives and leaves them with no interest in community involvement.

North-South Partnerships: What are the criteria for good partnerships?

Luis Silva, Skillshare International & Karen Takacs, Canadian Crossroads International

The key points arising from the workshop discussion on the criteria for good partnerships between the North and the South were:

- Relationship must be based on respect, equity, transparency and reciprocity.
- Complementary values and skills are essential.
- Need a commitment from both sides.
- Recognising different resources that partners represent.
- Partnership should be seen as a process with different levels: strategic, operational and ad hoc.

It was suggested that this area could be pursued at IVCO 2005.

Senior Programmes

Gordon Cummings, CESO & Takashi Hatakeyama, JOCV.



Volunteer Training

Tina Agerbak and Prudence Kaijage (MS)

Key points of the discussion on training for volunteers & development workers were:

- Content of the training:
 - Corporate identity of the sending or receiving organisation?
 - Survival skills
 - Cultural orientation
 - Language
 - Methodology
 - Re-entry
- Length: in relation to the length of the assignment.
- Where: home country; receiving country; regionally.
- Standardised v customised.
- Own staff v outsourcing.
- Culturally homogenous / heterogeneous.

The challenges of recruiting from a range of countries and sending to a range of countries were acknowledged. There has been a trend among many agencies to reduce the duration of training and even towards e-training in some organisations.

HIV/AIDS Programmes: New challenges and possibilities

Mark Goldring, VSO

Key points of the discussion on new challenges and possibilities relating to HIV/AIDS programmes were:

- The impact of AIDS on our organisation;
- The way AIDS affects the people we work with;
- The way AIDS affects our partners.

This included looking at partner organisation sensitisation, workplace policy, mainstreaming, volunteer sensitisation and volunteer integration activities. The group noted that businesses tend to be more advanced than governments and organisations. It was also recognised that a workplace policy is necessary in order to enable staff to deliver an HIV/AIDS programme.

Sending Personnel from North to South: A critical view of programmes

Carl-Johan Smedeby, Forum Syd

In small groups, the workshop participants generated arguments against sending personnel from the North to the South. These arguments were then countered in plenary. The key points of this discussion were:



- Reviewed arguments against sending personnel.
- Acknowledgement of the need to identify and communicate added value. Linked to the discussion of:
 - Value base
 - Solidarity
 - Advocacy
 - Political causes of poverty
 - Partnership
 - Social capital

Session 5: Inter-agency Collaboration

The development sector at both governmental and NGO level has been characterised by increased co-operation in recent years. In some cases this is leading to changing institutional arrangements.

This session provided an opportunity to explore different forms of co-operation, the reasons why this happened and the benefits that have arisen in the area of International Volunteering. This was done through the presentation of 2 case studies.

- Presentation by Mark Goldring, CEO, VSO on the merger of VSO and BESO. At the time of the meeting, VSO and BESO were planning to merge. Mark outlined the background, programme and culture of each organisation and explained how the process had worked. A full merger, with effect from 1 April 2005, has since been announced. http://www.vso.org.uk/news/pressreleases/vso_beso_merger.asp
- Presentation by Claude Perras, Director of the WUSC-CECI Volunteer Cooperation Programme. Claude outlined the context of the Uniterra initiative – a strategic alliance between WUSC and CECI.

Session 6: Future Plans

Minutes of the FORUM meeting held on 2 November 2004 will be circulated to members separately.

- The IVSO meeting will be renamed IVCO to better reflect our work: the annual meeting of International Volunteer Co-operation Organisations.
- IVCO 2005 will be hosted by JOCV, held 26-28 October 2005 in Tokyo.
- The Executive of FORUM is to expand to 5 members. JOCV and VSA have nominated members to the Executive.
- The Executive will consider topics for IVCO 2005 programme. Delegates will be invited to contribute to the list of themes.
- There is interest in holding a European seminar event to generate more interest in and awareness of FORUM within our natural constituency. This event must be clearly distinct from IVCO.



Research Priorities

Delegates agreed the following as priority areas for research in 2005, with (interim) reports to be presented at IVCO 2005:

- Social capital and added value of international volunteering
- Research on impact to be carried out in collaboration with UN Volunteers.
- Case studies (including partnership models) with contributions from member organisations.

The mapping exercise could proceed, but should not use too many resources. An accurate mailing list may be more useful than a high-maintenance, detailed map of agencies throughout the world.

IVCO 2005

Delegates agreed that there should be greater focus on key issues in workshops. The Executive would develop a proposed programme for IVCO 2005. Suggested topics included:

- What happens when volunteers/development workers come home? What has been the impact of the experience on them?
- Case studies and critiques of building partnerships.
- Follow-up on:
 - Capacity building / capacity lending
 - AusAid tender
 - WUSC / CECI
 - VSO / beso
- Report and discussion on Social Capital and Added Value of IV.
- Outcome of mapping research.
- How to achieve better outcomes.
- Our impact in the north / in our own societies.
- UNV research on impact – Social Capital issue.
- Research on a country case study:
 - How is volunteering evolving?
 - National / international volunteering.
 - Seeing IV from a partner perspective.
- South – South volunteering.
- What is required in order for personnel to fulfil MDGs?
- Engaging international volunteers when they return.
- Impact and programme evaluation.
- Collaboration at multi-lateral level.
- Public engagement.
- Advocacy work – different models, comparison.



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Closing Words from the President of FORUM

Cliff Allum, President of International FORUM on Development Service, would like to thank everyone who participated in the conference. Delegates maintained a consistently high level of strategic discussion and the conference closed on a very positive note; with the next steps identified to take forward some of the issues and research over the next year.

For more information on IVCO 2005 or International FORUM on Development Service, please contact Jessica Lowe at jessica.lowe@skillshare.org